LMP EXPRESS

October 2011

What's Next at LMP

15 Nov: Investment Review Board*

17 Nov: Logistics Enterprise Management Review*

Indicates SES-level meeting

MESSAGE from the Director

What a quarter it has been at the Logistics Modernization Program (LMP)! There are just too many accomplishments to list here, but our team has been hard at work supporting our customer and preserving our future. Here are just a few highlights of this quarter's successes:

- All Third Deployment (D3) Commands, along with the Army Materiel Command's (AMC) Deputy Commanding General (DCG), agreed to Transition to Sustainment. Right now, we are just waiting on the signed memo from the AMC CG to make it official!
- We satisfactorily - and quickly - completed the Fiscal Year End (FYE) close for 2011 on Oct 1. FYE close used to take days, but with LMP, we closed in about 22 hours!
- And last, but certainly not least, we settled the Alternative Dispute Resolution (ADR) with CSC. Bottom line, the resolution means that the Government will continue to work with CSC to serve customers and exchange the knowledge we need to run LMP organically in the future.

I cannot express enough gratitude to our team for keeping LMP running and keeping our customers at the forefront of all we do. I appreciate that you care so much about this program and our future that you work so hard and take extra time away from your families to make us successful. Over the last few months, during my travels to deployed sites, I've heard a lot of stories from users. And while there are still some frustrations out there, one thing I continued to hear was that our team is responsive and always there to help. In my eyes, that is the best compliment we can receive and I thank you for earning those remarks from our customers.

I recently read an article in the *Wall Street Journal* that said satisfaction and happiness at work depends 80 percent on the people you work with and 20 percent on the actual work. If that's true, I hope everyone is as happy as I am working at LMP, because we have the best team. We look out for each other. We work together. And we keep our eye on the prize - delivering our system to get Warfighters what they need to support their mission.

There is much work ahead of us as we officially Transition to Sustainment, plan for the Expanded Industrial Base, and work collectively toward Transition of Services from CSC to the Government. As we move forward and tackle each task, I ask each of you to remain diligent, stay focused, and know that rewards come full circle when you work hard for them.

HOOAH!!

Gabe Saliba
Project Director

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CSC Notes

It has been an exciting few months in Marlton!

We experienced both an earthquake tremor and a hurricane in the span of just one week! And it has been equally as exciting around the Project Office (PO).

Currently, our collective efforts are focused on preparation for Final Regression Testing, which began this month. Final Regression Testing is an immense effort and represents the culmination of development efforts funneling together from three different streams: the Office of the Secretary of Defense (OSD), General Fund Enterprise Business System (GFEBS), and Enterprise Warehouse Management (EWM).

Our Help Desk team and infrastructure personnel have been especially critical to our success in recent months and are always working tirelessly behind the scenes. Consider these impressive numbers and you'll understand why these members of the team deserve a special thank you from all of us:

- The average up time for LMP core network infrastructure, without a reboot, is more than 2.4 years.
- Approximately 2,300 infrastructure changes to the LMP systems are performed each year.

- System availability between Jul 03 and Aug 11 is 99.9%.
- Since D3 (Oct 10), the LMP Help Desk has received more than 42,000 contacts from both internal and external customers.
- In August, the LMP Help Desk answered 99.14% of calls within 30 seconds.
- In August, the LMP Help Desk First Call Resolution (number of calls resolved) was 73.97%.

And consider this: the LMP data centers house 622 servers with 440 terabytes of storage. That's equivalent to 220,000,000,000 8 ½ x 11 pages of text!

I thank them - and all of you - for your continued efforts working toward our goal of Transition to Sustainment and a successful December release. Your dedication and focus are critical, and greatly appreciated.

