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HQDA EXORD 055-14 INTEGRATED PERSONNEL AND PAY SYSTEM (IPPS-A) - INCREMENT I  
HQDA EXORD 055-14 ANNEX A, B, AND C.DOC

ORIGINATOR: OPS AND CONTINGENCY PLANS G3 DAMO ODO(MC)

DTG: 101917Z FEB 14 PRECEDENCE: PRIORITY DAC: GENERAL

TO: 5 ARMY NORTH AOC(UC), AMC TCC(UC), ARCYBER CDR(UC), ARNGWATCH(UC), ASC HQ(UC), CDR MDW FT MCNAIR DC(UC), CDRINSCOM(MC), CG TRADOC(UC), CID001 HQ BELVOIR(UC), CMD GRP FT BRAGG NC(UC), COMUSARCENT KU SSO CAMP DOHA KU(UC-MFI), EIGHTH ARMY CMD GP(MC), FORSCOM CG(MC), HQ IMCOM(UC), MSG CEN HQ USACE(UC), NETCOM G3 CUR OPS(UC), SDDC HQ CMD GP SCOTT AFB(UC), SMDC ARSTRAT SMDCOB COS(UC), SURGEON GENERAL(UC), UNITED STATES ARMY AFRICA(MC), USARCENT G3(MC), USAREUR CG(MC), USARPAC COMMAND CENTER(MC), USARSO CMD GRP(UC), MESSAGE CENTER(MC), USMADA WEST POINT NY(UC-MFI), COMUSARCENT KU SSO CAMP DOHA KUUSMADA WEST POINT NY  
CC: AOC CAT OPSWATCH G3 DAMO AOC(MC), DA ARMY STAFF(UC), DA HQDA EXEC OFFICE(UC), DA HQDA SECRETARIAT(UC), DIR OPS READINESS AND MOB G3 DAMO OD(MC), OPS AND CONTINGENCY PLANS G3 DAMO ODO(MC)

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(U) REFERENCES.

- REF//A/ ACQUISITION DECISION MEMORANDUM, 29 JULY 2011//
- REF//B/ AR 600-8-104, ARMY MILITARY HUMAN RESOURCE RECORDS MANAGEMENT, 2 AUGUST 2012//
- REF//C/ AR 600-8-101, PERSONNEL PROCESSING, 18 JULY 2003//
- REF//D/ MILPER MESSAGE NUMBER 13-055, SOLDIER RECORD ACCURACY, 26 FEBRUARY 2013//
- REF//E/ ARNG-HRH POLICY 11-057, REVISED IMPLEMENTATION OF THE OFFICER AND ENLISTED RECORD BRIEF FOR ALL STATES AND TERRITORIES, 12 AUGUST 2011//

1. (U) SITUATION.

1.A. IPPS-A IS A WEB-BASED SYSTEM THAT WILL, AT ITS ENDSTATE, PROVIDE INTEGRATED PERSONNEL AND PAY CAPABILITIES FOR THE ACTIVE ARMY (AA), THE ARMY NATIONAL GUARD (ARNG), AND THE UNITED STATES ARMY RESERVE (USAR). THE SYSTEM WILL ALSO GENERATE A COMPREHENSIVE PERSONNEL RECORD FOR EACH SOLDIER FOR USE THROUGHOUT THEIR ENTIRE CAREER. ONCE FULLY DEPLOYED, IPPS-A WILL BE THE LARGEST ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM EVER IMPLEMENTED.

