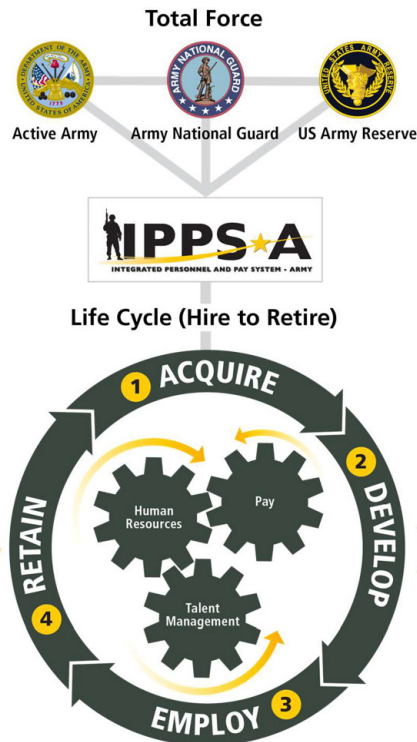


Integrated Personnel and Pay System – Army (IPPS-A) Increment II, Release 2

Executive Summary

- Integrated Personnel and Pay System – Army (IPPS-A) is a two increment program that streamlines Army Human Resources (HR) processes and enhances the efficiency and accuracy of Army personnel and pay procedures to support soldiers and their families.
- The Army Test and Evaluation Command (ATEC) conducted a Limited User Test (LUT) OT&E of IPPS-A Increment 2, Release 2 (Release 2) from January through February 2019 at the Pennsylvania Army National Guard (ARNG).
- Release 2 is effective and suitable to support the

IPPS-A MANAGES



IPPS-A PROVIDES



HR mission for the ARNG. Release 2 is survivable against a limited outsider cyber threat and is more secure than IPPS-A Increment I, Release 1 (Release 1). The capabilities available in this release are limited to personnel information for the ARNG; the IPPS-A Program Management Office (PMO) should continue to develop IPPS-A in order to deliver the full set of necessary capabilities to support the total Army Force.

System

- IPPS-A streamlines Army HR processes and enhances the efficiency and accuracy of Army personnel and pay procedures to support soldiers and their families. IPPS-A becomes the authoritative data source as the necessary functionality of the legacy systems is subsumed.
- IPPS-A is a web-based tool, available 24 hours a day, accessible to soldiers, HR Professionals, Combatant Commanders, personnel and pay managers, and other authorized users throughout the Army. The Army intends to use IPPS-A to improve the delivery of military personnel and pay services, and provide internal controls and audit procedures to prevent erroneous payments and loss of funds.
- Release 2 incorporates a subset of the total IPPS-A capability and will deploy only to the ARNG to replace the Standard Installation/Division Personnel System (SIDPERS) and

Electronic Transactions. Release 2 also provides soldiers with a new self-service capability to view their pay and personnel records and submit change requests.

Mission

- Commanders will employ IPPS-A as a comprehensive system for personnel accountability and strength information to support command decisions regardless of component or geographic location.
- Army components will use IPPS-A to manage their members across the full operational spectrum during peacetime and war, through mobilization and demobilization, capturing timely and accurate data throughout. Soldiers will use IPPS-A as a single, integrated personnel and pay system that will provide robust self-service capabilities, reducing the need for face-to-face interaction with their HR Professional for many transactions.

Major Contractor

CACI – Arlington, Virginia

FY19 ARMY PROGRAMS

Activity

- ATEC conducted a LUT at the Pennsylvania ARNG from January 2019 through February 2019 in accordance with a DOT&E-approved test plan. ATEC also conducted a Cooperative Vulnerability and Penetration Assessment cyber test in August 2018 and an Adversarial Assessment cyber test during the LUT.
- In May 2019, ATEC observed the Release 2 deployment to the state of Virginia.
- In August 2019, ATEC observed the Release 2 deployment to the state of Maryland and Washington, D.C.
- As of September 30, 2019, IPPS-A has been fielded to the following states and territories: Pennsylvania, Virginia, Maryland, D.C., Connecticut, Maine, New Jersey, Delaware, and Massachusetts.
- During the Release 2 LUT, DOT&E observed and evaluated the following best practices:
 1. Test early with actual users on a production-representative system. The IPPS-A PMO employed User Juries of actual users prior to operational testing to solicit usability feedback and identify problems with the system.
 2. Test with a representative user base. The Release 2 LUT included users with different levels of responsibilities and different authorities, allowing for a holistic evaluation of the system.
 3. Test when ready. When system problems and user feedback demonstrated that Release 2 was not ready for operational testing, the IPPS-A PMO extended the system acceptance testing by 3 months in order to address the problems.
 4. Allow system changes during testing. The test-fix-test paradigm allowed the IPPS-A PMO to continue making changes to the software baseline after the start of the test. Continual communication between the test community, IPPS-A PMO, and System Integrator facilitated resolution of defects identified and enhanced understanding of actions taken for the resolution.
- During operational testing, soldiers used Release 2 to view authoritative personnel information, make or request updates to their HR information, and completed all business processes with a success rate of greater than 90 percent. Prior to Release 2, soldiers had to visit an HR Professional to make or request updates to their HR records. Release 2 self-service capabilities improves the individual soldier's ability to identify and correct erroneous information, and enables IPPS-A to drive the continuing Army data correctness campaign. During the LUT, Release 2 system logs recorded 1,359 self-service users and 154 self-service submissions including users self-updating their addresses, phone numbers, and personal email addresses. While self-service cannot fix all data errors in soldier records, self-service allows HR Professionals to focus on the areas beyond the scope of self-service.
- Release 2 provides an embedded help desk to resolve problems rapidly and with minimum disruption. Prior to Release 2, help desk support for SIDPERS was not available. In Release 2, automated workflows allow users to track the status of approvals. SIDPERS required workflows to complete outside of the system using email or paper that were difficult to track and required additional time and effort of the HR Professionals.
- HR Professionals received several capabilities to improve efficiency but the pre-defined queries do not fully support ARNG operations, such as readiness processing and readiness tracking. SIDPERS provides a single-page query while Release 2 users need to navigate through several screens to provide the same information. Development of a single-page query will improve the reports and analytics capability of Release 2.
- Users thought the Army would benefit from further deployment of IPPS-A and stated IPPS-A would improve the operational capability of their units.
- The observed best practices during the Release 2 LUT led to the success of the operational test.

Assessment

- Release 2 is operationally effective and suitable to support the HR mission for the ARNG. Release 2 is survivable against a limited outsider cyber threat and is more secure than Release 1.

Recommendation

1. All Program Offices should adopt the best practices that led to the success of the Release 2 LUT.