- Scott Hearrington
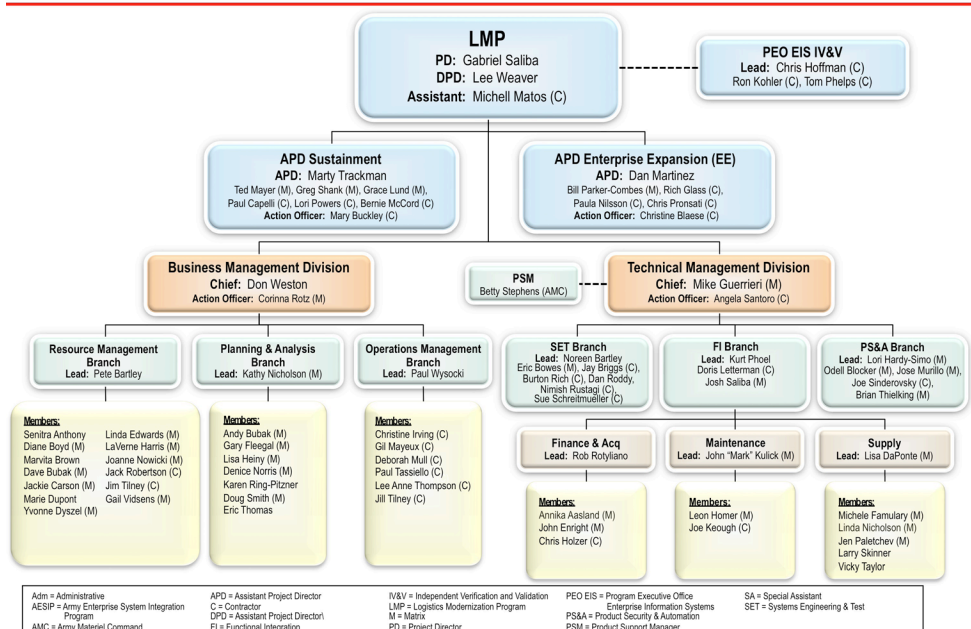*CSC LMP PM*

Deputy's Corner

On 1 Nov, the LMP PO will operate under a new Organizational Structure that by design standardizes the hierarchy and positions the Project Office for the future. Why change? At its foundation, the structure was standardized by implementing the recommendations that came out of the PEO EIS Headquarters' Lean Six Sigma project. This effort produced the optimum structure that aligns employees to business processes, reduces variation, and reduces overhead.

Moreover, the old structure, although highly effective, was built to see the program through the core LMP system developmental cycle with a major focus on the third deployment. Thus, old structures are no longer sufficient for the new complex challenges which lay ahead.

Depicted at the right you see the LMP's new organizational structure. Note the hierarchy stems from the PD through Assistant Project Directors, to the Divisions and core Branches.

Lee Weaver
LMP Deputy Project Director

LMP Project Office
Organizational Structure (as of 1 Nov 11)

LMP
PD: Gabriel Saliba
DPD: Lee Weaver
Assistant: Michell Matos (C)

PEO EIS IV&V
Lead: Chris Hoffman (C)
Ron Kohler (C), Tom Phelps (C)

APD Sustainment
APD: Marty Trackman
Ted Mayer (M), Greg Shank (M), Grace Lund (M), Paul Capelli (C), Lori Powers (C), Bernie McCord (C)
Action Officer: Mary Buckley (C)

APD Enterprise Expansion (EE)
APD: Dan Martinez
Bill Parker-Combes (M), Rich Glass (C), Paula Nilsson (C), Chris Pronsati (C)
Action Officer: Christine Blaese (C)

Business Management Division
Chief: Don Weston
Action Officer: Corinna Rotz (M)

PSM
Betty Stephens (AMC)

Technical Management Division
Chief: Mike Guerrieri (M)
Action Officer: Angela Santoro (C)

Resource Management Branch
Lead: Pete Bartley

Members:
Senitra Anthony
Diane Boyd (M)
Marvita Brown
Dave Bubak (M)
Jackie Carson (M)
Marie Dupont
Yvonne Dyszel (M)
Linda Edwards (M)
LaVerne Harris (M)
Joanne Nowicki (M)
Jack Robertson (C)
Jim Tilney (C)
Gail Vidsens (M)