1.B. THE DEPUTY CHIEF MANAGEMENT OFFICER (DCMO) SIGNED THE INTEGRATED PERSONNEL AND PAY SYSTEM-ARMY ACQUISITION DECISION MEMORANDUM (ADM) ON 29 JULY 2011 GRANTING A MATERIEL DEVELOPMENT DECISION FOR THE PROGRAM TO BEGIN DEVELOPMENT. IPPS-A WILL USE AN INCREMENTAL DEVELOPMENT STRATEGY PROVIDING CAPABILITIES IN TWO INCREMENTS WITH MULTIPLE RELEASES. INCREMENT I WILL CONSIST OF A MULTI-COMPONENT DATABASE DESIGNED TO PRODUCE A PERSONNEL RECORD FOR ALL SOLDIERS. EACH SUBSEQUENT RELEASE WILL PROVIDE ADDITIONAL FUNCTIONALITY TO THE SYSTEM BY BUILDING UPON THE PRIOR RELEASE'S DESIGN AND CAPABILITIES UNTIL FULL DEPLOYMENT IS ACHIEVED. FULL DEPLOYMENT WILL STREAMLINE PERSONNEL AND PAY PROCEDURES ACROSS ALL COMPONENTS, IMPROVE AUTOMATED SUPPORT TO MOBILIZATION AND DEPLOYMENT PROCESSES, AND PROVIDE A COMMON OPERATING PICTURE TO COMMANDERS, LEADERS, AND HUMAN RESOURCES (HR) PROFESSIONALS.

1.C. INCREMENT I WILL DELIVER THE NEW MULTI-COMPONENT SOLDIER RECORD BRIEF (SRB) AND THE NINE PRE-DEFINED QUERIES LISTED AT ANNEX A. THE INCREMENT I DEPLOYMENT STRATEGY WILL CONSIST OF THREE WAVES. WAVE ONE DELIVERING THE SRB TO THE ARNG (PROJECTED RELEASE MARCH 2014), WAVE TWO DELIVERING THE SRB TO THE AA (PROJECTED RELEASE MAY 2014), AND WAVE THREE DELIVERING THE SRB TO THE USAR (PROJECTED RELEASE SEPTEMBER 2014), ALONG WITH THE NINE PRE-DEFINED QUERIES TO ALL COMPONENTS. EACH WAVE WILL BE DEPLOYED IN TWENTY (20) PERCENT INCREMENTS UNTIL FULLY DEPLOYED. NOTE: WAVES ONE AND TWO DELIVER ONLY A SELF-SERVICE USER ROLE CAPABILITY, WHILE WAVE THREE ADDS THE PRIVILEGED USER ROLE FOR ALL COMPONENTS.

2. (U) MISSION. EFFECTIVE IMMEDIATELY, ALL AA, ARNG, AND USAR HEADQUARTERS WILL SUPPORT THE HUMAN RESOURCES COMMAND'S CURRENT SOLDIER RECORD ACCURACY CAMPAIGN, TO INCLUDE HAVING SOLDIERS PERFORM A COMPLETE REVIEW OF, AND MAKE ANY NECESSARY CORRECTIONS TO THEIR RESPECTIVE OFFICER RECORD BRIEF (ORB), ENLISTED RECORD BRIEF (ERB), OR PERSONNEL QUALIFICATION RECORD (PQR), AS PART OF ARMY'S EFFORT TO ENSURE THAT CORRECT DATA IS TRANSFERRED FROM THE CURRENT PERSONNEL SYSTEMS TO POPULATE THE SRB.

3. (U) EXECUTION.

3.A. INTENT. TO ENSURE LEADERS AND HR PROFESSIONALS AT ALL LEVELS ARE PREPARED FOR THEIR ORGANIZATIONS TO IMPLEMENT THE IMPENDING CHANGES IPPS-A WILL BRING. DIRECT ALL COMPONENTS TO EXECUTE A PRE-DEPLOYMENT PERSONNEL RECORDS REVIEW AND A POST-DEPLOYMENT SOLDIER RECORD BRIEF REVIEW. PROVIDE TRAINING INSTRUCTIONS (ANNEX A); USER GROUP ROLES AND RESPONSIBILITIES (ANNEX B); AND CHANGE MANAGEMENT IMPLEMENTATION INSTRUCTIONS (ANNEX C). ENSURE DATA ON A SOLDIER'S CURRENT PERSONNEL RECORD AND SUBSEQUENT SRB ARE CORRECT. INFORMATION USED BY IPPS-A IS CORRECT FROM THE BEGINNING OF THE DEPLOYMENT PROCESS.

