

Purpose and Intent



- Purpose: To outline base functionality in Release 2 and set the conditions for enhancements in Release 3.
- Intended Outcome: Shared understanding of what is the Release 2 starting point for functionality.
- We are laying the foundation for the future of IPPS-A!

TODAY

- 20th century legacy systems like SIDPERS, which require homegrown workarounds
- Inefficient and inconsistent business processes, hand signatures and paperdriven accountability

RELEASE 2

- 21st century case management and customer support software
- Automates, tracks and manages Soldier HR and pay inquiries with consistent business processes for the entire ARNG.

TO-BE

- Electronic, one-stopshop for personnel, pay and talent management actions.
- Consistent business processes across all 3 Components and 21st century mobile technology.



Functional Guide Table of Contents



- Section 1: Logging into IPPS-A
- Section 2: Overarching Functionality
- Section 3: What Can Soldiers Do?
- Section 4: What Can Commanders/Leaders Do?
- Section 5: What Can HR Professionals Do?

Section 1: Logging into IPPS-A



- Access Overview of IPPS-A
- IPPS-A Primary Methods of Access
- Access Through AKO
- Mobile App & Self Service Access
- Dual Persona Description
- Dual Persona Access
- Roles and Permissions
- IPPS-A Access Request Process
- Person of Interest (POI) Provisioning

Section 2: Overarching Functionality



- Talent Management (TM) in R2
- Hire/Rehire
- Mass Update
- Home/Host
- Personnel Action Request (PAR)
- Workflow Terminology
- Restrictions
- Separations
- Retirements
- Delegation of Authority
- Orders

Section 2: Overarching Functionality (Cont'd) PPS*A



- Mobilization
- Business Intelligence (BI) Analytics in R2
- Release 2 Reporting Capabilities (Ad Hoc)
- Audit Readiness
- IPPS-A to DJMS TINS Submission
- ARNG DOMOPS Support
- CRM/Helpdesk
- Top of the System
- R2.X

Section 3: What Can Soldiers Do?



- iHub Navigation
- My Personal Details
- My Current Profile
- My Historical Profile
- My Readiness
- Talent Management
- Personnel Action Request (PAR)
- Semi-Centralized Promotions
- Special Pay
- CRM

Section 4: What Can Commanders/Leaders Do? IPPS*A



- iHub
- My Team
- Talent Management
- PAR
- Decentralized Promotions
- Promotion Point Worksheet (PPW)
- Restrictions/Flags
- Special Pay

Section 5: What Can HR Professionals Do?

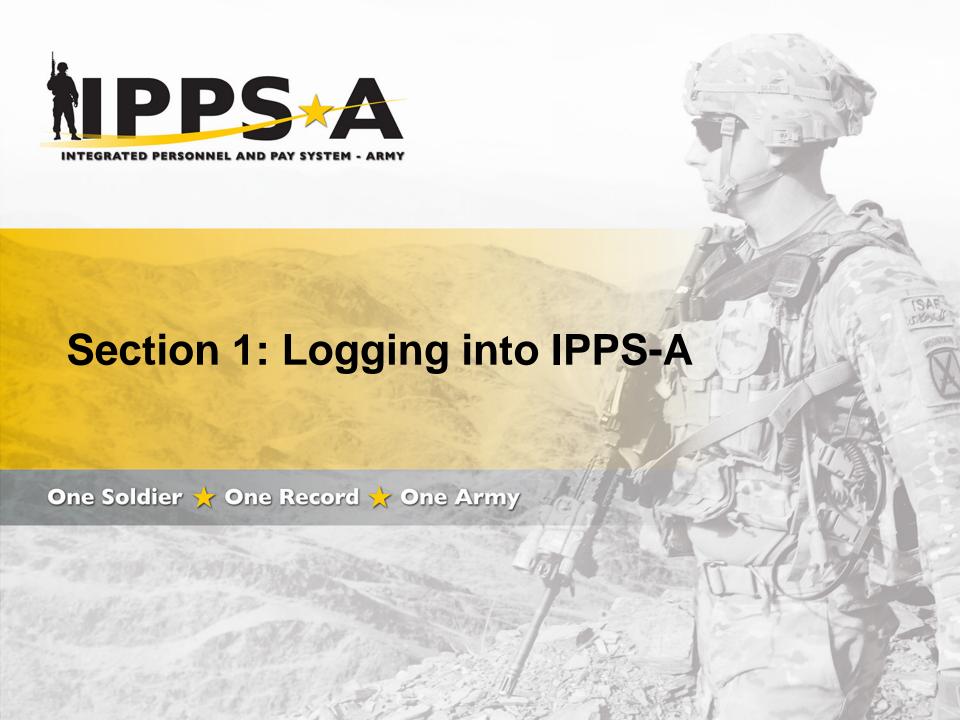


- iHub
- Talent Management
- Personnel Action Request (PAR)
- Workflow
- Semi-Centralized Promotions
- Centralized Promotions
- Restrictions
- Special Pay
- CRM Person Profiles

Points of Contact



- Design and Development includes most areas except those listed below
 - MAJ Dawn Wandembergh dawn.m.wandembergh.mil@mail.mil
 - CPT Kristen Adams kristen.n.adams3.mil@mail.mil
 - CW3 Latisha Mosby latisha.a.mosby.mil@mail.mil
- Audit/USPFO/DJMS TINS
 - LTC Carmen Iglesias carmen.j.iglesias.mil@mail.mil
- CRM
 - MAJ Megan Meinholz megan.c.meinholz.mil@mail.mil
- Talent Management
 - CPT Olumide Akanni olumide.h.akanni.mil@mail.mil
- Business Intelligence
 - LTC Tammy Fanniel tammy.a.fanniel.mil@mail.mil



Access Overview of IPPS-A



Users will have various options of logging into IPPS-A from either a Personal or Government device on a .mil or commercial domain:

Access Site	Login Method	Using a Personal Device on a Commercial Domain or a Government Device on a Commercial Domain or .mil Domain (NIPR or VPN from Commercial)					
IPPS-A link (EAMS-A)	 CAC For mobile devices, a User can use a Commercial CAC Reader/App (e.g., Thursby) CAC Log in Option is currently not available using the IPPS-A Mobile App. 	Self Service, HR Professional, Commander/Leader access with the ability to view/update PII					
*IPPS-A DS Logon Page	DS Logon Username/Password (Users can use the IPPS-A Mobile App. CAC must first be registered with DMDC.)						
or DMDC My Access Center Page	 CAC For mobile devices, a User can use a Commercial CAC Reader/App (e.g., Thursby) CAC Log in Option is not available using the IPPS-A Mobile App. 	Self Service Capabilities Only					
АКО	 CAC IPPS-A can be accessed through AKO "single sign on" instead of directly entering the IPPS-A link 	Self Service, HR Professional, Commander/Leader access with the ability to view/update PII					
Mobile Device	DS Logon Username/Password Access IPPS-A via mobile phone browser Currently working on IPPS-A Mobile App	Current design supports Self Service Capability only. Currently working on IPPS-A Mobile App Design					

^{*} DMDC restricts a user from being able to manage PII data of other personnel when logged into through their Self-Service portal

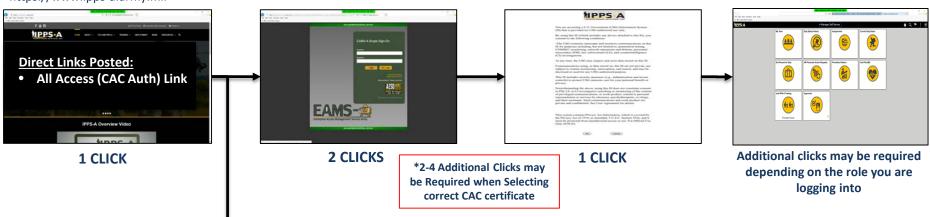
IPPS-A Primary Methods of Access



(*4-6 Clicks)

OPTION 1: ALL ACCESS (CAC AUTHENTICATION)

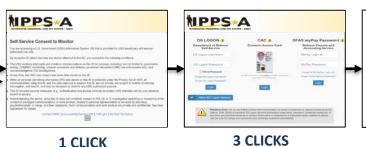
Open Web Browser and Go To IPPS-A Public Website at: https://www.ipps-a.army.mil



OPTION 2: SELF-SERVICE ACCESS (USERNAME / PASSWORD) (6 Clicks):



DS Logon Username & Password Only



The page of the pa

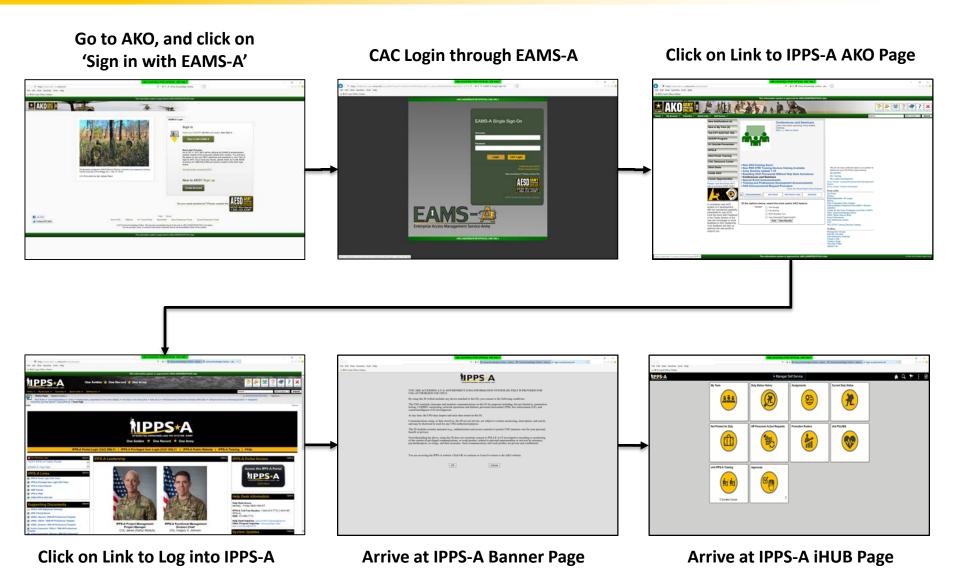
Additional clicks may be required depending on the role you are logging into

Recommended Way Ahead for Authorized User Access from IPPS-A Mobile App

- Add direct hyperlink to IPPS-A for user to copy then paste in Thursby or other commercial app to leverage CAC Reader connected to the users device
- Embed a PDF document with instructions

IPPS-A Access Procedures Through AKO/EAMS-A

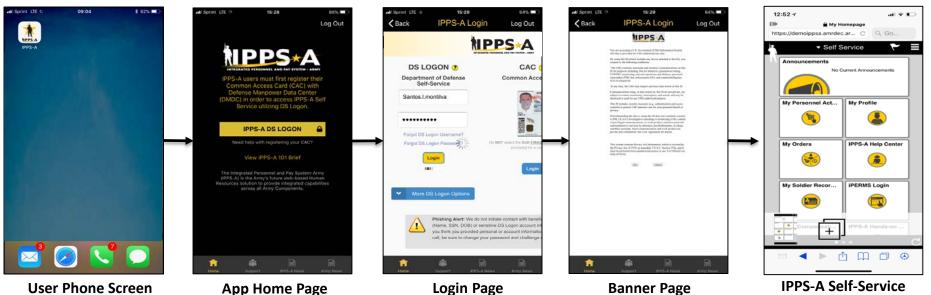




IPPS-A Mobile App & Self Service Access



- Users must first register their CAC with DMDC in order to use DS LOGON Username and Long Strong Password
 - (https://myaccess.dmdc.osd.mil/identitymanagement/registration.do?execution=e2s1)
- IPPS-A Mobile app will allow the user to log into IPPS-A only by using the DS LOGON username and password only
- Current Design supports Self-service capability only using the IPPS-A app
 - If a user wants to access their elevated privileges on a mobile device, they must CAC authenticate in through AKO/EAMS-A using a CAC Card Reader and software (ie. Thursby).
- Expected deployment date of the IPPS-A Mobile App is pending test outcomes and IOS/Android Acceptance
 - Working on capability to add 3rd party software to allow CAC enabled functionality to perform HR/CDR functions on a Mobile Device



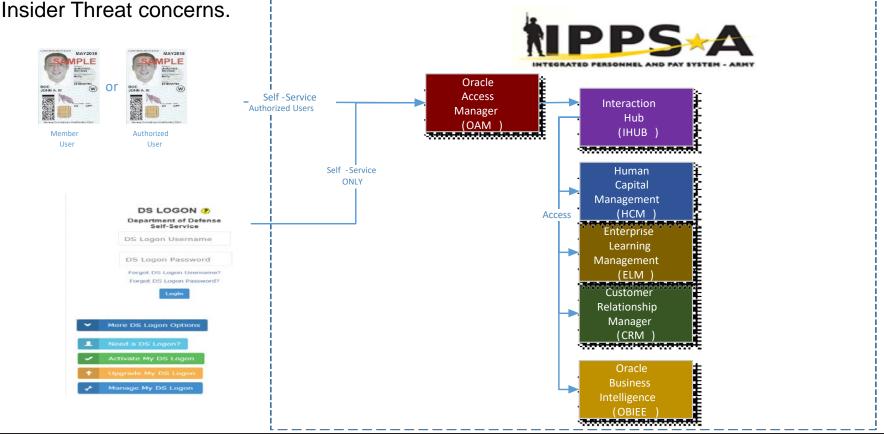
Homepage

Dual Persona Description



- Dual Persona users are IPPS-A users with two credential certificates. Army National Guard (ARNG)/Army Reserve (USAR) members with an employee record in IPPS-A; AND
- IPPS-A can support login capabilities for members that have 1 CAC with multiple certificates or multiple CACs with 1 certificate on each. However, user performance is greater with multiple CACs.

DMDC Policy directs users with dual personas to obtain multiple CACs due to Audit and



Dual Persona Access



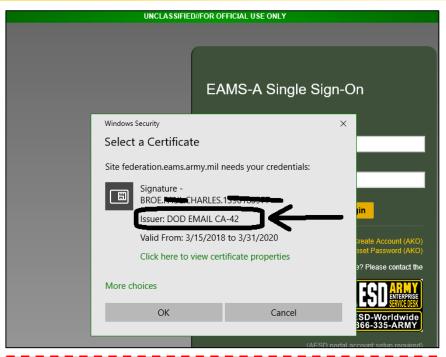
The dual persona user would log into IPPS-A (https://ipps-a.army.mil) and use the appropriate CAC/PIV for the "persona" (Soldier/Civilian/Contractor) into the CAC reader.



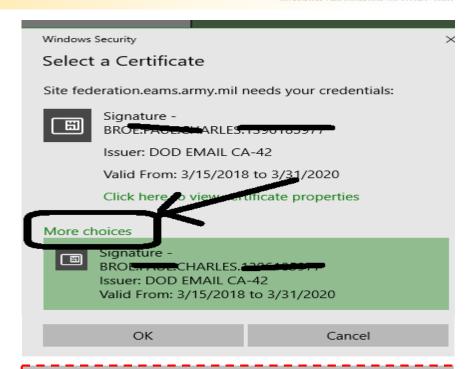
IPPS-A utilizes EAMS-A authentication for access. If AKO website is turned off EAMS-A authentication remains in place and will serve as the primary means to authenticate users into IPPS-A.

Dual Persona Access (Cont'd)





EAMS-A prompts for CAC Certificate selection. Be sure to pick the DOD EMAIL CA-42. This is the only certificate we will accept. EAMS-A can only collect information from the certificate selected. The DOD EMAIL certificate is the only one on the CAC with the email address of the persona. If another certificate from the CAC is selected, IPPS-A will not be able to detect the persona of the user and will alert.



Note: Click on "More Choices" if the DoD EMAIL certificate does not display.

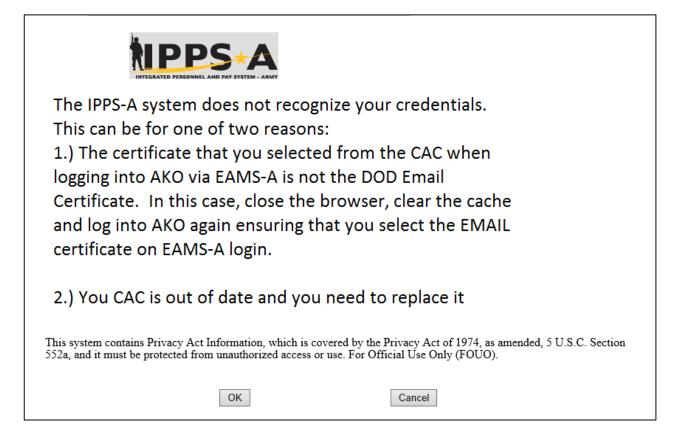
Note: Available certificates from sample CAC. Only the signature certificate has the email identifier as shown.

Select the signature/email certificate and click "OK"

Dual Personal Access (Cont'd)



• If you select the incorrect certificate, or the CAC does not have an EMAIL DOD certificate the following pop-up displays and prevents you from logging into IPPS-A. This is regardless of whether you are a "dual" or "single" persona.



Roles & Permissions: Application Security Vision

All Are

Some Are also

Leaders

Others Will Be HR

Professionals



Member Self-Service Category



- US Army Soldier
- Access own records & SRB
- Initiate transactions/requests

Commanders/Leaders Category

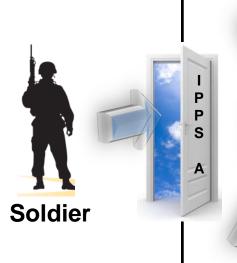


- Commanders/Leaders who lead other soldiers
- View subordinate records
- Approve/review subordinate transactions/requests

HR Professional Category

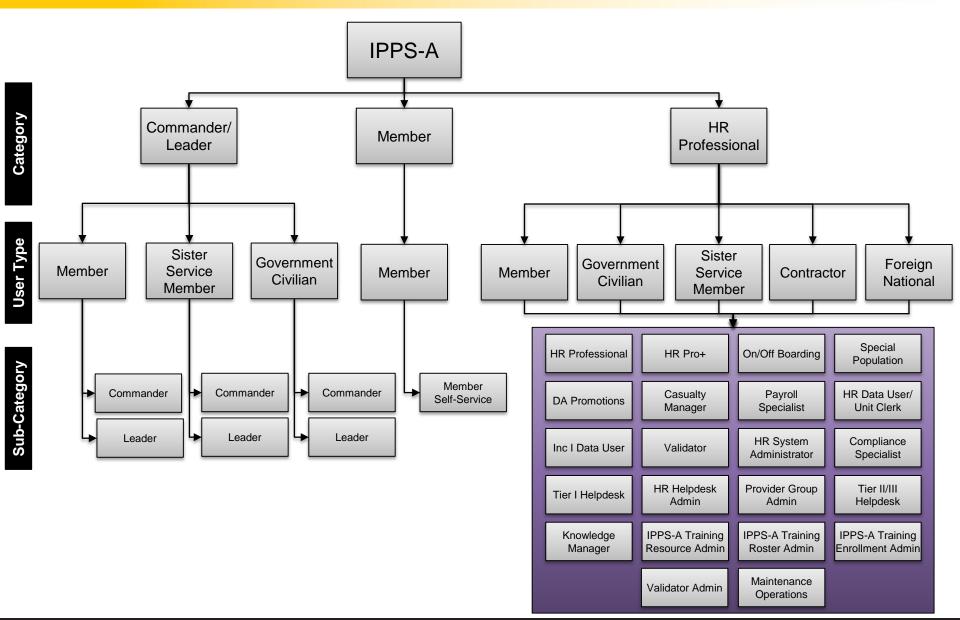


- Business partners who support members and managers
- Commander support operations
- System operations



Roles & Permissions: Hierarchy

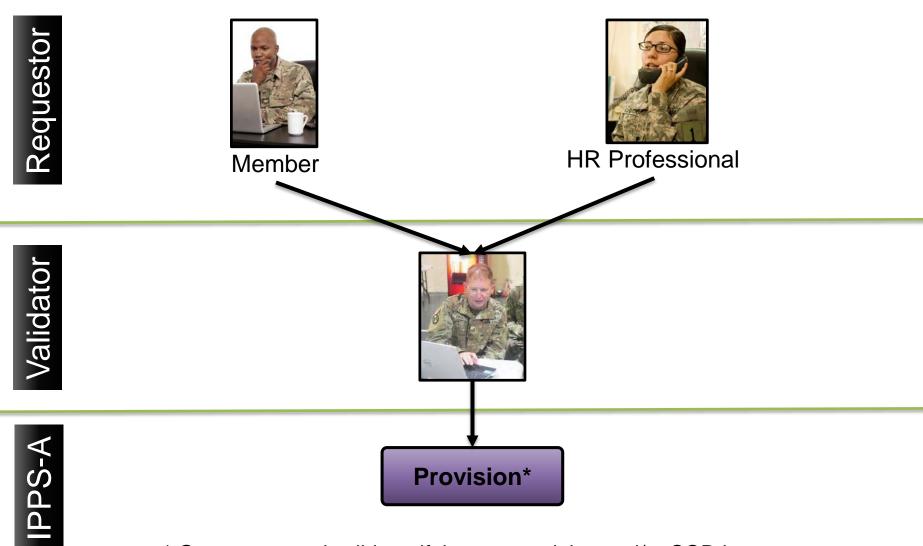




Roles and Permissions: Elevated Access Request Process Flow



For users who need more than Self-Service access to IPPS-A



^{*} Goes to second validator if there are training and/or SOD issues

IPPS-A Access Request Process







Audit Compliance Check

Automated verification of Separation of Duty (SOD) requirements

Training Check

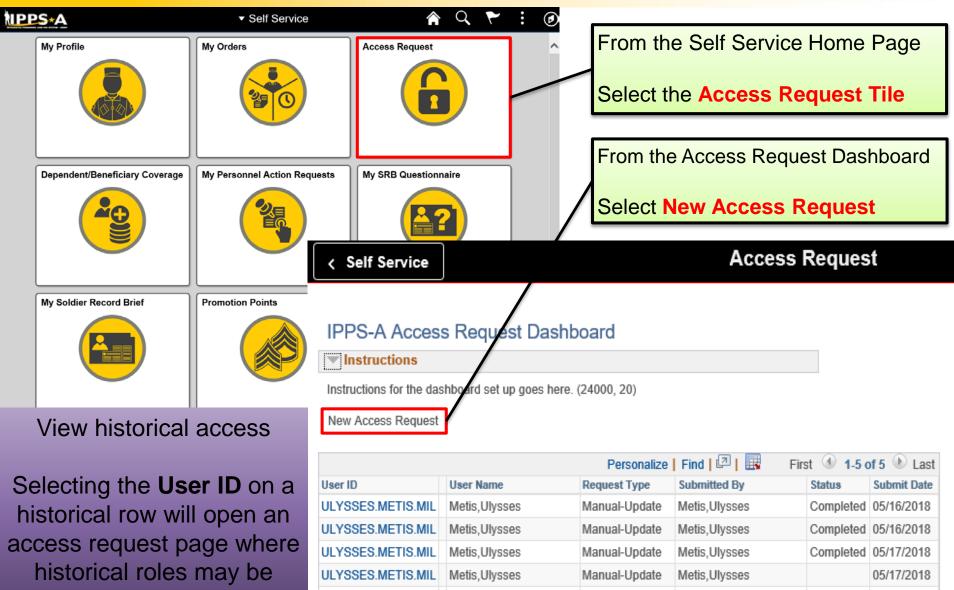
Automated verification of training requirement completion

<u>IPPS-A Logs:</u> Who - Does What - To Whom - When on all transactions, including the approval of elevated access

Access Request Dashboard

viewed but not edited





Metis, Ulysses

Manual-Update

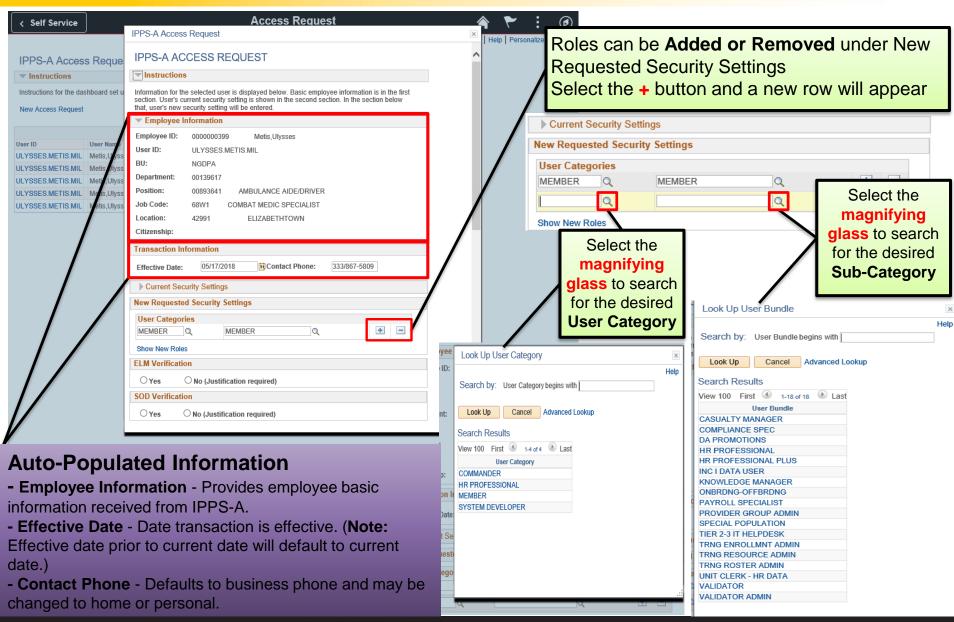
Metis, Ulysses

ULYSSES.METIS.MIL

05/17/2018

Request New Security Settings





Review/Edit New Roles Requested



IPPS-A ACCESS REQUEST Instructions Information for the selected user is displayed below. Basic employee information is in the first section. User's current security setting is shown in the second section. In the section below that, user's new security setting will be entered. Employee Information Employee ID: 0000000399 Metis.Ulvsses User ID: ULYSSES.METIS.MIL BU: NGDPA Department: 00139617 Position: 00893641 AMBULANCE AIDE/DRIVER Job Code: 68W1 COMBAT MEDIC SPECIALIST Location: 42991 ELIZABETHTOWN Citizenship: Transaction Information Effective Date: 05/17/2018 Conta 333/867-5809 Current Security Settings New Requested Security Setting **User Categories** MEMBER HR PROFESSI Q HR PROFESSIONAL × Q Show New Roles

Deselect roles by selecting the **check** next to the role is optional.

O No (Justification required)

O Yes

SOD Verification

Select **Show New Roles** to view all roles being requested for the Member

Transaction Information									
Effec	ctive Date:	05/17/2018	Contact	Phone:	333/867-5809	9			
Current Security Settings									
New Requested Security Settings									
Use	r Categories								
MEN	MBER Q	MEMBER	₹	Q		+			
HRI	PROFESSIQ	HR PRO	FESSIONAL	Q		+	_		
Hide	New Roles								
✓	IP_HCMWF_W	ORKFLOW_ADMI	N	Workflow Ad	dmin				
✓	IP_HCMWF_S1	I_POOL		S1 Workflow	/ Pool				
✓	IP_HCMWF_RE	EVIEWER		Workflow Reviewer					
✓	IP_HCMWF_IN	TERMEDIATE_AF	PROVER	WF Intermediate Approver					
✓	IP_HCMWF_AF	PPROVER		Workflow Approver					
✓	IP_HCMWF_AF	PPROVAL_MONIT	OR	Workflow Approval Monitor					
✓	IP_HCMSS_NG	_ENLISTD_PROM	MO_PREF	Enlisted Pro	motion Prefere	nce			
✓	IP_HCMSS_ME	EMBER		[WF] IPPS-A	Member				
✓	IP_HCMPY_IPI	PSA_ED		E & D Item Level					
✓	IP_HCMPY_ED	_PAYEE		Earnings and Deductions Payee					
✓	IP_HCMPT_PR	OCESS_MONITO	R	Process Monitor-System Process					
✓	IP_HCMPAR_F	REVOKE_RESTOR	RE_PROMO	O PAR: Revoke/Restore Promotion					
✓	IP_HCMPAR_F	RESTRICTIONS		PAR: Restri	ctions				
✓	IP_HCMPAR_F	REQ_RELIGIOU_A	CCMDTN	PAR: Req fo	r Religious Ac	com			
✓	IP_HCMPAR_F	REQ_FOR_TRANS	GENDER	PAR: Request for Transgender					
✓	IP_HCMPAR_F	REQUEST_REDUC	CTION	PAR: Request for Reduction					
✓	IP_HCMPAR_F	REC_DISCIPLINE	_ACTN	PAR: Recrd	Disciplinary Ad	ction			

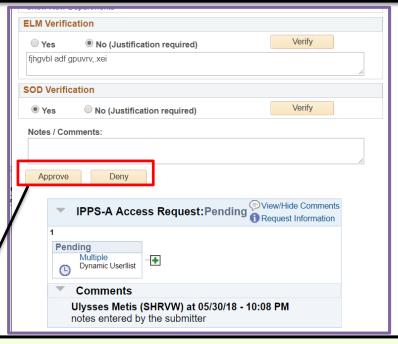
Submit and Approve Access Requests



IPPS-A Training is required for elevated permissions. Manual verification may be completed by the Requestor or Validator.

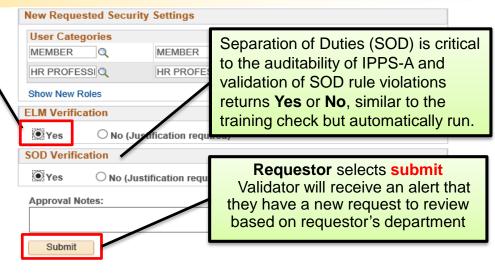
Select **Yes** to verify training is complete for requested roles Selecting **No** will

- 1) Populate a justification block
- 2) Trigger waiver approval step



Validator Approve/Deny Access Request

- Without violations IPPS-A updates per approved request.
- With violations HR Professional with both Validator and Validator Admin roles completes secondary review and approval process. This is the waiver approval step.



Return to Access Request Dashboard

Validator Review of Access Request

- 1) Receive alert & open request
- 2) Review current & new roles
- 3) Edit role requested as necessary
- 4) Verify training and SOD

Justifications entered in any block during any phase of the request process may be viewed by validating officials and are logged for audit purposes.

Add A Record: Person of Interest (Pre - Go-Live)



The below capture tool will be used as part of Pre-Deployment activities to establish Persons of Interest (POI) in IPPS-A; this approach is still in testing and adjustments may be necessary:

POIs (Civilians, State Employees, MilTechs, Contractors, Other Military Services, and Foreign Nationals)															
	Full-Time Staff Only (Pre-Go Live Only)														
Last Name First Name MI	DoDID	Gender	DOB	Effective Date of Hire	Highest Ed	Marital Status	Phone Type (Home, Mobile or Work)	Phone	CAC Email	Personal Email	UIC	Work Street Address (#, street, city, state, zip)	Business Location NGD** (**= 2 Itr state abbrev)	Base	Department *
		Unknown		NA	Not Indicated	Unknown							EXAMPLE - NGBOH		
		Unknown			Not Indicated										
		Unknown			Not Indicated										
		Unknown		NA	Not Indicated	Unknown									
		Unknown		NA	Not Indicated	Unknown									
Information populated can be used as default entry															
Ensure this is adjusted with correct state abbreviation Information will be provided to each state when worksheet is distributed															

This capture tool will be used as part of Pre-deployment activities to establish POI provisioning once the POI has been manually hired in IPPS-A:

	Roles & Permissions										Roles & Permissions			
	Sub-Categories									Sub-Categories (ONLY for NET)				
HR									Provider		Unit Clerk/HR Data	ELM Training		ELM Training
Prof		On/Off	Special	DA	Casualty	HR System	Valida		Group	Payroll	User	Resource	ELM Training	
*	Prof +	Boarding	Population	Promotions	Manager	Admin	tor	Admin	Admin	Specialist	(Non-Transactional)	Admin	Roster Admin	Admin

Add A Record: Person of Interest (Post Go-Live)



Initial View

The Modify a Record Review page has two tabs to capture a Person of Interests Personal information in IPPS-A. The information required on these pages are updated manually by the Onboarding Administrator.

