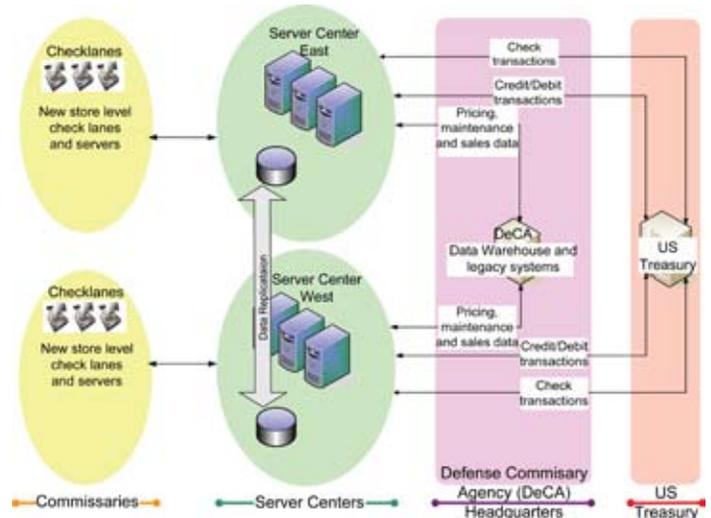


# Commissary Advanced Resale Transaction System (CARTS)

## Executive Summary

- The Joint Interoperability Test Command (JITC) conducted the IOT&E of the Commissary Advanced Resale Transaction System (CARTS) in February and March of 2007.
- The IOT&E results showed that the system was neither operationally effective nor operationally suitable for full deployment.
- JITC conducted a Follow-on Operational Test and Evaluation (FOT&E) in June and July 2007 to verify the correction to the deficiencies found during the IOT&E.
- The FOT&E results showed that the CARTS performance improved significantly; however, the system remained not operationally effective or operationally suitable, principally due to deficiencies related to the self-checkout (SCO) registers. The Milestone Decision Authority approved only limited fielding pending demonstration that major SCO deficiencies have been resolved.



## System

- CARTS links individual commissaries with one of the two server centers and the Defense Commissary Agency (DeCA) Headquarters.
- The two server centers provide centralized services to the customer checkout and back office functions within each commissary in addition to providing backup support for each other.
- CARTS interfaces with the following external systems:
  - DeCA Enterprise Data Warehouse
  - DeCA Electronic Records Management and Archive System
  - Treasury Electronic Verification and Imaging System
  - Plastic Card Network
- CARTS will comply with applicable DoD and grocery industry standards and protocols to maintain an open systems architecture.

## Mission

- DoD commissaries worldwide will use CARTS to support the management and operations for the resale of groceries and household supplies to the members of the Military Services, their families, and other authorized patrons.
- Commissary personnel, using CARTS, will be able to:
  - Perform customer checkout functions that involve processing merchandise transactions; sidewalk or special case lot sales; and cash cage activities where funds management is performed in support of cashier functions.
  - Complete back office functions that include system administration functions, financial management functions, file maintenance, report generation, and other functions necessary to maintain and operate the system.

## Activity

- JITC conducted IOT&E from February 5 through March 2, 2007, in accordance with a DOT&E-approved Test and Evaluation Master Plan and Operational Test and Evaluation Plan.
- JITC conducted FOT&E from June 18 through July 2, 2007, to verify the correction to the deficiencies found during IOT&E.

## Assessment

- Based upon the IOT&E, DOT&E found CARTS to be not operationally effective or suitable, principally due to unreliable SCO register performance, deficient system supportability, and usability issues.
- Other significant operational issues identified during the IOT&E included problems interfacing with the Plastic Card Network and the Treasury Electronic Verification and Imaging

# DOD PROGRAMS

System, information assurance vulnerabilities, employee training shortfalls, and system installation and integration problems.

- The FOT&E results showed that system performance had improved significantly since the IOT&E; however, significant shortfalls still existed in the performance and availability of the SCO registers. As a result, CARTS remained not operationally effective or suitable. Additional testing with special emphasis on the SCO registers is needed prior to full fielding of CARTS.

## **Recommendations**

- Status of Previous Recommendations. There were no previous recommendations for CARTS.

- FY07 Recommendations.
  1. The CARTS program manager should correct the unresolved deficiencies identified during the IOT&E and FOT&E.
  2. Until the program manager can demonstrate the performance of the SCO registers at the required level of availability, reliability, and usability, their use should be restricted.
  3. JITC should conduct another verification of correction to the deficiencies to determine the operational effectiveness and suitability of CARTS prior to full fielding.