3.B. CONCEPT OF OPERATION. THIS EXORD, IN CONJUNCTION WITH MILPER MESSAGE 13-055 AND ARNG-HRH POLICY 11-057, INFORMS ALL LEADERS, HR PROFESSIONALS, READINESS NCOS, UNIT ADMINISTRATORS, AND SOLDIERS ABOUT THE IMPORTANCE OF CORRECT DATA. THE SOLDIER'S PERSONNEL RECORD HAS A SIGNIFICANT IMPACT ON FUTURE PROMOTIONS, TRAINING, AND ASSIGNMENT CONSIDERATIONS. LEADERS AND HR PROFESSIONALS, READINESS NCOS, OR UNIT ADMINISTRATORS MUST TAKE DELIBERATE STEPS TO ENSURE EVERY SOLDIER IN THEIR ORGANIZATION (UNITS AND INSTALLATIONS) HAS AN ACCURATE PERSONNEL RECORD THAT REPRESENTS THEIR MILITARY SERVICE.

3.B.1. PRE-DEPLOYMENT PERSONNEL RECORD REVIEW. LEADERS WILL DEVELOP A STRATEGY AND DIRECT THE REVIEW OF THEIR SOLDIERS' ORB, ERB, OR PQR AND MAKE NECESSARY CORRECTIONS IN THE APPROPRIATE SOURCE SYSTEM PRIOR TO THE DEPLOYMENT OF INCREMENT I. HR PROFESSIONALS, READINESS NCOS, OR UNIT ADMINISTRATORS AT THE UNIT AND INSTALLATION LEVEL WILL ASSIST IN MAKING NECESSARY CHANGES WITHIN THE APPROPRIATE SOURCE SYSTEMS. THIS REVIEW WILL IDENTIFY AND CORRECT MISSING OR INCORRECT INFORMATION PRIOR TO THE MIGRATION OF DATA FROM LEGACY PERSONNEL SYSTEMS TO THE IPPS-A DATABASE. GIVE PARTICULAR ATTENTION TO ENSURE THAT ALL CURRENT AND PRIOR ASSIGNMENT HISTORY, AWARDS, AND MILITARY AND CIVILIAN EDUCATION INFORMATION IS CORRECT. ONLY MILITARY APPROVED POST-SECONDARY ACCREDITED COLLEGES AND UNIVERSITIES WILL SHOW UP ON THE SRB. A LIST OF THESE SCHOOLS CAN BE FOUND

ON THE EDUCATION PORTAL, GOARMYED. NOTE: THESE CHANGES WILL TAKE UP TO 30 DAYS TO UPDATE THE SOLDIER'S PERSONNEL RECORD, BASED ON COMPONENT AND SOURCE SYSTEMS USED.

3.B.2. POST-DEPLOYMENT SOLDIER RECORD BRIEF REVIEW. UPON DEPLOYMENT OF EACH WAVE FOR INCREMENT I, SOLDIERS WILL BEGIN HAVING SELF-SERVICE USER ACCESS TO THEIR SRB THROUGH THE IPPS-A PORTAL VIA AKO. SOLDIERS WILL VERIFY THE CORRECTNESS OF THEIR SRB AND COORDINATE WITH THEIR HR PROFESSIONAL, READINESS NCO, OR UNIT ADMINISTRATOR TO FIX ERRORS OR UPDATE MISSING INFORMATION IN THE APPROPRIATE SOURCE SYSTEM. THIS REVIEW WILL CONTINUE UNTIL THE SOLDIER'S SRB REFLECTS CORRECT DATA.

3.B.3. DATA CORRECTNESS QUESTIONNAIRE/SURVEY. TO SUPPORT INCREMENT I DEPLOYMENT ACTIVITIES, COMMANDERS/DIRECTORS ARE ASKED TO SUPPORT DATA CORRECTNESS EFFORTS BY HAVING SOLDIERS REVIEW THEIR SRB AND RESPOND TO A SHORT QUESTIONNAIRE. SOLDIERS WHO RESPOND THAT THEIR SRB HAS INCORRECT DATA WILL SUBSEQUENTLY RECEIVE AN EMAIL WITH A LINK TO A FOLLOW-ON DATA CORRECTNESS SURVEY. SOLDIERS WHO HAVE INCORRECT DATA ON THEIR SRB WILL NEED TO COMPLETE THE SURVEY. HR PROFESSIONALS, UNIT ADMINISTRATORS, AND READINESS NCOS ARE CRITICAL TO ENSURING THE TIMELY SUCCESS OF THE DATA CORRECTNESS EVALUATION BY MONITORING IDENTIFIED SOLDIER ERRORS AND PERFORMING LEGACY SYSTEM UPDATES IN AN EXPEDITIOUS MANNER. REPORTING REQUIREMENTS TO SUPPORT DATA CORRECTNESS WILL BE DEFINED PRIOR TO EACH DEPLOYMENT ACTIVITY.