For POI Hire, the Onboarding Administrator is required to fill out all the information boxed in red.

For a POI, the Onboarding Administrator is required to fill out all the information boxed indicating that this is a "New" Hire



Katie H	ess	Person ID NEW
Name		Find View All First 1 of 1 Last
	*Effective Date 12/08/2017	+-
	*Format Type English	
	Display Name Katie Hess	Edit Name
Biograp	phic Information	
	Date of Birth 06/06/1990 Years	27 Months 6
	Birth Country USA Q UNITED	STATES
	Birth State VA Virginia	
	Birth Location	☐ Waive Data Protection
Biograp	hical History	Find View All First 1 of 1 Last
	*Effective Date 12/08/2017	+-
	*Gender Female	
*H	lighest Education Level G-Bachelor's Level Degree	<u> </u>
	*Marital Status Single	As of 12/08/2017
	Language Code	
	Alternate ID	
	☐ Full-Time Student	
▼ Natio	onal ID Personalize Fin	d View All 🗇 👪 First 🕚 1-2 of 2 🕦 Last
*Country	*National ID Type Nation	
USA	Q Depart of Defense ID 60053	41771
		4991



Release 2 Talent Management Overview





Release 2 Introduces Some Talent Management Functionality to ARNG

What is Talent Management?

Talent is the intersection of **knowledge**, **skills**, and **behaviors** with **experience** and **readiness** provided both inside and out of the Army.



By better understanding our workforce talent, the Army National Guard can take full advantage of Soldier talents and perform talent management: allowing the placement of the *right Soldier*, in the *right job*, at the *right time*.

The Initial Functionality Release (Release 2) provides introductory features to help perform talent management.

Release 3 will bring:

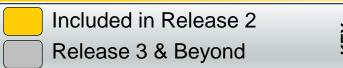
- Full 25 Point Profile Functionality
- Job Marketplace Functionality
- Improved Search & Compare Functionality

IPPS-A's Talent Management functionality empowers leadership, human resources, and Soldiers to maximize the talent utilization of the **Total Force**.



25 Point Profile Points Included in Release 2 PPS A





Knowledge

Education: Degree (Major, Type of School and GPA)

> Commissioning Source, Class Standing **ASVAB/TAPAS**

Military Education (Type), Training and Development

Self Professed/ Acquired Knowledge/ Behaviors

Thesis/Capstone/ Core Classes Taken

Skills

Awards, Badges, **Tabs and Other** Decorations

Professional Skills and Certificates

Self Professed Skills / **Personal Attributes**

> 9. Cultural **Experience and Proficiency**

10. **Additional Duties**

Behaviors

11. **Personal Goals.** Passion and Achievements

12. References and Social Network Status

13. Previous Succession Planning

14. Writing Sample and Assessments (Self/Cognitive/Non-Cognitive)

15. **Unit Climate** Survey/Peer Assessments and **Endorsements**

Experience

*21: Point 21 is captured in PULHES & Body Fat.

*25: Point 25 is captured in Regional Location Preference.

*24: Point 24 is captured in APFT Data.

16. Languages and Level of Proficiency

> 17. Deployments/ Exercises

18. Military Work Experience (KD, BOP, CMD, Joint, Nom)

19. **Civilian Work Experience** and Type

20. MOP (Evaluations and Performance Metrics)

Readiness

Personal Readiness (Medical/Physical/ Security)

> 22. Photo (DA and Personal)

23. Other Restrictions (DEROS, EFMP. ETP, MACP)

*24. **Qualification Scores** (APFT/WPN/OPAT)

*25. Soldier Preference/WPA (Job/Location)



Hire Record Review: Direct Hire and Rehire



Overview

- HR Professionals will use the Direct Hire pages to simplify and streamline the rehiring (prior service gain) of former Members into IPPS-A by pulling in TAPDB-R data.
- This expedites the On-Boarding process by eliminating repetitive data entry and only requires updates to the Soldier's record. The Direct Hire pages also receive a feed from ARISS for a New Hire of non-prior service Soldiers or Members with a break in service that are processed through MEPS.

If updates/corrections are needed, the HR Professional will

Process Type	Details
Process Type	Details
Direct Hire	Information is input manually and must meet minimum input requirements to be saved.
ARISS Staging Area	A notification goes to all On-Boarding Administrators within the hierarchy when a new Soldier is added to the ARISS Staging Area. Another notification is sent to On-Boarding Administrators after three days. HR Professionals make any updates/corrections and then save the data.

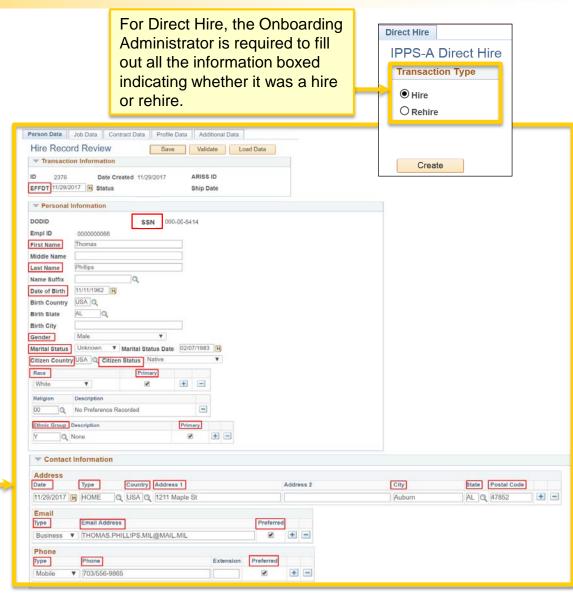
Hire Record Review – Walkthrough (1 of 8)



Initial View

After identification of the transaction type, Hire Record Review page has five tabs to capture a Member's Personal and Job data information in IPPS-A. The information to populate these tabs are updated from ARISS multiple times a day. The tabs include: Person Data, Job Data, Contract Data, Profile Data and Additional Data.

For Direct Hire, the Onboarding Administrator is required to fill out all the information boxed in red. For the ARISS Staging table, they must simply validate this information.



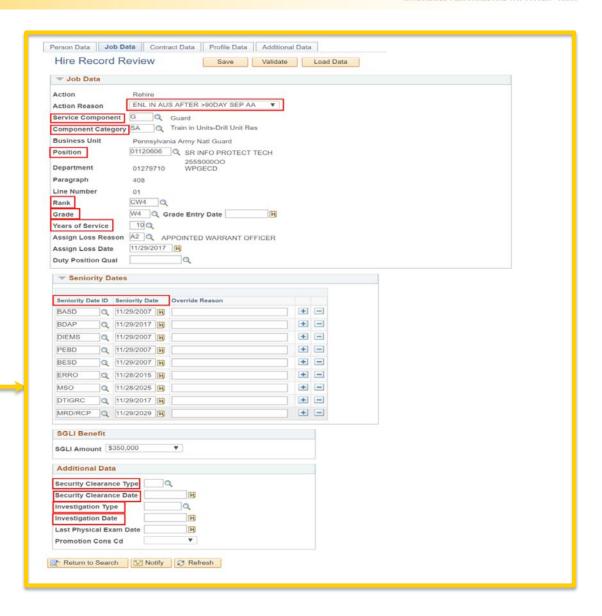
Hire Record Review – Walkthrough (2 of 8)



Job Data

This page captures a
Member's Job Data
information (action, action
reason, service component
and category, position
information, and assign
information) and Seniority
Dates.

For Direct Hire, the Onboarding Administrator is required to fill out all the information boxed in red. For the ARISS Staging table, they must simply validate this information.



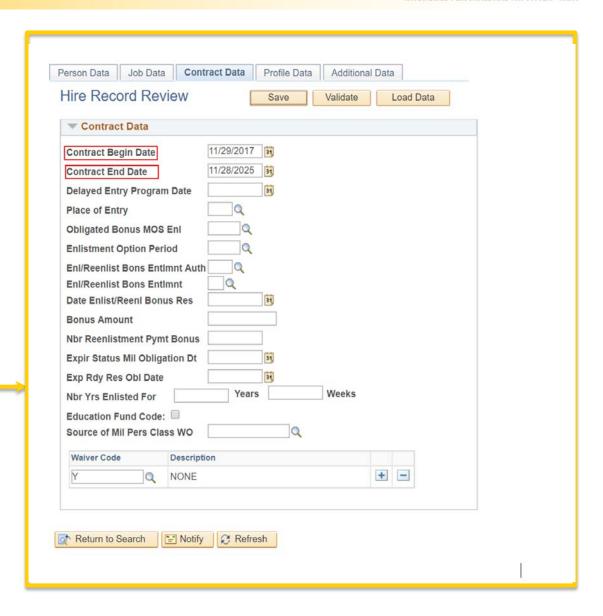
Hire Record Review – Walkthrough (3 of 8)



Contract Data

This page captures all contract information of a Member.

For Direct Hire, the Onboarding Administrator is required to fill out all the information boxed in red. For the ARISS Staging table, they must simply validate this information.



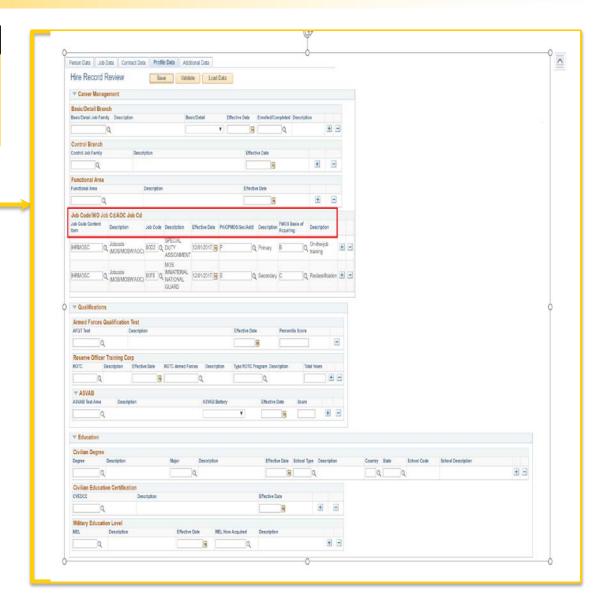
Hire Record Review – Walkthrough (4 of 8)



Profile Data Part 1

The Job Code, Training
Status, and Body Fat
information must be entered

Administrator is required to fill out all the information boxed in red. For the ARISS Staging table, they must simply validate this information.



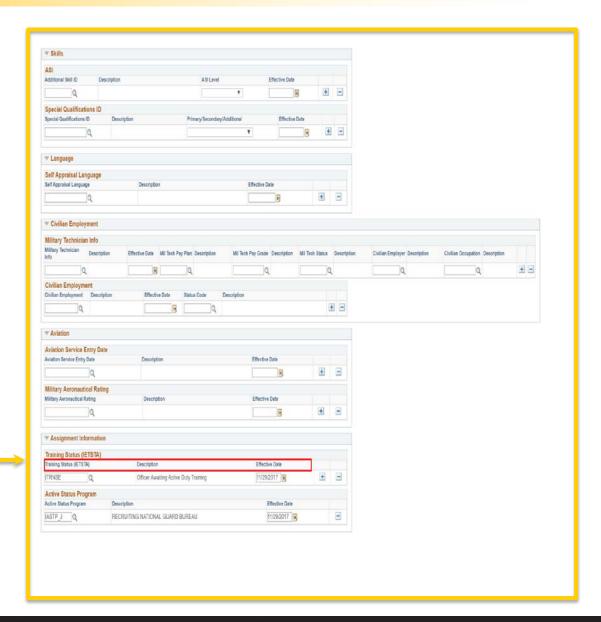
Hire Record Review – Walkthrough (5 of 8)



Profile Data Part 2

The Job Code, Training
Status, and Body Fat
information must be entered
for manual input.

For Direct Hire, the Onboarding Administrator is required to fill out all the information boxed in red. For the ARISS Staging table, they must simply validate this information.



Hire Record Review – Walkthrough (6 of 8)

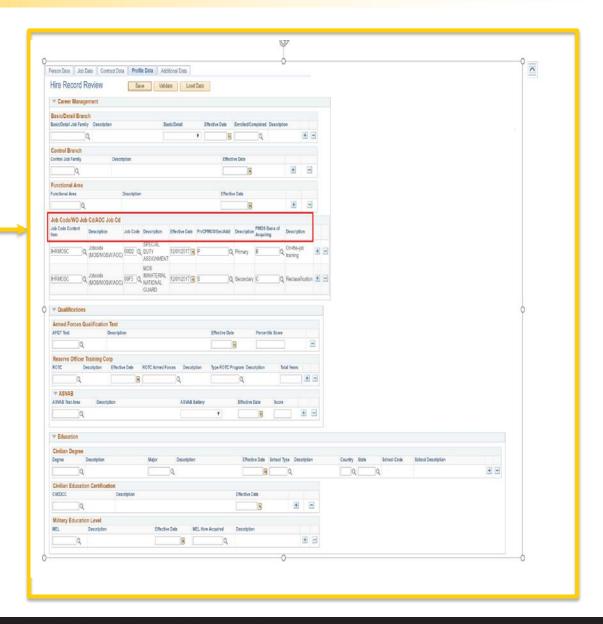


Profile Data Part 3

The Job Code, Training
Status, and Body Fat
information must be entered

for manual input.

For Direct Hire, the Onboarding Administrator is required to fill out all the information boxed in red. For the ARISS Staging table, they must simply validate this information.



Hire Record Review – Walkthrough (7 of 8)



Additional Data

Additional Data includes
Staging Data Only. The State
Tax Code, Federal Withhold
Allowances, Current
Procurement Program, and
Initial Procurement Program
are remissed to be filled out for

Manu For Direct Hire, the Onboarding Administrator is required to fill out all the information boxed in red. For the ARISS Staging table, they must simply validate this information.

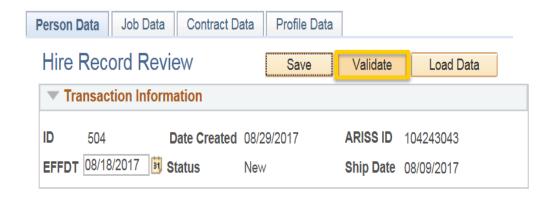
Save	Load Data
Staging Data Only	
State Tax Code	VA Virginia
FWT Additional Amount	
Fed Withold Allowances	M04
Initial Military Service	Q
Initial Service	Q
Component Initial Component Cat	Q
Initial Grade	Q
Prior Military Service	Q
Prior Service Componer	nt Q
Prior Component Cat	Q
Prior Department	Q
Prior Site ID	Q
Prior Grade	a
No of Dependents	4
Dep Date of Birth	31
Leave Days Paid	
Curr Procurement Prog	AV Q WO DIRECT APPOINTMENT
Initial Procurement Prog	AV Q WO DIRECT APPOINTMENT
Date Curr Procurement	<u> </u>
Break in Military Service	y Y

Hire Record Review – Walkthrough (8 of 8)



Validation

Once all data has been reviewed and edited, the HR Professional reviewing the New Hire record must return to the Person Data tab and select "Validate" indicating that the validation has been completed. The HR Professional will then select the "Load Data" button which will establish the record in IPPS-A.

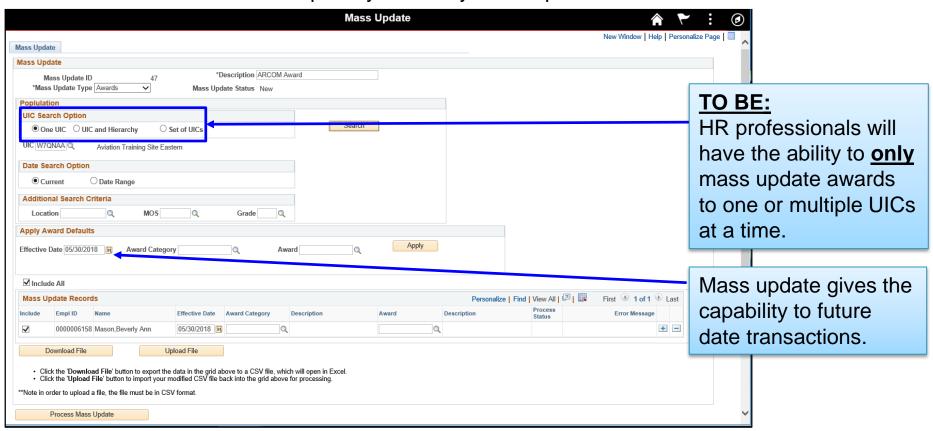


Mass Update



AS IS:

SIDPERS does not have the capability to do any mass update transactions.



The Way Ahead!

R3 will have added capability to leverage mass update transaction and workflow capabilities.



Create a Host Relationship

MEDICAL COMPANY

COMPANY IMPDICA

BCT (SBCT)

BCT (SBCT)

Details

Details

Details

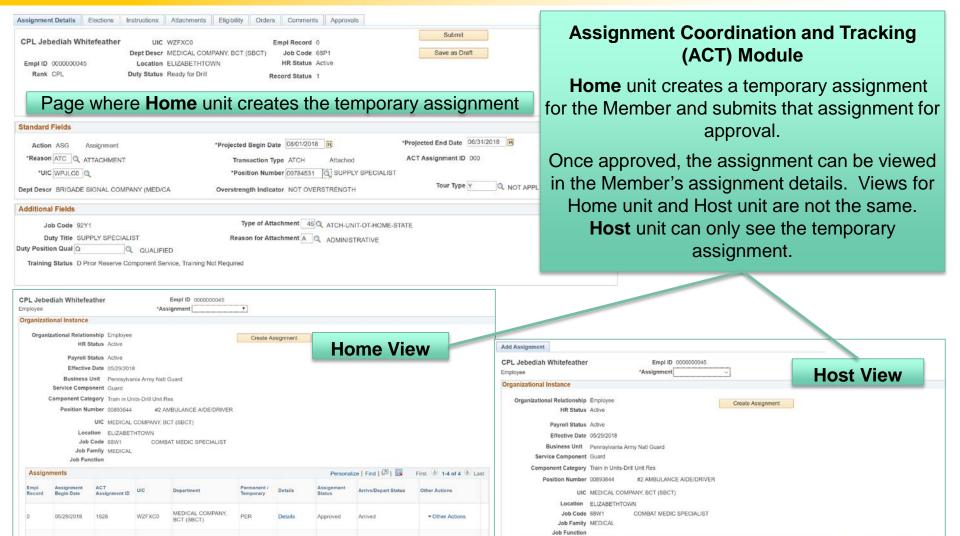
Pending

07/01/2018

10/01/2018

1829





Assignments

10/01/2018

BRIGADE SIGNAL

COMPANY (MED/CA

· Other Actions

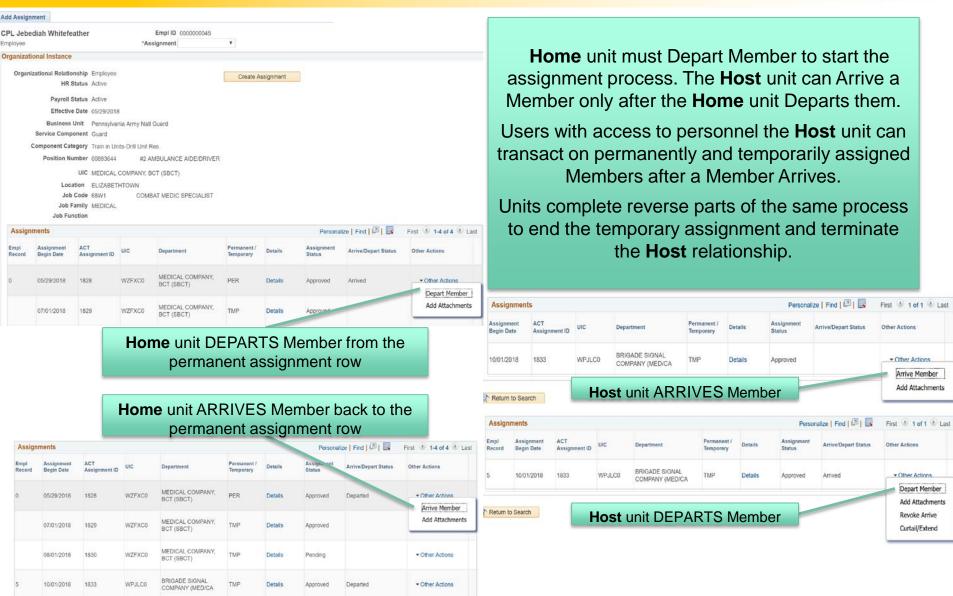
· Other Actions

First 1 of 1 Last

Personalize | Find | [2] |

Start and End Host Assignment





PAR: Personnel Action Request



Category	PAR Type	Initiated by Member	Initiated by HR	Transactional?
Reduction	Request for Reduction		X	Yes-Updates Job Data
Lateral	Lateral Appointment		Х	Yes-Updates Job Data
Miscellaneous	Admin Records Correction	X	X	No
	Restrictions-Request for SFPA Flag		X	Yes-Updates Personnel Restrictions
Profile	Civilian Acquired Skills	X	X	Yes-Updates Person Profile
	Request for Name Change	X	X	Yes-Updates Personal Data
	Qualifications and Skills	Х	X	No
	Religious Accommodation	X	X	No
	Update Gender	Х		Yes-Updates Personal Data
Promotion	Special Promotion		Х	Yes-Updates Job Data and Person Profile
UCMJ	Disciplinary Action		х	Yes-Updates Record Disciplinary Actions
	MOS Reclassification	Х		No

Workflow Terminology



Role	Description
Workflow Admin	Role assigned to a member that makes changes to unit workflow such as reassigning an action to another user, or creating initial workflow routing. Role must be granted through provisioning.
Setup Workflow	This is the process required to setup the unit workflow for the first time. After setup has been completed, workflow templates can be saved for future use without having to be setup again. Access to this tile will be on the HR Professional and Commander Dashboard.
Ad Hoc Save As Functionality	Allows an Authorized User the capability to Save an approval chain for use in future workflow transactions.
S1 Pool	Group of HR Specialists used as the default workflow routing for all PAR transactions. The system determines the appropriate S1 Pool based on unit hierarchy. This is based on AOS UICs in parent/child relationship to automate the initial step of workflow.
Reviewer	A Reviewer may be identified in the Approval Chain to review the transaction for awareness. Reviewers cannot approve or deny the transaction; they can only add comments. Transactions can be approved without the Reviewer's input.
Approver	An Approver approves an action. An Approver must be the last person in the approval chain. If the transaction is approved, this person triggers an update to the Member's record, and may also trigger a notification that the transaction is complete.
Intermediate Approver	The Intermediate Approver is found within the approval chain but does not make the final decision on an action, they are only able to recommend. The Intermediate Approver must take action on the workflow transaction (Recommend Approve, Recommend Deny, and Pushback). There can be one or more Intermediate Approvers in the approval chain.
Pushback	This is the capability of an Approver or Intermediate Approver to send a transaction back to the previous person defined in the routing for corrections or further clarification.
Deny	Capability for the Approver to deny the transaction and cancel the transaction. The initiator is notified of the decision. Comments are required on a denied transaction.
C2 Control	This is a capability that allows the Workflow Admin to add/remove individuals from another unit to their workflow for the purpose of only approving actions.

Restrictions



<u>BLUF</u>: The term *Restriction* is defined as information that may either limit or enable an action on a Soldier. A Restriction may or may not be disciplinary in nature. Placing a restriction on a Member's record may affect assignments, availability, deployment, promotions, awards, or the ability to attend either military or civilian schools. A PAR will be used to submit Restriction changes on a Soldier. This PAR replaces DA Form 268.

Restrictions may include, but are not limited to:

- Positive personnel or educational attributes (ex Assignment Limitations)
- Limiting personnel attributes (ex Religious Accommodations)
- Family circumstances requiring specific accommodations (EFMP)
- Sub-par performance (BAR to Reenlistment, Automatic Promotion Denial)
- Disciplinary actions (UCMJ)

Restrictions are added to the Member's record in any of three ways:

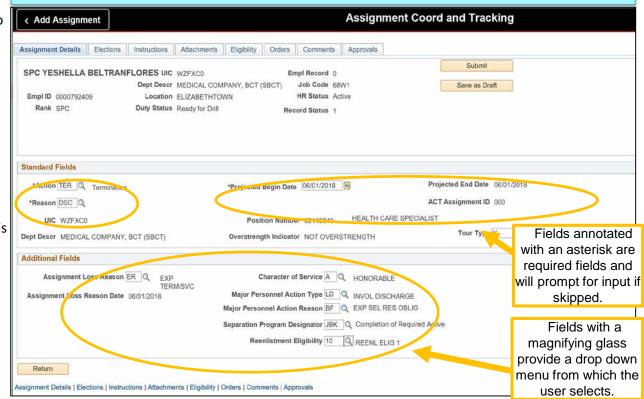
- Manually by an HR Specialist
- By a PAR initiated by an HR Specialist that requires workflow
- By an interface (APFT Failure from ATMS)

Separations



- <u>Separation packet</u> and process is still conducted outside the system for R2.
- <u>Service (Seniority) Dates</u> will be updated by the HR Professional – Mandatory Retirement Date.
- Assignment Consideration Code (ASCO) will be updated by the HR Professional in restrictions to reflect Retirement, Release or Separation Pending, Mandatory Retirement Date.
- Workflow is processed to the S1 pool and/or desired reviewers and approver.
- <u>Separation Orders</u> will be done outside of the system for R2.
- <u>Reenlistment Eligibility Code</u> will be updated automatically upon approval.
- Position Vacancy when a Soldier is retired and the component transfer is complete the Soldier's position becomes vacant. Upon approved retirement the Soldier should be placed into a temp hold position.
- Where do they go? Upon retirement, the HR
 Professional will execute a component transfer
 transaction which transfers the ARNG member
 to a UIC titled "USAR Retired Reserve".

<u>BLUF:</u> Separations require a termination transaction to be completed in the Assignment Coordination Tracking (ACT) module.



"THE WAY AHEAD"

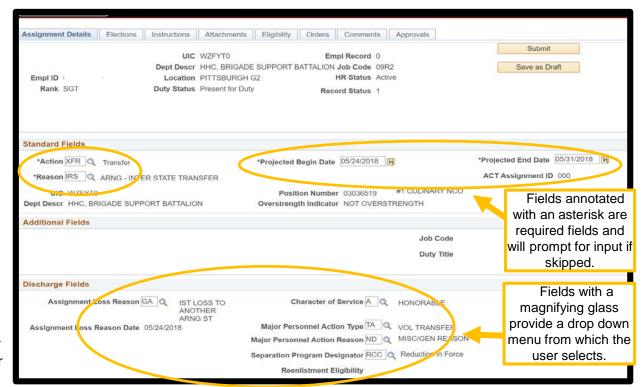
The end to end process, request, approval and final transaction will be conducted entirely in IPPS-A, to include notification and publication of orders.

Retirements



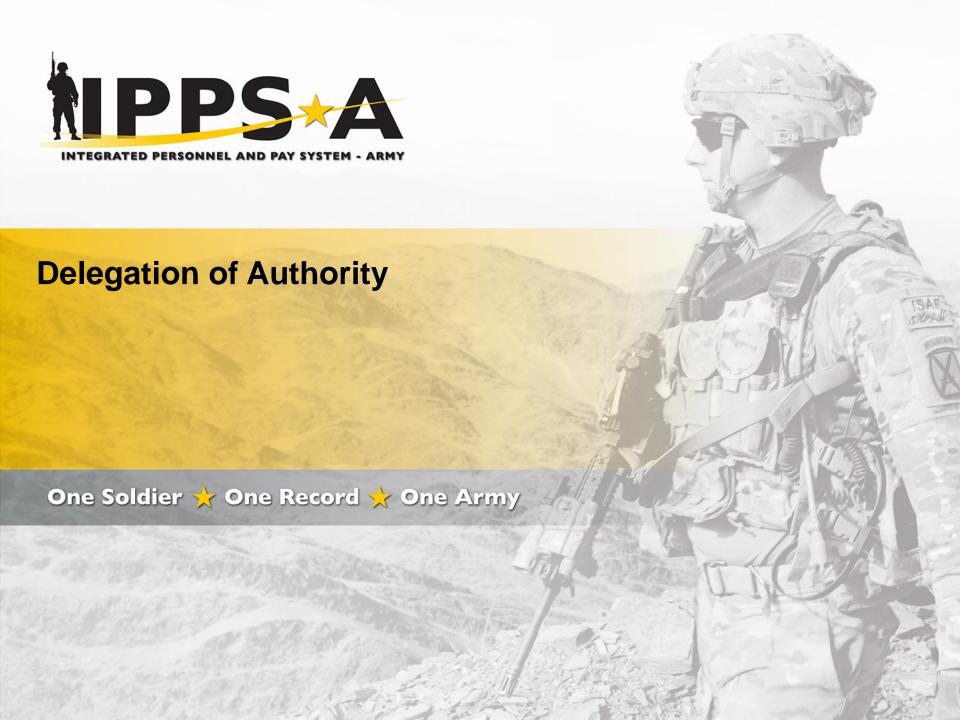
- <u>Retirement request/packet</u> and process is still conducted outside the system for R2.
- <u>Service (Seniority) Dates</u> will be updated by the HR professional – Approved Retirement Date, and Mandatory Retirement Date.
- Assignment Consideration Code (ASCO) will be updated by the HR Professional in restrictions to reflect Retirement, Release or Separation Pending, Mandatory Retirement Date.
- Workflow this transaction is processed to the S1 pool and/or desired reviewers and approver.
- <u>Retirement Orders</u> will be done outside of the system for R2.
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<u>BLUF:</u> Retirements require a component transfer to be completed in the Assignment Coordination Tracking (ACT) module.



"THE WAY AHEAD"

The end to end process, request, approval and final transaction will be conducted entirely in IPPS-A, to include notification and publication of orders.

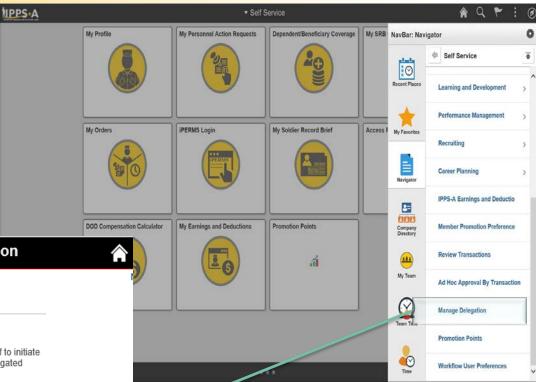


Delegation of Authority



Commanders have elevated permissions connected to Workflow for PARs and/or Assignments and may delegate that authority by creating a Proxy.