Planning & Analysis Branch
Lead: Kathy Nicholson (M)

Members:
Andy Bubak (M)
Gary Fleegal (M)
Lisa Heiny (M)
Denice Norris (M)
Karen Ring-Pitzner
Doug Smith (M)
Eric Thomas

Operations Management Branch
Lead: Paul Wysocki

Members:
Christine Irving (C)
Gil Mayeux (C)
Deborah Mull (C)
Paul Tassiello (C)
Lee Anne Thompson (C)
Jill Tilney (C)

SET Branch
Lead: Noreen Bartley
Eric Bowes (M), Jay Briggs (C), Burton Rich (C), Dan Roddy, Nimish Rustagi (C), Sue Schreitmueller (C)

FI Branch
Lead: Kurt Phoel
Doris Letterman (C)
Josh Saliba (M)

PS&A Branch
Lead: Lori Hardy-Simo (M)
Odell Blocker (M), Jose Murillo (M), Joe Sinderovsky (C), Brian Thielking (M)

Finance & Acq
Lead: Rob Rotyliano

Members:
Annika Aasland (M)
John Enright (M)
Chris Holzer (C)

Maintenance
Lead: John "Mark" Kulick (M)

Members:
Leon Homer (M)
Joe Keough (M)

Supply
Lead: Lisa DaPonte (M)

Members:
Michele Famulary (M)
Linda Nicholson (M)
Jen Paletchev (M)
Larry Skinner
Vicky Taylor

Adm = Administrative	IV&V = Independent Verification and Validation	SA = Special Assistant
AESIP = Army Enterprise System Integration Program	APD = Assistant Project Director	LMP = Logistics Modernization Program	SET = Systems Engineering & Test
AMC = Army Materiel Command	C = Contractor	M = Matrix	PEO EIS = Program Executive Office Enterprise Information Systems
	DPD = Assistant Project Director\	PD = Project Director	PS&A = Product Security & Automation
	FI = Functional Integration		PSM = Product Support Manager

New Changes at PEO EIS

Since the last edition of *LMP Express*, the Program Executive Office Enterprise Information Systems (PEO EIS) announced some additional changes to its organizational structure.

Mr. Douglas K. Wiltsie

Mr. Wiltsie assumed command of the PEO EIS on 5 Oct 11. His responsibilities include program management of more than 60 Department of Defense (DoD) and Army acquisition programs across the Business, Warfighting, and Enterprise Information Environment Mission Areas. These systems support Army and DoD-wide communications, logistics, medical, finance, personnel, biometrics, training, and procurement operations. Mr. Wiltsie assumes responsibility for five major ERP efforts representing a projected Army investment of $8 billion over their life cycles. The PEO EIS organization consists of approximately 2,650 military, civilian, and contractor staff around the world, and executes approximately $4 billion per year.

Prior to his assignment as PEO EIS, he was appointed to the Senior Executive Service (SES) in Jun 08 and served as the Deputy Program Executive Officer for Intelligence, Electronic Warfare, and Sensors (PEO IEW&S) until Oct 11. In this position, Mr. Wiltsie was responsible for the development, acquisition, fielding, and life cycle support of the Army's portfolio of intelligence, electronic warfare, and target acquisition programs.

Mr. Bobby McKinnon

As Assistant PEO for ERP, Mr. McKinnon assists in the execution of the PEO's oversight responsibilities for its ERP systems, as well as several other programs which provide critical capabilities to the Army and our nation's Warfighters in the areas of logistics, training management, installation management, mobilization, and transportation.

Mr. McKinnon has held various assignments within PEO EIS which include: Portfolio Integration Officer, Project Director, and Deputy Project Director. In each of these positions he has focused his leadership efforts on delivering critical capabilities to our nations Army within established cost, schedule and performance objectives.

