

Distance Support / NIAPS

Newsletter

November, 2012



Message From the Navy's Distance Support Assistant Program Manager

Hello, I am CDR Cord Luby, the Assistant Program Manager (APM) for Distance Support and Fleet Liaison assigned to Program Executive Office for Enterprise Information Systems Sea Warrior Program Office (PEO EIS PMW 240).

Welcome to our second Distance Support/Navy Information Application Product Suite (NIAPS) newsletter to the Fleet! You can expect future newsletters with useful and informative updates as our program continues to support the Fleet.

The target audiences for this newsletter are COs, XO's, Department Heads, COMMOs, TRAINOs, PERSOs, Command Career Counselors and NIAPS System Administrators (SYSADs) and of course, distribution as desired. As always, you can contact me or the Program Manager (PM) directly.

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NAVY 311 is at Your Service!

Many of you are familiar with the Navy's Distance Support Customer Relationship Management (CRM) components (e.g., AnchorDesk, 1-877-41-TOUCH, Global Distance Support Center) that have been providing Fleet assistance 24/7 since 2007. We are pleased to report that these collective Distance Support capabilities have been renamed to simply "NAVY 311". This is important because the Fleet now only has to remember one name and number—NAVY 311—to get immediate "reach-back" support about any on-duty or off-duty topic. These include systems, IT, maintenance, personnel, medical, training, quality, logistics, facilities, chaplaincy, and other subjects. The same service excellence that has characterized the Distance Support call center has not changed. Certified call center professionals, many of whom are prior Navy service members, staff the NAVY 311 help desk to address both Fleet and shore command needs.

Many of you have asked about the significance of "3-1-1." The number "3-1-1" is being deployed in over 300 cities worldwide to give citizens access to a centralized CRM operation, thereby making city government services more available and transparent. NAVY 311 is applying the principles of 3-1-1 citizen involvement and data analytics to provide the first-of-its-kind, non-tactical and non-emergency DoD CRM solution focused on Navy customers. The NAVY 311 model has tremendous potential for application across all the military services, their workforces, and extended family members.

NAVY 311 aims to provide an enterprise framework for proactive service delivery to the Fleet and past and predictive analysis to leadership for fact-based resource decisions. Some key benefits of NAVY 311 include:

- Reactive Service Delivery: Provides Fleet access to authoritative information and assistance, in port and at sea, and whenever and wherever afloat units are operating.
- Proactive Service Delivery: Allows service providers to

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NAVY 311 is at Your Service!

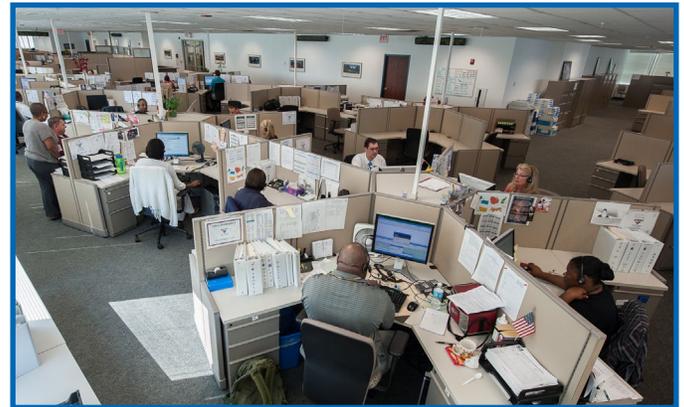
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“push” critical information to Fleet customers in anticipation of planned maintenance and/or operations.

- **Predictive Analysis:** Integrates data from transactional support systems across the Navy to give Fleet customers and program offices a broader view of recurring systemic issues so they can make improved resource decisions.
- **Metrics:** Enables decision makers to determine effectiveness of support community, identify requirements for resource reallocation, analyze return on investment (ROI), and other analyses.
- **Call Center Optimization:** Supports a collective, modernized approach to data collection and exchange, standards, reporting metrics, and interaction across individual Navy contact centers.

A key element of the NAVY 311 capability is the Support Provider Directory (SPD). This directory lists the situational points of contact required to address commodity, service, or product-related Fleet requests for assistance. NAVY 311 uses the SPD to quickly route a customer service request to the appropriate infrastructure support provider. To view the current SPD, logon to the NAVY 311 website and click on the “Join” toolbar option. Also, you can use the “Join” function to have your organizational data included in the SPD.

