

Distance Support / NIAPS Newsletter



August, 2013

Message From the Navy's Distance Support Assistant Program Manager

Hello Shipmates, I am CDR Ray Acevedo, the Assistant Program Manager (APM) for Distance Support and Fleet Liaison assigned to the Sea Warrior Program Management Office within the Program Executive Office for Enterprise Information Systems (PEO EIS PMW 240). I assumed duty as the APM in January after completing my tour as Commanding Officer of USS SHOUP (DDG 86), and I am very excited to be aboard.

This has been a very interesting, though somewhat tumultuous, time for Distance Support, with several changes afoot. I wanted to take a few minutes to discuss these changes, many of which, unfortunately, have resulted from sequestration and budgetary constraints.

The first thing you might have noticed is the elimination of onboard Fleet Training for NIAPS and the monthly NIAPS System Administrator (SYSAD) resident sessions. Though we realize it is not the same, training is still available via computer-based training (CBT), and we will also continue to provide training onboard during/after an Alteration Installation Team (AIT) activity.

Additionally, we took significant cuts in our Fleet Support department. These are the personnel that assist you with technical issues and answer the NIAPS trouble tickets. After initially losing nearly half of these folks, we were able to secure additional funding to continue supporting the Fleet. While we are not there yet, we are close to being back to normal personnel strength.

We have also officially ended support for Surface SIPR NIAPS versions. We will still maintain the system with Information Assurance updates, but there will be no additional development in this area. It is simply unfunded and not supported.

You might also have noticed that we temporarily suspended the NIAPS "Join" process for the last few months. I am happy to say that, due to receiving some unexpected funding, we have recently restarted that part of the program and are indeed accepting NIAPS applications. This is critical for you, our Sailors, as it provides the pathway for new, and in many cases, significantly improved, business applications to become available in the Fleet.

Having started with the "not so" great news up front, let me say that there are also some very positive changes and developments in the works. First of all, we are ramping up our NIAPS 3.0 design and development plan. This will be a significant technology refresh, and once approved and funded, we look forward to your participation and input. We are targeting a summer 2015 release.

Additionally, we are consolidating much of our data environment into data centers. This should decrease costs while also increase the reliability and availability of the NIAPS and its suite of applications – meaning less downtime with better connectivity for the Fleet.

Finally, Navy leadership is continuing the push to consolidate Navy Tier 1 help desks, the first line of customer support, and NAVY 311 has taken the lead. Many Tier 1 help desks will be closing down and routing support calls to NAVY 311. This effort will save the Navy and taxpayers millions, but more importantly – BETTER SERVE OUR SAILORS AND THEIR FAMILIES!

(Continued on Page 2)

In This Issue:

| | |
|----------------------------------|---|
| NAVY 311 is at Your Service..... | 2 |
| NAVY 311 Five Flash Facts | 2 |
| NIAPS Operations Manager | 3 |
| NIAPS Release Schedule | 3 |
| NIAPS Password Utility | 3 |
| Career Tools Afloat Update | 3 |
| CSICP Update..... | 4 |
| Top NIAPS Issues..... | 4 |





Message From the Navy's Distance Support Assistant Program Manager (continued)

In summary, throughout FY13 the Distance Support program received severe cuts due to ongoing fiscal uncertainties. We are continuing to track metrics and assess the impact to the Fleet. Through Fleet and Systems Command support we were able to recover some of the lost sequestration funds, allowing us the ability to continue to support our core mission. We have re-baselined the Distance Support program to ensure a stable and affordable future for both NIAPS and NAVY 311. We realize there are many impacts our users are still facing; please continue to communicate your impacts to us.

The target audience for this newsletter is COs, XO's, DHs, COMMOs, TRAINOs, ADMINOs/PERSOs, CCCs and NIAPS SYSADs. Of course, please feel free to distribute to any in your organization who might find it useful. We look forward to serving the operational needs of our Fleet! We are here for you, Shipmates!

Contact Information:

APM: CDR Ray Acevedo
(703) 604-5236

raphael.a.acevedo@navy.mil

DAPM: Ms. Sarah Seymour
(407) 380-4803

sarah.seymour@navy.mil

NAVY 311 is at Your Service!

NAVY 311 is ready to help Sailors answer any question, anywhere, anytime. Ask NAVY 311 about systems, equipment, training, personnel, facilities, career, IT, medical, logistics, quality of life, and more. Below are some of the ways NAVY 311 is helping Sailors every day:

1. A Staff Sergeant in Pendleton, CA sent an Internet web request to NAVY 311 asking for help in repairing a cracked LCD screen on an Electronics Maintenance Support Section (EMSS) Toughbook. NAVY 311 routed his request to NAVSURFWAR-CENDIV in Crane, IN where a technician verified a new screen would be installed upon receipt by a local Field Service Representative (FSR). Crane shipped the replacement part. **Time to resolution: 2.3 hours.**