3.B.4. THE IMPORTANCE OF IPPS-A DATA CORRECTNESS EFFORTS REQUIRES COMMANDERS, HR LEADERS, AND SOLDIERS TO ACTIVELY SUPPORT THE VARIOUS IPPS-A SURVEYS AND ACTIVITIES TO THE MAXIMUM EXTENT POSSIBLE. FOR UNITS THAT FAIL TO ACTIVELY SUPPORT THE IPPS-A SURVEYS AND DATA CORRECTNESS CAMPAIGN, THE ARMY G-1, MAY AT HIS DISCRETION, REQUIRE UNITS TO CONDUCT A PERSONAL ASSET INVENTORY (PAI) IN ORDER TO ACHIEVE ACTIVE PARTICIPATION.

3.C. TASKS TO SUBORDINATE ORGANIZATIONS. THE BELOW TASKS AND RESPONSIBILITIES ARE APPLICABLE TO ALL COMPONENTS. DETAILED GUIDANCE FOR THE ARMY NATIONAL GUARD AND ARMY RESERVE ARE OUTLINED IN SPECIFIC PARAGRAPHS BELOW.

3.C.1. COMMANDERS/DIRECTORS OF ARMY COMMANDS (ACOMS), ARMY SERVICE COMPONENT COMMANDS (ASCCS), DIRECT REPORTING UNITS (DRUS), ARMY NATIONAL GUARD, AND UNITED STATES ARMY RESERVE WILL COMPLY WITH INSTRUCTIONS IN THIS ORDER AND PUBLISH AN IMPLEMENTATION ORDER OR LETTER OF INSTRUCTION FOR YOUR COMMAND.

3.C.1.A. COMMANDERS/DIRECTORS WILL ENSURE THEIR SOLDIERS PERFORM A COMPLETE AND THOROUGH PRE-DEPLOYMENT RECORD ACCURACY REVIEW WITH THE ASSISTANCE OF THEIR HR PROFESSIONAL, READINESS NCO, OR UNIT ADMINISTRATOR, TO ENSURE THAT DATA IS CORRECT PRIOR TO DEPLOYING INCREMENT I.

3.C.1.B. COMMANDERS/DIRECTORS WILL ENSURE THEIR SOLDIERS PERFORM A COMPLETE AND THOROUGH POST-DEPLOYMENT SRB REVIEW WITH THE ASSISTANCE OF THEIR HR PROFESSIONAL, READINESS NCO, OR UNIT ADMINISTRATOR, FOLLOWING DEPLOYMENT OF INCREMENT I, TO ENSURE THE SOLDIER'S SRB REFLECTS CORRECT DATA.

3.C.1.C. ONCE INCREMENT I DEPLOYMENT BEGINS AND SOLDIERS CAN ACCESS THEIR SRB THROUGH THE IPPS-A PORTAL VIA A LINK IN ARMY KNOWLEDGE ONLINE (AKO), THEY NEED TO REVIEW IT FOR

ACCURACY. IF CORRECTIONS ARE REQUIRED, THE SOLDIER WILL NOTIFY THEIR UNIT'S HR PROFESSIONAL, READINESS NCO, OR UNIT ADMINISTRATOR TO UPDATE THEIR INFORMATION WITH PROPER DOCUMENTATION USING CURRENT SOURCE SYSTEMS.

