

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



The Integrated Personnel and Pay System – Army (IPPS-A) Increment II Release 3 Limited User Test (LUT) operational test was conducted from June 2022 to February 2024. This annual report describes the major problems discovered during the LUT. The IPPS-A Program Management Office (PMO) is using the Scaled Agile Framework to rapidly address the problems, with a verification of fixes (VoF) operational test planned in 3QFY25. DOT&E plans to assess the operational effectiveness, suitability, and survivability of IPPS-A in 4QFY25, following the VoF test.

SYSTEM DESCRIPTION

IPPS-A is the Army's future online Human Resources (HR) and pay solution that transforms antiquated personnel and pay systems to a 21st century Talent Management System. IPPS-A will become the authoritative data source as the necessary functionality of the legacy systems is subsumed.

The capabilities available in IPPS-A Increment II Release 3 are limited to personnel information for the three components of the Army: Active Duty, Reserves, and the National Guard. The IPPS-A PMO plans to continue to develop

IPPS-A to deliver a full set of necessary capabilities to support pay functionality as well.

IPPS-A is a web-based tool available 24 hours a day and accessible to soldiers, HR professionals, combatant commanders, personnel and pay managers, and other authorized users throughout the Army.

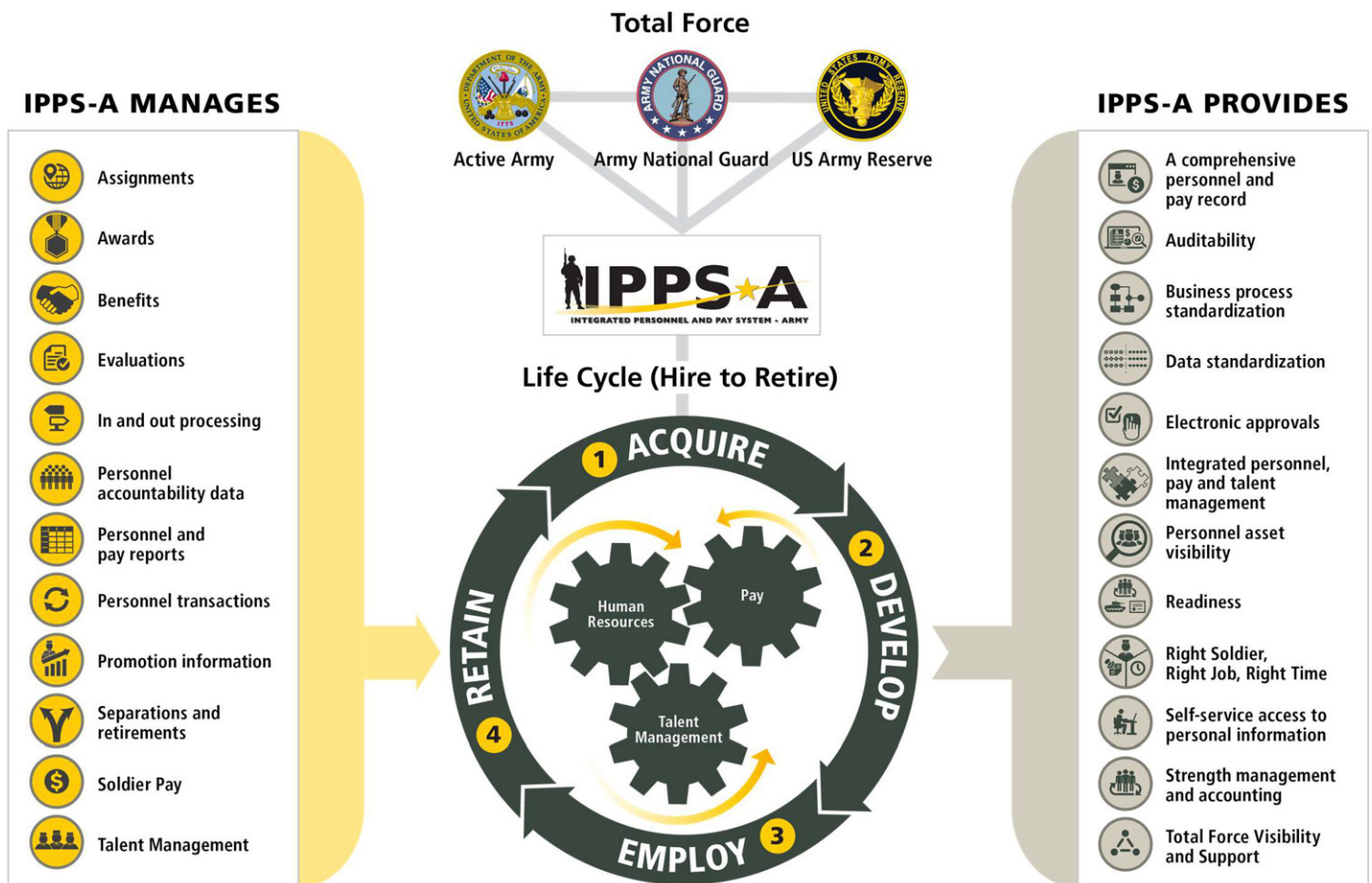
IPPS-A is intended to be a single, integrated personnel and pay system that soldiers can use to conduct self-service personnel transactions such as a change of address, which is projected to reduce the need for face-to-face interaction with HR professionals.