The **Manage Delegation** page can be accessed from the **NavBar** and saved to your **Favorites** for future quick access.



Manage Delegation

Manage Delegation

CPT Willie Wilson

Some of your self-service transactions can be delegated so that others may act on your behalf to initiate and/or approve transactions for you and/or your employees. In addition, others may have delegated responsibility for their transactions to you.



Select Create Delegation Request to choose transactions to delegate and proxies to act on your behalf.

Create Delegation Request

Select Review My Proxies to review the list of transactions that you have delegated and the proxy for each transaction.

Review My Proxies

Select Review My Delegated Authorities to see the list of transactions that have been delegated to you by others, and to accept or reject pending delegation requests.

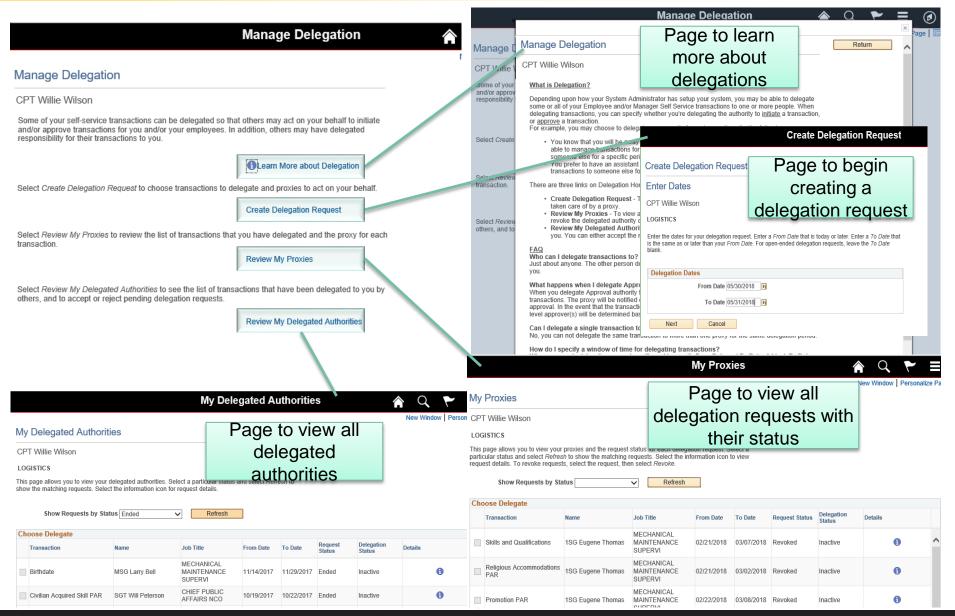
Review My Delegated Authorities

From the Manage Delegation page, a user can:

- Learn More About Delegation
- Create Delegation Requests
- Review Proxies
- Review Delegated Authorities

Manage Delegations





Delegation Process

CULINARY MGMT NCO

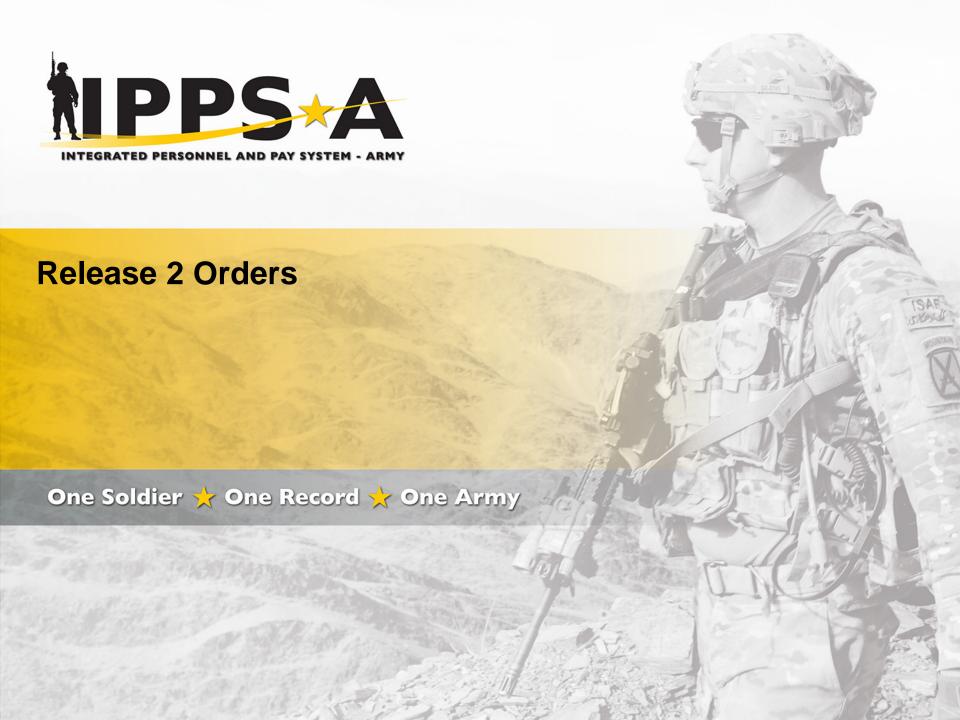
○ SSG SCOTTED BADIGER 0000002436 Employee



							INTEGRATED PERSONNEL AND PAY SYSTEM - ARMY		
		Create Dele	gation Request						
						1	Select Transactions		
Create Delegation Request		Delegator Selects:			CPT Willie Wilson				
Enter Dates							LOGISTICS		
CPT Willie Wilson				When delegation is		Select the transactions that you want to delegate to a proxy. You can select one or many transaction			
LOGISTICS									
Enter the dates for your delegation r is the same as or later than your Front blank					effective				
Dialik.							Delegate Transactions		
Delegation Dates From Date 05	/20/2019 Ittl			What	authorities to		Transaction		
	/31/2018				delegate		Admin Correction PAR		
Next Cancel					3	Birthdate			
Next Cancel				To whom authorities are			Civilian Acquired Skill PAR		
Select Proxy by Hierarchy		delegated			☐ Delegate Manage Report Time				
CPT Willie Wilson				☐ Name Change PAR					
LOGISTICS				J	☐ Promotion PAR				
This page displays persons wit next to the name to select that	thin your hierarch	y that you can selec	ct as proxies. Select the radio but ect the Search by Name hyperlink	ton k to		Record Disciplinary Action PAR			
search for proxies outside your		•				Religious Accommodations PAR			
Search by Name Choose Delegate							Request MOS Reclass PAR		
Name	Empl ID	Organizational Relationship	Job Title	Department	Supervisor Name		Request for Reduction PAR		
		Relationship		EODWARD SURDORT			Request to Update Gender PAR		
1LT James Wickham	0000006152	Employee	EXECUTIVE OFFICER	FORWARD SUPPORT COMPANY CAVALR	CPT Willie Wilson	Restrictions PAR			
1LT Kofi Benson	0000006119	Employee	MAINTENANCE CONTROL		CPT Willie Wilson		Skills and Qualifications		
O IZI Kali Balibali	000000110	Linployou	OFFICER	COMPANY CAVALR	or r rimo rimon		Skills and Qualifications		
1LT Princess Rogers	0000006172	Employee	MAINTENANCE CONTROL OFFICER	FORWARD SUPPORT COMPANY CAVALR CPT Willie Wilson		Special Promotions			
				FORWARD SUPPORT					
1SG Eugene Thomas	0000006150	Employee	FIRST SERGEANT	COMPANY CAVALR	CPT Willie Wilson		Select All Deselect All		
MSG Larry Bell	0000006134	Employee	FIRST SERGEANT	FORWARD SUPPORT COMPANY CAVALR	CPT Willie Wilson		Previous Next Cancel		
O SEC Robbie Fowler	0000006132	Employee	SUPPLY SERGEANT	FORWARD SUPPORT	CPT Willie Wilson		Dologatos must Accont oach		

Delegates must Accept each delegation before they are able to transact in IPPS-A as "Proxy"

CPT Willie Wilson



Orders From IPPS-A



- IPPS-A orders are based on type of transaction, not format
- Orders will be simple reports generated by approved IPPS-A transactions
- IPPS-A will replace orders as the instrument for action
- Examining opportunities to replace orders in favor of approval transactions from the integrated system

Release 2 Orders



ARNG Orders Requested

Transfer (465) Reassignment (460)

Revoke (705) Separations (570)

Appointment (192, 304)

Reduction (306)

Discharge (500)

Discharge (510)

MOS (310)

Amend (700)

Promotion (300)

Promotion (302)

Proficiency Pay (330) Branch Transfer (370)

Attachment (440)

R2.0 Delivered Orders

Generated when a transaction is approved in ACT 1.) SEPARATION ORDERS Separation **Discharge Discharge** (500)(570)(510)2.) TRANSFER ORDERS Transfer (465)3.) ASSIGNMENT ORDERS **Attachment** Reassignment (460)(440)Generated when a Payroll transaction is approved 4.) SPECIAL PAY ORDERS **Proficiency** Pay (330)

Generated when a PAR transaction is approved 5.) APPOINTMENT ORDERS **Appointment Appointment** Officer/WO (304)(192)**6.) PROMOTION ORDERS Promotion Promotion** (300)(302)7.) DEMOTION ORDERS Reduction (306)8.) QUALIFICATION ORDERS MOS **Branch** (310)Transfer (370) 9-10.) ITERATION ORDERS Amend Revoke (700)(705)

Orders Crosswalk



Order	Format	IPPS-A Module	Transaction Category	Reason	Additional Information
Separations	500- Discharge	ACT	Termination	Discharge	User Selects Loss Reason, i.e.: Expiration Term of Service
	510- Discharge	ACT	Transfer	Intra Component	User Selects Loss Reason, i.e. Enlisted or appointed in any Reserve Component of the Armed Services
	570- Separations	ACT	Separation	Commissioned Officer	
Transfer	465 – Transfer	ACT	Transfer	Inter State	
	465 – Transfer	ACT	Temporary Assignment	Transfer to inactive guard	
Assignment Order	440-Attachment	ACT	Temporary Assignment	Attachment	
	460- Reassignement	ACT	Permanent Assignment	POS PCA PCS	

Orders Crosswalk



Order	Format	IPPS-A Module	Transaction Category	Reason	Additional Information
Special Pay Orders	330-Proficiency Pay	Special Pay	Special Pay page		Once PAR is approved write to Job
Appointment	192-Appointment Officer/WO	Direct Hire	Direct Hire page		
	304-Appointment	PAR	Once approved writes to Job Data		
Promotion Orders	300-Promotion	Promotion Roster or PAR	Promotion	Multiple reasons, for example: Officer Promotion Advance more than one grade	Promotion for Officers
	302-Promotion	Promotion Roster or PAR	Promotion	Multiple reasons, for example: Enlisted Promotion Advance more than one grade	Promotion for Enlisted
Demotion Orders	306-Reduction	PAR	Demotion	Officer Demotion, Enlisted Reduction, or Voluntary Reduction at Member Request	
Qualification Orders	310-MOS	PAR			Once PAR is approved write to Profile Management

Orders Crosswalk



Order	Format	IPPS-A Module	Transaction Category	Reason	Additional Information
Iteration Orders	700-Amend				Go back to the source that initiated the Order, i.e. PAR, Assignments, Special Pay, Promotions. For Assignments, go back to the assignment and modify the assignment to then revoke the order.
	705-Revoke				Go back to the source that initiated the Order, i.e. PAR, Assignments, Special Pay, Promotions. For Assignments, go back to the assignment and modify the assignment to then revoke the order

Amend & Revoking Orders

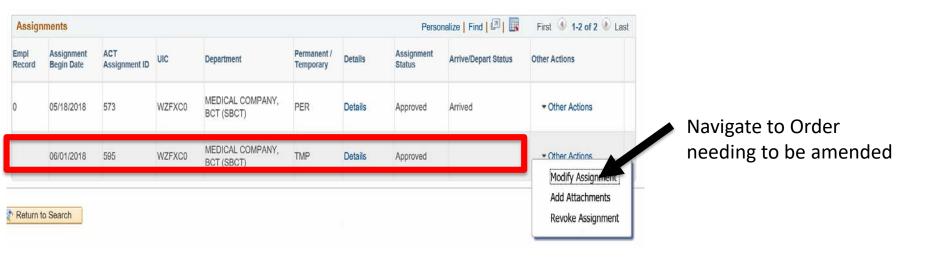


 Amending an Order requires the User to update/modify the transaction that generated the order. In this example, we will use an assignment order where the member has requested changes to an already approved assignment order.

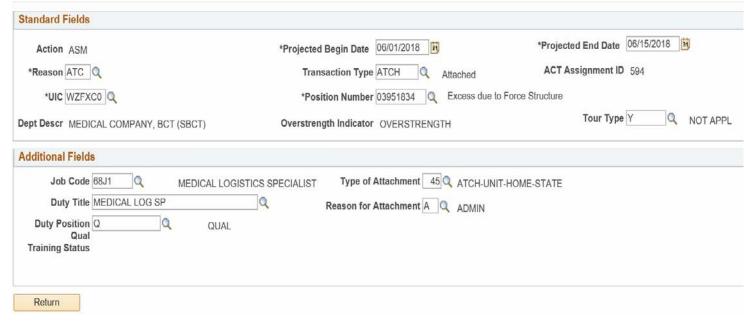
 Revoking an Order requires the User to revoke/delete the transaction that generated the Order. In this example, we will use an assignment order where the member has not departed to his/her next assignment.

Amend Assignment/Order





Update/Modify fields as necessary



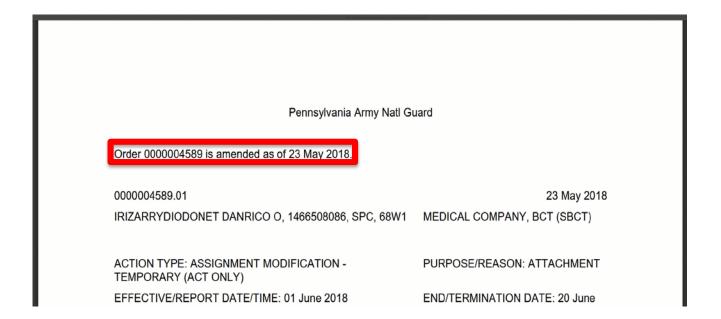
Amend Assignment/Order





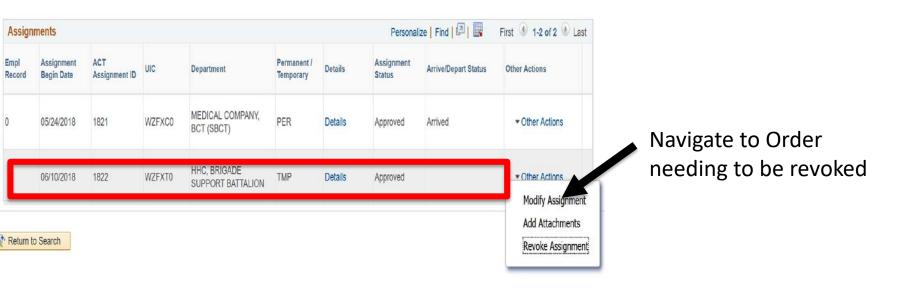
Once amendment is approved, click on new assignment "View Order"

Amended Orders have now been published.

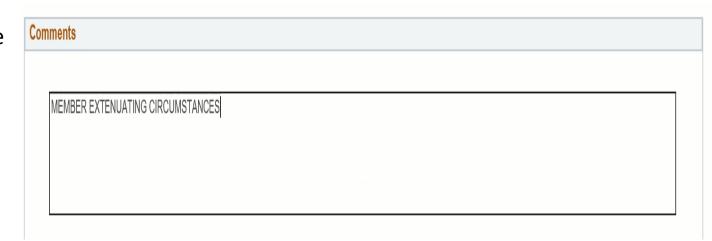


Revoke Assignment/Order





After selecting Revoke Assignment, comments for reason of revocation are required

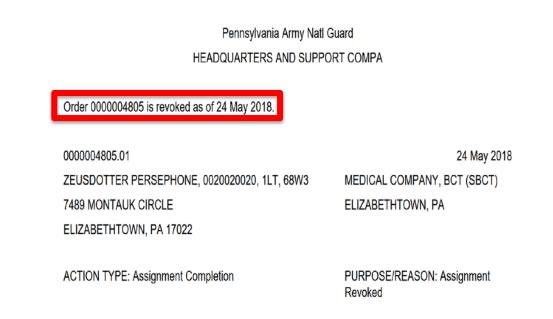


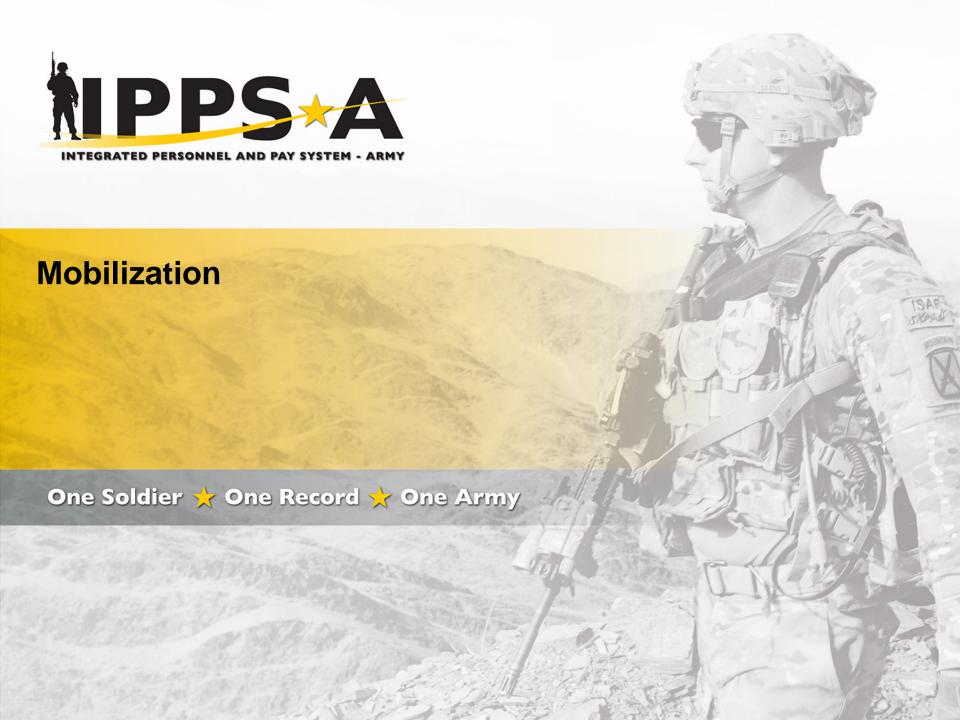
Revoke Assignment/Order



ACT Assignment ID 1822	Assignment Se	quence Number	1 Assignment TMP To	emporary		Once revocation is
Order History	Order Number		Order Number Suffix	View Order	4	approved, click on
1	0000004805		01	View Order		"View Order"

Revocation Orders have now been published.





Release 2 Mobilization Concerns



Mobilization Way Ahead

- Mobilization Orders:
 - The ARNG will use MARRS-N, MOBCOP, and DAMPS to create mobilization orders.
- Deployment Manning Document (DMD):
 - The DMD will be created utilizing MARRS-N and MOBCOP.
- Early Access to Tricare:
 - Once the Mobilization Manager (OI/FIRO) tags a UIC for deployment in MOBCOP/MARRS/DAMPA, Soldiers within that UIC are marked as eligible for T-180 benefits. OI/FIRO/Unit S1 can move Soldiers from non mobilizing UIC's into mobilizing UIC's.
- Forward/Rear UIC:
 - Army Organizational Server-Data Interface (AOS-DI) is the authoritative source for all UIC information. IPPS-A will receive all Forward/Rear UICs from AOS-DI that will provide a force structure to assign a person to a position.

<u>BLUF</u>: IPPS-A will replace SIDPERS functionality in R2 for the Mobilization Process. Emilpo remains the system of record for title 10 status. Any transactions executed in eMILPO must manually be inputted into IPPS-A upon de-mob.

Release 2 Mobilization Data Linkage

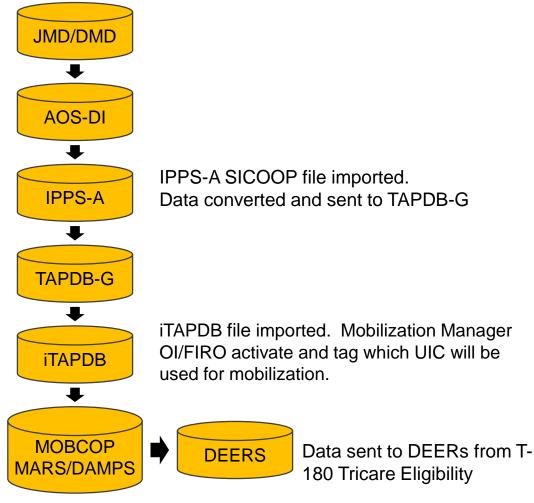


IPPS-A will receive Organization Data from AOS/DI including JMD/DMD

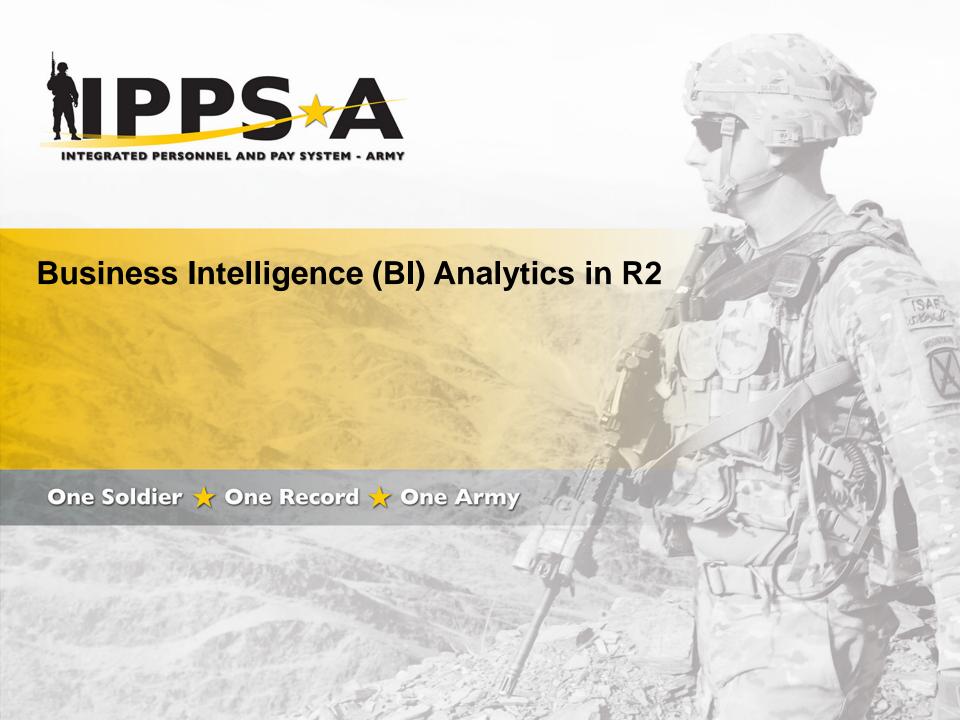
Soldier and Unit Data maintained and updated. Data sent in SICOOP file

TAPDBG file imported. Updates Soldier and Unit data. Data export created for MOBCOP system.

*ARNG Soldier data will be sent to eMILPO via iTAPDB.



These actions do not update IPPS-A. If OI/FIRO/Unit S1 does not transfer Soldier in IPPS-A to MOB UIC, Soldier will not be activated for Pay and other benefits when OUIL is run to MOB unit in IPPS-A.



Business Intelligence and Analytics

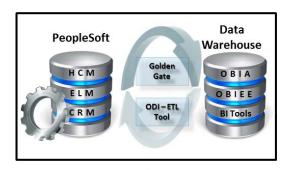


- **BLUF**: IPPS-A leverages Authoritative Data across all echelons by:
 - Empowering leaders in making informed decisions through near real-time data
 - Impacting readiness through connecting resources to needed areas
 - Creating learning organizations increasing performance through knowledge management
 - Increasing collaborative decision-making across staffs

End-State: Analytics will allow us to do things and see things we have never considered ultimately impacting readiness across all echelons. For example, the ability to link a soldier's expanded knowledge, skills, and behaviors to Army requirements within minutes.

- Ad hoc reporting
- Future capability to customize and configure data models
- Software delivered HR metrics and analytics
- Intuitive analysis of data

Transactional Warehouse



Data/Reporting Warehouse



IPPS-A Release 2 Reporting Capabilities



Ad hoc

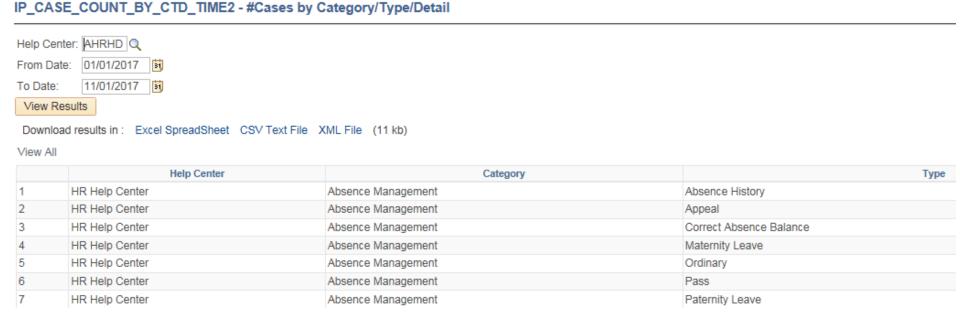
- Ability to create your own query
 - Drag and drop fields available in the Data Warehouse to develop custom metrics and reports in support of analysis and informed decision-making based on specific operational scenarios
- Access to the ad hoc capability is based on the User's security role
 - Limited to "power users" who have been trained in Business Intelligence concepts and understand data modeling
 - Users need to understand how to architect queries to avoid adverse performance impacts
- Specific ad hoc capabilities and data warehouse release schedule (2.x and beyond) are in the planning phase

IPPS-A Release 2 Reporting Capabilities



Predefined Queries

- Allows user to retrieve transactional data from the system based on criteria
- Exportable to MS Excel, CSV Text File, or XML
- Results are view only
- Access to these queries is based on the User's security role
- Example: Case Count by Category/Type/Detail

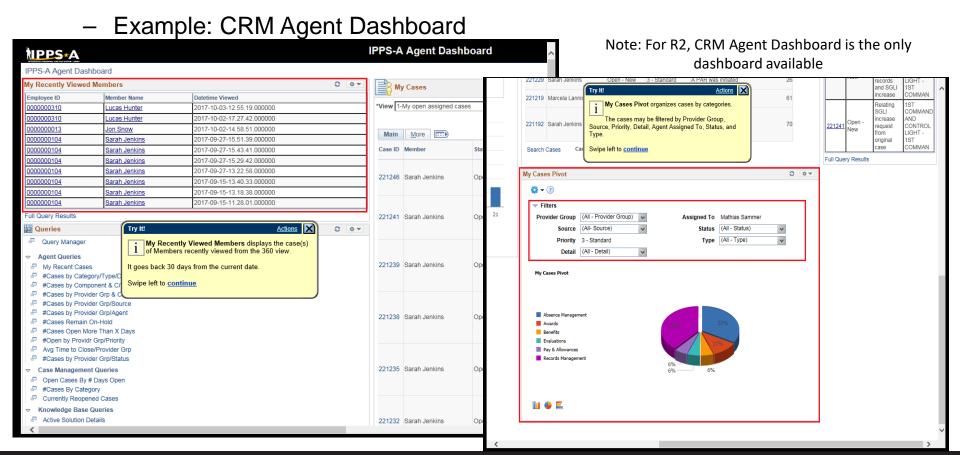


IPPS-A Release 2 Reporting Capabilities



Dashboards

- A collection of information summaries (high-level data views) that enable users to monitor transactions and data
- Interactive in nature, allowing users to drill into records (e.g., Soldier, Case) for action



Release 2 - Soldier Record Brief (Predefined Report)

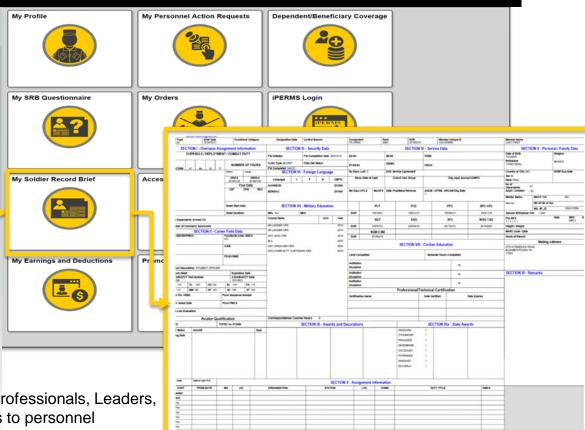


What does the SRB look like in Release 2?

AII COMPOS

Soldier Record Brief

- Section I: Overseas Assignment Information
- Section II: Career Field Data
- Section III: Security Data
- Section IV: Service Data
- Section V: Personal/Family Data
- Section VI: Foreign Language
- Section VII: Military Education
- Section VIII: Civilian Education
- Section IX: Awards and Decorations
- Section IXa: State Awards
- Section X: Assignment Information
- Section XI: Remarks

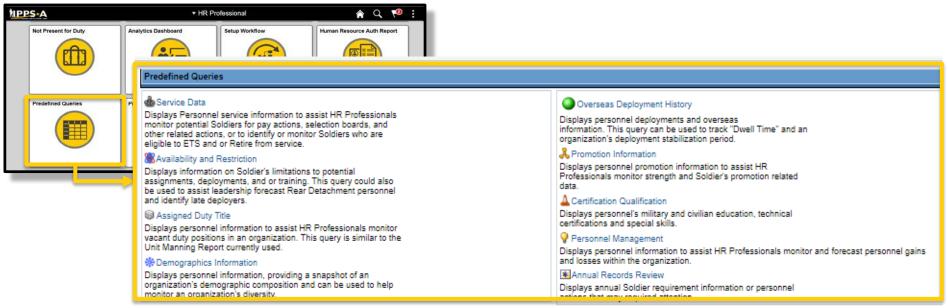


The **Soldier Record Brief (SRB)** offers HR Professionals, Leaders, Commanders and Soldiers centralized access to personnel information online and provides a snapshot of a Soldier's military career information. The SRB standardizes and will replace the Enlisted and Officer Record Briefs (ERB and ORB), DA Form 2-1 and the RCMS Automated Record Brief for all Components.

