

Distance Support / NIAPS

Newsletter

October, 2015



Message From the Navy's Distance Support Assistant Program Manager

Hello, I am Sarah Seymour, the new Assistant Program Manager (APM) for Distance Support assigned to the Program Executive Office for Enterprise Information Systems, Sea Warrior Program Office (PEO EIS, PMW 240). I was the Deputy APM prior to taking over as APM, and prior to that role, I was Active Duty Air Force, so I understand the importance of supporting our deployed members.

There have been many changes since our last newsletter. In FY15, we were successful in identifying funding to bring back our NIAPS Fleet Training program for SYSADMINS. Our trainers have been providing real-time assistance on NIAPS systems and ensuring that Fleet issues are corrected on the spot or working with you to submit a trouble ticket via Navy 311 to ensure the problem is resolved. Our plan is to continue to identify resources so we can bring on additional Fleet Support and Trainers to increase the level of support that the Fleet requires.

As you all experienced, the directed November 2014 Data Center transition had more of an impact on replication than we expected. After working for months with the Charleston Navy Enterprise Data Center (NEDC) and our replication team, replication rates are now back at pre-data center transition levels of 75-80%, up from 50% following the move. My team is continuing to work with the NEDC on ways to bring those replication levels even higher.

The next major roll-out of NIAPS, Version 3.0, is nearing final testing with PMW 160 and we are still targeting to begin fielding in Q1FY16.

As always, you can contact me or the Program Manager (PM) directly. We look forward to serving the operational needs of our Fleet!

The target audience for this newsletter is COs, XOs, DHs, COMMOs, TRAINOs, ADMINOs/PERSOs, CCCs, and NIAPS SYSADMINS. Of course, please feel free to distribute to any in your organization who might find it useful.

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NIAPS 3.0 Release

The Distance Support/NIAPS Team has recently finished development and internal testing of NIAPS 3.0 and will soon be preparing for several external testing events. The currently deployed NIAPS 2.X faces multiple sustainment issues due to aging Commercial off the Shelf (COTS) software components. NIAPS 3.0 is a software refresh and not a complete redesign effort, although users will appreciate the upgrade for its improved usability, enhancements, security, and information assurance posture. This will give NIAPS 3.0 an expected lifetime of 7 years once introduced to the Fleet and will provide a stable framework for the future in support of Manpower, Personnel, Training, Education, Maintenance, Supply, Logistics, and various other software applications and

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NIAPS 3.0 Update (continued)

content in support of the Fleet and its mission. NIAPS 3.0 will upgrade the dated core framework, such as the operating system (OS), SQL, .NET, etc. The primary technology leap will be going from a 32-bit computing environment to a 64-bit computing environment using Windows Server 2012 R2 in conjunction with Microsoft SQL 2012.

Other updated items will be a new version of *DS_Update*, which will provide new functionality such as simultaneous downloads and the ability to automatically resume downloads from the point of failure in the case of a dropped connection. The Content Health Indicator Tool (CHIT) will be replaced by Configuration Monitor (CONFIGMON) which will provide increased oversight of the NIAPS server's configuration. A new, easy to navigate NIAPS home page will be used to access applications and content as SharePoint will not be available or supported on this version.

NIAPS 3.0 will operate in a similar fashion to the previous version of NIAPS, causing little to no disruption to the normal end user.

NIAPS SYSADMINs will need to reacquaint themselves with some of the newer user interfaces, features, and enhancements, and will be aided by computer-based training (CBT), NIAPS Training, and NIAPS Fleet Support Teams. Any additional issues will be addressed via the standard format of submitting a trouble ticket via NAVY 311.

The Distance Support/NIAPS Team is targeting introduction of NIAPS 3.0 to the Fleet by Q1FY16. Physical installations on 64-bit hardware and Consolidated Afloat Networks Enterprise Services (CANES) platforms will be conducted during normally scheduled availabilities starting in November 2015 and will continue until the Fleet has been upgraded.

We hope that you are as excited as we are. The Distance Support/NIAPS Team expects this to be the best, most refined version of NIAPS ever delivered to the Fleet in support of the Sailor, enhancing your day-to-day job and making it less tedious by leveraging the latest technology.

NIAPS Backups

As the hardware that NIAPS resides on continues to age, we have continued to experience more hard drive failures than ever before. The NIAPS server can function with a single hard drive failure due to the RAID-5 configuration, however, if no action is taken before a second drive failure occurs, a

complete loss of data can occur. If this happens, the worst possible situation to be in is not having adequate backups. This situation can easily lead to a minimum 4-6 week downtime for your NIAPS server while we build and install a new one.

The most important things you can do to prevent these situations are to 1) consistently monitor the hardware for signs of failure and 2) ensure all scheduled backups are being performed as expected. If you need assistance in learning about these checks, please submit a NAVY 311 ticket and our team will be there to support.