Mr. McKinnon retired from Active Military Service Jan 07. During his military career he served in various leadership positions. His assignments included Fire Support Officer, Fire Direction Officer, Systems Programmer, Program Analyst, Automation Training Department Chairman, Detachment Commander, Software Program Manager, and ARNG CIO/G6.

QUESTIONS?

Have ideas, comments, or suggestions for the *LMPExpress*?
E-mail them to: christine.irving.ctr@us.army.mil.

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D3 Set for Transition to Sustainment (TTS)

At the 20 Sep 11 Program Management Review (PMR), the D3 Commands agreed to TTS and the AMC DCG, Lieutenant General (LTG) Dennis Via, concurred. Currently, the D3 TTS memo is being staffed through to the AMC CG Ann Dunwoody for signature. We will keep you posted when TTS is official and what it means to the PO and Commands moving forward.

The Future of LMP: ADR Settlement

We are pleased to announce that the Government and CSC have signed an agreement as an outcome of the Alternative Dispute Resolution (ADR) process. Ultimately, the agreement releases the Government from all CSC claims and Requests for Equitable Adjustment, and will provide the Government with unlimited Intellectual Property (IP) rights related to the LMP system.

The agreement also calls for extending the CSC contract (beginning 29 Dec 11) for four years, with one option year. The Army will take advantage of that contract extension to do two very important things. First, we will deliver additional capabilities to our customers through a series of robust functional enhancement releases - delivery of Expanded Industrial Base capability, Extended Ammunition capability, and continuing integration with other Enterprise Resource Planning (ERP) systems. Second, we will take advantage of the unlimited IP rights by utilizing   system documentation and knowledge transfer from CSC to enable the Army to grow its own in house expertise and ultimately take over management of the system and services currently provided by CSC.

There is still much work to be done to extend the contract and get Office of the Secretary of Defense (OSD) approval for our program way ahead. And of important note to our customers, we anticipate a seamless transition from the current contract ending on 28 Dec 11 to the contract extension beginning on 29 Dec 11.

We look forward to working with our LMP team members, along with our valued customers, to continue to deliver even more capability so that commands can continue to improve support to our nation's Warfighters. HOOAH!!

Congratulations on a Successful - And Fast - Fiscal Year End Close!

In partnership with CSC, we are proud to report that LMP successfully supported execution of the U.S. Government's 2011 Fiscal Year End (FYE) close on 1 Oct 11.

LMP's role in supporting our Warfighters necessitates minimal system down time, and this year, despite nearly tripling the number of sites reporting financials at year end, the team completed the close and brought users back into the LMP within just 22 hours!   **HOOAH!!**

A devoted group of Government and CSC functional experts ran more than one dozen mock year-end tests in preparation for live show on 30 Sep and 1 Oct, and the final detailed plan consisted of more than 2,000 specific tasks! The team initiated a Command Center to monitor and control all efforts leading up to and through the close, with approximately 40 members of our team working on-site in Marlton through the night. They were assisted by more than 200 additional Government employees at remote sites to make the close out smooth and quick.

Thank you to everyone involved with the year end planning, preparations, and execution, and congratulations on another successful year-end effort!

Best in Class at Sierra Army Depot: Looking Within Government Organizations for Industry Best Practices

Benchmarking best practices is often associated with looking to private industry. However, sometimes the best-in-class can be found right in our own backyard - right within our own organizations. This is the case with the Containerization and Assembly (C&A) Reverse Osmosis Water Purification Units (ROWPU) Basic Issue Item (BII) reset at Sierra Army Depot (SIAD).

