

# Defense Integrated Military Human Resources System (DIMHRS)

## Executive Summary

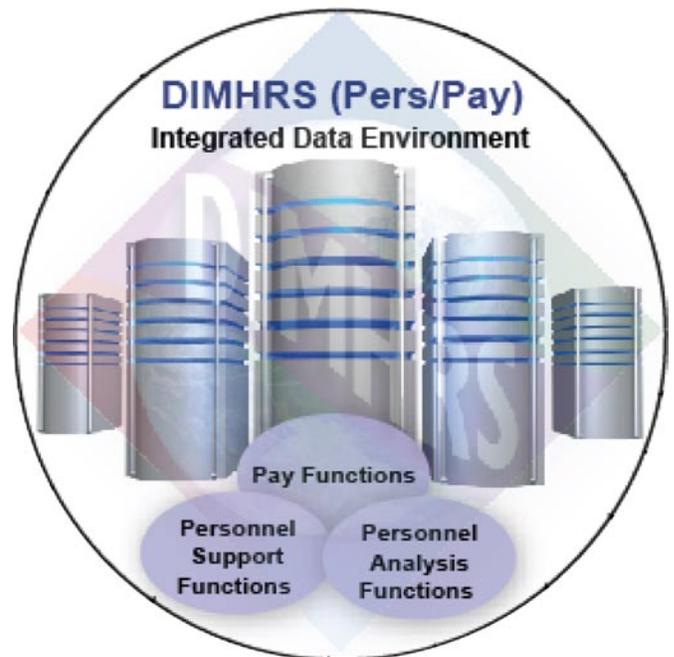
- The Defense Integrated Military Human Resources System (DIMHRS) program manager initiated the government-led System Acceptance Testing (SAT) of DIMHRS in August 2008. The SAT was not completed due to deficiencies with interfaces, data conversion, and system performance.
- Following an independent review, the Deputy Secretary of Defense (DepSecDef) directed the Business Transformation Agency (BTA) to complete the DIMHRS Core Information Technology (IT) Investment; the military departments (MILDEPs) to oversee, build-out, and deploy their own pay and personnel capabilities using the DIMHRS Core IT Investment; and the Office of the Deputy Chief Management Officer (DCMO) will oversee the establishment of the enterprise-level information warehouse to meet Combatant Commander (COCOM) requirements.
- The program manager conducted DIMHRS Core IT Investment Functional Testing from May through September 2009. Time did not permit the BTA to complete the DIMHRS Core IT Investment correction of deficiencies and testing prior to transition to the MILDEPs. The outstanding DIMHRS Core deficiencies were documented and deferred to the MILDEPs for resolution. The BTA began to transition the DIMHRS Core to the MILDEPs on September 30, 2009.

## System

- DIMHRS was designed to integrate and modernize all military personnel and pay data collection and processing capabilities into a single, standard military personnel and pay system. The system was expected to provide personnel support, analysis, and pay functions to approximately 3.1 million military personnel and 3 million retirees and survivors.
- In accordance with 2009 program restructuring, the DIMHRS Core IT Investment, developed by the BTA, will provide common data, process elements, and interfaces to achieve timely and accurate military pay. The MILDEPs will develop specific solutions, using the DIMHRS Core IT Investment to the maximum extent practical. The enterprise-level information warehouse will allow Combatant Commanders to

## Activity

- The Program Management Office initiated the government-led SAT of DIMHRS in August 2008. The program manager halted testing in March 2009 due to deficiencies with interfaces, data conversion, and system performance.
- The DepSecDef directed a review of the DIMHRS program in November 2008 to gain a more comprehensive understanding of the status and key risks being encountered during the development process. The Director, Program Analysis and



quickly and accurately account for personnel, manage troop strength, and war plan based on personnel information.

## Mission

- Military Service pay and personnel specialists will employ DIMHRS to support the full range of personnel life-cycle activities; such as, accessing members, documenting factors required to ensure proper pay and benefits, and tracking service in theater, of separating, retiring, or transferring individuals to other Services or components.
- Human Resources managers will leverage DIMHRS fully integrated Enterprise Resource Planning system to reduce the personnel service support footprint and provide near-real-time delivery of personnel and pay services.

## Prime Contractor

- Northrop Grumman, Reston, Virginia

Evaluation (D, PA&E) conducted a DepSecDef-directed DIMHRS assessment in December 2008, with DOT&E assistance. The D, PA&E identified the following problem areas: unstable configuration, unworkable interfaces, data conversion, and system performance.

- In January 2009, the DepSecDef directed the following: BTA was to complete the DIMHRS Core IT Investment. In September 2009, Under Secretary of Defense (Acquisition, Technology and Logistics (USD(AT&L))) provided supplementary guidance upon completion of the DIMHRS Core IT Investment: the MILDEPs are to oversee, build-out, and deploy their own pay and personnel capabilities using the DIMHRS Core IT Investment to the maximum extent practical; and DCMO will oversee the establishment of the enterprise-level information warehouse to meet COCOM requirements.
- The USD(AT&L) certified the restructured DIMHRS program and the DIMHRS Core IT Investment in April 2009. The DIMHRS Core IT Investment was defined as 3,209 specifications and 39 interfaces.
- The program manager conducted DIMHRS Core IT Investment Functional Testing from May through September 2009.
- The BTA began to transition the DIMHRS Core IT Investment to the MILDEPs on September 30, 2009.

## Assessment

- Time did not permit the BTA to complete the DIMHRS Core IT Investment correction of deficiencies and testing prior to transition to the MILDEPs. Ninety-seven percent of the

Core IT Investment specifications and 27 of the 35 Core IT Investment interfaces (reduced from 39) successfully passed testing prior to transition. Ninety software problem reports remained open at transition, seven having significant impact. The BTA will document the open DIMHRS Core IT Investment deficiencies as part of a DIMHRS Core completion report.

- The BTA attempted a full data conversion of 3.1 million records early in the program; however, the conversion was unsuccessful. No further full data conversions were attempted. The BTA successfully completed a data conversion of 7,500 records to support the payroll calculation validation. This reduced set of records represented 110 of 219 possible pay types. The payroll calculation validation showed that 64 percent of payroll data was accurate, 17 percent was inaccurate with a fix identified, and 19 percent was inaccurate or missing. The results of the payroll calculation validation did not meet the accuracy threshold of 99.5 percent. The primary cause of the unsuccessful payroll calculation validation was the inaccuracy of the converted data.

## Recommendations

- Status of Previous Recommendations. The FY08 recommendations are no longer applicable due to the April 2009 program restructuring.
- FY09 Recommendation.
  1. The MILDEPs should perform a thorough analysis of the capabilities actually provided by the DIMHRS Core IT Investment to determine the best approach to building out their respective pay and personal capabilities.