Release 2 – 9 Predefined Queries (1 of 2)

Service Data Querv



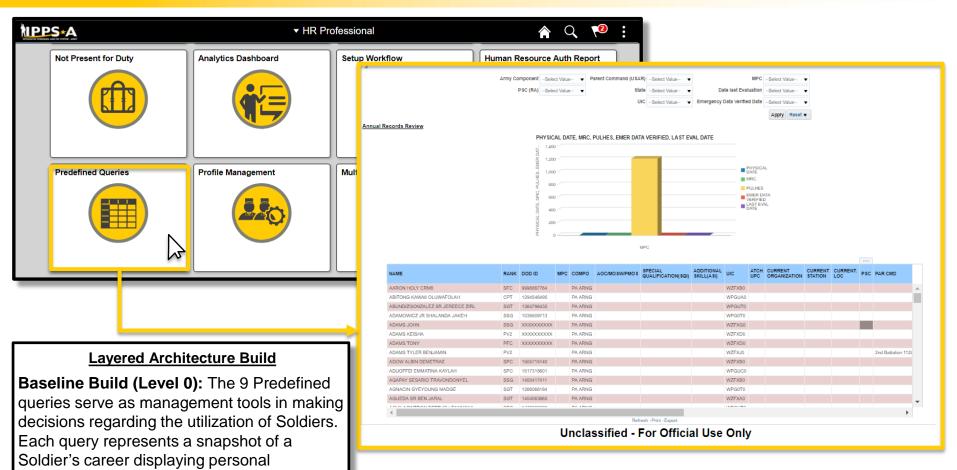


Feature List (9 Predefined Queries)	Description
Annual Records Review Query	The Annual Records Review Query (ARRQ) displays annual Soldier requirement information or personnel actions that may require attention
Assigned Duty Title Query	 The Assigned Duty Title Query (ADTQ) displays Soldier's information to assist HR Professionals monitor vacant duty positions in an organization. This query is similar to the Human Resource Authorization Report (HRAR) (formerly known as the UMR)
Availability & Restriction	 The Availability & Restriction Query (AVRQ) displays information on a Soldiers' limitations to potential assignments, deployments, and/or training.
Query	This query could also be used to assist leadership forecast Rear Detachment personnel and identify late-deployed personnel
Certification & Qualification	• The Certification & Qualification Query (CQQ) displays a Soldier's particular military and civilian education, professional/technical certifications, and
Query	aviation qualifications
Demographics Information	• The Demographics Information Query (DIQ) displays a snapshot of an organization's demographic composition and can be used to help monitor an
Query	organization's diversity
Overseas & Deployment	• The Overseas & Deployment History Query (ODHQ) displays a Soldier's previous deployments, and overseas information. This query can be used
History Query	to track "Dwell Time" and an organization's deployment stabilization period
Personnel Mgt Query	 The Personnel Management Query (PMQ) displays Soldier's information to assist HR Professionals forecast personnel gains/losses and manage personnel assets.
Promotion Info Query	The Promotion Information Query (PIQ) displays promotion related data on Soldiers of an organization
i follotion into Query	- The Fromotion Information Query (Frig) displays promotion related data on Soldiers of all organization

The Service Data Query (SDQ) displays service dates, Soldiers who are eligible to ETS or retire, and Soldiers eligible for selection boards.

Release 2 – 9 Predefined Queries (2 of 2)





Priority Level Definition:

Parking Lot
Level 3
Level 2
Level 1
Level 0

Hindsight

Difficulty

information, qualification skills, training,

assignment history, and so forth.

Foresight Prescriptive Analytics (How can we make it happen?; and information required from systems not in scope

Predictive/Strategic Analytics encompassing multi-layered/echelon analytics (What will happen?)

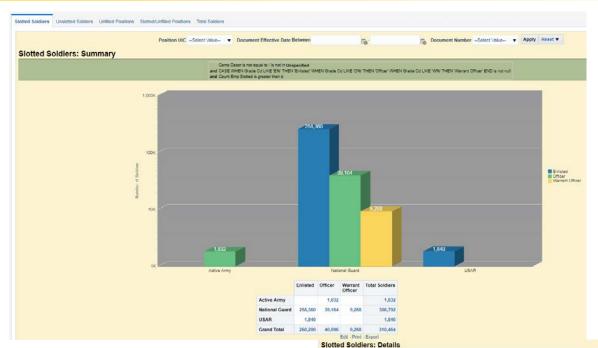
Sight Diagnostic Analytics (Why did it happen?) - information layered on Level 0 and 1 that begins taking into account trend analysis

Descriptive Analytics (What Happened?) built from Level 0 information - data elements which are currently in scope for build

Data Mapping - basic information/elements/authoritative data systems/reports required to build analytical tools

Release 2 – HRAR (Slotted Soldiers Example)





				Comp Descrip not nut and CASE WHEN Grade Cd LIKE Elle and Court Brig Stated is greater than		stad WHEN Grade	COLUE ON THE	N Officer	WHEN Grade C	d LIKE W	W THEN	Werters Officer Et	Danted						
		Mil Rank Cd.		Name	Seq Nor	National Id	Comp Descr	Pers Id		Bmos		SQI Para Title	LANG	Emp Sec Level	QLD D	ite Of Loss	Position UIC	Remarks	Count Emp. Stott
00000038	02	1LT		Dylan,Robert		1111223333	Unspecified		008		1K								10
00000102	E4	CPL	Unspecified	Anderson,Mike			Unspecified						ASSYRIAN						10
00278492	03	CPT	Unspecified	DEROSOJESSEKA KENTONMICHA		8765432188	National Guard												19
00278539	E6	SSG	Unspecified	Tarty.Sarrive6		1234056789	Unspecified		35N4		10	E2	GERMAN	SEC					10
00278550	E3	PFC	Unspecified	Brown,Rosemery A		1234567801	Unspecified												18
00278796	E4		Unspecified	TOWAS, DUSTY JOILE		0000732085	Unspecified												19
00290234	04	Mad	Unspecified	Aaron Holy CRM8		9998887764	Unspecified												18
00436075	04	MAJ	Unspecified	Baron, Drew CRM6		9998887761	Unspecified												18
00601034	04	MAJ	MILITARY HISTORIAN	Stark Sansa	101	9876643201	National Guard	K	09C1								WVL7AA		18
00681839	E7	CPT	PUBLIC AFFAIRS OPERATIONS NOO	PETERSON, WILL	101	X000000000X	National Guard	1									WYLSAA		19
00661888	64	CW2	#1 DISBURSING TECHICIAN	Mason,Beverly Ann	104	20000000000	National Guard	1									WP7XAA		19
00681921	03	CPT	COMMANDER	Goldman, Sara	101	2847362398	Active Army	K									WOUZAA		16
00661927	E4	PV1	#2 DISBURSING TECHICIAN	TAYLOR GARY test	102	3336355556	Unspecified	1									WOUZAA		18
00682322	E7		DETACHMENT SERGEANT	BogartMark	101	1116222333	National Guard	1		0002				SEC			WTCKAA		180
00700350	04	MAJ	COMMANDER	Carson.Harry	101	1234512345	Unspecified	K									WPOGAA		183
00700351	02		EXECUTIVE OFFICER	Johnson Pepper	101	222224444	Unspecified	K									WPOGAA		180
00700353	03		OPERATIONS OFFICER	Banks,Carl	102	2121212121	Unspecified	K.									WPOGAA		183
00700355	W2	CW2	HUMAN RESOURCES TECHNICIAN	Strahan, Michael	102	9999911111	Unspecified	p									WPOGAA		183
00700360	E4	SPC.	TRANSPORTATION MANAGEMENT COOR	Bavaro, Mark	102	5698989898	Unspecified	1									WPOGAA		18
00700362	E3		HUMAN RESOURCES SPC	Tyree David	109	7575757575	Unspecified	1									WPOGAA		18:
00700366	86		#2 HUMAN RESOURCES SGT	Toomer, Ameri	102	4444422222	Unspecified	1									WPOGAA		180
00700367	E4		#1 SIGNAL SUPPORT SYSTEMS MAIN	Behr, Matt	103	5555511111	Unspecified	1									WPOGAA		160
00700377	02		PLATOON LEADER	Mouse Minnie	104	5050505050	Unspecified	K									WPOGAA		160
00700379	E7		PLATOON SERGEANT	Depp Donald	104	3838383838	Unspecified	1									WPOGAA		183
00700000	E6		SQUAD LEADER	Blue Nosh	105	1357975319	Unspecified	i									WPOGAA		18
							G A V I Ray												

Release 2 - HCM Reports



redefined Reports	Description
Submitted TIN Report	Contains all the TINs that were submitted to DJMS-RC by IPPS-A. The report will display the TINS that were submitted for the Business Unit associated with the report requestor.
% HR Reconciliation Report	Contains an extract of HR data that will be downloaded and distributed to each State. The States will upload the file into AFCOS so that the HR data can be bumped against the Pay data allowing AFCOS to generate a Pay-Pers Mismatch Report.
Assignment Detail Report	This report displays summary assignment details for Members in the Department.
MOB REFRAD 30 DAYS Rpt	This report displays Members in the Department that are have a Mobilization or REFRAD assignments ending within 30 days.
Members in Templet Positions	This report provides a listing of Members in the unit that are not assigned to an authorized MTOE/TDA position. Templet positions will identify the reason the Member has been assigned to it.
Position Department Change Rpt	This report provides a listing of positions that have an approved change of parent Department received from Army Organization Server (AOS).
Position Location Change Rpt	This report provides a listing of positions that have an approved change of location received from Army Organization Server (AOS).
Position Vacant Report	This report lists all vacant positions for a Department.

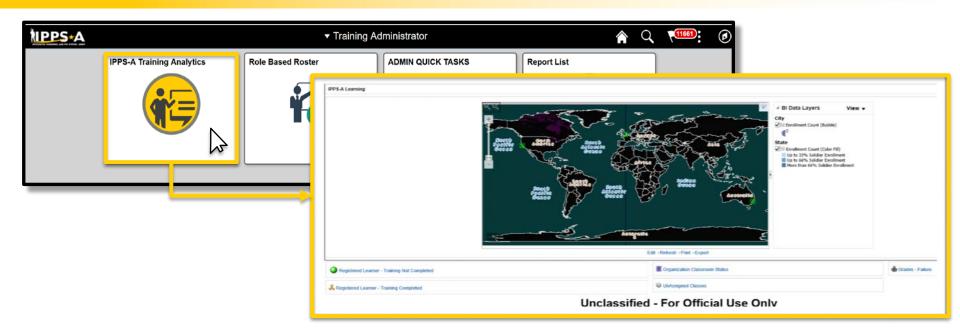
Release 2 HCM Queries— HR Transactional Data



Predefined Reports	Description
Po Duty Status	Provides duty status updates entered between two dates, and processed by a processed by particular User ID.
% Hire Rehire	Direct hires and rehires processed between two dates and processed by a particular User ID.
% Hire Rehire ARISS	Direct Hires processed between two dates and processed by a particular User ID.
🦫 Job Data	Job data actions by Action Date between two dates and processed by a particular User ID.
PAR Submitted Approved	PARs Submitted and Approved between two dates and processed by a particular User ID.
Restrictions	Restrictions added/updated between two dates and processed by a particular User ID.
Restrictions – Flag/SFPA	Flags added/updated between two dates and processed by a particular User ID.
Soldier Rank Changes	Rank changes that occurred between two dates and processed by a particular User ID.
Self Service Transaction Report	Self Service address changes made between two dates and processed by a particular User ID.

Release 2 – Training Analytics – ELM (1 of 2)

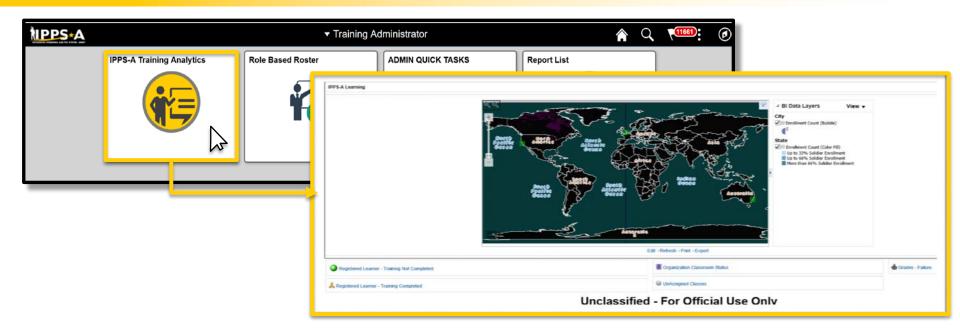




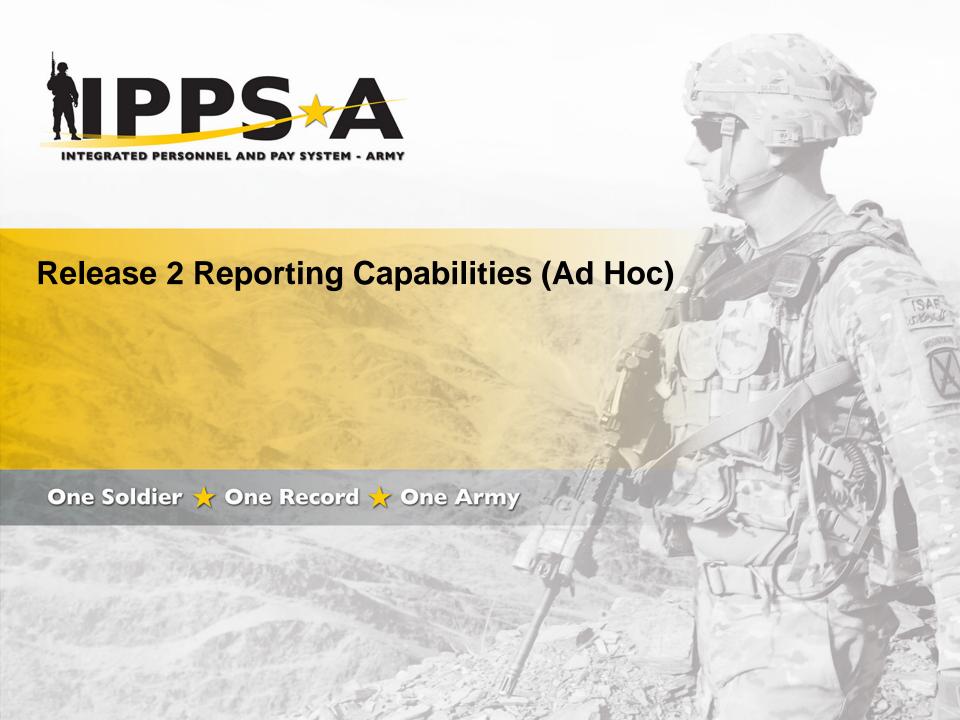
Learning Reports	Description
Class Roster Report	Lists all learners enrolled for a class. You can run the report by course, class code, enrollment status and class date range.
Class Transcripts Report	Lists the enrollment status, passing status, and grade for all learners within a class.
Certification Status Report	Lists a certificate of completion for a class or program
Class Component Progress	Lists the lesson title, lesson status, and lesson score for each lesson (SCO) completed for each learner within a SCORM or AICC compliant self-paced learning
Report	component.
Class Component Structure	Lists all of the individual lessons (SCOs) contained within a specific SCORM or AICC compliant web based, test, or survey learning component. This report allows
Report	the administrator to confirm that the compliant course content has been loaded with correct list and sequence of lessons.
History By Dept Report	Lists completed learning for learners within a specific department.
Learner Transcript Report	Lists complete transcript for all learning completed by one learner. It includes learners' course information, including enrollment status, passing status, and grades. (BI Publisher)
Learning Component Progress Report	Lists all learners enrolled in a class and their completion progress in the class's learning components.
Prerequisite Status Report	Lists the status of prerequisites for each learner within a class. This report helps the instructor determine which learners have completed prerequisites for a given class.
Program Roster Report	Lists all the learners registered for a specific program. You can run the report for a curriculum or a certification within a specified date range. The report shows learner's name, organizations, registration status and date completed (if the status is Completed). (BI Publisher)

Release 2 – Training Analytics – ELM (2 of 2)





Learning Reports	Description
Learning Plan Transcript by Organization Report	Sorted by organization, lists learners' course information, including enrollment status, passing status, and grades. (BI Publisher)
Survey Report	Lists detailed survey results in PDF format.
Certification Compliance Report	Lists manual changes made to learners' program registration status. For a selected program, lists the learner's name, the new status, the date of the status change, and name of the user who updated the status.
Program Roster	Lists all the learners registered for a specific program. You can run the report for a curriculum or a certification within a specified date range. The report shows learner's name, organizations, registration status and date completed (if the status is Completed). (BI Publisher
Training Plan Report	Lists the demand for training for a selected company or learning environment. Lists the enrollment records by class, including the learner's name, company, enrollment date, and other data. For learning requests, lists the number of seats requested. Report data is sorted by global objective.
Curriculum Completions	Lists the learners who have completed a specific curriculum.
Mass Enrollment Status Report	Lists the results of a processed mass enrollment request, including successful and unsuccessful enrollments and registrations. (BI Publisher)



IPPS-A Release 2 Reporting Capabilities



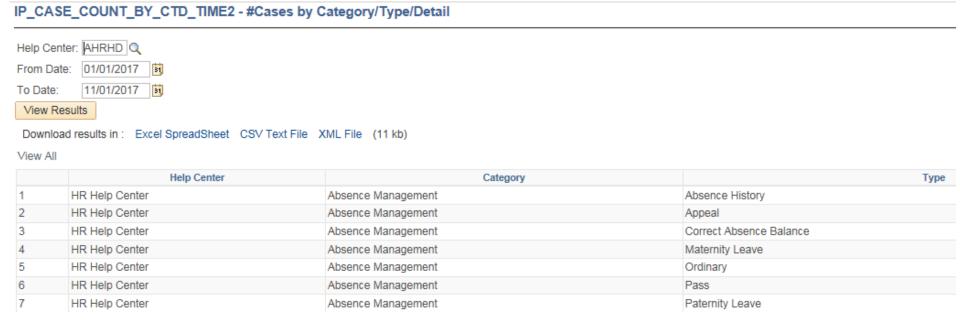
- There are several reporting capabilities available in IPPS-A for Release 2:
 - Predefined Queries
 - Predefined Reports
 - Dashboards
 - Business Intelligence
 - Ad hoc query capabilities

IPPS-A Release 2 Reporting: Predefined Queries



Predefined Queries

- Allows user to retrieve transactional data from the system based on criteria
- Exportable to MS Excel, CSV Text File, or XML
- Results are view only
- Access to these queries is based on the User's security role
- Example: Case Count by Category/Type/Detail



IPPS-A Release 2 Reporting: Predefined Reports



Predefined Reports

- Extracts data from the system to produces reports/forms in predefined templates
- Ability to build in PDF, Excel, other formats based on the needs of the specific report
- Access to reports is based on the User's security role
- Example: PPW

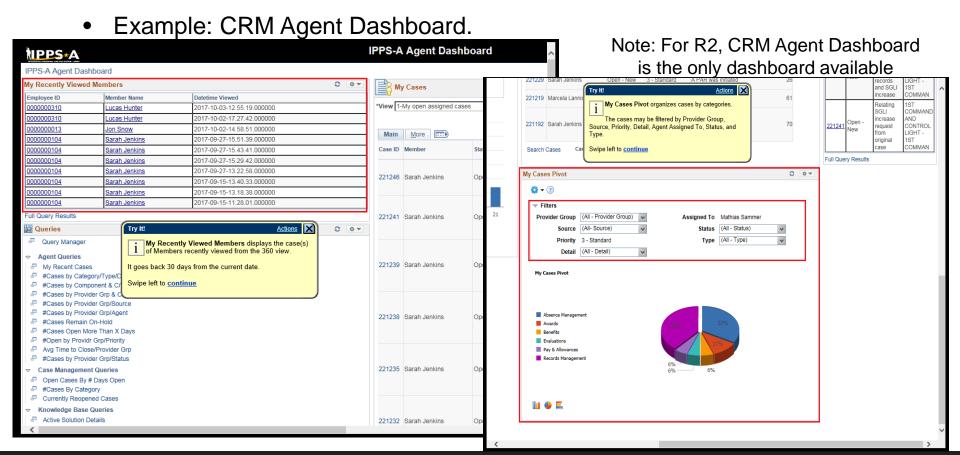
ENLISTED PROMO	TION POINT WORKS	HEET				
SECTION I – ME	MBER INFORMATION					
1. NAME (Last, First, Middle Initial)	2. EMPLOYEE ID	MPLOYEE ID 3. RANK				
	000000045					
	5. CPMOS					
WEINOU	68P	301 1				
	9. PEBD	10. BESD	11. ETS			
1987/06/18 2016/08/22 12. ACTIVE STATUS PROGRAM		13. TECHNICAI				
SECTIO	N II – AWARDS	SERVICE SOCI				
14. AWARD:	15. AWARD:					
16. AWARD:	17. AWARD:					
18. AWARD:	19. AWARD:					
20. AWARD:	21. AWARD:					
22. AWARD:	23. AWARD:					
SECTION III – TRAINI	NG AND EDUCATION	DATA				
24. WEAPONS QUALIFICATIONS:	25. APFT SCORE: 0					
26. OTHER RESIDENT TRAINING WEEKS: 0	27. SELF-DEVELOP	MENT COURSE HOURS	5: 0			
28. POST-SECONDARY SEMESTER HOURS: 0						
	V - VERIFICATION					
29. PROMOTION ASSIGNMENT PREFERENCES IN MY UNIT: N		30. REGION PREFERENCES PREFERENCE 1:				
IN MY CITY, TOWN OR LOCAL AREA: N		PREFERENCE 2:				
IN MY BN OR MSC: N	PREFERENCE 3:					
LESS THAN 50 MILES FROM MY RESIDENCE: N	PREFERENCE 4:					
GREATER THAN 50 MILES FROM MY RESIDENCE: N	PREFERENCE 5:	- 14/4 NIT TO BE CONSID				
31. POINTS VERIFICATION MEMBER HAS VERIFIED POINTS: YES: NO:	MILITARY EDUCAT	32. I DO OR DO NOT WANT TO BE CONSIDERED FOR MILITARY EDUCATION AND PROMOTION: I DO: ♦ I DO NOT: ♦				
SECTION	V - APPRAISAL					
33. BOARD MEMBER 1:	34. BOARD MEMBE	R 2:				
35. BOARD MEMBER 3:	36. BOARD MEMBE	R 4:				
37. BOARD MEMBER 5:	SCORE AND VERIFICA	MOITA				
A. FIELDS 14-23: AWARDS	0		POINTS MAXIMUM			
B. FIELD 24: WEAPONS QUALIFICATIONS	0	75	POINTS MAXIMUM			
C. FIELD 25: APFT	0	75	POINTS MAXIMUM			
D. FIELD 26: OTHER RESIDENT COURSES	0	50	POINTS MAXIMUM			
E. FIELD 27: SELF-DEVELOPMENT COURSES	0	0 75 POINTS				
F. FIELD 28: POST-SECONDARY COURSES	0	0 75 POINT				
G. FIELDS 33-37: PROMOTION BOARD SCORE	0	600	POINTS MAXIMUM			
тот			POINTS MAXIMAUM			
38. RECORDER SIGNATURE	39. DATE SIGNED	,				
40. VERIFIER SIGNATURE	41. DATE SIGNED	YYYMMDD)				

IPPS-A Release 2 Reporting: Dashboards



Dashboards

- A collection of information summaries (high-level data views) that enable users to monitor transactions and data.
- Interactive in nature, allowing users to drill into records (e.g., Soldier, Case) for action.



IPPS-A Release 2 Reporting: Business Intelligence



- Business Intelligence (BI)
 - Interacts with the data warehouse (does not extract data from the transactional system).
 - Mitigates performance risk in the transactional system.
 - Data will be refreshed based on agreed upon timeframes (near realtime or daily).
 - Enhanced dashboard capabilities including:
 - Additional charts, prompts, comparisons, trends.
 - Provides interactivity, allowing users to drill down from summary views into more detailed views of data.
 - Start from an aggregate view, then can click into an intermediary visual or the data that supports the higher-level views.
 - Currently planned for Release 2.x.

IPPS-A Release 2 Reporting: Ad Hoc



Ad hoc

- Ability to create your own query.
 - Drag and drop fields available in the Data Warehouse to develop custom metrics and reports in support of analysis and informed decision-making based on specific operational scenarios.
- Access to the ad hoc capability is based on the User's security role.
 - Limited to "power users" who have been trained in Business Intelligence concepts and understand data models.
 - Users need to understand how to architect queries to avoid adverse performance impacts.
- Specific ad hoc capabilities and data warehouse release schedule (2.x and beyond) are in the planning phase.

IPPS-A Release 2 Reporting Features



- The following slides provide an overview of the reports, queries, dashboards that are planned for delivery in Release 2.
 - HCM
 - CRM
 - Business Intelligence

HCM Reporting Features



Predefined Reports

- 2 reports for MilPay management
- 7 reports for managing assignments and assignment data

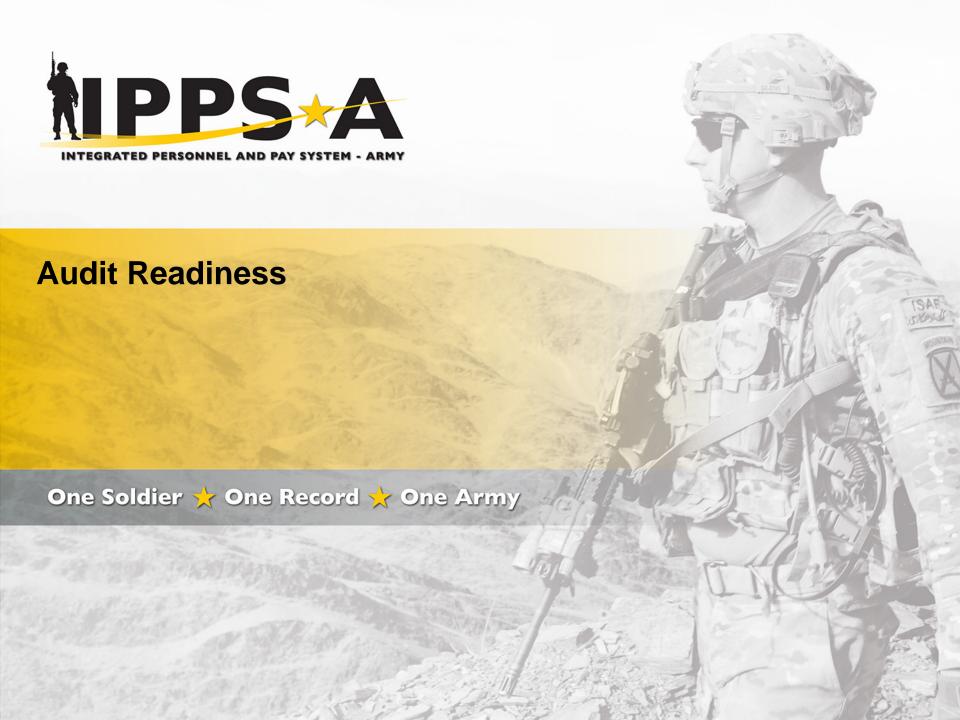
Pre-Defined Queries

- Overall 77 queries available for use
 - 9 HR Transactional queries
 - 20 provide notifications related to assignment actions (departures, cancelations, modifications, revocations, REFRAD)
 - 5 queries to manage assignment data such as vacant positions, a loss roster, members in templet positions
 - 9 queries to manage position data in IPPS-A
 - 2 queries to manage department data
 - 10 queries supporting user access management/audit
 - 22 queries of other HR/PAY data to include: Duty Status, Awards, Mass Update, Promotions, Email, HR Reconciliation, TIN Generation, Orders, Mobility Preferences

HCM Reports



Predefined Reports	Description
Submitted TIN Report	Contains all the TINs that were submitted to DJMS-RC by IPPS-A. The report will display the TINS that were submitted for the Business Unit associated with the report requestor.
P HR Reconciliation Report	Contains an extract of HR data that will be downloaded and distributed to each State. The States will upload the file into AFCOS so that the HR data can be bumped against the Pay data allowing AFCOS to generate a Pay-Pers Mismatch Report.
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MOB REFRAD 30 DAYS Rpt	This report displays Members in the Department that have a Mobilization or REFRAD assignments ending within 30 days.
Members in Templet Positions	This report provides a listing of Members in the unit that are not assigned to an authorized MTOE/TDA position. Templet positions will identify the reason the Member has been assigned to it.
Position Department Change Rpt	This report provides a listing of positions that have an approved change of the parent Department received from Army Organization Server (AOS).
Position Location Change Rpt	This report provides a listing of positions that have an approved change of location received from Army Organization Server (AOS).
Position Vacant Report	This report lists all vacant positions for a Department.
Promotion Points Worksheet	Report that depicts and calculates the Promotion Points in multiple areas for a Member being considered for Semi-Centralized Promotion.



Audit Readiness & Internal Controls



Accountability:

- IPPS-A updates are date, time, and operator stamped for auditability
- System Violation rules are included in multiple tools
 - System Violations (Alerts) are processed at Program Office
 - Alerts are documented within CRM
 - PMO, FMD, and SI research cause and effect
 - If users cause the alert, the Chain of Command is notified

Resolution Documented

If User's Involved PMO-Notifies Chain of Command

Alert Investigated and Resolution Proposed (CRM)

Notification of Issues Sent to Program Office

Business Rules define Alerts and Notifications

Audit Readiness and Internal Controls – IPPS-A R2



- <u>Audit Readiness</u>: Being prepared at all times to demonstrate proper manual and automated controls, processes and documentation executed in accordance with LRPs
- Internal Controls: provides reasonable assurance that activities are safeguarded against fraud, waste, and abuse

BLUF: Your day-to-day activities impact Audit Readiness. All transactions within IPPS-A E2E business processes must be <u>traceable</u>, <u>supportable</u>, <u>repeatable</u>, and <u>sustainable</u>

Audit Trails

- All transactions within IPPS-A will be logged
- IPPS-A establishes Audit Trails with USERID and Time-Date-Stamp for every transaction



Alerts

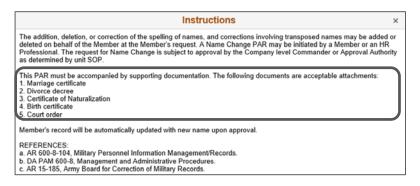
- Specific unauthorized behaviors are monitored and alerts sent if unauthorized activity is detected – prevents fraud and abuse
- For R2, system violations will be processed and monitored at PM IPPS-A Central and resolved via CRM
- If users cause the alert, the Chain of Command will be notified
- R2 Alerts IT Controls:

Access Control Segregation of Duties Security Management Configuration Mngt. Interfaces Data Management Sys.

Example: Failed log-in attempt after 3 tries

Substantiating Data and/or Documentation

Transactions must be supported by data or documentation



System Segregation of Duties

 Reduces risk of error or fraud and ensures no one individual controls all key aspects of the transaction or event



Audit Readiness – Logging and Monitoring MPPS



- The integrity of the Soldier data that drives all personnel and pay actions is paramount to passing a financial audit.
- Logging and Monitoring of all system generated data and transactions is key to ensuring the auditability of the system.
- All transactions within the system are logged. Specific unauthorized behaviors are monitored and alerts sent if unauthorized activity is detected.
- Because of the robust system monitoring, we can help prevent and catch individuals who are attempting to commit fraud or abusing the rights afforded to those with access to IPPS-A.

Audit Readiness – Logging and Monitoring (Cont'd)



What can you do to help keep the system auditable?