Before LMP, when staging BII, several inventories were performed. C&A would order the material, receive and inventory the material, and store it until the entire BII kit was received. Next, Packaging and Preservation would re-inventory the components prior to building the BII kit. Finally, the components were inventoried yet again, prior to being loaded into the ROWPU. Despite all of the efforts for inventory accuracy, it was not uncommon for there to be up to five discrepancies in the final kitting stage, simply because of the number of inventories that had to happen along the way.

Enter LMP and a Lean event to make things better!

C&A, Engineering, Lean, Safety, Box and Crate, and the Packer now team up to ensure the Maintenance Bill of Material (MBOM) and route are accurate in LMP.

Figure 1: Two BII kits

During a Lean event in Apr 11, the process was improved by building 10 skids to configure a BII kit (see Figure 1). Each skid is partitioned to show each component that must be present to complete the skid (see Figure 2). If a part is missing, it can be immediately spotted. Once all of the cells within the skid are filled for all 10 skids, the Preservation and Packaging crew builds the BII kit (see Figure 3) and secures it to the ROWPU.

Figure 2: Skid being loaded

As work progresses for each BII kit, each crew confirms work sequences completed using CO11N. If work is not completed at the end of a shift, partial confirmation is taken and the team records whatever work was completed. This gives planners and leaders unprecedented access to near real-time project status.

Results of this team's efforts to streamline the BII kit preparations have been outstanding.   SIAD has seen improved processes that reduced inventory efforts by 75 percent and reduced errors substantially at the Preservation and Packaging stage. (There have been zero errors since the April Lean event!) Additionally, to maximize their return on investment, SIAD's next step is to document these processes and the associated business rules so they can be applied to similar commodities throughout the depot.

And there you have it - an internal organization best practice that is successful and can be shared!

Figure 3: Preservation & Packing

Tooele Army Depot Experiences Success with Material Requirements Planning (MRP)

Tooele Army Depot (TEAD), located in Utah, has a mission to support Warfighter readiness through superior receipt, storage, issue, demil, and renovation of conventional ammunition, and the design, manufacture, fielding, and maintenance of ammunition peculiar equipment. As part of LMP's D3, Tooele has embraced the system and is ahead of the curve in utilizing one of LMP's best tools - Material Requirements Planning (MRP).

MRP is a planning tool that balances supply with demand. It helps users ensure that materials are available when needed for production. The system looks at current inventory levels, Bills of Material (BOMS), purchase requisitions, productions orders, and requirements, and then creates planned orders. The MRP planner or controller then converts the planned order into a purchase requisition to buy the material or they convert the planned order to a Production Order to make the item.

TEAD began using the Batch MRP run (bi-weekly) in the LMP system in Dec 10 - just two months after Go-Live! The command decided to turn on the MRP feature sooner rather than later in order to dive in and get its full benefits to support their mission. With the help of many people, including site CSC liaison officers, consultants, and project managers, TEAD completed several major checks, including checking that they had accurate material master records, projects, BOMS, routes, and Inventory, to ensure they were ready to turn MRP on.

TEAD project managers and MRP planners have been using the feature for nearly a year now and they are seeing this system work as intended. They've commented how useful and interesting MRP is in understanding how all the different master data drives how the system plans projects. And their confidence in LMP and MRP, as well as the new business processes, are proving very beneficial to production and performance.

Back in Dec, when they first started using MPR, TEAD received approximately 2,600 exception messages after the first batch run. After five months of working consistently with the exception messages in the LMP system, TEAD's users started to really understand what the messages were, why they were getting them, and what needed to be done to fix them. Today, TEAD exception messages are down and the system is really humming.

One of the most significant things TEAD has learned by running MRP is that it is a great tool to identify potential problems long before they become real problems - MRP sees problems that team members might miss. Additionally, with TEAD's work on exception messages, the team has gotten better and better at working in LMP and understanding how all the different areas affect one another.

TEAD now has MRP running weekly and is looking to start running it twice weekly! So, though MRP was once thought of as a headache, it is now considered a necessary tool at TEAD as they move into the future enterprise supporting our nation's Warfighters.