3.C.1.D. ADDITIONAL DETAILS AND INSTRUCTIONS RELATED TO THE IPPS-A INCREMENTAL DEPLOYMENT STRATEGY AND SUBSEQUENT RELEASES WILL BE CORRESPONDED TO THE FIELD USING VARIOUS COMMUNICATION METHODS SUCH AS FRAGMENTARY ORDERS (FRAGOS), ALL ARMY ACTIVITIES (ALARACT), MILPER MESSAGES, AND CSA SENDS.

3.C.2. DIRECTOR, ARMY NATIONAL GUARD.

3.C.2.A. WAVE ONE WILL BE RELEASED TO THE ARNG IN MARCH 2014. THE KEY FOCUS OF IPPS-A INCREMENT I IS TO DELIVER A CORE ERP SYSTEM WITH A DATABASE THAT PRODUCES A SINGLE PERSONNEL RECORD FOR EACH MEMBER OF THE ARMY NATIONAL GUARD. THE SRB WILL UNDERGO INITIAL USER REVIEW FOLLOWING THE DEPLOYMENT OF INCREMENT I, WAVE ONE.

3.C.2.B. INFORMATION ON THE ARNG SOLDIER'S SRB CAN ONLY BE AS COMPLETE AND CORRECT AS THE INFORMATION PROVIDED TO THE IPPS-A DATABASE FROM ARNG SOURCE SYSTEMS, SUCH AS THE STANDARD INSTALLATION/DIVISION PERSONNEL SYSTEM-ARMY NATIONAL GUARD (SIDPERS-ARNG) AND THE RESERVE COMPONENT MANPOWER SYSTEM-GUARD (RCMS-G) ORB/ERB MODULE. THE NATIONAL GUARD BUREAU ENCOURAGES ALL STATES TO PLAN IMMEDIATELY FOR EACH SOLDIER TO REVIEW THEIR SRB FOLLOWING THE DEPLOYMENT OF INCREMENT I, WAVE ONE. RECORD REVIEWS TYPICALLY TAKE PLACE DURING PROMOTION BOARD PREPARATION AND ANNUAL SOLDIER PERSONNEL READINESS PROCESSING. ANY PERSONNEL RECORD UPDATES AND CORRECTIONS NEEDED WILL BE PROVIDED THROUGH THEIR UNIT READINESS NCOS AND STATE JOINT FORCE HEADQUARTERS FOR ENTRY INTO THE APPROPRIATE ARNG SOURCE SYSTEM. THE REVIEW OF THE SRB WILL CONTINUE UNTIL THE SOLDIER'S SRB REFLECTS CORRECT DATA.

3.C.2.C. THE SRB IS VERY SIMILAR TO THE ARNG ORB/ERB IN FORMAT. MOST PERSONNEL DATA IS PROVIDED FROM SIDPERS-ARNG, AND THE SOLDIER'S HISTORICAL RECORD OF ASSIGNMENTS IS PROVIDED TO THE ARNG ORB/ERB FROM RCMS-G. CORRECTIONS AND UPDATES TO THE SRB MUST BE MADE THROUGH THESE SOURCE SYSTEMS. OTHER DATA SOURCES FOR THE ORB/ERB, AND FOR THE SRB, INCLUDE ARMY TRAINING REQUIREMENTS AND RESOURCES SYSTEM (ATRRS), DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS), AND MEDICAL PROTECTION SYSTEM (MEDPROS).

3.C.2.D. DETAILS ON DATA ENTRY FOR PERSONNEL RECORD UPDATES ARE PROVIDED IN THE ARNG ORB/ERB TRAINING GUIDE AND ARNG-HRH POLICY 11-057. THE TRAINING GUIDE FOR THE RECORD BRIEF IS AVAILABLE THROUGH THE ARNG G1 GATEWAY AT: [HTTPS://G1ARNG.ARMY.PENTAGON.MIL/](https://G1ARNG.ARMY.PENTAGON.MIL/).

3.C.2.E. QUESTIONS REGARDING SPECIFIC ARNG DETAILS CAN BE SUBMITTED TO THE ARNG IPPS-A MAILBOX AT NG.NCR.ARNG.BOX.IPPS-A@MAIL.MIL.