2. An Operations Specialist Second Class in San Diego, CA called NAVY 311 for technical assistance. The customer reported the TACLAN - RDOP RADAR display was unresponsive to any inputs and appeared to be frozen. NAVY 311 routed the request to the ATRP SCC-J Team who refreshed the software, which in turn corrected the problem. **Time to resolution: 20.7 hours.**

3. A Petty Officer Second Class initiated a chat session to request technical documentation. The customer needed information to obtain a tech manual for the Shop Shipfitter Punch and Shear Machine. NAVY 311 researched the request and provided the customer with the title and the stock number for the publication. **Time to resolution: .07 hours.**

4. A Master-At-Arms Petty Officer Second Class called NAVY 311 because his hand-held explosive detectors (Vapor Tracer 2) were showing faults. He needed directions on the fault definitions and how to correct them. NAVY 311 found the Original Equipment Manufacturer (OEM) point of contact for Vapor Tracer 2 and provided contact information for a 24/7 help desk supporting this equipment. **Time to resolution: 1.35 hours.**

Whether you're at sea, in port, on duty or liberty, NAVY 311 is available 24/7 via phone, email, web, text, chat and more—and no topic is off limits.

NAVY 311 Five Flash Facts

1. NAVY 311 is a new name for the Customer Relationship Management (CRM) component of the Navy's Distance Support (DS) capability. NAVY 311 builds upon the existing Global Distance Support Center (GDSC) infrastructure of networked CRM professionals and authorized support providers.
2. The NAVY 311 network of contact center professionals and support providers process well over one million support requests per year.
3. NAVY 311 call center professionals are certified technical support specialists and many are veterans with years of Navy or other Service experience.
4. Contacting NAVY 311 is as easy as picking up a phone, sending a text or email or initiating a chat. NAVY 311 is available 24/7 so you don't even need to check your watch before contacting NAVY 311.
5. NAVY 311 is setting the standard for customer relationship management excellence by applying the best practices of "3-1-1" non-emergency services used in over 300 major cities worldwide.



- Telephone: 1-855-NAVY-311 (1-855-628-9311)
- DSN: 510-NAVY-311 (510-628-9311)
- Email: Navy311@navy.mil / Navy311@navy.smil.mil
- Web: www.Navy311.navy.mil or www.Navy311.navy.smil.mil
- PLAD: NAVY THREE ONE ONE NORFOLK VA
- Text: type "Navy311@navy.mil" into the "TO" line of text message
- Chat: via NAVY 311 website





NIAPS Operations Manager (NOM) v3

The NIAPS team has developed a notification system to monitor important core functionality in order to bring automated health checks, monitoring, and issue awareness to the NIAPS suite. This effort allows the shipboard NIAPS Administrators and the NIAPS Fleet Support team to identify issues before they become major problems. In the past, the NIAPS Fleet Support team has seen instances where a minor issue became a major problem because it was not addressed in a timely manner. The NIAPS Operations Manager (NOM) will address this by providing automated checks of basic system health.

NOM monitors system health by running a script (via a Scheduled Task) on the NIAPS suite. This script will check the status of various services and backups nightly. If problems are found, an email is generated and sent to the NIAPS@hull.navy.mil email list. This email will contain a link to instructions on how to fix the issue, as well as NAVY 311 contact information if the NIAPS Administrator cannot solve the issue directly. In addition to basic system health, NOM monitors the replication status of Integrated Condition Assessment System (ICAS), Food Service Management (FSM), and MetBench Calibration Management System (MCMS) data on Monday and Thursday nights.

An XML file is also generated and placed in the G:\Outbound_Data folder if an issue is found—this file will be replicated back to shore during the next DS_Update cycle. The purpose of the XML file is to give the NIAPS Fleet Support team visibility that the ship has an issue.

In order for the emails to the NIAPS Administrator to work, the NIAPS Administrator must follow the instructions sent out in NIAPS e-Alert 13-004 (NIAPS Operations Manager Phase 3 Instructions). Note that you will be prompted during the installation of NOM Phase 3 to enter the ship's SMTP server address (this is the ship's Exchange server). If this address is not entered correctly, the emails to the NIAPS Administrator on the ship will not work, and the ship will not be notified of issues.

NIAPS Future Release Schedule

Starting in Q4FY13, the NIAPS team will begin following a two-update per year cycle. This cycle will align well with the PMW 160 Integrated Shipboard Network System (ISNS) and the Consolidated Afloat Networks and Enterprise Services (CANES) testing schedules, allowing approximately eight months for integration, testing, and deployment. The first application

submission date (final date in which application owners can submit their code update) was 1 August 2013, which allows for a Q3FY14 release. Tentative dates are outlined below:

Application Submission Ends: 2 August

Application Assessment Phase: 5 August – 16 August

Integration Phase: 19 August – 4 October

Testing Phase: 7 October – 8 November

Test Readiness Review (TRR): 15 November

ISNS Testing: 1 December – 31 January

Test Report Release: 1 February – 31 March

**Operational System Testing (OST): 1 April – 30 April*

**Deployment: 1 May*

Events with * are dependent upon official release of PMW-160 ISNS test report. If the test report release occurs sooner than expected, OST and deployment would happen earlier.

