

# Global Combat Support System Combatant Command / Joint Task Force (GCSS CC/JTF)

## Executive Summary

- The Joint Interoperability Test Command (JITC) conducted an operational test of Global Combat Support System Combatant Command / Joint Task Force (GCSS CC/JTF) version 6.1 in May 2008.
- The GCSS CC/JTF version 6.1 did not meet the user requirements for accurate and timely response to database queries. Analysis indicated that the majority of the timeliness issues may be attributed to the response times of legacy databases external to the system.
- The Defense Information Systems Agency (DISA) Acquisition Review Board (ARB) approved deployment of version 6.1 in parallel with the existing version 6.0 for the purpose of collecting additional data to benchmark performance metrics.

## System

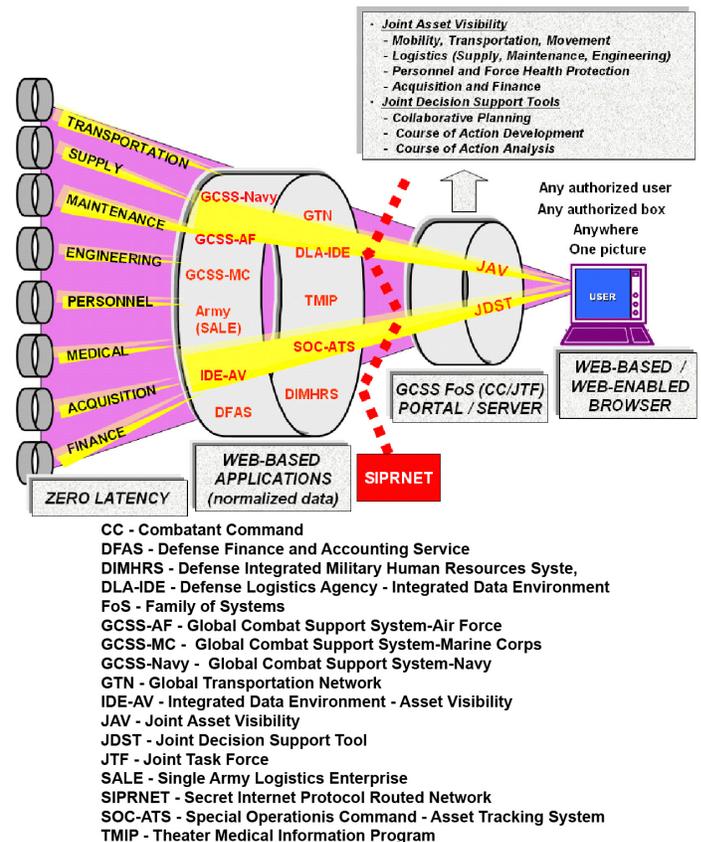
- GCSS CC/JTF is a web portal that enables users at combatant commands and joint task forces to access joint logistics applications.
- The system supports planning, execution, and control for engineering, health services, logistics services, supply, and distribution. It is comprised of strategic servers located in Montgomery, Alabama, and Pearl Harbor, Hawaii; a commercial off-the-shelf (COTS)-based infrastructure; and Public Key Infrastructure (PKI).
- GCSS CC/JTF provides the following applications: reports capability; watchboard (allowing rapid comparison of planned actions with actual events); electronic battlebook (organizing files and web pages into categories); knowledge management; business intelligence; mapping capability; joint engineer planning; and execution capability.

## Mission

- Joint commanders use GCSS CC/JTF to move and sustain joint forces throughout the entire spectrum of military operations.
- Combatant Command and Joint Task Force commanders and logistics staffs use the GCSS CC/JTF to gain end-to-end

## Activity

- JITC conducted operational testing of GCSS CC/JTF version 6.1 in May 2008 in accordance with the DOT&E-approved test plan. The system could not satisfy the key performance parameters (KPP) requirements for accuracy and timeliness. After implementing corrective actions, the test activity resumed. However, the system still did not meet the timeliness requirements for database queries.



visibility of Combat Support (CS) capability up through the strategic level, facilitating information flow across and between CS and command and control functions.

## Prime Contractor

- Northrop Grumman

# DOD PROGRAMS

- The program manager to prominently display warnings to version 6.1 users, highlighting the identified shortfalls
- JITC to continue collecting performance metrics
- The Joint Staff J4 and the program manager to conduct a robust post implementation review with the user community to benchmark the system performance and the user expectations

## Assessment

- As tested by JITC, version 6.1 was neither operationally effective nor operationally suitable.
  - The system could not meet the accuracy and timeliness KPP for database queries. The accuracy problem was corrected and demonstrated in a developmental test environment, but has not been operationally validated.
  - The test did not provide sufficient quantitative data for root cause analysis, but the metrics collected during the limited deployment show the timeliness shortfalls are due to data processing times within various external legacy data sources. Fixing these legacy data sources is outside of the program manager's authority.
  - During the operational test, users encountered problems with the helpdesk. Specifically, helpdesk personnel did not

have ready access to a secure phone to discuss classified issues, and they were not able to understand the technical details relating to the GCSS system. DISA has provided secure communications for the helpdesk and is working to improve the training for helpdesk personnel.

- The data collected during the post implementation review should help Joint Staff J4 to benchmark the system performance and user expectations, including the impact of external legacy databases on the timeliness KPP.

## Recommendations

- Status of Previous Recommendations. DISA has taken appropriate action on the previous recommendations.
- FY08 Recommendations.
  1. JITC should verify correction of the problems identified with version 6.1 in an operational environment prior to discontinuing access to and support of version 6.0.
  2. The GCSS CC/JTF program manager should continue monitoring version 6.1 performance to provide a benchmark for managing future expectations.