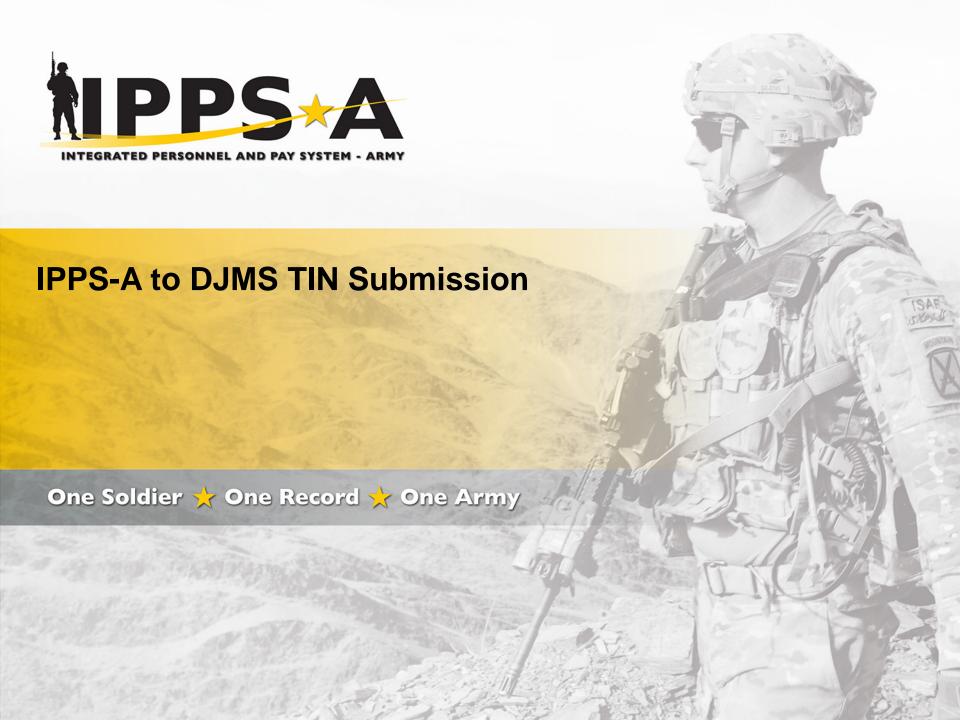
- Always follow all SOPs for how to complete specific transactions.
- Do not attempt to perform any tasks outside of your authorized roles and permissions.
- Do not attempt to access data that is not necessary for your job.
- Do not attempt to access applications that are not necessary for your job.

BLUF: Do not do anything in the system that you are not directed or authorized to do.

Audit Readiness – Monitoring Tools



R2 User	General Function	IPPS-A Use
Cyber Security Sustainment (SI)	Splunk is a software technology which provides the engine for monitoring, searching, analyzing, visualizing and acting on voluminous streams of real-time machine data.	Splunk pulls all of the non- PeopleSoft log data from multiple sources to support Cyber Security.
Cyber Security Sustainment (SI)	Oracle Audit Vault is designed to secure data at its source and is designed to be a data warehouse for audit data. Once auditing is enabled in the source databases, the Oracle Audit Vault collects the log and audit data, but does not replicate, copy and/or collect the actual data. It then runs configured "rules" to find unauthorized behavior and send and alert.	Audit Vault monitors the security tables in HCM that control access and permissions to ensure unauthorized users are not making changes to the database.
Audit Team (SI Sustainment)	With PeopleSoft Query, the precise information needed is located by using visual representations of the PeopleSoft database. The queries that are built can be as simple or as complex as necessary; they can be one-time queries or queries that you use repeatedly.	PSQuery allows for specific reports to be built to monitor specific behavior in the core PS database.
Oracle Enterprise Manager (OEM)	Through deep integration with Oracle's product stack, Enterprise Manager provides management and automation support for Oracle applications, databases, middleware, hardware and engineered systems.	OEM functions as a system performance monitor, producing alerts when certain performance factors move outside of preset tolerances.



IPPS-A to DJMS TIN Submission (USPFO Involvement Required)



Overview Today, the Army National Guard processes the majority of personnel transactions into SIDPERS and those transactions requiring a DJMS-RC input are manually scrubbed by a Financial Management Technician at the United States Property and Fiscal Office (USPFO) for manual upload/input into DJMS. A USPFO working group was established to identify the roles and permissions USPFO personnel will require in order to execute their mission within their statutory requirements in the IPPS-A enabled environment. Beginning with Release 2, IPPS-A will have an outbound interface to the Defense Joint Military System- Reserve Component (DJMS-RC) containing Transaction Identification Numbers (TINs). These TINs will update a Soldier's Master Military Pay Account in DJMS-RC. As a way to ensure the USPFO statutory requirements are met, USPFO may be involved in specific IPPS-A workflow actions as a reviewer or intermediate approver based on state/territory policy. These workflow templates may be saved for future use.

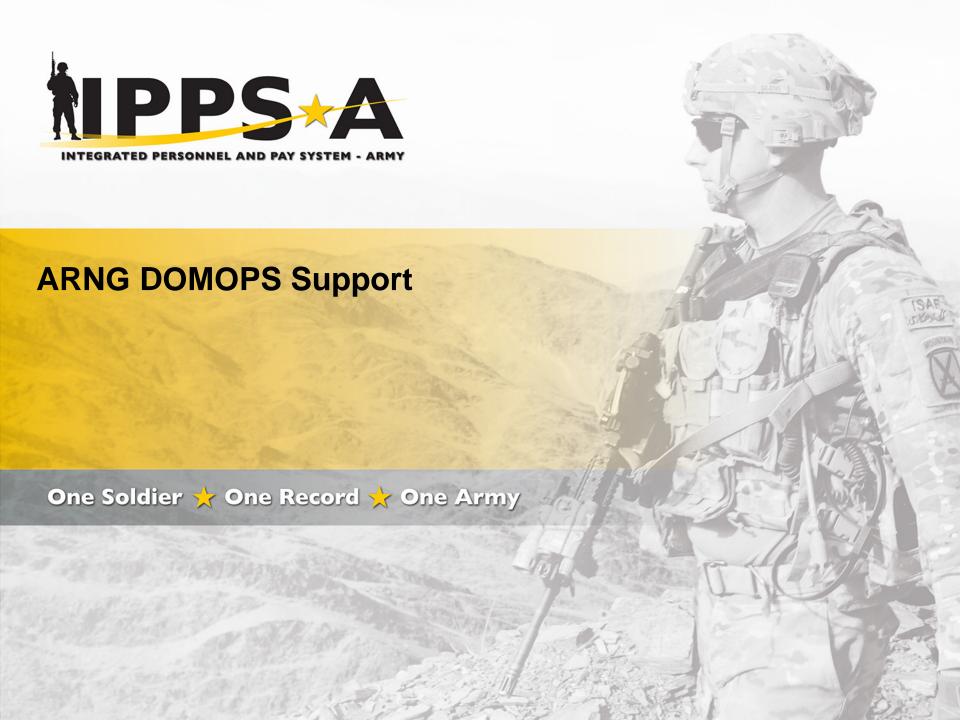
Reason	IPPS-A Transaction	DJMS TIN(s)	DJMS Action	IPPS-A Workflow Required	Pay Impact	USPFO Recommendation
Incentive pay	Special Pay Request	A19	Incentive Pay	Yes	Start or stop incentive pay (Parachute Pay; Demolition Pay; Flight Crew Pay; Flight Non- Crew Pay) resulting in back pay or collection	
Promotion/Reduction	Promotion – Special Promotion and promotion roster. <u>Reduction</u> - PAR Reduction, Record disciplinary action PAR (Manual Input)	113	Grade Change	Yes	Corrected grade date; back pay/collection for Base Pay and other entitlements involving years of service (i.e. COLA)	USPFO will serve as the reviewer or intermediate approver
Separation	Separations – Component transfer or Termination	900	Separations	Yes	Separation from service date is updated with Separation orders delivered as the output. Final separation pay is projected.	
	Person Profile (Dependency Change)	A15	BAH Dependent Information Status Change	No (Yes for R3)	Corrected BAH date may result in back pay or collection (DEERS interface only updates dependent information)	USPFO should be involved in planning process external to IPPS-
	Contracts or Hire/Rehire to Update Seniority Dates	A81	ETS Date Change	No (Yes for R3)	Entitlements continue for a reenlistment or extension; entitlements projected to stop	A; USPFO verify info from Submitted TINs Report; will serve as the reviewer or intermediate approver in
	Person Profile	115	ASED Change	No (Yes for R3)	Corrected ASED; back pay/collection for Base Pay	Release 3



IPPS-A to DJMS TIN Submission (No USPFO Involvement Required)



IPPS-A Action	DJMS TIN(s)	DJMS Action	IPPS-A Workflow Required	Pay Impact	USPFO Recommendation
Hire/Re-Hire; Direct Hire	AA1/ A06	Accessions	No	Entitlements begin based on ARISS interface data; Record Created	
PAR: Update Gender	A06S	Gender Change	Yes	Clothing allowance rate change	
ACT: Assignments	A09	Assignments (UIC or State Change)	Yes	Record updated	
ACT: Assignments	A09N	NPS Indicator Change	Yes	Record updated	
Salary Grade Change	A14	Over 4 Years Enlisted Change	No	Increase in Base Pay	
Benefits	A21	VA Compensation Waiver	No	VA compensation or military pay waiver is updated allowing for re-entry into service	USPFO will verify info from Submitted TINs Report
ACT: Assignment	A24	Pay Status Change	Yes	Updates DJMS-RC Military comp pay status (i.e. ING to IRR); Entitlements continue or stop	
ACT: Assignments	A38	Date of Gain Change	Yes	Record updated	
Benefits	T01	TSP Change	No	Separation of service & Date of Birth info updated	
Self-Service	T03/T04/ TSP Mailing Address No Record updated with new address in biographical profile				
PAR: Name Change	104	Name Change	Yes	Record updated	
Person Profile	114	TFOS Date Change	No	Corrected TFOS; back pay/collection for Base Pay	



ARNG Domestic Operations (DOMOPS) Support RIPPS



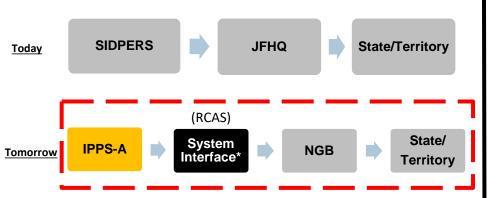
BLUF: The Army National Guard will require access to IPPS-A data beginning with Release 2 in order to support DOMOPS such as State Active Duty (SAD) which is outside of the IPPS-A requirement.

Today, the ARNG uses SIDPERS to populate the data to support the SAD mission. Soldiers who are placed on SAD receive pay for their duty from state funds IAW individual State/JFHQ DSCA agreements. Leveraging the IPPS-A outbound interface with the Reserve Component Automation System (RCAS) may provide a short-term solution for Release 2.

WG Members: COL Farish (DC); COL Stevens (NE); CW5 Vincent (MA); CW3 Pruitt, Mr. Henderson, Mr. McKee (NC); CW3 Patterson (MI)

Proposed R2 Solution*

Army National Guard Data Access – IPPS-A System Interface – Reserve Component Automation System – Guard (RCAS)



* Release 2 only pending NGB formal decision

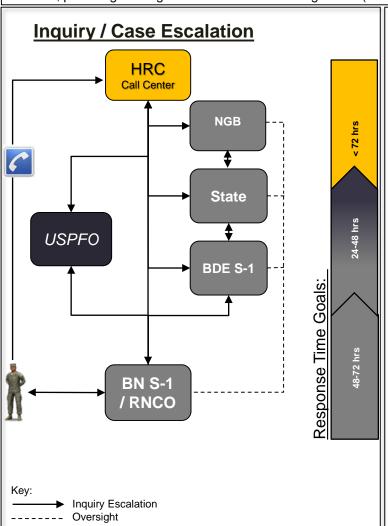
Way Ahead

- Continue working group to develop the long-term solution beginning with Release 3 for ARNG data access for an automated solution
- Identify feasibility of NGB subscribing to the IPPS-A Enterprise Service Bus (ESB) for data access
 - Protection of PII is the priority
 - Segregation of duties, leased privilege, and need to know must be established
- Create Memorandum of Agreements between IPPS-A and State Adjutant General with specific language detailing what data will be delivered to support state missions
- End state goal is to eliminate data usage to support home grown systems



IPPS-A HR Customer Service Concept of Support ARNG (M-Day & Title 32)

BLUF: IPPS-A automates the customer service process that S1s are executing today. IPPS-A implements a traceable customer support software (CRM) that ties the Army together from the lowest echelon to HRC, enabling faster and more accurate support. Primary support is delivered by the Readiness NCO, who will triage, answer or escalate each HR/Pay inquiry. HRC is the Top of System owner for the Army's HR Customer Service mission, providing oversight of the IPPS-A knowledge base (FAQs), utilizing an analytical capability for Customer Service and to identify issues.



Levels of Support:

- 4 Primary Elements (Inquiry types, Escalation criteria, Response time, and Analytics)
- Inquiries are categorized into 11 Types:
 - Absence Mat (Leave)
 - Assignments
 - Awards
 - Benefits

- Career Management
- Evaluations
- Pay & Allowances
- **Promotions & Selections**
- Records Management
- Transition
- ΙT
- Escalation Criteria Escalation Priority Chart & Case Inquiry Guidelines
- Inquiry Response Time

HRC

Top of System Owner

Escalations from field & Tier 1 HR & IT Help Desk

Case Types / Responsibilities:

- Knowledge Base Mgt
- Analytics
- Pay Escalation

- Retro Pay
- **Centralized Promotions**
- Assignments

- Career Management
- **Evaluations**

BDE:

Escalations 6-8 hrs/wk

MPD case types:

- Orders
- Separations
- Promotions
- Awards
- System Access

USPFO: **Escalations**

6-8 hrs/wk

MPD case types:

- PCS Travel
- Debt Management
- Pay Escalation
- Separations
- Housing Allowances MOB/DEMOB
- Accessions

State G1:

Escalations from BN 4-6 hrs/wk

- BDE case types:
- Records Updates Retirements / Separations
- Orders Amendments
- **Benefits**
- Training Absence
- Career Mgt

NGB:

Escalations from JFHQ 2-4 hrs/wk

- Responsibilities:
- Oversight
 - Analytics Training

Readiness NCO / Battalion:

Initial inquiry entry point - Triage, Answer or Escalate Readiness NCO included in BN Provider Group

6-8 hrs/wk

Battalion level case types:

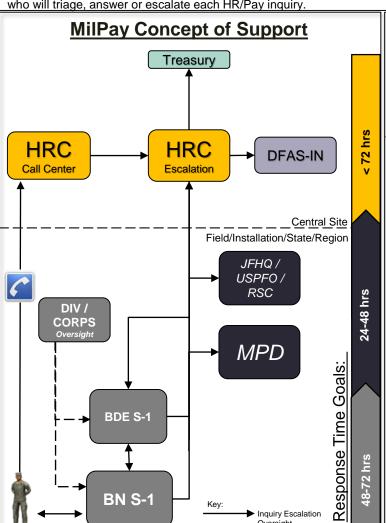
- Absence
- Awards
- Records Updates

- System Access
- Semi- & Decentralized Promotions
- **SGLI**
- Pay & Allowances
- Career Mgt

MilPay Concept of Support – Central, Installation, Field (ARNG)



BLUF: IPPS-A will revolutionize personnel and pay for the Army by directly linking Soldier's pay to the HR transaction performed at the unit level. IPPS-A centralizes all actions in one system where an HR transaction drives pay. Of the **34 total MilPay Functions**, 6 will remain with DFAS and 28 transfer to the Army and HR Organizations (Central Site, Installation, and Field). In addition, IPPS-A automates the customer service process with **traceable customer support software** (CRM), that also allows the self-service user to search for answers and submit pay inquiries from their mobile device. **Primary support is delivered by the Readiness NCO**, who will triage, answer or escalate each HR/Pay inquiry.



Levels of Support:

- 3 Primary Levels of Support (Centralized, State, and Field)
- 34 Pay Functions: DFAS: 6, HRC: 8, IMCOM/MPD: 8, Unit: 7; Other Orgs: 6
- Escalation Criteria Escalation Priority Chart & Case Inquiry Guidelines
- Inquiry Response Time

Central Site Level Pay: State Level Pay:

Top of System Owner Escalations from field & HRC Help Desk

- Debt Remissions
- Secondary Dependency

HRC:

- Army Payroll
- Casualty / MIA Pay
- Education Incentives / SLRP
- Internal Controls
- Customer Service
- Retro Pay Processing

DFAS:

Top of System Responsibility Escalations from field & HRC Help Desk

- Garnishments
- Retiree/Annuitant Pay
- · Out of Service Debt
- Debt Waivers
- Retro Pay Processing
- Travel Voucher Payment

USPFO:

Escalations from Unit Administrator

6-8 hrs/wk

- Audit Oversight
- Internal Controls/Compliance
- · Customer Service
- Debt Management
- Separations
- Housing Allowances
- Travel Voucher Review
- MOB/DEMOB
- Accessions
- · Confined Soldier Pay

Field Level Pay: Readiness NCO:

6-8 hrs/wk

- Duty Status, Leave & Dependency Changes
- Promotions/Reductions
- Special & Incentive Pays & Bonuses
- UCMJ Actions/Forfeitures
- Debt Management
- Customer Service
- Customer Service
- Internal Controls
- Drill Pav

CRM Roles Overview



- Agent
 - HR Professional BN S1s / Readiness NCO, HR Case Management
 - Tier 1 Helpdesk (HRC only) HR and IT Case Management
 - USPFO CRM access to manage and answer pay inquiries
 - State G1 HR Case Management, oversight and training
- Provider Group Admin (Bde and above) add, update, activate, and inactivate provider groups as well as add or inactivate members of the provider group
- HR Helpdesk Admin (HRC) maintain category/type/detail, quick codes, and email templates; view survey results
- Knowledge Manager (HRC/NGB) maintain solutions and solution libraries; develop processes for solution submission, approval, and retirement
- Tier 1 Helpdesk (HR/Pay and IT) located at HRC, dedicated call center to answer, log, and route Soldier HR/Pay and IT inquiries
- Tier 2/3 IT Helpdesk (IT Helpdesk only) –360-Degree View; create a case and add note and attachment; Helpdesk dashboard; IT Case access only

CRM Provider Groups Overview

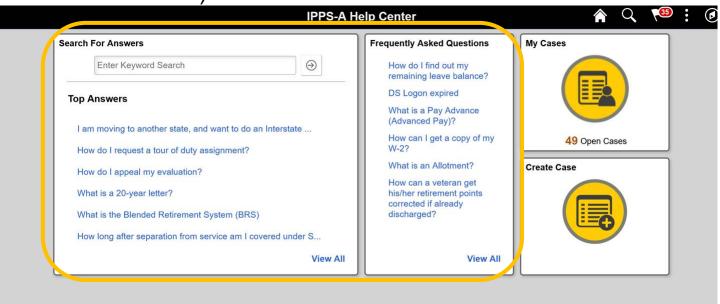


- Definition: A provider group is a group of agents organized by Army hierarchy to respond to Member inquiries.
 - Self-service cases are automatically routed to the lowest level provider group, Battalion S1
 - Readiness NCOs will be included in the BN S1 provider group
- Creation / Management:
 - Automatic: Provider groups are automatically created and updated through the S1 Pool-Provider Group Sync
 - Includes: creation / deactivation and member activation / deactivation
 - Initial set up through S1 Pool sync
 - Brigade and below
 - Manual: Provider groups can be manually added and maintained
 - Provider Group Administrator role required to add/modify provider groups and provider group members
 - Initial set up through deployment process, identify State & NGB provider groups prior to deployment
 - Division and above

Knowledge Base Overview



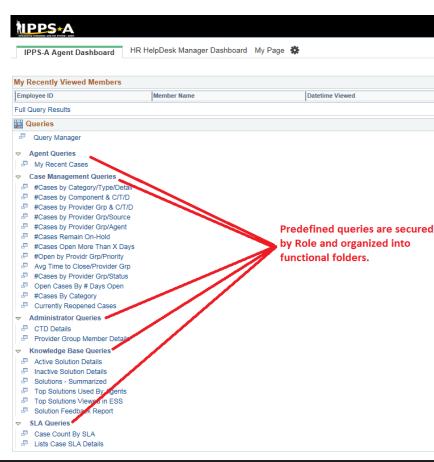
- Definition: Repository of Frequently Asked Questions (FAQs) and Answers within IPPS-A
- Self-Service and Agent Facing
 - Members can search for Answers / FAQs on the IPPS-A Help Center Dashboard
 - Agents have access to all Answers / FAQs (self-service and agent only) for research and closing Member cases
- Includes HR and IT Answers / FAQs
- Managed by Knowledge Base Manager (HRC Primary, NGB Alternate/Contributor)



Current CRM Analytics Design



- CRM's Release 2 design included the configuration of several predefined queries that are accessible on the Agent Dashboard.
- Security enables access to these queries based on the user's role.
 - Agent/HR Professional: 14 queries for Case Management
 - Top of System (HRC/NGB):
 - 1 query for C/T/D management
 - 5 queries for Knowledge Base management
- Exportable to Excel

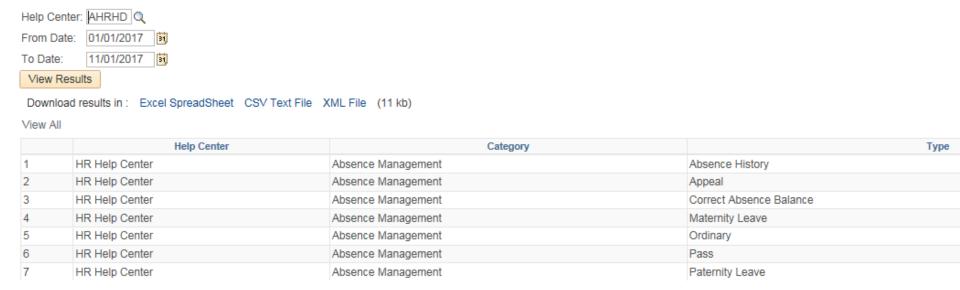


Predefined Query Example



- # of Cases by Category/Type/Detail:
 - Total case # counts, limited computations (averages, case aging buckets)
 - Very high-level
 - Exportable to MS Excel

IP CASE COUNT BY CTD TIME2 - #Cases by Category/Type/Detail

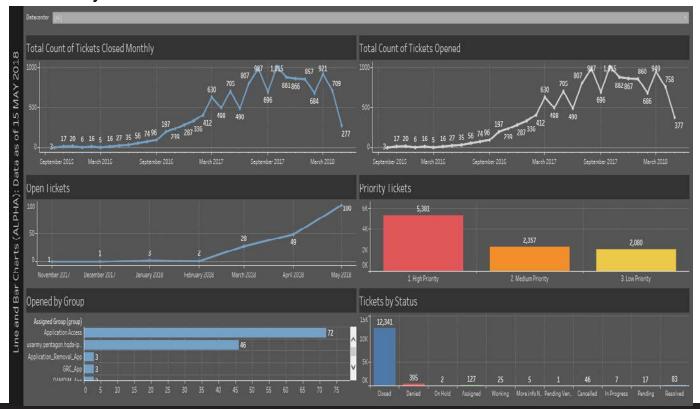


Tier I & II ANVL Dashboards



BLUF: Dashboards built externally to IPPS-A to provide advanced analytics for Tier 1 & Tier 2 Helpdesks until Top of System CRM dashboards are delivered in Release 4

- External Dashboards for Tier 1 & 2 Help Desks
 - COAs to build State Dashboards
 - Temporary solution for analytics in Release 2
 - Refreshed daily with CRM data

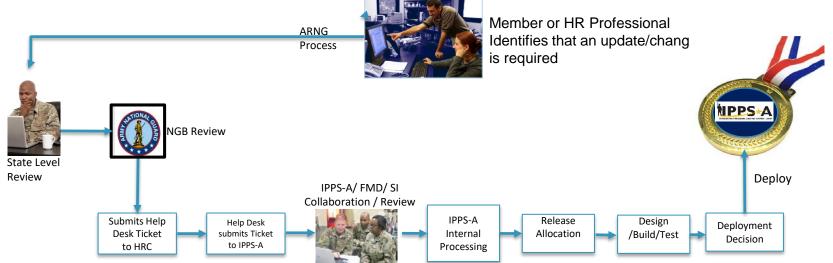


Top of the System (TOS) Sustainment Request – High Level



• The state of Pennsylvania has received approval for a new state award: The IPPS-





Samples of Possible Change Requests:

The IPPS-A Team will conduct a ~2 week administrative review of each request; upon completion, the update will be allocated into the Dot Release Timeline.

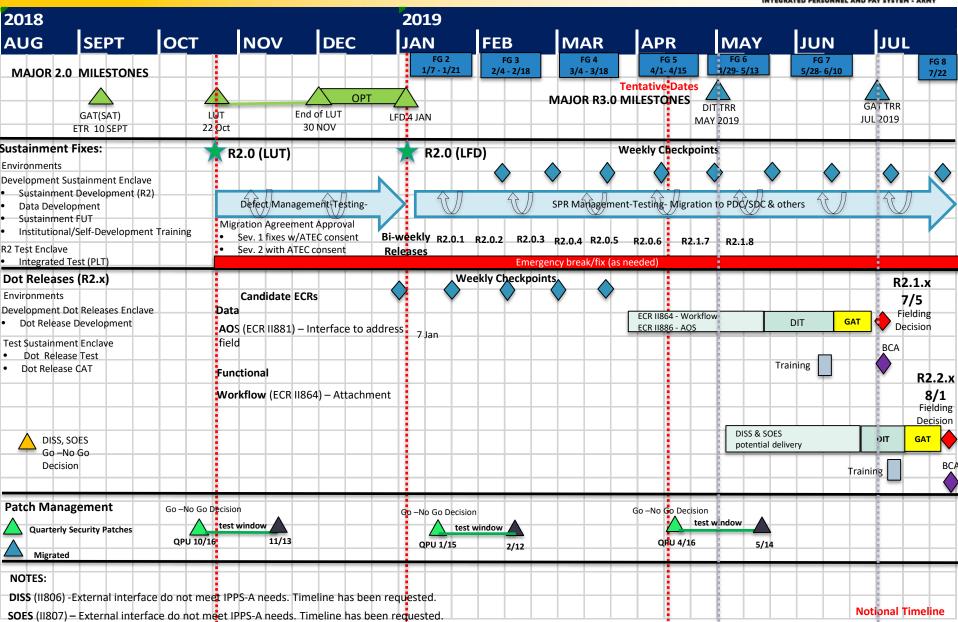
- Table Updates: Award, Eye Color, Job Codes (MOS)
 - Example would be that a State wants to request a new value for Eye Color be added to IPPS-A.
 - Example would be that a new state award was approved in the state of Pennsylvania and needs to be added in IPPS-A (Can affect Promotion Point Calculations).
 - Example would be that the Army has announced a new Job Code that needs to be added to IPPS-A.
- Business Rule Updates: TOS, TIG, Education
 - Example would be that the ARNG has reduced the TIG requirements for promotion to E4

BLUF: System changes require IPPS-A Program to ensure updates are configured, developed, tested, and training products are updated prior to deployment of the new capability.



High Level R2.x Timeline





DISS / SOES

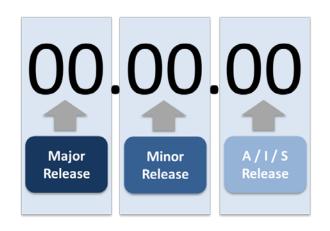


- DISS Defense Information System for Security set to replace Joint Personnel Adjudication System (JPAS).
 - accelerate the security clearance process, reduce security clearance vulnerabilities, decrease back-end processing timelines and support simultaneous information sharing within various DoD entities as well as among authorized federal agencies.
 - DISS is building a foundational architecture and platform to integrate eligibility and access determinations for Personnel Security, Suitability, HSPD-12 credentialing, and future mission capabilities.
 - DISS <u>will incrementally replace legacy application</u> to become the single system of record for eligibility determinations and access management with the DoD.
 - Deployment Phases:
 - Phase 1: DISS deployment will replace the legacy versions of the CASE Adjudication Tracking System (CATS) and Gatekeeper Portal.
 - Phase 2 : DISS will address the replacement of the JPAS.
 - Once full deployment of DISS is completed and the legacy versions of CATS and JPAS have been replaced, those system will be decommissioned.
 - 3/7/18: Triad had 2 technical meetings with DISS and left the table both times with them understanding that what they are building may not work for IPPS-A and them saying "I hear you but....".
 - DISS current design is not intended to populate a system, but rather to get a single SSN response upon request.
 - No timeline available at this time
- SOES SGLI (Service-members' Group Life Insurance) Online Enrollment System.
 - Soldiers may log in to SOES with their CAC or DS Logon to verify their SGLI coverage and beneficiaries are up-to-date.
 - This modernization to the Army's Human Resources system at large also serves as an admin tool for commanders and Army HR personnel to better support Soldiers and Families.
 - SOES access for other branches of service is planned for future releases.
 - 3/7/18: PMO scheduled a follow up meeting but that is not until the last week of March. PMO will see if they can meet sooner. No timeline available at this time.
- DISS/SOES PMO point of contact Sandrine McCollum



Release Type and Numbering



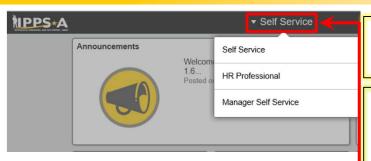


- Major Releases identified as part of the Acquisition Program Baseline. A major release will introduce new business processes, and may introduce updates to existing business processes.
- Minor Additions, modifications, and/or enhancements to existing IPPS-A product capability which may include new/modified information exchanges and any law, regulation, or policy (LRP) changes.
- Application / Infrastructure / Security Fixes to major or minor releases that originate from the IPPS-A SI (e.g., code updates, configuration setting changes, training documentation updates, etc.). This also includes vendor service pack releases (i.e., Oracle, Gradkell, etc.) and DoD security mandates/patches.



iHub - Navigation - Soldier Self Service





Announcements:

System wide announcements

IPPS-A Help Center:

Create and monitor a case/help desk ticket

IPPS-A Hands-on Training:

- Soldier can access distance learning for IPPAS-A and practice scenarios My Profile:
- Access and/or Update your personal details, physical readiness, talent profile, and talent profile history

My Personnel Action Requests (PAR):

Create, submit, review a PAR during the routing process

Dependent/Beneficiary Coverage:

Dependent information from DEERS displaying eligible beneficiaries

My SRB Questionnaire:

A questionnaire that is to be taken once then the tile can be sent to the repository

iPERMS Login:

Navigates a Soldier iPERMS log in

My Soldier Record Brief (SRB):

Link to SRB

Mv Orders:

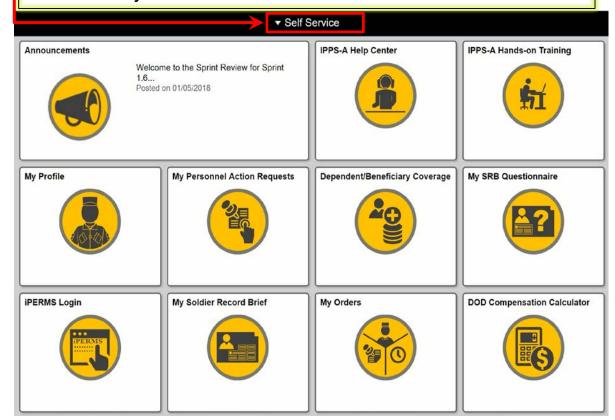
Capability to query any/all orders on member that were created in IPPS-A (i.e. promotions, assignments, etc.)

DOD Compensation Calculator:

Navigates a Soldier to a link to do scenario based calculations

When logging in to IPPS-A, a Soldier will automatically be directed to their Self Service landing page.

Soldiers will be able to move the tiles in any order they choose, except for Announcements, they can also remove tiles. Tiles are sent to a tile repository and can be retrieved if you choose to re-add the tile.