Upcoming NIAPS Password Utility

Beginning in Q4FY13, NIAPS Administrators can expect to receive notification of a new tool designed to augment the process of changing local service account passwords on the NIAPS system. The NIAPS software engineering team completed development and validated testing in the Distance Support Integration Lab (DSIL) located at NSWC Crane.

The final engineering phase will require testing in the operational environment. This testing is in progress and should be completed by the time you read this newsletter. Once operational testing is deemed successful, the NIAPS Fleet Support team will prepare the tool for Fleet-wide distribution. At that time, the NIAPS Administrators will receive an Electronic Alert (e-Alert) via email describing the newly available capability.

Career Tools Afloat (CTA) Update

Career Tools Afloat (CTA) is the replacement for NKO AT Sea, and was launched in March 2013. CTA links Sailors to select career and personnel applications on both NIAPS and the Navy Standard Integrated Personnel System (NSIPS) Web Afloat. For example, afloat Sailors can use CTA to get to their Electronic Service Record (ESR) and the Career Information Management System (CIMS), both of which are part of NSIPS Web Afloat. And if Sailors have access to the Internet, CTA will link to these respective ashore applications as well. In addition, Sailors will now be able to verify that courses completed at sea are recorded in the corresponding shore-side applications (which are the authoritative source for training completions).





Computer Security Inspection and Compliance Program (CSICP) Update

The new CSICP schedule message has come out and your ship is on it. How do you get the NIAPS suite ready for the inspection? Here are some DOs and DON'Ts in preparing for the inspection.

- DON'T – Don't install unauthorized software. If you are unsure if an application is authorized, use the USFF Base-line Allowance Control (BAC) that identifies the approved software inventory for shipboard use.
- DON'T – For NIAPS Administrators, don't use NIAPS as a workstation (i.e., email, instant chat, web browsing). These activities introduce serious risks, especially by system administrators.
- DO – If your vessel is targeted for a CSI inspection, call NAVY 311, [1-855-NAVY-311 (1-855-628-9311)], and ask to speak with the NIAPS Fleet Support team. The NIAPS Fleet Support team will assist you and your command by ensuring your NIAPS suite is functioning properly and fully patched.
- DO – Be sure your scans are REGULARLY uploaded into DISA's VRAM system. At the Program Management Office level, we can download those reports and determine if your NIAPS suite has any issues. We can trigger patch re-installations remotely.
- DO – NIAPS patches itself, so be sure your NIAPS suite is fully up to date by doing a manual DS_Update and restart weekly per the NIAPS System Administration Guide (SAG).
- DO – If your ship gets a notification that an upgrade is available for NIAPS, do it! These upgrades are tested and proven to make sure your system is stable, and the upgrades usually fix a security issue.
- DO – Ensure Backups are being conducted per the NIAPS SAG.

Top NIAPS Issues

Listed below are a few of the top issues that our users are experiencing when using NIAPS, along with some troubleshooting tips to help negate these issues.

- LAN reloads – Lately many ships are reloading their LANs and not redoing their domain configuration, causing a number of NIAPS issues. After a LAN reload, ships should redo/double-check Section 3 of the NIAPS Installation Guide found in the NIAPS binder.
- The NIAPS System Administration Guide can be found in `g:\inbound_data\software_updates\all_niaps\niaps_training\system_manuals\ee610-j2-SAG-101.pdf`
- Password changes for service accounts – When a password is changed, check Services, IIS Application Pools, and Scheduled Tasks. They all hold passwords for these accounts, and those passwords must be in sync.
- When there are no courses available in Navy e-Learning, run the Data Movement Wizard and the `runcatalogscanner.bat` files to remedy the issue.
- When you've stopped replicating, try the following three steps first and let us know the result. This will help the NIAPS Fleet Support team find the root cause more quickly:
 - Using Internet Explorer in NIAPS, can you connect to: <https://update.distancesupport.navy.mil> ?
 - Can you connect to the MCM-4 remote site in the Tumbleweed Secure Transport application (in the start menu)?
 - Open lora publisher. Right click your outbound publication, and click make new amendment. You'll have to click OK and Next a couple times to get the wizard to accept the defaults and progress. Does it make a new amendment successfully or does it error out?

The Sea Warrior Program (PMW 240) manages a complex portfolio of information technology (IT) systems to support Navy human resource management, criminal justice, Fleet support, afloat business applications, Navy and DoD portfolio management, DON administration, and joint aviation aircraft scheduling. The PMW 240 Program is part of the Navy Program Executive Office for Enterprise Information Systems (PEO EIS) which develops, acquires, fields, and sustains enterprise network, business, and Fleet support IT systems for the warfighters of the Navy and Marine Corps.

This newsletter is prepared by the PMW 240 Distance Support and Enterprise Change Management teams. The editorial content of this newsletter is edited and approved by the Public Affairs Office of the Sea Warrior Program.

For more information contact:

Corporate Operations Office

E: PMW-240_Operations@navy.mil

T: (703) 604-3585

www.seawarrior.navy.mil