MISSION

Commanders will employ IPPS-A as a comprehensive system for personnel accountability and unit 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, capturing timely and accurate data through mobilization and demobilization.

PROGRAM

IPPS-A is a Business System Category 1 program for which DOT&E approved the IPPS-A TEMP in August 2018. Subsequently,



DOT&E approved an update to the TEMP to address IPPS-A Increment II Release 3 in October 2020. DOT&E approved the operational test plan for the IPPS-A Increment II Release 3 LUT in September 2021. The IPPS-A Increment II Release 3 LUT informed an FY23 limited deployment authority to proceed decision to allow deployment of the IPPS-A Release 3 software.

The IPPS-A PMO is addressing problems discovered during operational testing using Scaled Agile Framework development processes and has started development of IPPS-A Army military pay capability, which will provide full pay functionality for all three components of the Army.

» MAJOR CONTRACTORS

- CACI International, Inc. – Chantilly, Virginia
- Nakupuna Companies – Arlington, Virginia

TEST ADEQUACY

The Army Test and Evaluation Center (ATEC) conducted, and DOT&E observed a LUT on IPPS-A Increment II Release 3, which was executed in accordance with the DOT&E-approved operational test plan. The LUT, which the Army extended when DOT&E requested additional data, was conducted from June 2022 to February 2024. The additional data were from two sources: PMO help desk tickets and a User Assessment Test, led by the PMO and the

Functional Management Division. ATEC collected adequate data to evaluate cyber survivability during a cooperative vulnerability and penetration assessment and an adversarial assessment held concurrently with the LUT. The Army plans a VoF operational test in 3QFY25 to address the problems discovered during the LUT. DOT&E plans to assess the operational effectiveness, suitability, and survivability of IPPS-A in 4QFY25, following the VoF test.

PERFORMANCE

» EFFECTIVENESS

Many users found the data displayed in IPPS-A Increment II Release 3 unreliable. IPPS-A Increment II Release 3 struggles with data correctness and requires the use of workarounds to complete some critical business processes. One year following the deployment of Release 3, users continue to consistently submit high-priority help desk tickets. The number of new critical and high-priority tickets submitted each week remained consistent from May 2023 through February 2024, at which point data collection completed. As of February 2024, users continued to consistently report pay-impacting help desk tickets, indicating that pay-impacting errors in IPPS-A Increment II Release 3 appear harder to resolve than anticipated.

Interface problems contributed to many submitted help desk tickets. The mission-critical/pay-impacting inbound interfaces

in the Assignments, Hire/Rehire, Promotions, and Talent Management business processes did not meet the accuracy threshold and require the use of workarounds to complete functionality, confirming what testers observed during capability testing. DOT&E noted improvement as the system progressed through each event from LUT Phase 1 to User Acceptance Test to LUT Phase 2, but some interfaces still did not meet specified requirements.

» SUITABILITY

Users found IPPS-A was nonintuitive because the system used nonstandard Army terms, including in error codes. Another contributing factor is that the backlog of open help desk tickets remains large, despite improvements in the ticket resolution rate. The help desk ticket resolution rate is improving but remains slow, with 50 percent of tickets closed within 13 days on average. Moreover, the stable and large backlog of tickets suggests that the help desk is at capacity and not well positioned for the future software releases, should a similar rate of deficiencies be submitted by users.

IPPS-A met all but one of its specified reliability requirements. The Army collected reliability data from January 2023 until March 2023. During this period, there were three unplanned outages and three planned outages that prevented users from accessing IPPS-A. The mean time to repair an unplanned outage was 2.2 hours.

The operational availability was 98 percent. The one requirement that was not met is the mean time between system aborts, which was 194.3 hours, less than the required 672 hours.

» **SURVIVABILITY**

The IPPS-A PMO is working to address the cyber survivability findings discovered during the LUT, which are classified.

in user-submitted help desk tickets upon the operational deployment of IPPS-A Army military pay capability, to ensure adequate support for an extended period of increased help desk operational demands.

RECOMMENDATIONS

The Army should:

1. Resolve the remaining deficiencies in IPPS-A Increment II Release 3 capabilities and conduct a verification of fixes in an operationally representative environment before deployment of IPPS-A Army military pay capability, to ensure identified deficiencies are addressed.
2. Resolve the need for workarounds to conduct critical business processes that include pay-impacting data fields.
3. Conduct operational testing on IPPS-A Army military pay capability in an operationally realistic environment with all representative interfaces that will fully evaluate the mission prior to deployment and support the full deployment authority to proceed.
4. Use the IPPS-A Increment II Release 3 data to forecast and prepare for the likely increase