My Personal Details



Addresses:

 Soldiers will have the ability to update their addresses (home and mailing)

Contact Details:

 Soldiers will have the ability to update their contact details (phone and email)

Marital Status:

Soldier's marital status is fed to IPPS-A from DEERS

Name:

- Displays current name (and history of names)
- Soldier can submit a PAR to update their name

Ethnic Groups:

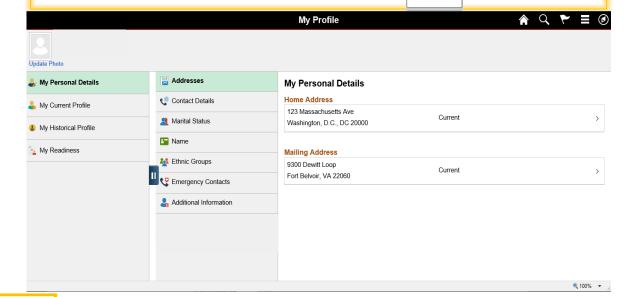
Displays race, religion, and ethnic group

Emergency Contacts:

- Displays contact's name and relationship
- Soldier's will have access to update, edit, and add emergency contacts
- One listed contact will be selected as the preferred contact
 - WILL NOT BE THE SAME AS THE DD Form 93

Additional Information:

 Displays Gender, DOB, Birth State, DOD ID Number, Duty Status, Field Duty Status, and their BASD (original start date and last start date) My Personal Details is the default page for a Soldier's "My Profile" page. To access this information click the My Profile tile on the Self Service page.



What can a Soldier update on their own?

- √ Home Address
- ✓ Mailing Address
- ✓ Email Address
- ✓ Phone Number
 - ✓ Race
 - ✓ Religion

***There is an outbound information feed from Defense Enrollment Eligibility Reporting System (DEERS) to IPPS-A

Way Forward: There will be an outbound and inbound information feed between the two systems.***

My Current Profile



The **Current Profile** view gives a Soldier a dynamic outlook of their personnel information; and elements of their 25 point profile. It provides an encompassing view of a Soldier's education, talents, qualifications, and readiness. In Release 3 more elements from the 25 point profile will be available.

1. Career Management

Jobcode (MOS/MOSW/AOC)
Career Progression MOS
Basic/Detail Job Family
Control Job Family
Functional Area
Functional Category
Regimental Affiliation
Last Evaluation Date
Rating Profile Information

2. Qualifications

PRP Qualifications ASVAB Tests/Examinations Armed Forces Qual Test Weapons Qualification Professional Filler – PROFIS Reserve Officer Training

3. Education

Military Education Level

MIL - Joint Prof Education LvI

MIL - Distinctions

CIV - Degrees

CIV - Education Level

CIV - Education Certification

Fellowship

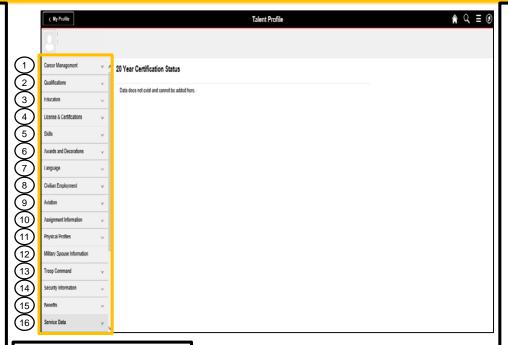
Scholarship

4. License & Certifications

Acquisition Certifications Professional Certifications Health Professional Lic/Certs Technical Certifications

5. Skills

Special Qualifications ID Additional Skill Identifiers Personnel Development ID Civilian Acquired Skills



6. Awards and Decorations

Award Eligibility
Campaign and Service
Combat & Skill Badges
Foreigi Awards
Identification Badges
Military Decorations
Nonmilitary Decorations
Fed Unit Awards
State Awards
State Unit Awards

7. Language

Language Skills Self Appraisal Language Defense Lang Aptitude

8. Civilian Employment

Civilian Employment Military Technician

9.Aviation

Credit

Aircraft Series
Aviation Gate Status
Aviation Service Entry
Date
Dt of Initial Aeronautical
Rat
Military Aeronautical
Rating
Suspension Flying Status
Pilot Status
Total Op Flying Duty

10. Assignment Information

Active Status Program Training Status (IETSA) Mobility Preference Location Preference Geographic Preferences

11. Physical Profiles

PULHES
Army Physical Fitness Test
Body Fat
Occupational Physical Assessment
Person Color Vision Test
Physical Category Codes

12. Military Spouse Information

13. Troop Command

Troop Command Command Status

14. Security Information

Personnel Security Status Personnel Security Requirement Security Investigation

15. Benefits

Montgomery G.I. Bill (MGIB) BAH Dependent Status Additional Benefits Last Verified Emergency Data Dt

16. Service Data

20 Year Certification Status Discharge Character of Service Active Federal Officer Service Active Federal Service Cumulative Retirement Pts Yrs Creditable Reserve Retire Retirement Year End Date

My Historical Profile

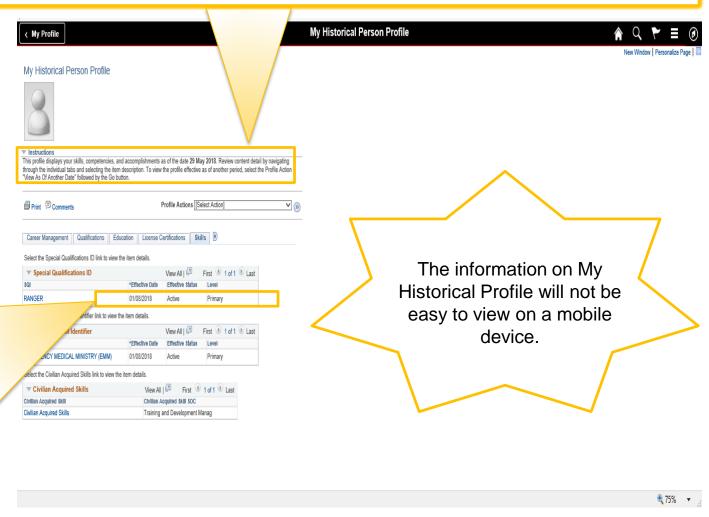


This profile displays your skills, competencies, and accomplishments as of the date 30 May 2018. Review content detail by clicking through the individual tabs and selecting each item. To view the profile effective as of another date, select the Profile Action "View As Of Another Date" followed by the Go button.

My Historical Profile

Soldiers will be able to view and update:

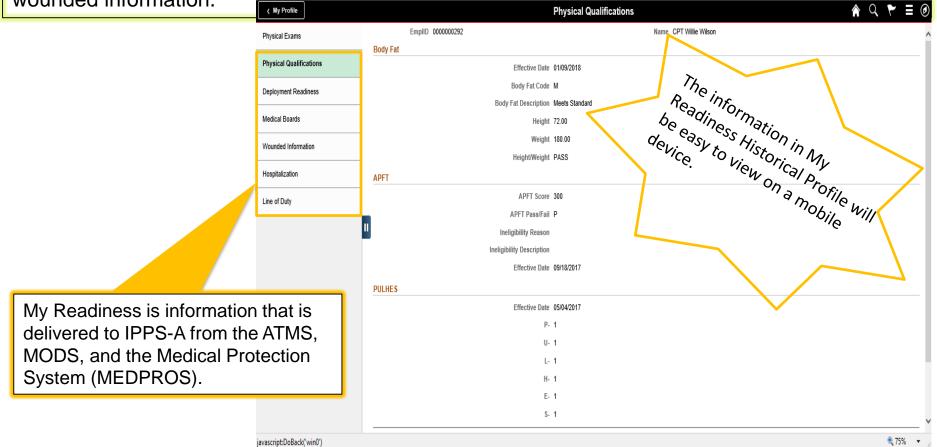
- ☐ Career Management
- Qualifications
- □ Education
- □ License Certifications
- □ Skills
- ☐ Awards and
 - Decorations
- ☐ Language
- ☐ Assignments Information
- Physical Profile
- Security Information
- Benefits



My Readiness

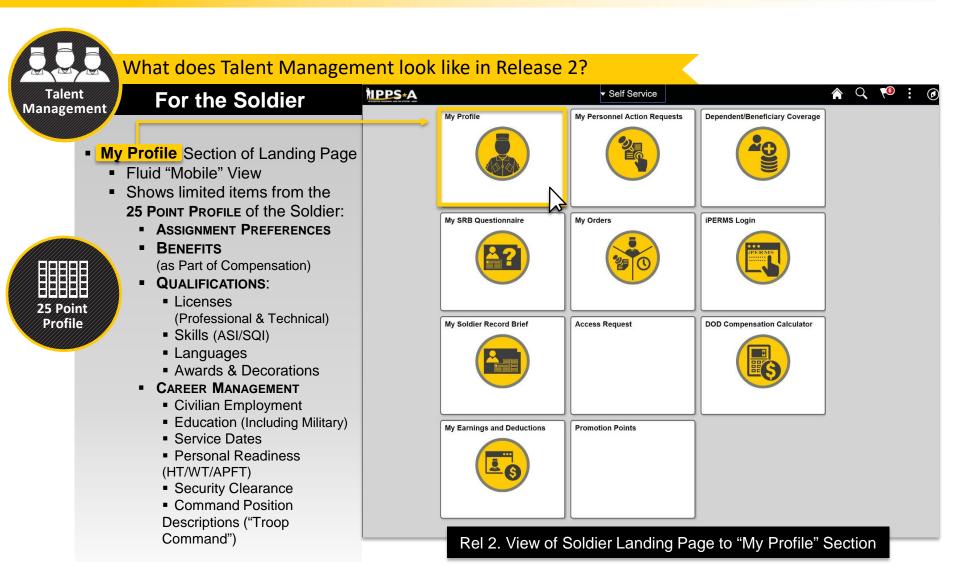


My Readiness outlines the process of capturing medical information from Army Training Management System (ATMS) and Medical Operational Data System (MODS), and allowing an authorized user to view the data. The system maintains medical information to support deployment availability determinations and Soldier management throughout their career. This information includes PULHES data, Integrated Disability Evaluation System (IDES), and wounded information.



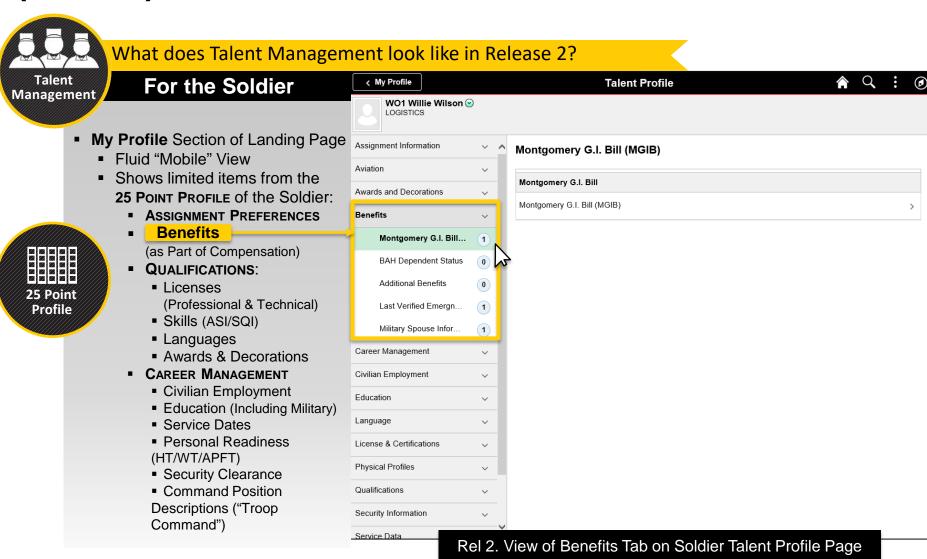
Talent Management: Soldier Self Service





Talent Management: Soldier Self Service (Cont'd)





Talent Management – Soldier Self Service (Cont'd)





25 Point

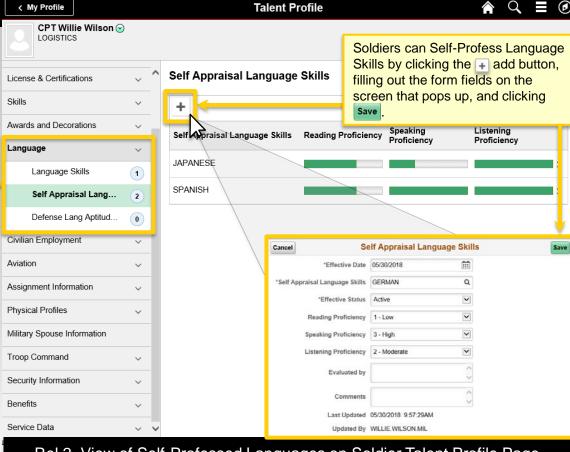
Profile

What does Talent Management look like in Release 2?

For the Soldier

- My Profile Section of Landing Page
 - Fluid "Mobile" View
 - Shows limited items from the
 25 POINT PROFILE of the Soldier:
 - Assignment Preferences
 - BENEFITS

 (as Part of Compensation)
 - QUALIFICATIONS:
 - Licenses (Professional & Technical)
 - Skills (ASI/SQI)
 - Language
 - Awards & Decorations
 - CAREER MANAGEMENT
 - Civilian Employment
 - Education (Including Military)
 - Service Dates
 - Personal Readiness (HT/WT/APFT)
 - Security Clearance
 - Command Position Descriptions ("Troop Command")



Rel 2. View of Self-Professed Languages on Soldier Talent Profile Page



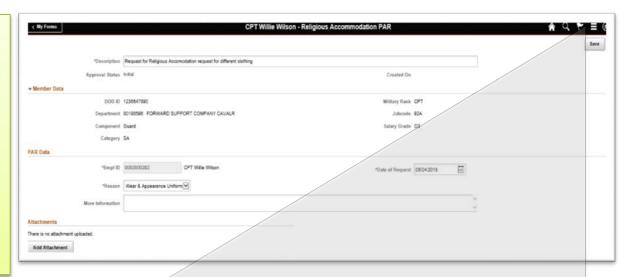
PAR: Request for Religious Accommodations PP

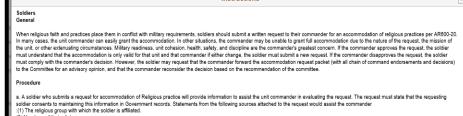


Soldiers will have the ability to initiate their own request for Religious Accommodations for any of the following:

- 1. Wear & Appearance Uniform
- 2. Dietary Practices
- 3. Grooming
- 4. Medical
- 5. Worship Practices
- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, the HR Professional will manually update the personnel restriction on the Member's record.
- Instructions with regulatory guidance and checklist of all required documents to ensure approval.
- IPPS-A will notify Soldiers upon approval.

Soldier can request





- (2) Members of that religious group (3) Persons who are acquainted with the soldier and with the soldier's religious practices. Statements by chaplains or staff judge advocates might be included
- . Approval or disapproval of the request for accommodation will be given to the soldier in writing
- If the unit commander determines that the religious practice cannot be accommodated, the soldier may.
- (1) Request on a DA Form 4187 (Personnel Action) through command channels, that the committee review the commander's decision and provide an advisory opinion as to whether the decision was within the intent of AR 600-20. Regardless of the advisory opinion provided, the unit commander will make the final decision within the limits of policy and regulatory direction. Soldiers' who feel that their equests have not been given a fair hearing even after referral to the committee, may seek redress under article 138, Uniform Code of Military Justice. They may also petition the Army Board for the Correction of Military Records for correction of appropriate records
- (2) Request reassignment, reclassification, or separation, if a conflict between the military requirement and the soldier's religious practice still exists. The soldier should be referred to the unit commander irst sergeant, chaptain, or a legal assistance attorney for as-sistance in this matter. The Army intends no conflict between soldiers' adherence to strict religious practices and compliance with Army policy, directives, or orders. However, it must be understood that not all religious practices can be accommodated by every commander. Some religious practices cannot be accommodated by any commander. What may be easily accommodated in one unit or location may be impossible in another unit or location. This may be due to different unit missions, areas of operation, health or safety requirements, or other critical considerations.
- d. Requests for accommodation of difficult or unusual religious practices may be sent through command channels to the Committee for the Review of Accommodation of Religious Practices in the
- U.S.Army. Send to HQDA, ATTN: DAPE-HR-S, WASH DC20310-0300. If the religious practice is a type that can be accommodated, it will be added to AR 600-20, or to the regulation governing the area of accommodation or to this pamphlet. The commander will notify the soldier in writing through command channels of the final decision regarding the soldier's request.
- Approved wear and appearance practices are listed in AR870-1 as an exception to policy. A soldier may request that the unit commander accommodate these religious practices. If the religious practic

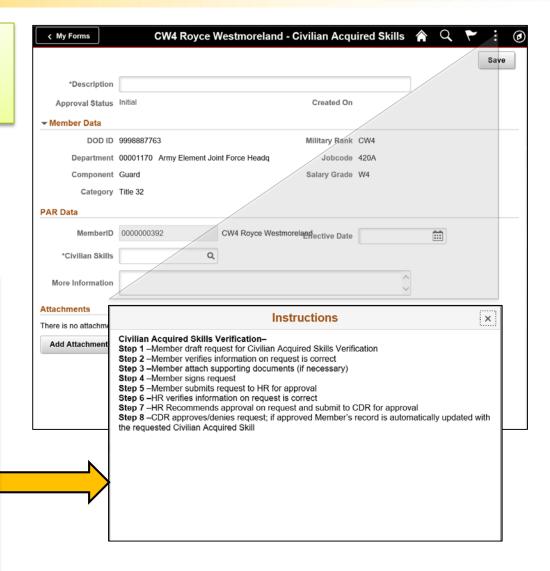


PAR: Civilian Acquired Skills Verification



Soldiers will have the ability to submit a Personal Action Request to have their Civilian Acquired Skills Verified by providing supporting documents.

- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, the Civilian Acquired Skills will be updated in IPPS-A.
- Instructions with guidance and checklist of all required documents to ensure approval.
- IPPS-A will notify Soldiers upon approval.



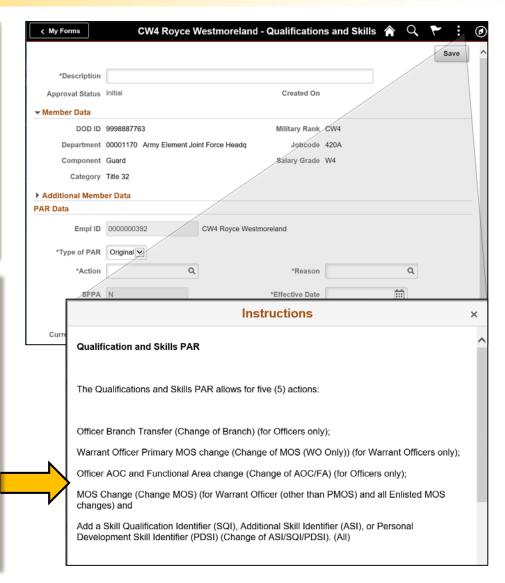
^{*}Soldier can request*

PAR: Qualifications and Skills



Soldiers will have the ability to submit a Personnel Action Request to update their Qualifications and Skills for:

- Officer Branch Transfer (Change of Branch)
- Warrant Officer Primary MOS Change
- Officer AOC and Functional Area Change
- MOS Change
- Adding a Skill Qualification Identifier
- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, an HR Professional will manually update the Member's qualifications and skills in IPPS-A.
- Instructions with guidance and checklist of all required documents to ensure approval.
- IPPS-A will notify Soldiers upon approval.



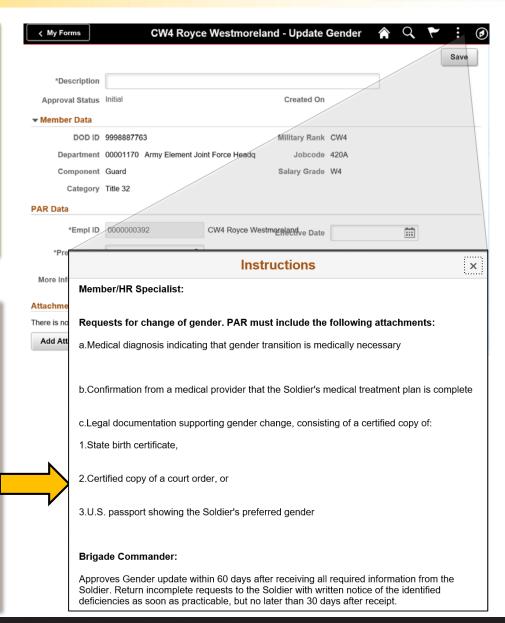
^{*}Soldier can request*

PAR: Update Gender



Soldiers will have the ability to submit a Personnel Action Request to update their Gender with required documents:

- Medical diagnosis indicating a gender transition is medically necessary.
- Confirmation from medical provider that Soldier's medical treatment plan is complete.
- Legal documentation supporting the gender change (amended birth certificate, court order, US passport)
- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, the Member's gender will be updated in IPPS-A.
- Instructions with guidance and checklist of all required documents to ensure approval.
- IPPS-A will notify Soldiers upon approval.
- Can be updated manually.

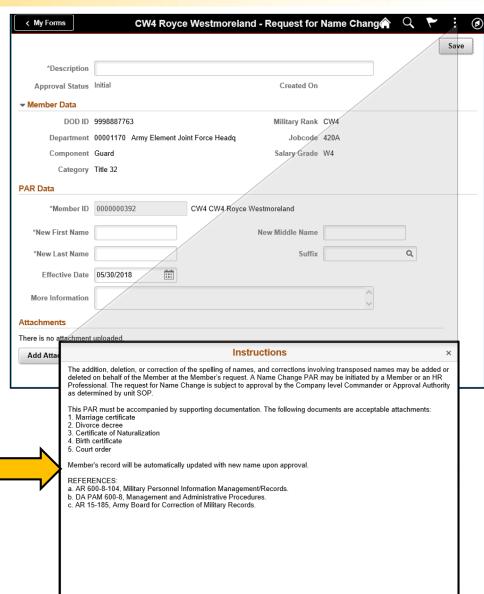


PAR: Request for Name Change



Soldiers will have the ability to initiate their own request for Name Change with any of the acceptable attachments:

- 1. Marriage certificate
- Divorce decree
- Certificate of Naturalization
- Birth Certificate
- Court Order
- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, the Member's name change will be updated in IPPS-A.
- Instructions with regulatory guidance and checklist of all required documents to ensure approval.
- IPPS-A will notify Soldiers upon approval.



^{*}Soldier can request*

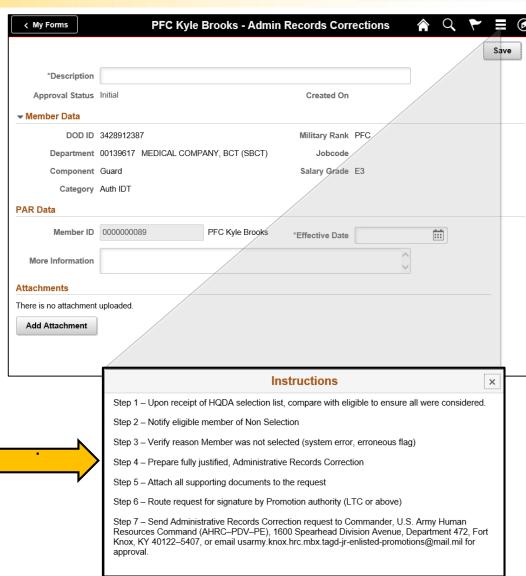
PAR: Admin Records Correction



Soldiers will have the ability to initiate an Admin Records Correction to fix errors related to their record such as:

- Missing school & performance evaluations.
- Incorrect or Missing Awards
- 3. Erroneous Flags
- Incorrect Service Dates

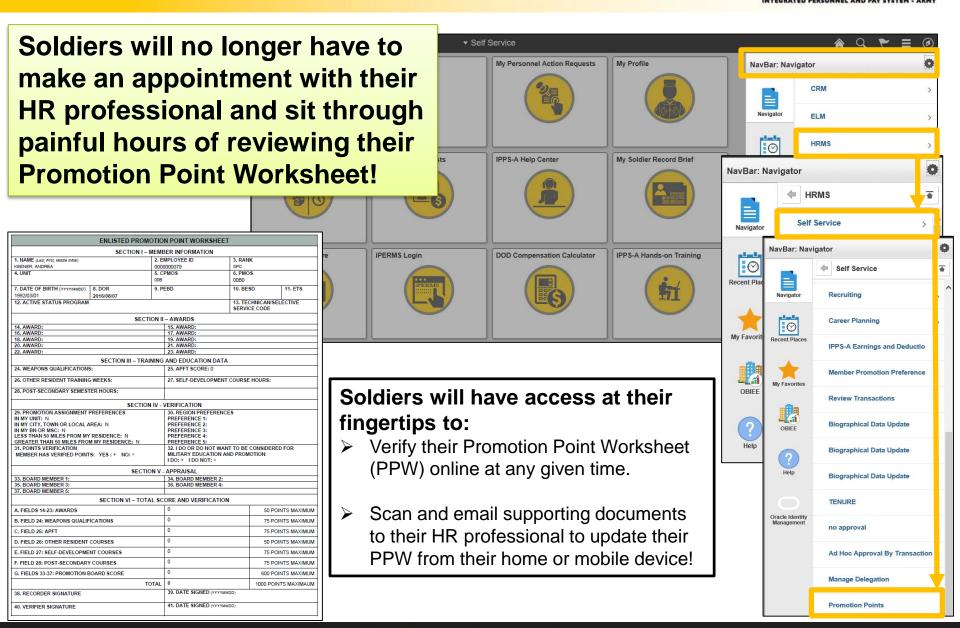
- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, the HR Professional will take the appropriate course of action to update the Members record with the correction.
- Instructions with guidance and checklist of all required documents to ensure approval.
- IPPS-A will notify Soldiers upon approval.



Soldier can request

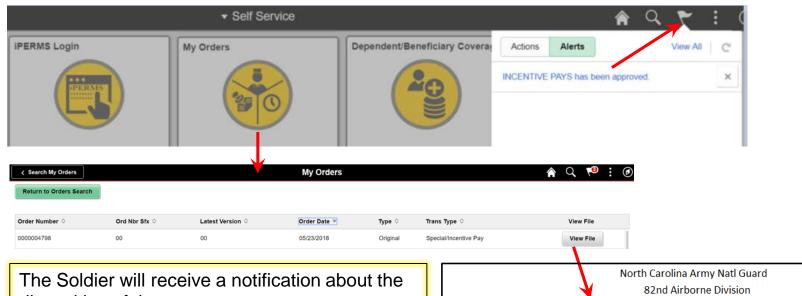
Semi-Centralized Promotions - Self Service PP





Special Pay Requests: Soldier





disposition of the request.

- They can select the notification flag to review the entry.
- The Soldier can then click the "My Orders" tile to view the orders report generated from an approved entry.
- Once an entry has been approved the system will generate a transaction to update DJMS and will send the report to iPERMS for update.



CRM: Soldier Self-Service Overview



BLUF: Soldiers have self-service access to the IPPS-A Help Center to search the Knowledge Base, submit cases/inquiries, and view status of cases.

- •Mobile access Soldiers have 24/7 access to IPPS-A Help Center via their mobile device (DS logon required)
- •Knowledge base IPPS-A has an integrated library of FAQs and Answers accessible to all Soldiers and HR Professionals (maintained by HRC/NGB)
- •Case submission cases submitted through self-service are automatically routed to the lowest level provider group (BN S1), Readiness NCOs are included in the BN S1 provider group for faster service
- •Dedicated Call Center support at HRC HRC operates the IPPS-A Tier 1 Helpdesk, staffed to triage/answer/escalate HR, IT, and Pay inquiries (Release 4)

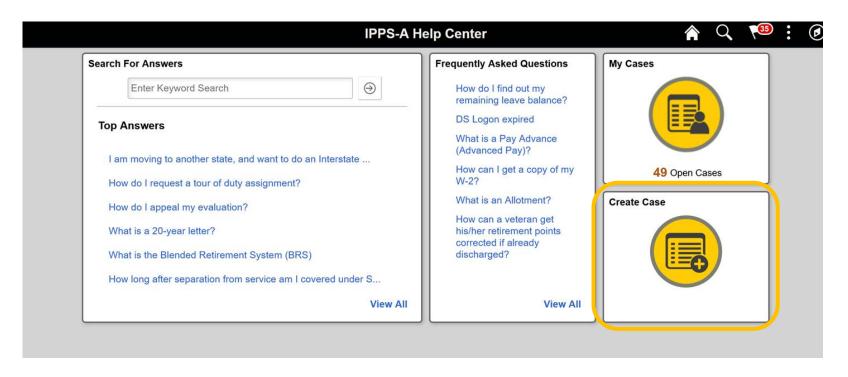
•Phone: 1-844-474-7772 (844-HRIPPSA)

•Email: USARMY.IPPS-A.helpdesk@mail.mil

Self-Service IPPS-A Help Center Pagelet



Soldier's View:



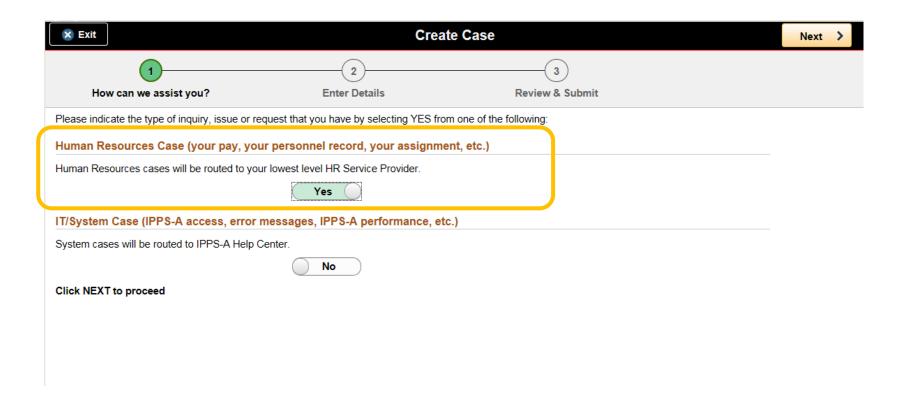
- Combined Dashboard for both HR and IT
 - The Dashboard will enable the member to search for both IT and HR Knowledge Base content
 - Different FAQ pagelets can be created to display HR or IT solutions
 - Members can monitor and create HR and IT cases

Self-Service Case Creation



Self-Service case creation landing page

- System determines routing and case type (HR or IT)
- Selection below determines the case entry fields displayed on the next screen
- HR cases are assigned to the lowest level HR provider
- IT cases are routed to the Tier 1 Helpdesk for triage



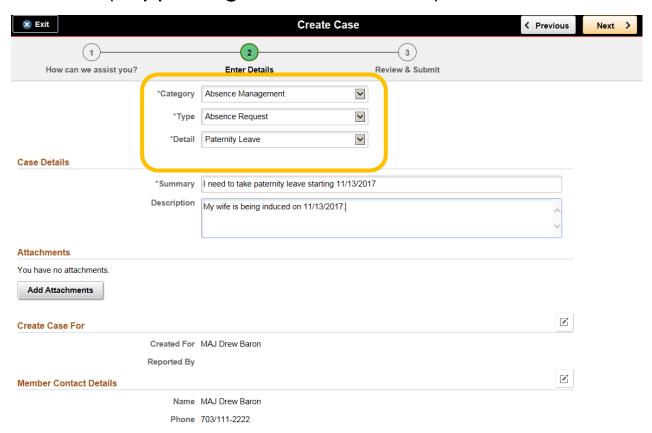
Self-Service Case Entry



Cases are entered using Category/Type/Detail designation

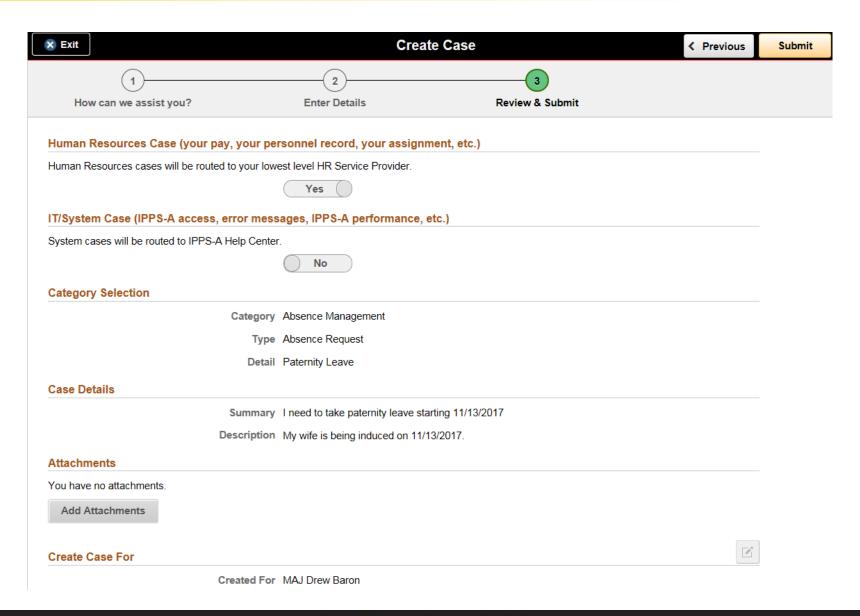
- Limits case submission to predefined topics
- Allows for rapid assessment and escalation
- Metrics are easily tracked by Category/Type/Detail for trend analysis and reporting
- Knowledge Base solutions are arranged by Category for ease of use

Attachments (supporting documents, etc.) can be added to the case



Self-Service Case Review





Self-Service Case Confirmation



After the case is submitted it will be routed to the lowest level HR Provider Group (PG)

- Cases are routed to PG, and can be assigned to any Agent in the PG
- Assigned Agent will assess the case, resolve, request more information, or escalate

Member notifications:

- Case Creation
- Case Closure
- Manual notification from Agent

Inquiry Status:

- Members can view case status at anytime from IPPS-A Help Center Dashboard
- Includes: Notes, case status, current provider group/agent assigned, resolution



My Cases

IPPS-A Help Center

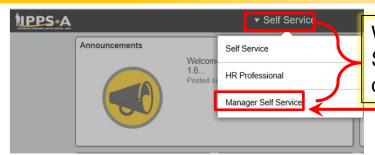


What Can Commanders/Leaders Do?

