

Navy Career Tools Questions Submitted at the NCA Symposium 2009 Presented by the Sea Warrior Program (PEO-EIS PMW 240)

The questions below were submitted by attendees of the Navy Counselors Association (NCA) Symposium held 15-19 June 2009 in Schaumburg, Ill. The Sea Warrior Program (PEO-EIS PMW 240), lead IT agent for most of the Navy Career Tools, provided responses in coordination with the appropriate system sponsors.

The systems discussed are:

- BUPERS Online (BOL)
- Career Information Management System (CIMS)
- Career Management System/Interactive Detailing (CMS/ID)
- Electronic Service Record (ESR)
- Navy Training Management and Planning System (NTMPS)
- Fleet Training Management and Planning System (FLTMPS)
- Navy Standard Integrated Personnel System (NSIPS)
- Officer Personnel Information System (OPINS).

1. BOL—How do I use the IA (Individual Augmentee) link on BOL that shows which Sailors from my command have Temporary Assigned Duty/Temporary Duty (TAD/TDY) IA orders?

Permanent Change of Station orders are posted on BOL on the main menu under "View Orders." Career Counselors and designated Command Representatives can view these orders. If not, request access through the BOL Help Desk toll-free at (800) 951-NAVY. All IA TAD/TDY orders are written in the Navy Marine Corps Mobilization Processing System (NMCMPs) also located on BOL.

All Navy military members automatically have access to NMCMPs. If orders are posted, personnel can go to BOL, click on the NMCMPs link and select "View My Orders" on the main page to view and print a copy. This view will show a complete orders history with the most recent at the top.

BOL access roles are assigned based upon your command's current onboard Unit Identification Code. The commanding officer, executive officer, officer in charge, etc. billets are automatically assigned an Administrator role for their command on the Non-Secure Internet Protocol Router Network modules of NMCMPs. Administrators can also assign roles to personnel from their own command or other commands.

If there isn't an Administrator listed for a particular command, that role can be assigned by the NMCMPs help desk. Call the help desk commercial (901) 874-2414 /3938/2375/4365/4711 or DSN 882, or email MILL_NCMCPS@navy.mil.

There are two types of Active Duty IA: 1. Global War on Terror (GWOT) Support Assignment (GSA) and 2. Individual Augmentation Management Module (IAMM):

GSA: This is when a member completes an IA between PCS assignments. The member can use CMS/ID to apply for a GSA assignment. If selected, the member will be ordered to either the Expeditionary Combat Readiness Center (ECRC) San Diego or ECRC Norfolk. This assignment is specifically for the member to go on a GSA IA. Along with PCS orders to the ECRC, the member also receives TAD/TDY orders to theater. While on IA the member will negotiate follow on PCS orders from the ECRC to the next command. After returning from theater, the member won't stay at the ECRC for long, but will PCS to the new duty station almost immediately.

IAMM: This is the traditional scenario where a member is sent TAD/TDY from the current command to go on an IA. After completing the IA, the member returns to same command. For IAMM version of IAs, the member is only issued TAD/TDY orders.

2. CIMS—When will CIMS Afloat be updated to match the web version? I understand a patch is being worked, but this has been ongoing since February.

CIMS depends on NSIPS, and upgrading ships with the latest version of NSIPS is a continuing, time-intensive process. The NSIPS team is working to obtain permission to upgrade during the Navy's ship modernization process schedule. The Sea Warrior Program is working to improve the overall afloat software delivery process, including "over-the-wire" updates to reduce delays.

3. CIMS—Will CIMS Analytics Reports (Perform to Serve) be more timely? Specifically, to report current month results rather than month delays?

The initial requirement for CIMS Analytics Perform to Serve (PTS) Report was to update PTS data monthly. PERS-33 and the NSIPS team are working to process a PTS file on a daily basis. Once the PTS file is available, the CIMS Analytics PTS Report can be modified to reflect daily updates.

4. CMS/ID Gates and Flags—Is it possible to simplify the wording to reduce complexity of comprehension? What about elimination of any codes?