VOICE of the Customer

There is nothing more important to LMP than serving our customers! And there is nothing better than hearing from them that LMP is delivering as planned! It is not only a testament to the solution, but to the team that works together every day to serve Warfighters around the globe. Here are some things we heard this quarter.

From Joint Munitions & Lethality (JM&L)

JM&L has begun end to end (E2E) reviews of their key processes across their 10 sites that have deployed LMP. These E2E reviews consist of representatives from their various depots, arsenals, and headquarters to identify common process maps utilizing LMP. The process is mapped, coordinated with the sites, and then, with the sites participation, one of the sites is selected and the process is physically walked through for validation.

This benefits the customer base of users by allowing them to share both knowledge and frustration areas in LMP, and to work through them with a group. The end products from these reviews are standard process maps, appropriate metrics to measure, and policies and documentation that ultimately will be written, stored, and shared.
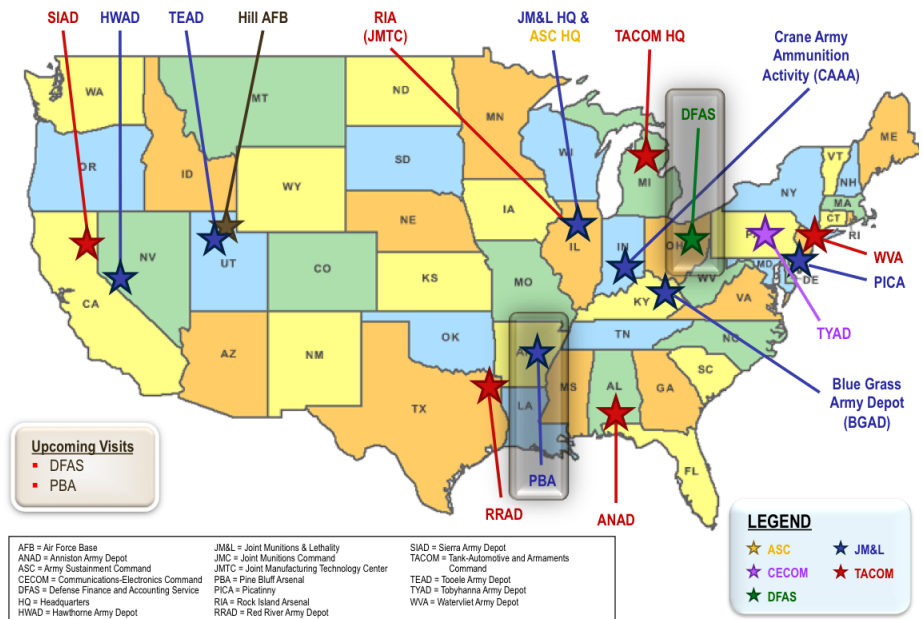
LMP PO's U.S. Tour

When Mr. Gabe Saliba took over as LMP's project director (PD) in Dec 10, he made a personal commitment, along with CSC's LMP Program Manager (PM) Scott Hearrington, to visit as many LMP sites as possible. Their goal: meet with commanders and LMP users, share success stories, and really listen to issues and concerns so that Team LMP and commands can work together to fix critical problems.

The map at the right shows where the PD and PM have been to date, along with a few scheduled visits coming up soon.

All-in-all, feedback from the visits to date has been positive. Sites and users appreciate our leadership's efforts to get out there and see what they are doing and how they are using LMP. And Gabe and Scott have gained valuable insight into the day-to-day life of LMP users, giving them the knowledge they need to share with Team LMP so we can continue to deliver the best-of-the-best to our customers!

