# Integrated Personnel and Pay System – Army (IPPS-A)

Executive Summary

- Integrated Personnel and Pay System – Army (IPPS-A) is a two increment program that streamlines Army Human Resources processes and enhances the efficiency and accuracy of Army personnel and pay procedures to support Soldiers and their families. Through a three phased-delivery approach, Increment 1 of the IPPS-A program provides the foundational data for a single, integrated military personnel and pay system for all three Army components: the active-duty Army, the Army Reserve National Guard (ARNG), and the Army Reserve.
- The Army Test and Evaluation Command (ATEC) and ARNG conducted an IOT&E event on February 19 – 21, 2014, at the ARNG Bureau in Arlington, Virginia, in accordance with an ATEC-approved test plan. IPPS-A, as it exists in Increment 1, is effective and survivable. A suitability assessment is deferred until Increment 2. The capabilities available in this increment are limited; the program should continue to improve IPPS-A in order to deliver the full set of necessary capabilities.
- The IPPS-A Increment 1 system demonstrated the capability to produce its primary product, a Soldier's Record Brief (SRB), which is a single, integrated compilation of personnel and pay data collected from various, external authoritative sources.

System

- IPPS-A is a two increment program that streamlines Army Human Resources processes and enhances the efficiency and accuracy of Army personnel and pay procedures to support Soldiers and their families. Increment 1 interfaces with legacy applications to create a trusted, foundational database. All authoritative data remain in the legacy systems for Increment 1. Increment 2 will become the authoritative data source as the necessary functionality of the legacy systems to be subsumed is incorporated.
- It is a web-based tool, available 24 hours a day, accessible to Soldiers, Human Resources professionals, Combatant Commanders, personnel and pay managers, and other authorized users throughout the Army. IPPS-A improves the delivery of military personnel and pay services and also provides internal controls and audit procedures to prevent erroneous payments and loss of funds.
- IPPS-A interfaces with 15 other Army and DOD systems to acquire personnel and pay data, which it integrates into a single record for each Soldier. These systems include the Defense Enrollment Eligibility Reporting System – Personnel Data Repository, Electronic Military Personnel Office, Standard Installation and Division
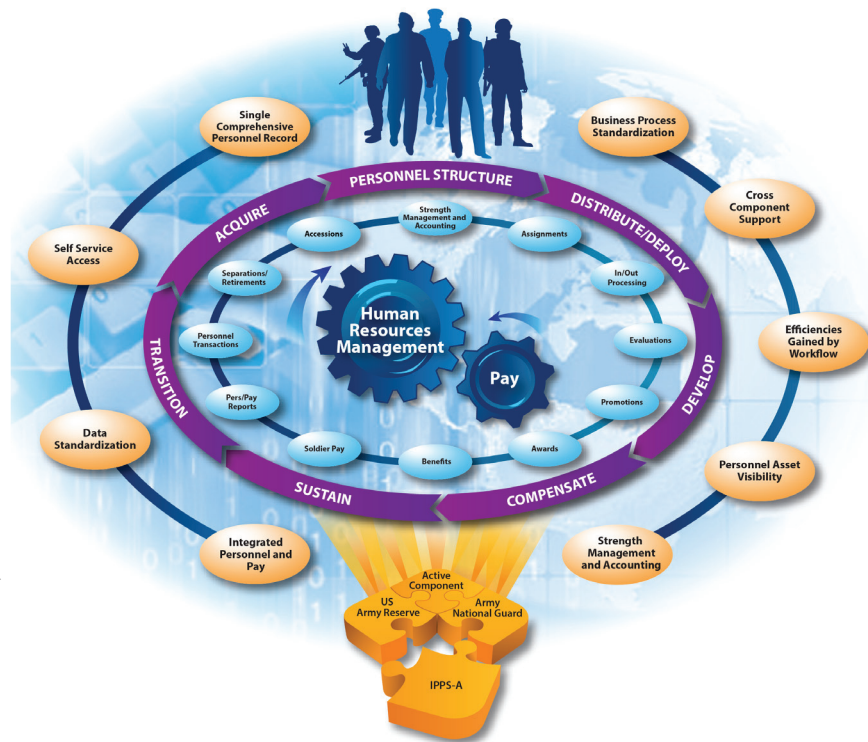
Personnel Reporting System – Guard, and Total Army Personnel Data Base – Reserve. IPPS-A's SRB acts as a trusted, but non-authoritative, display of data contained in the various external systems; any changes required to the data must be made within the existing 15 Army and DOD Personnel systems and cannot be accomplished within IPPS-A. The SRB displays a Soldier's military career personal information, qualification skills, training, assignment history, and various other Soldier attributes.