So the next time you have a problem and aren't sure where to turn, contact NAVY 311 for free, fast and reliable assistance and support. The NAVY 311 team is always standing by to help you get the answers you need.



The staff at the NAVY 311 call center is standing by to provide support and assistance 24 hours a day, 7 days a week. If you have a question and aren't sure where to turn, let the NAVY 311 team help you get the answers you need!

Hands Across the Water: A NAVY 311 Example

An Electronic Technician (ET3) from the USS MAHAN (DDG 72) identifies two separate circuit card assembly (CCA) faults. The ship's force replaces the CCAs with onboard Maintenance Assistance Modules (MAMs), yet both CCAs continue to fail, and the ship's force is unable to identify the cause. Via email, the ET3 requests support from NAVY 311, who documents the issue, records customer and problem data, and assigns a service request to Norfolk Ship Support Activity (NSSA) Detachment Naples, Italy. With NSSA Det Naples' assistance, the ship's force of the USS MAHAN determines that the SA-2112 secure voice switch has a faulty power supply and orders a replacement unit.



NAVY 311 Contact Information:

- Telephone: 1-855-NAVY-311 (1-855-628-9311)
- DSN: 510-NAVY-311 (510-628-9311)
- Email: Navy311@navy.mil / Navy311@navy.smil.mil
- Web: www.Navy311.navy.mil or www.Navy311.navy.smil.mil
- PLAD: NAVY THREE ONE ONE NORFOLK VA
- Text: type “Navy311@navy.mil” into the “TO” line of text message
- Chat: via NAVY 311 website





Contacting NAVY 311 via NIAPS

Currently, ship-to-shore NAVY 311 requests are handled either through toll-free phone calls to NAVY 311 or through the use of a web-based form called the Afloat Support Request. The Afloat Support Request form can be found through the ship's Navy Information Application Product Suite (NIAPS).

NIAPS provides support to the Sailors regardless of whether or not the ship has access to the Internet. The Afloat Support Request web form is a short, simple, universal request vehicle that can be used to electronically submit any type of support request to the NAVY 311 support infrastructure, no matter what the topic.

Sailors can access the Afloat Support Request web form via one of several prominently displayed links found on NIAPS. Once the form is accessed, the Sailor would complete and submit the web form. If the ship has Internet connectivity, immediately upon submission, the support request is vectored through NIAPS. Through modern technology, once it leaves NIAPS, a trouble ticket automatically will be created in the NAVY 311 Remedy trouble ticket system.

Once the Sailor's request is in the Remedy system, the system then automatically notifies the NAVY 311 support team that a new request has hit the system. Once the notification is received by the NAVY 311 system, the NAVY 311 team then determines who the correct support provider is to work the Sailor's request for assistance through to resolution and to the customer's satisfaction.

If the Sailor's ship does not have internet connectivity, NIAPS stores the support request in a queue waiting to be transmitted. Once NIAPS detects that Internet connectivity is available, the queue is emptied and the Sailor's support request is processed as previously described.

When the Sailor's ship is in a disconnected state, access to the Internet is not available. While the ship is in a disconnected state, the only way for Sailors to place an immediate ship-to-shore service request is to call the toll-free NAVY 311 number at 1-855-NAVY-311 (1-855-628-9311).

NIAPS Training - How You Can Take Advantage

Is there a trained NIAPS System Administrator (SA) onboard? Is the NIAPS-trained Administrator scheduled to rotate in the near future? Let us solve your dilemma and bring NIAPS SA training to you.

That's right, a simple request for NIAPS training submitted through the new "NAVY 311" (please see NAVY 311 contact info on page 2) and our NIAPS Training Coordinator will be in contact to schedule NIAPS SA training onboard your ship or sub, conducive to your schedule.

NIAPS SA training is a 7 hour training course that provides the Information Technologist (IT) with all the knowledge and skills required for the proper care and feeding of the NIAPS product suite.

This training consists of 4 – 5 hours of PowerPoint and 2 hours of hands-on training and troubleshooting. Don't delay; get your training scheduled today.

Career Tools Afloat Update

The Distance Support/NIAPS Team has recently completed testing of the new Career Tools Afloat (CTA) application and is releasing the update to Navy surface and sub platforms in November. CTA is a new software tool within the existing Navy Training Management and Planning System (NTMPS) suite of applications.