3.C.3. OFFICE OF THE CHIEF, ARMY RESERVE (OCAR)

3.C.3.A. PRE-DEPLOYMENT OF SRB. WAVE THREE PROJECTED RELEASE SEPTEMBER 2014. ARMY RESERVE HEADQUARTERS AND ARMY RESERVE OPERATIONAL, FUNCTIONAL, TRAINING AND SUPPORT COMMANDS WILL HAVE ALL RESERVE PERSONNEL REVIEW THEIR PERSONNEL RECORDS AND VALIDATE,

OR CORRECT AS NECESSARY, ALL DATA ELEMENTS. CORRECTIONS OF PERSONNEL DATA WILL REQUIRE SUBMISSION OF SUPPORTING DOCUMENTATION TO THE APPROPRIATE HR PROFESSIONAL TO UPDATE SOURCE SYSTEMS. THIS REVIEW AND VALIDATION OF PERSONNEL DATA WILL ENSURE THAT CORRECT INFORMATION WILL BE DISPLAYED ON THE SRB.

3.C.3.B. THE ARMY RESERVE G-1 WILL PROVIDE FURTHER GUIDANCE TO USAR UNITS TO ENSURE THAT THEY ESTABLISH THE NECESSARY PROCEDURES FOR UPDATING PERSONNEL INFORMATION VIA THE RESERVE COMPONENT MANPOWER SYSTEM (RCMS-R) AUTOMATED RECORD BRIEF (ARB) APPLICATION OR APPROPRIATE LEGACY SYSTEM.

3.C.3.C. POST-DEPLOYMENT OF INCREMENT I, WAVE THREE, WILL REQUIRE USAR SOLDIERS TO REVIEW THEIR SRB. SOLDIERS WHO FIND INCOMPLETE OR INCORRECT DATA ON THEIR SRB MUST PROVIDE SUPPORTING DOCUMENTATION TO THE APPROPRIATE HR PROFESSIONAL TO UPDATE THEIR SRB. THE REVIEW OF THE SRB WILL CONTINUE UNTIL THE SOLDIER'S SRB REFLECTS CORRECT DATA.

3.D. COORDINATING INSTRUCTIONS.

3.D.1. TRAINING RESOURCES. IPPS-A TRAINING RESOURCES FOR INCREMENT I WILL INCLUDE SELF-SERVICE WEB-BASED TRAINING PRODUCTS AND JOBS AIDES, INSTRUCTING USERS HOW TO ACCESS THE SRB. TRAINING PRODUCTS WILL ALSO ASSIST THE HR PROFESSIONAL, RETENTION/READINESS NCO, OR UNIT ADMINISTRATOR TO PRODUCE THE NINE PRE-DEFINED QUERIES OR MULTIPLE SRBS, BASED ON THEIR APPROVED PRIVILEGED USER ROLES. INFORMATION TO ACCESS THE SELF-SERVICE USER TRAINING WILL BE PROVIDED IN FOLLOW-ON MESSAGING. JOB AIDES WILL BE ACCESSIBLE THROUGH THE IPPS-A PORTAL (ANNEX A).

3.D.2. END-USER SUPPORT. TO SUPPORT THE INCREMENT I, WAVE ONE DEPLOYMENT, THE IPPS-A WILL PROVIDE SEVERAL SOURCES OF FUNCTIONAL AND TECHNICAL ASSISTANCE TO SELF-SERVICE AND PRIVILEGED USERS ACCESSING THE SRB AND/OR THE NINE PRE-DEFINED QUERIES.

3.D.3. SELF-SERVICE SUPPORT. THIS IS THE FIRST LINE OF SUPPORT FOR ALL USERS THAT INCLUDES: SELF-SERVICE USER TRAINING, FREQUENTLY ASKED QUESTIONS (FAQ) FOUND ON THE IPPS-A WEBSITE, AND JOB AIDES POSTED ON THE IPPS-A PORTAL. THESE PREFERRED METHODS CONTAIN INFORMATION AND RESOURCES, AND PROVIDES USERS THE ABILITY TO LOCATE AN IMMEDIATE SOLUTION TO THEIR ISSUE. ADDITIONALLY, USERS CAN CONTACT THEIR LOCAL HR PROFESSIONALS, READINESS NCOS, OR UNIT ADMINISTRATORS FOR ASSISTANCE, PRIOR TO ESCALATING THEIR ISSUES TO THE IPPS-A HELP DESK.