One Soldier 🜟 One Record 🜟 One Army

iHub - Commanders/Leaders Self Service





When logging in to IPPS-A, and having the Manager Self Service role, the Commander/Leader will automatically be directed to their Manager Self Service landing page.

My Team::

Displays a list of who reports to you and allows for your to view the Soldier's snapshot

Duty Status History:

Search an individual Soldier's IPPS-A duty status history

Assignments:

- > Pull reports (gains, losses, vacancies, etc)
- Create mass update (attach a group of Soldiers to a different UIC)

Current Duty Status and **Not Present for Duty:**

Displays a report

HR Personnel Action Requests (PAR):

Create PAR on behalf of a Soldier

Promotion Rosters:

> Can be used to pull decentralized promotion rosters for action

Unit PULHES:

Displays a report

Unit IPPS-A Training:

- Enroll a Soldiers
- View currently enrolled Soldiers

Approvals:

Tile that shows number of actions that need approval

Commanders/Leaders will be able to move the tiles in any order they choose, they can also remove tiles and add additional tiles to their liking. Tiles are sent to a tile repository and can be retrieved if you choose to re-add the tile. **Tiles can be moved from landing page to landing page if the Soldier chooses (Self Service to Manager Self Service)**



My Team – Commander/Leader View



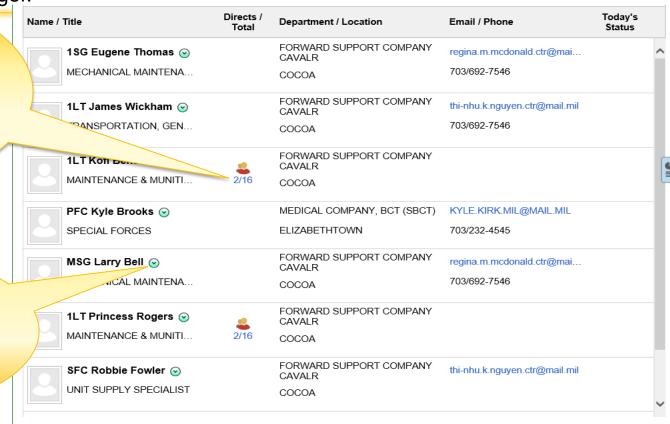


My Team displays a list of your direct reports and allows you to view the Soldier's snapshot. A Commander/Leader will be able to see all Soldiers within their unit, however a squad leader will only be able to see Soldiers assigned to their squad. Commanders/Leaders will need to click on the fraction to drill down to see the Soldiers that report, directly, to the position they are listed under. If no fraction is present then that Soldier is not a manager.

The <u>16</u> indicates how many positions report to this position and the <u>2</u> represents how many of those positions are filled.

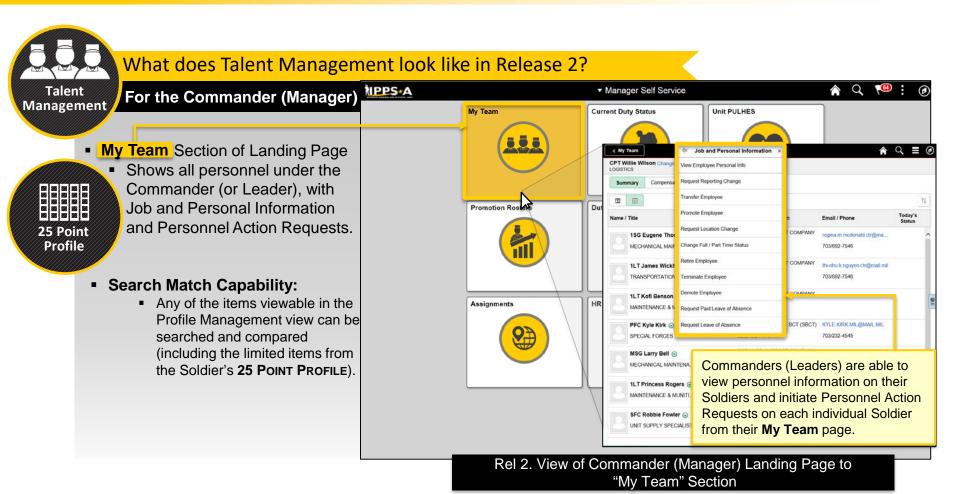
By clicking on the numbers you can drill down to see those individuals.

By clicking on the drop down arrow a manager can navigate to their Soldier's profile.



Talent Management: Commander/Leader



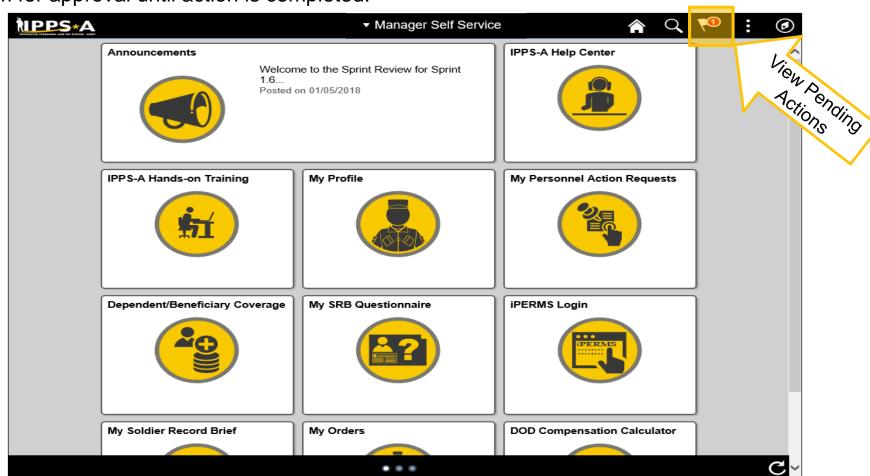


PAR: What Can Commanders/Leaders Do?



Receive alerts of pending actions

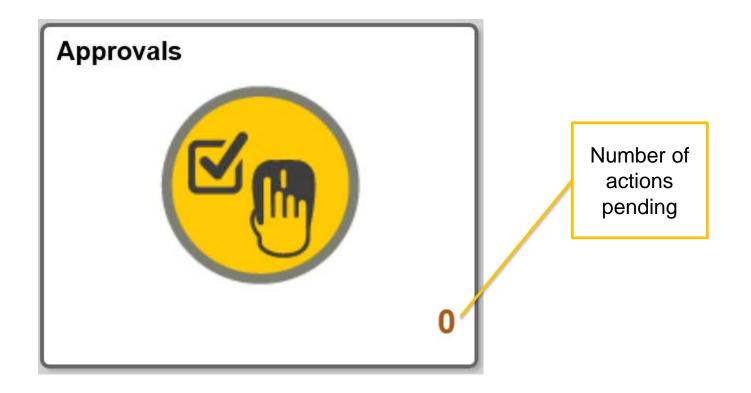
- Leaders/Commanders receives pending action notifications for actions routed to them by a member of the S1 Pool.
- Leaders/Commanders will receive notifications of all pending actions routed through them for approval until action is completed.



PAR: Commanders/Leaders – View Number of Actions and Approve



- Leaders/Commanders will have the ability to approve all actions through the approval tile on their dashboard.
- The number of actions that need to be approved will be located in the lower right hand corner of the approval tile

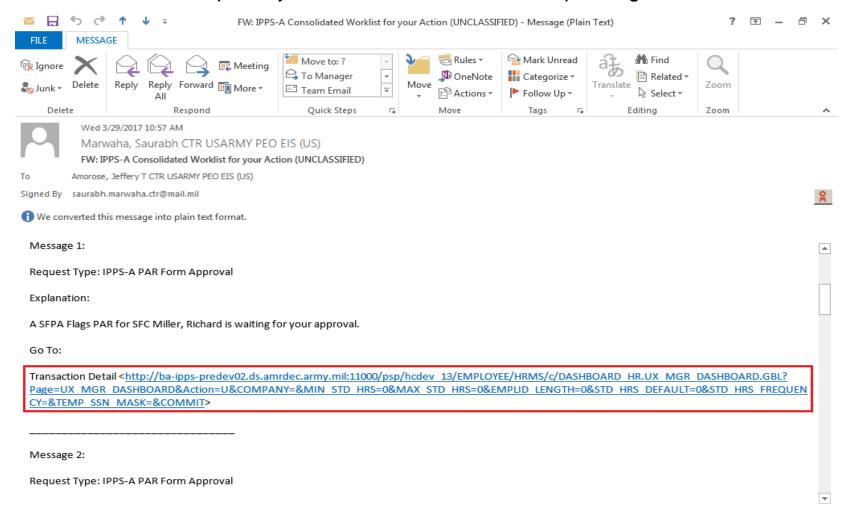


PAR: Commanders/Leaders – Pending Action Notifications



Receive email notification of pending actions

 For Commanders, a special email notification has been configured. IPPS-A will send the Commander one email per day with a consolidated list of all pending actions.

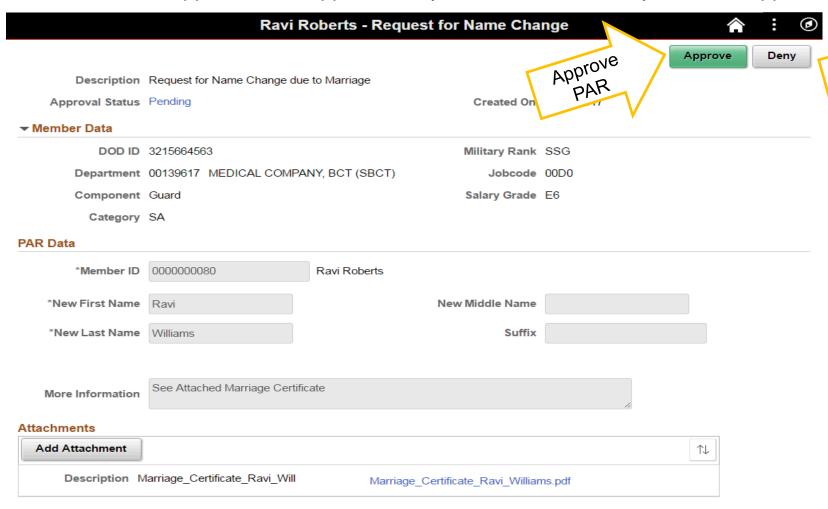


PAR: Commanders/Leaders – Recommend or Approve/Disapprove



Recommend approval/disapproval or approve/disapprove

• Commanders/Leaders can recommend approval for actions where they are listed as an Intermediate Approver, and Approve/Deny actions for which they are Final Approvers.



Decentralized Promotions – What can Leaders/Commanders do?





Commander's will be notified in IPPS-A by their servicing HR when their Decentralized Promotion roster(s) are ready for review.

Decentralized Officer Promotions:

- Auto select if fully eligible.
- Promotion orders produced automatically on date of promotion, placed in the Soldier's "My Orders" tile, automatically sent to iPERMS/AMHRR (Commanders will have view access).
- Will automatically check for FLAGS and meeting education requirements.

♠ Q **₹ ≡**



No more printed reports!

All Soldiers will receive an email notification when they are promoted!

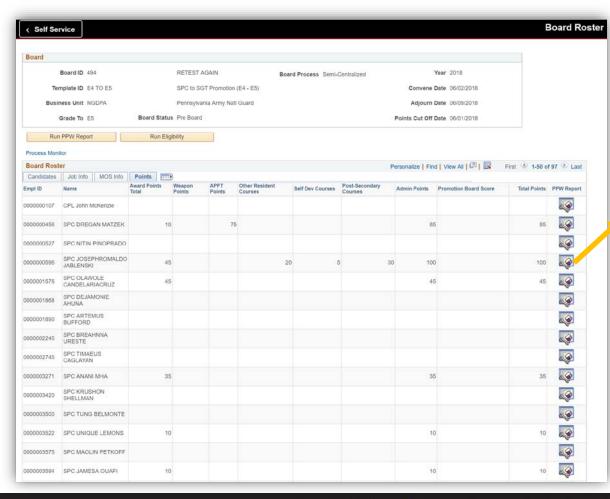
Decentralized Enlisted Promotions:

- "Promotion Select" will automatically be promoted on their promotion date with no action required or the Commander can update to "non-select" to deny a promotion.
- ➤ Will automatically check for FLAGs the day prior to the promotion effective date.
- Promotion orders produced automatically on date of promotion, placed in the Soldier's "My Orders" tile, automatically sent to iPERMS/AMHRR (Commanders will have view access).
- Ability to override the promotion date.

Promotion Point Worksheet (PPW) - What can Leaders/Commanders do?



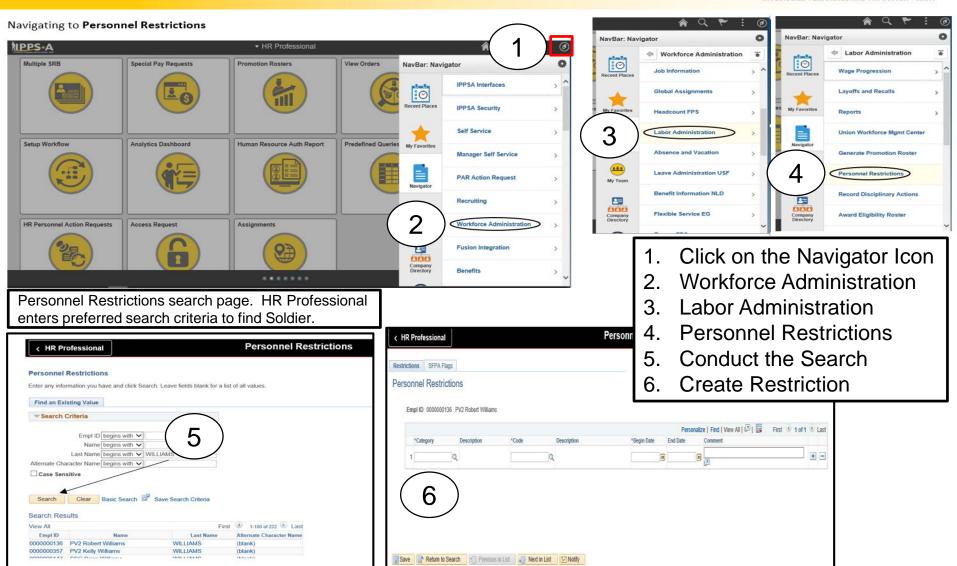
Commanders will now have the capability to view their Soldiers PPW



ENLISTED PROMOTION POINT WORKSHEET						
SECTION I – MEMBER INFORMATION						
		MPLOYEE ID	3. RANK			
		0000079	SPC			
		PMOS	6. PMOS			
	00B		00B0			
7. DATE OF BIRTH (YYYYMMDD) 8. DOR	9. P	EBD	10. BESD	11. ETS		
1992/03/01 2016/08/07						
12. ACTIVE STATUS PROGRAM			13. TECHNICAN/SELECTIVE SERVICE CODE			
SECTION II – AWARDS						
14. AWARD:	15. AWARD:					
16. AWARD:		17. AWARD:				
18. AWARD: 20. AWARD:	19. AWARD:					
20. AWARD: 22. AWARD:		21. AWARD: 23. AWARD:				
	INING	AND EDUCATION DATA				
24. WEAPONS QUALIFICATIONS:		25. APFT SCORE: 0				
26. OTHER RESIDENT TRAINING WEEKS:		27. SELF-DEVELOPMENT COURSE HOURS:				
28. POST-SECONDARY SEMESTER HOURS:						
	1 IV - 1	VERIFICATION				
29. PROMOTION ASSIGNMENT PREFERENCES		30. REGION PREFERENCES				
IN MY UNIT: N IN MY CITY, TOWN OR LOCAL AREA: N		PREFERENCE 1: PREFERENCE 2:				
IN MY BN OR MSC: N		PREFERENCE 2: PREFERENCE 3:				
LESS THAN 50 MILES FROM MY RESIDENCE: N	PREFERENCE 4:					
GREATER THAN 50 MILES FROM MY RESIDENCE: N	PREFERENCE 5:					
31. POINTS VERIFICATION	32. I DO OR DO NOT WANT TO BE CONSIDERED FOR					
MEMBER HAS VERIFIED POINTS: YES: ♦ NO: ◊		MILITARY EDUCATION AND PROMOTION: I DO: * I DO NOT: >				
SECTION	ON V -	APPRAISAL				
33. BOARD MEMBER 1:	34. BOARD MEMBER 2:					
35. BOARD MEMBER 3:	36. BOARD MEMBER 4:					
37. BOARD MEMBER 5:						
SECTION VI – TOTA	AL SC	ORE AND VERIFICATION	<u> </u>			
A. FIELDS 14-23: AWARDS		0	50 P	OINTS MAXIMUM		
B. FIELD 24: WEAPONS QUALIFICATIONS	B. FIELD 24: WEAPONS QUALIFICATIONS		75 P	OINTS MAXIMUM		
C. FIELD 25: APFT		0	75 P	OINTS MAXIMUM		
D. FIELD 26: OTHER RESIDENT COURSES		0	50 POINTS MAXIMUM			
E. FIELD 27: SELF-DEVELOPMENT COURSES		0	75 P	OINTS MAXIMUM		
F. FIELD 28: POST-SECONDARY COURSES		0	75 POINTS MAXIMUM			
G. FIELDS 33-37: PROMOTION BOARD SCORE		0	600 P	OINTS MAXIMUM		
To	DTAL	0		INTS MAXIMAUM		
38. RECORDER SIGNATURE						
40. VERIFIER SIGNATURE	41. DATE SIGNED (YYYYMMDD)					
1		-				

Restrictions – What Can Commanders/Leaders Do? RPP

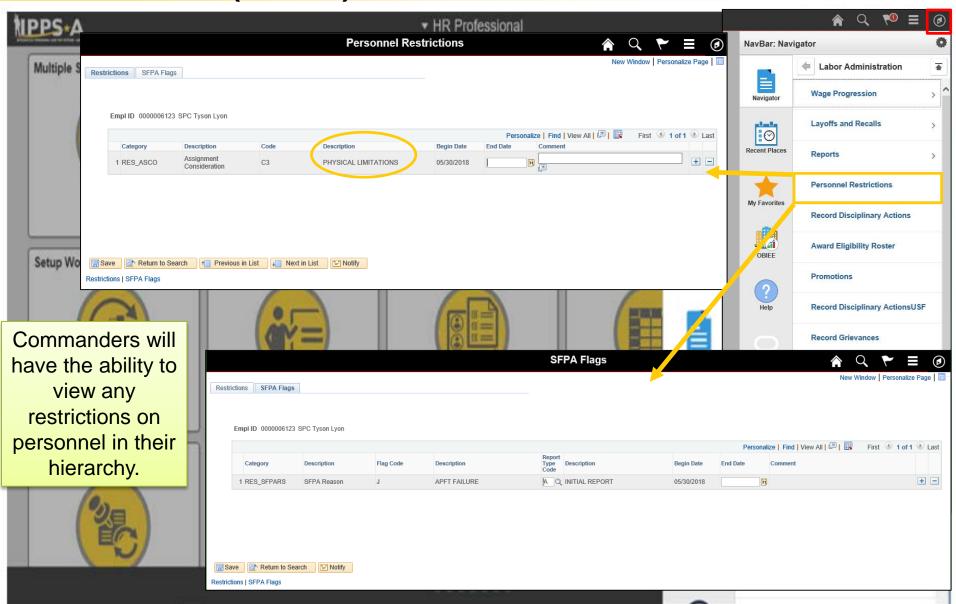




estrictions | SFPA Flags

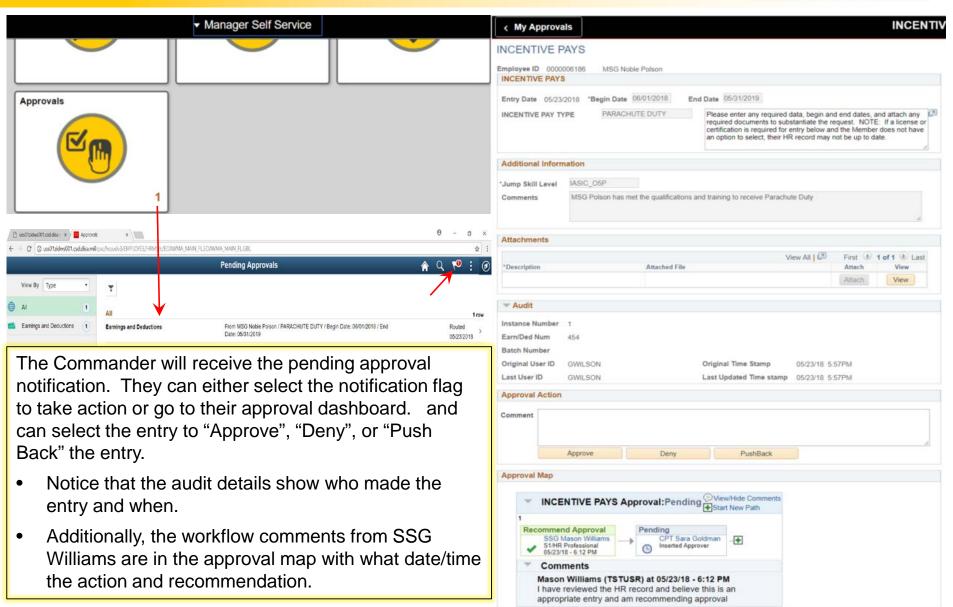
Restrictions – What Can Commanders/ Leaders Do? (Cont'd)





Special Pay Requests: Commander/Leader





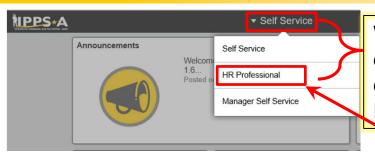


What Can HR Professionals Do?

One Soldier 🗙 One Record 🛨 One Army

iHub - HR Professional





When logging in to IPPS-A, a Soldier will automatically be directed to their Self Service landing page. Click the drop down arrow next to Self Service to navigate to HR Professional.

Special Pay Requests:

> Submit special pay requests such as Airborne pay

Case Management:

Manage help desk inquiries submitted by Soldiers

Promotion Rosters:

> Pull decentralized promotion rosters and take action on

View Orders:

View/query any/all IPPS-A orders on Soldiers (i.e., promotions, assignments, etc.

Not Present for Duty:

Displays a report of Soldiers Not Present for Duty

Personnel Action Requests (PAR):

- > PARs submitted for action
- > HR Professional can create and submit PARs on behalf of the Soldier
- Review and start work flow on PARs

Assignments:

- Pull reports (gains, losses, vacancies, etc.)
- > Put a Soldier on assignment or to put multiple Soldiers on assignment

Profile Management:

> Used to update Soldier's information on behalf of the Soldier

Setup Workflow:

> Set up S1 pool and the workflow save as template

HR Professionals will be able to move the tiles in any order they choose, they can also remove tiles and add additional tiles to their liking. Tiles are sent to a tile repository and can be retrieved if you choose to re-add the tile. **Tiles can be moved from landing page to landing page if the Soldier chooses (Self Service to HR Professional**



Talent Management: HR Professional





25 Point

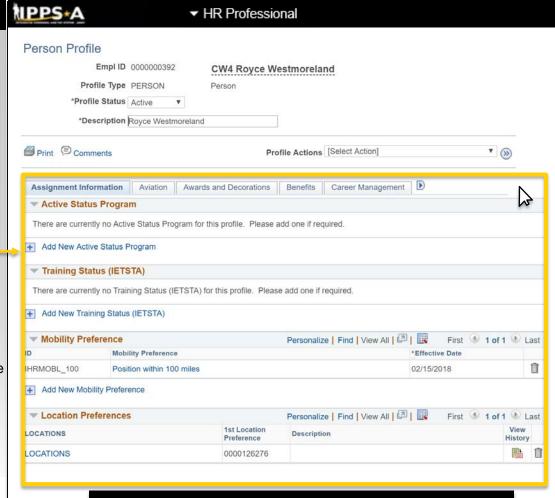
Profile

What does Talent Management look like in Release 2?

For the HR Professional

Detailed Soldier Profile View

- Shows limited items from the25 POINT PROFILE of the Soldier:
 - Assignment Preferences
 - BENEFITS
 - QUALIFICATIONS
- CAREER MANAGEMENT
 - Civilian Employment
 - Education (Including Military)
 - Service Dates
 - Personal Readiness (HT/WT/APFT)
 - Security Clearance
 - Command Position Descriptions ("Troop Command")
- Search Match Capability:
 - Any of the items viewable in the Profile Management view can be searched and compared (including the limited items from the Soldier's 25 POINT PROFILE).



Rel 2. HR Professional View of a Soldier Profile

Talent Management: HR Professional (Cont'd)





25 Point

Profile

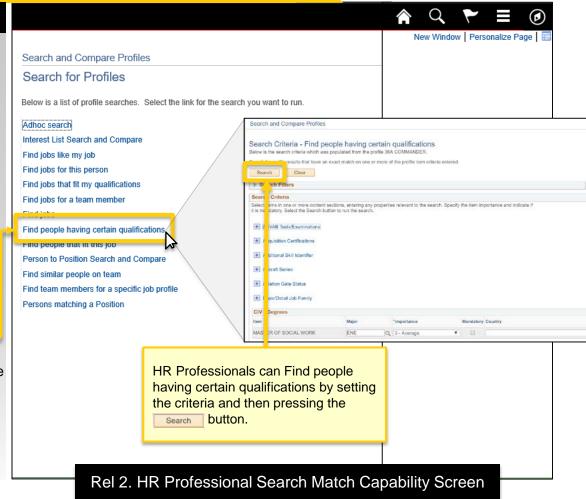
What does Talent Management look like in Release 2?

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- BENEFITS
- QUALIFICATIONS
- CAREER MANAGEMENT
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 - Service Dates
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 - Security Clearance
 - Command Position Descriptions ("Troop Command")
- Search Match Capability
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Talent Management: HR Professional (Cont'd)





50 50 50 50 50 50 50 50 50 50 50 50 50 50 50 50 50 50 50 50

25 Point

Profile

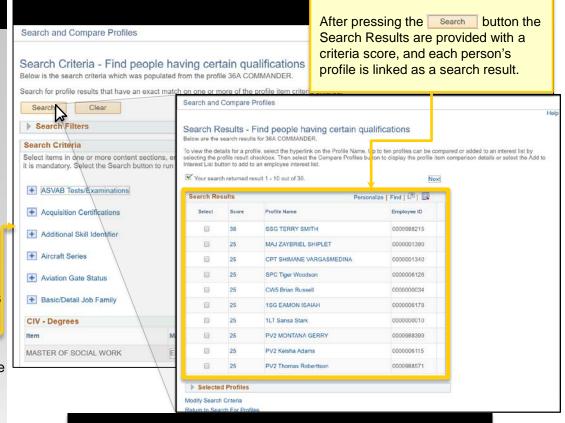
What does Talent Management look like in Release 2?

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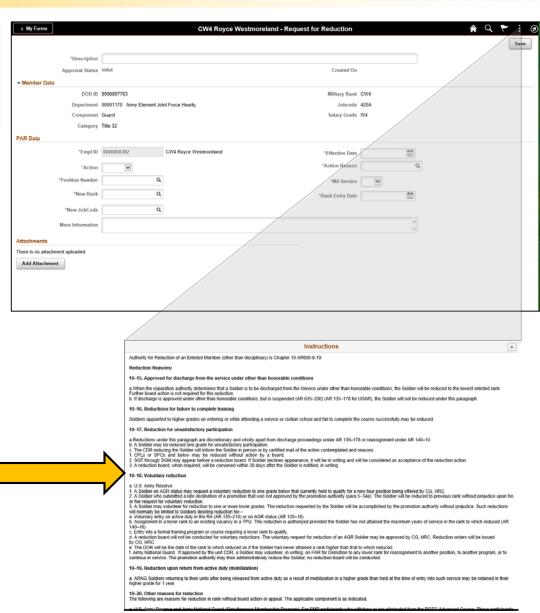
Rel 2. HR Professional Search Match Capability Screen

PAR: Request for Reduction



HR Professionals will have the ability to initiate a Personal Action Request for a Request for Reduction for a Soldier.

- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, the Reduction information will be updated in IPPS-A.
- Instructions with guidance and checklist of all required documents to ensure approval.
- IPPS-A will notify Soldiers upon approval.