Mission

Soldiers will use IPPS-A as a single, integrated personnel and pay system that will provide personnel and pay management functionality for all Army Components. Army Components will use IPPS-A to manage their members across the full operational spectrum during peacetime, war, through mobilization and demobilization, capturing timely and accurate data throughout. Additionally, Commanders will possess a comprehensive system for accountability and information to support command decisions regardless of component or geographic location.

Major Contractor

EDC Consulting LLC – McLean, Virginia

Activity

- ATEC conducted a risk assessment of Increment 1 on June 19, 2014, in accordance with DOT&E Information and Business Systems Policy. Due to the low risk of the capabilities being delivered in Increment 1, the risk assessment allowed for the delegation of test plan approval to ATEC.
- ATEC and ARNG executed the IOT&E event on February 19 – 21, 2014, at the ARNG Bureau in Arlington, Virginia.
  - The three-day event consisted of user training on SRB access, observations of user utilization of IPPS-A to view their SRB, and user response to the survey questions.
  - One hundred and ninety ARNG Soldiers received training on February 19, 2014, in order to login using their Common Access Cards, view their SRB, and complete an online survey and print out their SRB.
- Prior to the IOT&E event on February 12 – 13, 2014, the Threat Systems Management Office conducted cybersecurity testing on IPPS-A in accordance with the DOT&E Information Assurance policy.

Assessment

- IPPS-A Increment 1, as delivered, provides an SRB that is viewable through a web interface and can be printed out. Increment 1 does not provide the capability to add or edit personnel data. The ability to edit personnel and pay data will be phased in during the four releases in Increment 2.
- The results of the online survey indicate the system was easy to use and the resources necessary to obtain and interpret the data on the SRB were adequate. The results also indicate that the training received and online resources available were sufficient for most Soldiers. Very few of the Soldiers used the help desk, and the associated survey results did not provide a significant response as to whether they were satisfied with the help desk support.
- Out of 190 participants surveyed during the IOT&E, 181 (95.2 percent) reported errors in their SRB. Developmental testing verified that IPPS-A accurately ingests, processes, and displays personnel data in the SRB. Therefore, any data errors within the SRB discovered during this test reflect incorrect data received from the external, legacy systems.
- The Army is working to correct the errors in the various databases, which feed IPPS-A. The Army G-1 is tracking the data correction process and intends to provide a report prior to the end of fielding IPPS-A Increment 1.
- The SRB can be categorized into 11 sections and the Header and Footer sections. Participants found data errors in all 11 sections and the Header and Footer sections of the SRB. Sections where more than 50 percent of the participants had data errors include Personal/family data, Civilian Education, and Military Education. Preliminary analysis shows the legacy sources contributing to most errors are Army Training Requirements and Resources System, Reserve Component Manpower System, and Standard Installation and Division Personnel Reporting System.
- The results of the Cyber Vulnerability testing found 6 Category 1 and 86 Category 2 deficiencies. Cybersecurity results from a subsequent verification of fixes event indicate that all major vulnerabilities discovered during the IOT&E have been mitigated.

Recommendations

- Status of Previous Recommendations. This is the first annual report for this program.
- FY14 Recommendations.
  1. The Army should continue to track satisfaction with help desk procedures and support to determine actual satisfaction with help desk services provided to Soldiers to support successful fielding of Increment 1 to the active-duty Army and Army reserve.
  2. To ensure successful development and fielding of Increment 2, the Army should:
     - Continue to pursue correction of personnel data in the 15 Army and DOD systems that provide the data necessary to create correct SRBs.
     - Confirm the data verification process successfully updates records in external systems, which will enable IPPS-A to display an accurate SRB.