3.D.4. IPPS-A HELP DESK. THE IPPS-A HELP DESK IS DESIGNED FOR USERS WHO ARE UNABLE TO RESOLVE THEIR ISSUES USING SELF-SERVICE RESOURCES. USERS SHOULD CONTACT THEIR HR PROFESSIONAL, READINESS NCO, OR UNIT ADMINISTRATOR PRIOR TO REQUESTING SUPPORT FROM THE HELP DESK. THE IPPS-A HELP DESK IS THE CENTRAL POINT OF CONTACT FOR INITIATING AND RESOLVING TROUBLE TICKETS FOR TOPICS TO INCLUDE: USER ACCESS AND LOG IN ISSUES; ISSUES WITH VIEWING SRB AND/OR PRE-DEFINED QUERIES; OR INABILITY TO LOGIN AND ACCESS USER TRAINING.

3.D.5. TO SUPPORT INCREMENT I, WAVE ONE DEPLOYMENT, THE HELP DESK WILL BE OPERATIONAL FROM 0800-2000, THURSDAY - MONDAY TO PROVIDE SUPPORT TO ALL USERS IN RESOLVING ISSUES. TROUBLE TICKETS CAN BE SUBMITTED USING THE FOLLOWING OPTIONS: SUBMIT AN INQUIRY VIA THE IPPS-A WEBSITE USING THE CUSTOMER SUPPORT TAB, SUBMITTING AN EMAIL DIRECTLY TO THE IPPS-A

HELP DESK, OR CALLING THE IPPS-A HELP DESK. NOTE: REQUESTS SUBMITTED OUTSIDE OF NORMAL BUSINESS HOURS WILL NOT BE ANSWERED UNTIL THE NEXT BUSINESS DAY.

3.D.5.A. USERS CAN CONTACT THE HELP DESK VIA THE FOLLOWING EMAIL ADDRESS: USARMY.IPPS-A.HELPDESK@MAIL.MIL, OR BY CALLING THE HELP DESK AT: 855-596-5678 (TOLL FREE) OR 541-429-6460 DURING NORMAL BUSINESS HOURS.

3.D.6. UNITS ARE RESPONSIBLE FOR ENSURING THAT ALL USERS HAVE COMMON ACCESS CARDS (CAC) AND CAC READERS TO ACCESS THEIR SRB THROUGH THE IPPS-A PORTAL.

3.D.7. COMMANDERS/DIRECTORS WILL ENSURE THAT THEIR HR PROFESSIONALS, READINESS NCOS, OR UNIT ADMINISTRATORS HAVE BEEN GRANTED THE APPROPRIATE USER BASED ROLES TO ACCESS THEIR UNIT'S SRBS AND THE NINE PRE-DEFINED QUERIES IN ACCORDANCE WITH ANNEX B. THEY ALSO NEED TO ENSURE ALL THEIR SOLDIERS COMPLETE THE SELF-SERVICE USER TRAINING AT DEPLOYMENT OF INCREMENT I, WAVES ONE (ARNG), TWO (AA), OR THREE (USAR) IN ACCORDANCE WITH ANNEX A.

4. (U) SUSTAINMENT. SELF-SERVICE USER TRAINING WILL REMAIN AVAILABLE FOR SUSTAINMENT/REACH BACK TRAINING.

5. (U) COMMAND AND SIGNAL.

5.A. QUESTIONS REGARDING THIS EXORD CAN BE SUBMITTED TO THE PROGRAM AT: IPPSA.PROGRAM@US.ARMY.MIL.

ANNEXES:

ANNEX A (TRAINING INSTRUCTIONS)

ANNEX B (IPPS-A USER GROUPS/ROLES AND RESPONSIBILITIES)

ANNEX C (IPPS-A CHANGE MANAGEMENT PLAN)