CTA replaces Navy Knowledge Online (NKO) At Sea, which has been used by afloat Sailors since July of 2005 to access a select group of career management applications in an environment disconnected from the Internet. These applications are Navy e-Learning (NeL) Afloat and its extensive catalog of on-line courses, Electronic Training Jacket (ETJ) Afloat, and Fleet Training Management and Planning System (FTMPS) Afloat. Sailors use the new CTA through the Navy Information/Application Product Suite (NIAPS) on their ship's intranet.

NKO At Sea's primary function was to authenticate user access to afloat career tools. CTA goes a step beyond NKO At Sea to streamline and simplify the user interface to those same career and training tools that Sailors use to manage their careers.

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Career Tools Afloat Update

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And although NKO At Sea is being replaced with CTA, Sailors can continue to take online courses via the Navy e-Learning Afloat Integrated Learning Environment (AILE), which remains unchanged.

The CTA common access point provides Sailors on surface ships with a gateway to certain Navy Career Tool applications—ashore and afloat—and speeds access by grouping links together for specific user groups, such as Sailor, Career Counselor, Personnel, Training, and Command. This functionality is something Sailors have been asking for and have never had ... until now!

NOTE: Submarines with NIAPS version 1.2 or below will lose access to all Navy Career Tools applications while at sea in a disconnected environment until upgraded to NIAPS 2.3. Access to CTA applications remain available while pier side with the availability of Internet access. Additionally, because submarines currently do not have Navy Standard Integrated Personnel System (NSIPS) Web Afloat installed, links to the Electronic Service Record (ESR) Afloat will be unavailable.

Maintenance Update 1B-5 Patch Release

The Navy Training Management and Planning System (NTMPS) Maintenance Update (MU) 1B-5 afloat release contains a total of four changes that will provide a visible impact to the Sailor, including important new information that is displayed in the Fleet Training Management Planning System (FLTMP) Afloat application and the Afloat version of the Electronic Training Jacket (ETJ).

The visible changes that will occur after the MU1B-5 installation includes:

- FLTMP Afloat screen now displays the user's name and designated grade rate

- NTMPS Afloat (NAFL) Load Status page now displays the following information:
 - The Afloat Integrated Learning Environment (AILE) or Afloat Navy eLearning (NeL) version installed
 - The NAFL data mart version installed
 - The Date of the Shore Learning Management System (LMS) or Shore NeL file that is used to populate reports
 - The creation date of the NAFL data mart
- The status of NeL Afloat course completions pending ashore documentation is now displayed
- NeL Afloat course completions that are pending replication to the shore Learning Management System (LMS) are now highlighted yellow

Testing of the MU1B-5 patch release was recently completed and the patch will be available to Navy surface and sub platforms in November.

Special MU1B-5 and CTA Installation Instructions for NIAPS System Administrators

NOTE: MU1B-5 upgrade MUST be installed PRIOR to CTA

PRE-INSTALLATION – must be performed by experienced NIAPS System Administrators!

1. Perform Pre-Installation Checklists for MU1B-5 and CTA
2. Follow instructions verbatim, do not skip steps, and if any issues come up contact niaps-support@navy.mil ASAP
3. Use pre-installation Lessons Learned from ships with successful install:
 - Complete a **FULL BACKUP**
 - Ensure ALL available amendments are downloaded
 - Verify SPSAdmin password using local NIAPS domain

INSTALLATION – must be performed by experienced NIAPS System Administrators!

1. Install MU1B-5 first
2. Install CTA second
3. Follow instructions verbatim, do not skip steps, and if any issues come up contact niaps-support@navy.mil ASAP
4. Log in and verify all hyperlinks on CTA

The Sea Warrior Program (PMW 240) manages a complex portfolio of information technology (IT) systems to recruit, train, pay, promote, move, retire, and support Navy personnel and deliver Distance Support IT to the Fleet. The PMW 240 Program is part of the Navy Program Executive Office for Enterprise Information Systems (PEO-EIS) which develops, acquires, and deploys seamless enterprise-wide IT systems with full lifecycle support for the warfighter and business enterprise. The editorial content of this newsletter is edited and approved by the Public Affairs Office of the Sea Warrior Program.

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