Labels on map: SIAD, HWAD, TEAD, Hill AFB, RIA (JMTC), JM&L HQ & ASC HQ, TACOM HQ, Crane Army Ammunition Activity (CAAA), DFAS, WVA, PICA, TYAD, Blue Grass Army Depot (BGAD), PBA, RRAD, ANAD

Upcoming Visits
- DFAS
- PBA

AFB = Air Force Base
ANAD = Anniston Army Depot
ASC = Army Sustainment Command
CECOM = Communications-Electronics Command
DFAS = Defense Finance and Accounting Service
HQ = Headquarters
HWAD = Hawthorne Army Depot

JM&L = Joint Munitions & Lethality
JMC = Joint Munitions Command
JMTC = Joint Manufacturing Technology Center
PBA = Pine Bluff Arsenal
PICA = Picatinny
RIA = Rock Island Arsenal
RRAD = Red River Army Depot

SIAD = Sierra Army Depot
TACOM = Tank-Automotive and Armaments Command
TEAD = Tooele Army Depot
TYAD = Tobyhanna Army Depot
WVA = Watervliet Army Depot

LEGEND
- ASC
- CECOM
- DFAS
- JM&L
- TACOM

Tips for Writing Professional Emails

In today's fast-paced world, email is often the most efficient way of communication. Since email has been expanded to encompass both personal and professional communication, the distinction between what is appropriate for each intended audience is sometimes blurred. Here are 10 tips for writing professional emails in today's workplace.

1. The subject line should clearly illustrate what is included or covered in the body of the email.
2. Proofread the email at least once before hitting send.
3. Make sure there are no grammatical mistakes, including misspellings or improper word usage. Don't rely only on spell check – it will not pick up on a misused word.
4. Properly and clearly title any attached documents. Try not to attach documents that are too large in size and that will weigh down your recipient's inbox.
5. Stay away from using abbreviations and emoticons. Acronyms are acceptable, but be sure to define what the acronyms stands for the first time you use it.
6. Be concise. Try to make your point in as few words as possible, but without skimping on important details.
7. Be cautious of your tone. Communicating a certain tone is often difficult to do when writing, so choose your words carefully. Reread emails before sending to be sure you are conveying the right tone to the reader.
8. Use bullets to outline topics and attract attention to key points.
9. Create a standard signature with your name, title or designation, and direct contact information.
10. Respond to emails in a timely manner. If you are unable to answer a question, just say that, but be sure to tell the sender that you will respond with an answer as soon as you can. And if you will be out of the office for a period of time, for example on vacation, set up an "out of office" message for incoming emails. Be sure to include a point of contact for urgent questions. And if it doesn't auto-expire, don't forget to turn it off when you get back to the office.

A Team that Plays Together, Stays Together

Summer Olympics: On 26 Jul 11, LMP PO and CSC participated in the 2011 LMP Summer Olympics. Approximately 50 LMP-ers participated in 12 events, and enjoyed good food, good music, and good times with teammates. The Gold Medal went to the Yellow Team! Congratulations!

CSC Golf Outing: On 17 Jun 11, CSC hosted its annual Golf Outing. First place went to the team of Lou Rebecca, Josh DiPalo, and Tim Foley! A good time was had by all and the event contributed $700 from its 50/50 raffle to the Wounded Warrior Project. Pictured here is Skip Davis from CSC - he won the prize for "Best Classic Dress."

International Bake Sale Supporting Toys for Tots:
On 5 Oct 11, Team LMP hosted an International Bake Sale, raising more than $1,500 for Toys for Tots. Everyone enjoyed the sweet treats and some folks were buying a full complement of goodies to bring to meetings and share! Pictured above is CSC's Samantha Gammill, wearing her traditional Korean dress. Another highlight of the day was a silent auction bidding war over a Halloween-themed cake (below), baked by CSC teammate Mark Tomazin's wife Carmen. In the end, the Solution Delivery Technical Team collected donations and outbid the competition to win the cake for $246... and then donated the cake to a fellow Team LMP-er whose child had a birthday party that night. Needless to say, there was a bunch of happy 10-year-olds celebrating with a very spooky cake! Thanks to all!