NIAPS 2.4.5 Release

We are in the final stages of getting authorization to release version 2.4.5, soon to be available to the Fleet as an electronic upgrade to existing NIAPS 2.4.4 servers. We are anticipating a September 2015 rollout. This update will bring the following additional functionality to the NIAPS servers:

- **EdgeService:** this update supports the synchronization of digital nautical charts and maritime safety information updates maintained by the National Geospatial Intelligence Agency (NGA). These critical NGA updates are essential to the navigation mission of ships and submarines mandated to use Electronic Chart Display Information Systems, Navy (ECDIS-N).
- **Food Service Management (FSM):** this update makes a number of improvements to the FSM application, including prime vendor allowances. This update allows the storage of prime vendor allowances for both ashore and afloat, allows catalogs to be loaded by ordering point, and allows orders to now be placed by ordering point. There are also 8 more specific upgrades that are included in this application upgrade to improve functionality.

DCO to DCS Impacts

As of June 2015, Defense Connect Online (DCO) has been sunsetted, impacting the NIAPS Fleet Support team's ability to remotely troubleshoot and resolve issues. DCO was a remote connection software that allowed NIAPS Fleet Support technicians to remotely connect to the shipboard NIAPS server and take control of the session under Ship's Force's supervision.

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DCO to DCS Impacts (continued)

As per CYBERCOM TaskOrd 15-0019, Defense Collaboration Services (DCS) is the planned replacement for DCO. However, there are significant differences between DCO and DCS. DCS cannot be used from the ship's NIAPS servers. Due to these differences, NIAPS Fleet Support will be using onboard ship visits, email, and phone calls to resolve emergent issues on the NIAPS servers. This will lead to a significant delay in resolution and increased ticket time to closure until another tool is developed to replace DCO, which is currently in the works.

NIAPS SYSADMIN Best Practices

For NIAPS SYSADMINS, please perform the following steps to help keep the NIAPS suite of applications running smoothly and efficiently:

- Inform shipboard stakeholders (e.g., TRAINO, CCC, ADMIN, etc.) of outages or delays in data replication that affect crew access to, or use of, Navy Career Tools and other NIAPS applications.
- In order to receive the latest updates to NIAPS and IAW NIAPS Policy Directives, SYSADMINS are encouraged to run the *DS_Update* program once daily by double clicking on the desktop icon. The *DS_Update* program synchronizes data on the shore and ship, is easy to use, and functions much like the Windows Update application produced by Microsoft. This will enable you to download lower priority updates (i.e., amendments) that are smaller in size when underway and keep a good view of what larger updates you need to concentrate on when you are connected to a shore connection. If you see issues with your manual *DS_Update*, it will let you catch issues with the six daily automatic updates that run in the background for the higher priority updates.
- While you are observing the daily *DS_Update*, make a quick visual scan of your NIAPS system (legacy servers only). Look for dirty fan covers and check for the proper display of your status/warning lights. This could let you catch issues before they become catastrophic.
- Have a schedule set up to perform and verify the Daily, Weekly, Monthly, and Quarterly backups as laid out in the System Administrators Guide (SAG). If you cannot locate your SAG, go to the following URL and burn the NIAPS 2.4 System Administrators Guide (EE610-J2-SAG-010.pdf) to

a disk. \\<NIAPS_Server>\Inbound_Data\Software_Updates\All_NIAPS\NIAPS_Training\System_Manuals\

- Maintain a log of NIAPS issues and corrective actions to assist in future problem identification and troubleshooting efforts.
- Check for the installation of unapproved software or devices that may void the accreditation or increase the risk posture of the NIAPS system (NETWARCOM 061140ZAUG09).
- Ensure NIAPS servers have sufficient free disk space on all drives.
- Ensure Backups are being conducted per the NIAPS SAG.
- Do not use NIAPS for web browsing, email, or instant messaging. These activities introduce serious risks, especially by system administrators.
- Reboot the NIAPS server weekly.

NAVY 311 Update

In the coming weeks, look for a change at NAVY 311. We will be offering more direct choices via a phone menu on our NAVY 311 telephone number (1-855-NAVY-311) to expedite and streamline service requests and questions. More than ever, NAVY 311 is Your Navy...Your Needs...ONE Number. As always, you can also reach NAVY 311 by using the web form at the NAVY 311 website, or by email, chat, and SIPR.

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!



- 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: <http://www.public.navy.mil/spawar/peoeis/navy311/Pages/Home.html>
- PLAD: NAVY THREE ONE ONE NORFOLK VA
- Text: type "Navy311@navy.mil" into the "TO" line of text message
- Chat: via NAVY 311 website





We're Moving!

NIAPS software support functions will be transitioning from NSWC Crane to SSC PAC in the next FY. The move serves to better support the Fleet due to the ongoing transition to the Consolidated Afloat Networks Enterprise Services (CANES), integrated and tested in SSC Pacific environments. This means that the Fleet's primary NIAPS POCs including project director, systems engineering, and Fleet support will change. We will keep you informed through our monthly Application Owners meeting, our portal, and our newsletter.

The Sea Warrior Program (PMW 240) manages a complex portfolio of information technology (IT) systems to support Navy human resource management, criminal justice, Fleet support, afloat business applications, Navy and DoD portfolio management, DON administration, and joint aviation aircraft scheduling. The PMW 240 Program is part of the Navy Program Executive Office for Enterprise Information Systems (PEO EIS) which develops, acquires, fields, and sustains enterprise network, business, and Fleet support IT systems for the warfighters of the Navy and Marine Corps.

This newsletter is prepared by the PMW 240 Distance Support and Enterprise Change Management (ECM) teams. The editorial content of this newsletter is edited and approved by the Public Affairs Office of the Sea Warrior Program.

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