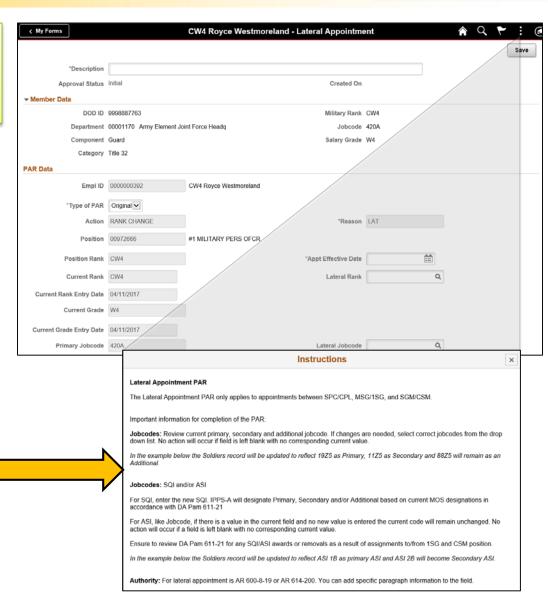


PAR: Request for Lateral Appointment



HR Professionals will have the ability to initiate a Personal Action Request for a Request for a Lateral Appointment for a Soldier.

- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, the Lateral Appointment will be updated in IPPS-A.
- Instructions with guidance and checklist of all required documents to ensure approval.
- IPPS-A will notify Soldiers upon approval.

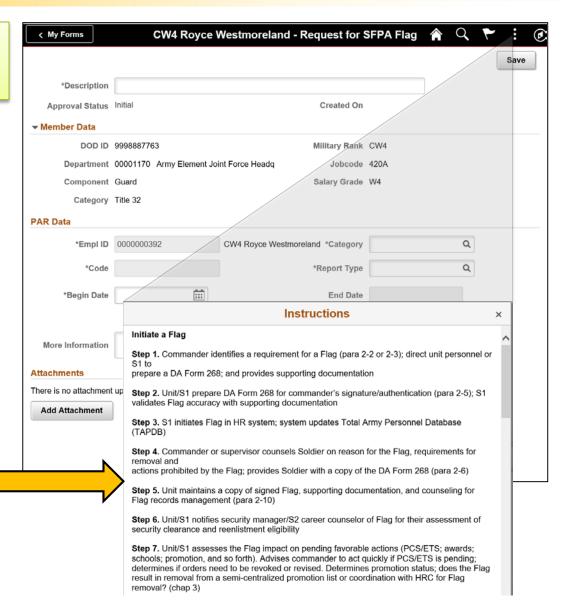


PAR: Request for Suspension of Favorable Actions PP



HR Professionals will have the ability to initiate a Personal Action Request for a SPFA on a Soldier.

- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, the SFPA Flag will be updated in IPPS-A.
- Instructions with guidance and checklist of all required documents to ensure approval.
- Manual input can be done.

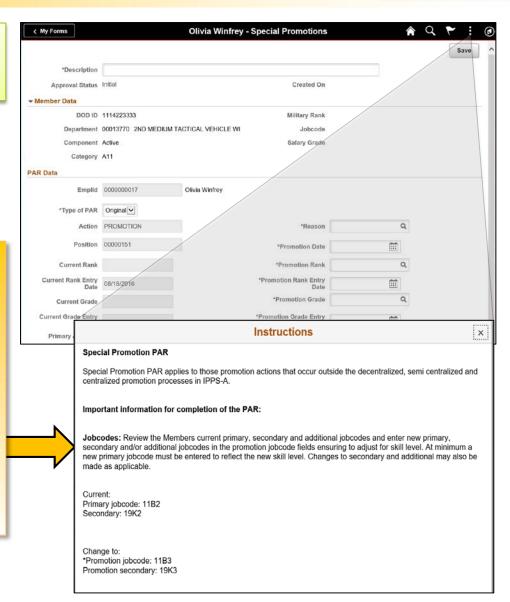


PAR: Special Promotions



HR Professionals will have the ability to submit a Personnel Action Request for a Special Promotion.

- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, the Member's promotion information will be updated in IPPS-A.
- Instructions with guidance and checklist of all required documents to ensure approval.
- IPPS-A will notify Soldiers upon approval.

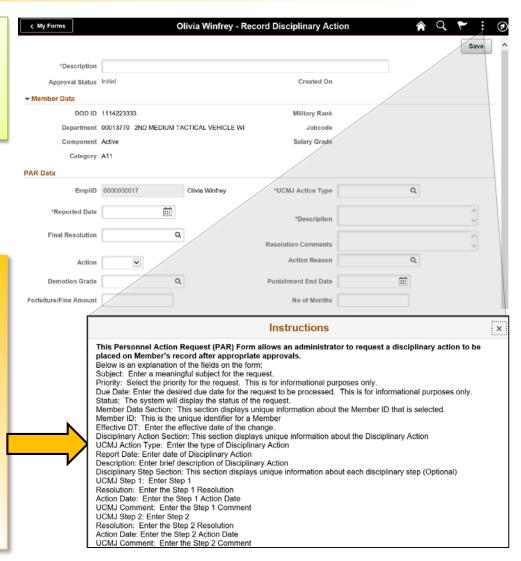


PAR: Record Disciplinary Action



HR Professionals will have the ability to submit a Personnel Action Request for a Disciplinary Action to be placed on a Member's Record after appropriate approvals.

- Automatic workflow through their S1 pool and chain of command.
- Request will be work-flowed in IPPS-A, allowing transparency and tracking.
- Upon approval, the Member's UCMJ information will be updated in IPPS-A.
- Instructions with guidance and checklist of all required documents to ensure approval.
- IPPS-A will notify Soldiers upon approval.

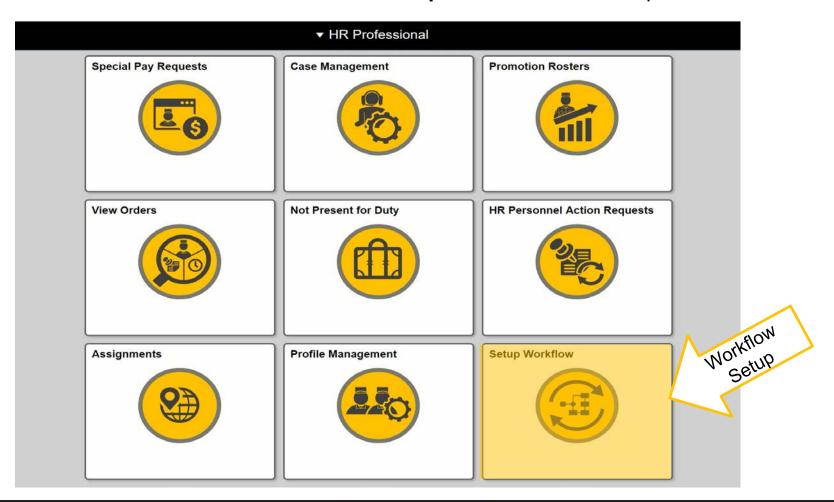


This PAR will be deployed based on Army Guidance

Workflow: What Can HR Professionals Do?



- HR Professionals can submit PARs on behalf of a Member and Set-up Approval Workflow (S-1 Pool).
- The HR Professional will select the Setup Workflow tile to setup workflow.

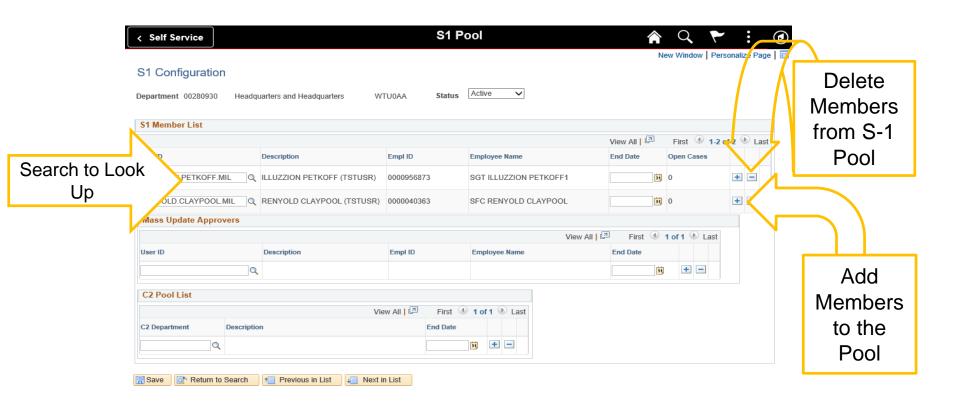


Workflow: HR Professionals - S1 Pool Set-Up



S1 Pool Set-Up

- HR Professionals can use the search to look up members to add to the S-1 Pool as indicated below with those Roles and Permissions.
- HR Professionals can add/delete members in the S-1 Pool.
 - S1 Pools are set up and maintained manually.

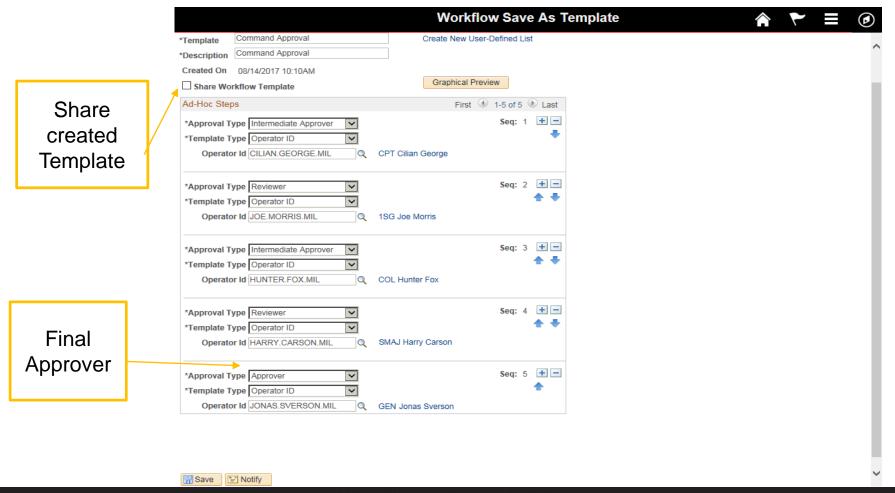


Workflow: HR Professionals – Insert Templates



Insert Template "Save-As Template"

- Templates are predefined workflow routings that can be attached to any action, and can be stored for future use
- Templates that are shared can be named by the naming convention your Local Unit SOP's dictate.
- HR Professionals will add the approval chain for each action on the screen below and save
- All templates must have a Final Approver

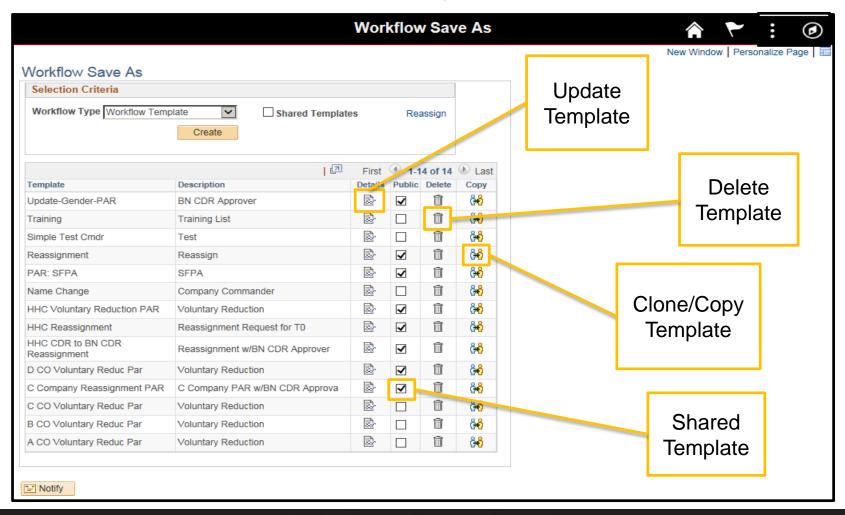


Workflow: HR Professionals – Save/ Share Templates



Save and Share Workflow "Save-As Template"

Each HR Professional maintains their own Save-As template and User List library. Templates can be
updated, deleted, cloned, or shared with other users (check public template box). If the HR Professional
moves from a position, they are responsible for deleting any unwanted templates from their library.

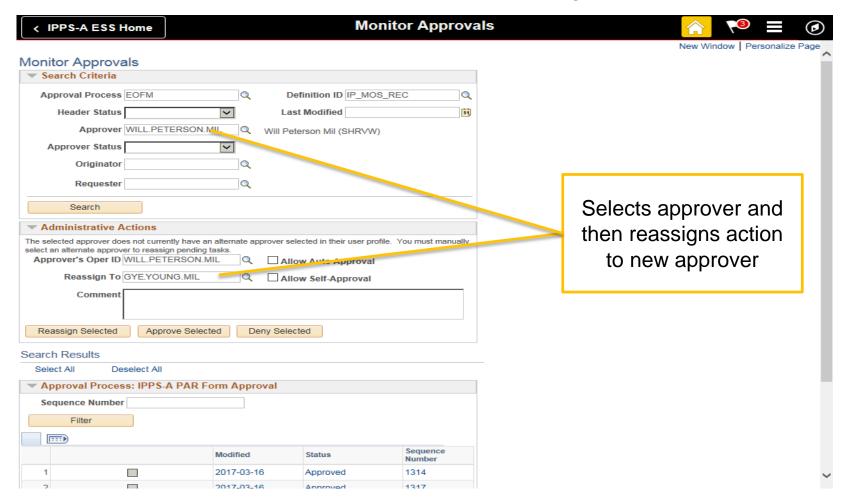


Workflow: HR Professionals – Reassign Workflow



Reassign Workflow

 Once HR Professional selects the new approver, as seen below in the (Administrative Actions box) the action can be reassigned.

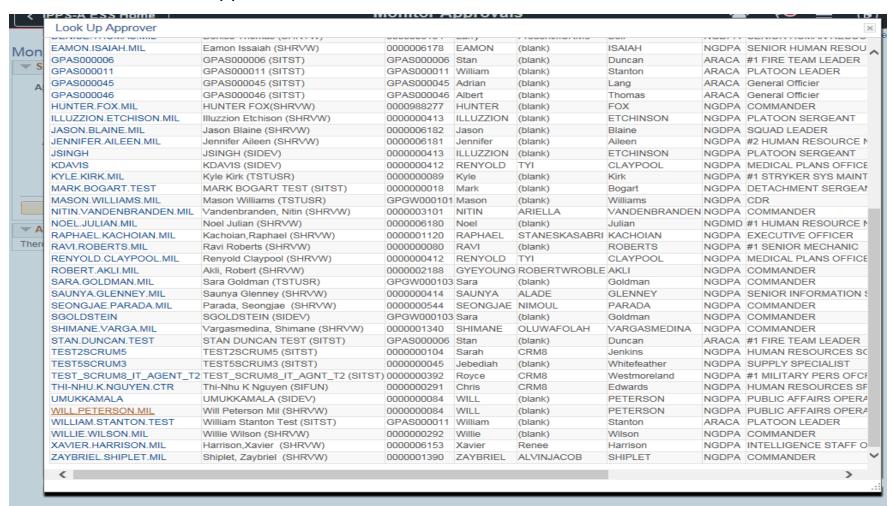


Workflow: HR Professionals – Select New Approver



Select New Approver

 HR Professionals can select from a list of approvers (as seen below) and reassign an action to a new approver.

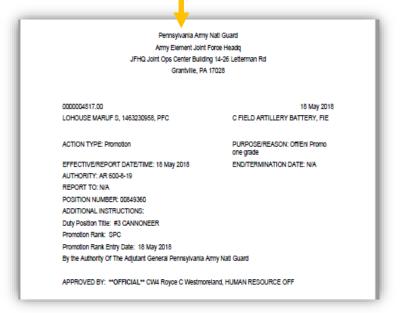


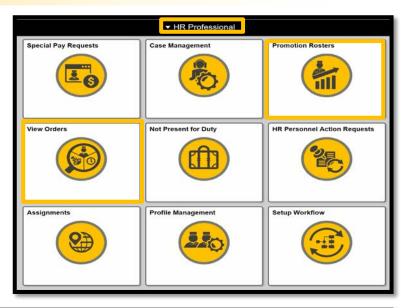
Semi- Centralized Promotions – What Can HR Professionals do?

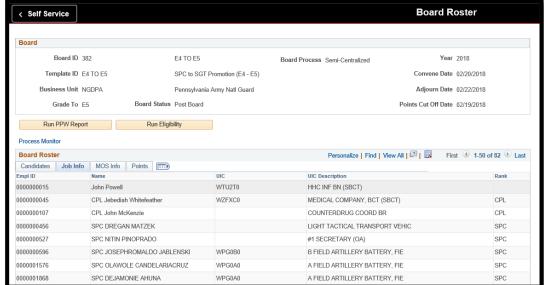
RIPPS A

HR Professionals:

- ➤ Will have the ability to update person profile with any information for PPW calculation.
- Create and manage the roster
- ➤ View promotion orders for all Soldiers in his/her hierarchy.







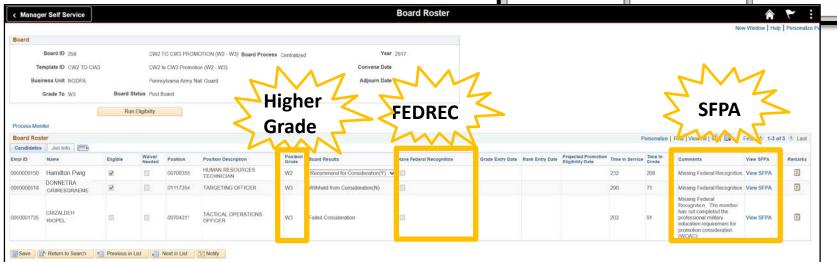
Centralized Promotions – What can HR Professionals do?



HR Professionals (that conduct DA Promotion Boards):

- Will have the ability to create and manage rosters.
- Promotion orders produced by IPPS-A, and placed in the Soldier's "My Orders" tile, automatically sent to iPERMS/AMHRR.
- Many consideration/eligibility business rules are checked automatically by the system.
- Some of these include but not limited to:
 - > SFPA
 - FEDREC (Officers/Warrant Officers only)*processed outside the system.
 - Slotted in a position of a higher grade.

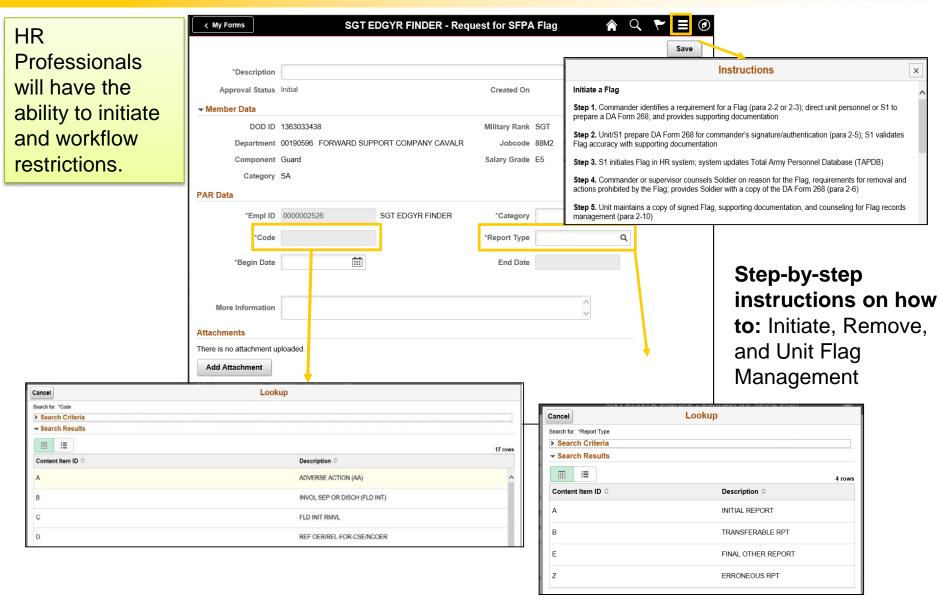




Vacancy Promotions: will be conducted by "Special Promotions PAR"

Restrictions – HR Professional





Special Pay Requests: HR Professional

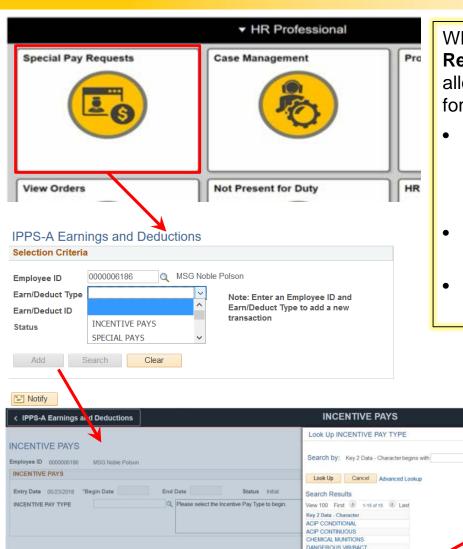
DEMOLITION DUTY DIVING DUTY EXP STRESS DUTY

HDIP AIR WPN CONTL

HDIP NON-CREW

PARACHITE DUT



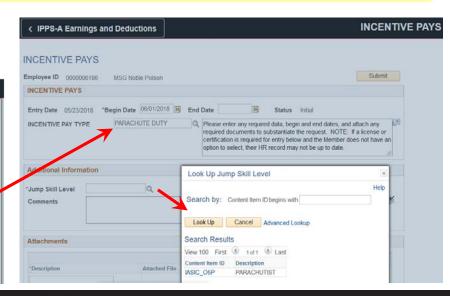


Save for Later Return To Search

Notify

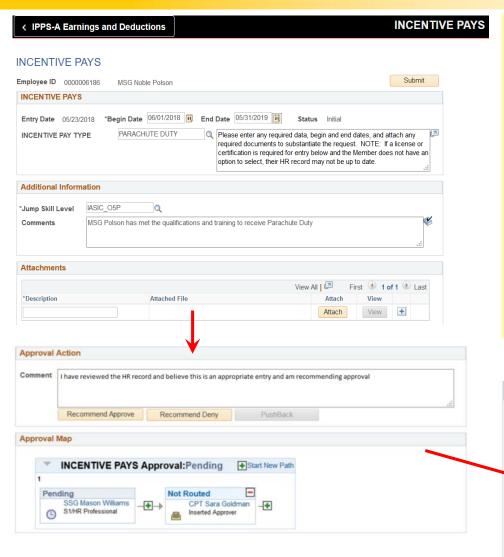
When an HR Professional selects the **Special Pay Requests** tile, they will be taken to a search page that allows them to create and search for various pay request for any Members they can access.

- When "Incentive Pays" is selected and the "Add" button clicked, the HR Specialist will be taken to an entry page where the type of incentive pay can be selected.
- If the incentive pay requires a specific license or level of qualification, that will also be selected
- Once complete, the HR Specialist will click the "Submit" button to begin the workflow process.



Special Pay Requests: HR Professional (Cont'd)





An HR Specialist will receive the request and establish the appropriate workflow. In this example, SSG Williams is adding comments and sending the request to CPT Goldman for final approval.

- Prior to SSG Williams recommending approval, the status is "Pending" SSG Williams.
- After SSG Williams adds comments to the request and clicks "Recommend Approve", the workflow status shows "Pending" for CPT Goldman and SSG Williams' comments are visible in the workflow messages.



CRM: HR Professionals - Case Management Overview



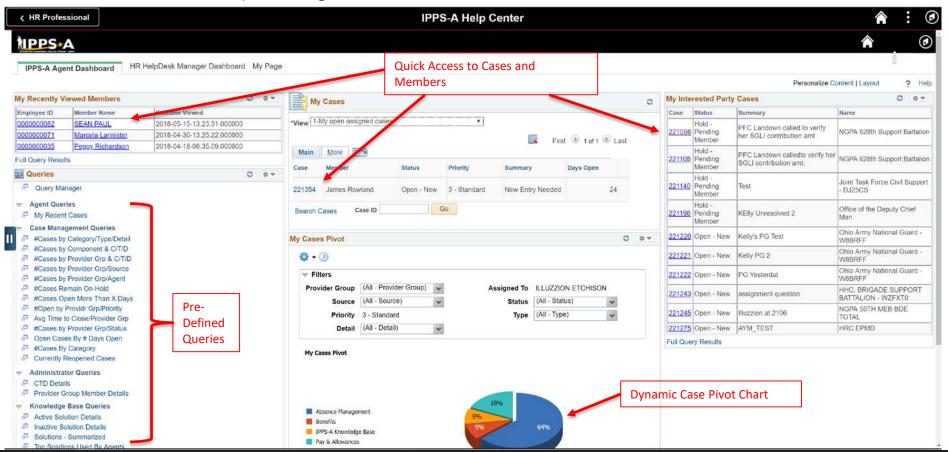
BLUF: HR Professionals / Agents have access to IPPS-A CRM to manage Soldiers HR and Pay inquiries

- •Primary support is delivered by the Readiness NCO / BN S1 Self-Service HR/Pay cases are automatically routed to the lowest level provider group (BN S1, includes RNCO)
- •Knowledge base IPPS-A has an integrated library of FAQs and Answers accessible to all Soldiers and HR Professionals
- CRM Analytics:
 - **Agent Dashboard** One Stop Shop for Case Management
 - Access: HR Professional / Helpdesk Agents
 - Links to My Cases, 360 degree view, pre-defined queries, My Case pivot
 - •Predefined Queries Release 2 delivers 14 predefined queries for Case Management
- •Dedicated Call Center support at HRC HRC operates the IPPS-A Tier 1 Help Desk, staffed to triage/answer/escalate HR, IT, and Pay inquiries (Release 4)
 - •Phone: 1-844-474-7772 (844-HRIPPSA)
 - •Email: <u>USARMY.IPPS-A.helpdesk@mail.mil</u>

CRM: HR Professionals - Agent Dashboard



- One Stop Shop for Case Management
 - Access: HR Professional / Helpdesk Agents
 - Links to My Cases, 360 degree view, pre-defined queries, My Case pivot
- Self-Service cases are routed to lowest level provider group (BN S1, includes Readiness NCO) for triage, answer, or escalation



CRM: HR Professionals - Analytics (Release 2)



- BLUF: CRM has limited analytics for Release 2, focused on lower level Case Management
- Agent Dashboard
 - Links to My Cases, 360 degree view, pre-defined queries, My Case pivot
 - Accessible to HR Professionals and Helpdesk Agents
- Pre-Defined Queries Export to Excel for analysis
 - Agent/HR Professional: 14 queries for Case Management
 - Top of System (HRC/NGB):
 - 1 query for C/T/D management
 - 5 queries for Knowledge Base management
- External Tier I & II ANVL Dashboards
 - External Dashboards for HRSC and Tier II Helpdesks
 - Working to build State Dashboards
 - Temporary solution for analytics in Release 2
 - Refreshed daily with CRM data
 - External to IPPS-A

CRM: HR Professionals - Analytics (Releases 3 & 4)



- BLUF: Additional functionality added at each release
- Release 3:
 - Agent Dashboard
 - Links to My Cases, 360 degree view, pre-defined queries, My Case pivot
 - Accessible to HR Professionals and Helpdesk Agents
 - S1/Manager Dashboard
 - Agent management, drill-down to cases, more advanced analytics than Agent Dashboard
 - Pre-Defined Queries Export to Excel for analysis
 - Agent/HR Professional: 14 queries for Case Management
 - Top of System (HRC/NGB):
 - √ 1 query for C/T/D management
 - √ 5 queries for Knowledge Base management
 - Additional queries delivered
 - External Tier I & II ANVL Dashboards
 - External Dashboards for HRSC and Tier II Helpdesks
 - Working to build State Dashboards
 - Temporary solution for analytics in Release 2
 - Refreshed daily with CRM data
 - External to IPPS-A
- Release 4:
 - Link to OBIEE → Advanced Analytics
 - G1, HRC, Knowledge Manager, Leadership Dashboard
 - Analytics in IPPS-A, won't need ANVL Dashboards



CRM: HR Professional - Queries



Predefined Queries	Description
% My Recent Cases Query	Pre-defined query shows Authorized User's Recent Cases that include days open, last status update, how long in PG together with listed columns
#Cases by Category/Type/Detail Query	Pre-defined query shows the Authorized User's Cases by C/T/D, restricts to my PG to include AHRD, from date, to date, together with a list
Page #Cases by Component & C/T/D Query	Pre-defined query shows the Authorized User's Cases by components only, AHRHD, from date, to date that includes listed columns
#Cases by Provider Grp & C/T/D Query	Pre-defined query shows the Authorized User's Case by C/T only includes AHRHD, from date, to date, and listed columns without detail
*Cases by Provider Grp / Source Query	Pre-defined query shows the Authorized User's Cases by Provider Grp/Source filter to my PG to include AHRHD, from date, to listed columns
*#Currently Reopened Cases Query	Pre-defined query shows the Authorized User with currently reopened cases, to include filter to PG, Help Desk status, all cases status, sequence number, and all listed columns
#Cases by Provider Grp/Agent Query	Pre-defined query shows the Authorized User's Cases by Provider Grp/Agent filter to include AHRHD, status percentage, from date, listed columns
*Cases Remain On-Hold Query	Pre-defined query shows the Authorized User's Cases remain On-Hold restricts to my PG to include AHRHD, # of days on Hold Greater than and listed columns
🐎 #Cases Open More Than X Days Query	Pre-defined query shows Authorized User's number of cases open more that X days to include filter to my PG, AHRHD, # days greater than and listed columns
% #Open by Provider Grp/Priority Query	Pre-defined query that shows the Authorized User's number of cases more than X Days to includes filter priority to my PG, AHRHD, # Days Open Greater than X, and listed columns
Avg Time to Close/Provider Grp Query	Pre-defined query shows Authorized User's average time to include filter to my PG, Help Desk Center and all listed columns
*#Cases by Provider Grp / Status Query	Pre-defined query shows the Authorized User's number of cases to my PG, to include filter to my PG, Help Desk, status, from date, to date, and all listed columns
Open Cases by # Days Open Query	Pre-defined query shows the Authorized User's number of cases open by days, to include filter to PG, Help Desk status, and all listed columns
#Cases By Category Query	Pre-defined query shows the Authorized User's number of cases by Category, to include filter to PG, Help Desk status, and all listed columns

CRM: HR Professionals - Queries - Top of System IPPS A (HRC/NGB)

Predefined Queries	Description
CTD Details	Pre-defined query that provides the HR Professional how many cases were opened for each Category/Type/Detail. (Downloads to an excel spreadsheet, CSV File, and XML File)
#Provider Group Member Details	Pre-defined query shows the Authorized User that list all inactive cases, Type, Library Name, FAQs, Summary, keywords, and description
9 #Active Solutions Details	Pre-defined query shows the Authorized User that list by Solutions, Type, Library Name, FAQs, Summary, keywords, and last usage
% #Inactive Solutions Detail	Pre-defined query shows the Authorized User that list all inactive solutions, Type, Library Name, FAQs, Summary, keywords, and description
😪 #Solutions - Summarized	Pre-defined query shows the Agent that list all Solution status, Agent Use, visibility SS Summary, Usage count and solve status
*#Top Solutions Used by Agent	Pre-defined query shows the Authorized User that list all solution by how much an agent uses, by Solution, Agent Use, and Agent Solve
#Top Solutions Viewed in ESS	Pre-defined query shows the Authorized User that list of solutions by ESS, Solution number, Summary, ESS View and ESS Solve