Simplification is possible. Your suggestion will be forwarded to the Navy Personnel Command for consideration.

5. CMS/ID—Can you provide a popup notification to Command Career Counselors that one of their Sailors applied for a billet?

Popup notification is also possible and your suggestion will be forwarded to the Navy Personnel Command for consideration.

6. CMS/ID—Will CMS/ID Afloat work?

The feasibility to deliver reliable, at-sea access of CMS/ID will be determined eventually. The Chief of Naval Personnel will make the final decision concerning afloat-wide CMS/ID.

CMS/ID was thoroughly tested in both ashore and afloat environments, and was proven reliable as a stand-alone application when connected through the Internet. When ships are at sea in the disconnected environment, CMS/ID uses a process called "replication" to transfer data via satellite between the shipboard server and the ashore environment. Replication presents numerous technical challenges regarding reliability, so evaluation of CMS/ID in the at-sea environment is continuing.

7. CMS/ID—Will this system be Sailor-friendly? Many acronyms are unfamiliar.

To address this issue, the Sea Warrior Program is working with the CMS/ID requirements sponsor, Navy Personnel Command, to develop an acronyms link in the system. We recognize the benefit of making the system more Sailor-friendly while keeping in mind that such efforts are resource-intensive and should be balanced with the continuous improvements that support Navy policy.

8. CMS/ID—Recently learned about it during the NCA Symposium.

You may be interested in this brief overview of CMS/ID's background. CMS/ID originated from a legacy system called the Job Advertising and Selection System (JASS), which evolved into the JASS Career Management System (JCMS). Eventually JCMS was renamed CMS/ID, empowering Sailors to check eligibility for jobs on their own. Over the years, software releases matured CMS/ID into a valuable tool in the job distribution process.

Recently NAVADMIN 200/09 announced an upgrade known as "Sailor Apply" that gives Sailors the ability to submit their own job applications in CMS/ID. The Chief of Naval Personnel said "Sailor Apply" reflects commitment to the Navy's Total Force strategy to place more career management tools in the hands of Sailors.

As a result, CMS/ID usage increased to nearly 1.5 million logins from January to June 2009 with nearly 65,000 job applications submitted.

Access CMS/ID either directly online at <https://www.cmsid.navy.mil> or through the Navy Knowledge Online portal at <http://www.nko.navy.mil>.

9. ESR/NSIPS—What is the best recommendation for training our Sailors on their personal use of ESR?

The ESR Quick Reference Guide and the ESR Desk Guide (Policy) are available on the NSIPS page on Navy Knowledge Online. While the Quick Reference Guide answers many user questions, further help is available through the NSIPS/ESR/CIMS help desk. Call the help desk toll-free at (877) 589-5991, Commercial (504) 697-5442 or DSN 647-5442.

10. ESR/NSIPS—I heard all the personnel service records are going to be able to talk to each other soon. Is that true? Are Officer Summary Record (OSR) and ESR the same thing? Also, Navy Department Awards Web Services (NDAWS) is supposed to feed the ESR, but sometimes things don't translate over.

Personnel service records: The ESR in NSIPS contains data for both officer and enlisted personnel. ESR is updated daily through interfaces with OPINS, Navy Enlisted Systems and Reserve Headquarters System. The Navy is striving to make it easier for systems to "talk to each other" by continually eliminating redundancy and inefficiency.

OSR and ESR: According to the NSIPS help desk, OSR is something different from the ESR. Officers can view their OSR in ESR, but they must access their OSR through BOL if they want to make changes to their OSR. Sometimes there is confusion that ESR stands for Enlisted Service Record, but not in this situation regarding NSIPS. Access ESR on the NSIPS website at <https://nsips.nmci.navy.mil/>. For any questions on the OSR, ESR or NSIPS, call the NSIPS help desk toll-free at (877) 589-5991, Commercial (504) 697-5442 or DSN 647-5442.

NDAWS: NSIPS interfaces with the NDAWS through the Navy Awards System, but any award errors found in your ESR should be resolved with your servicing Personnel Support Detachment. More details on updating personal awards are posted on the NDAWS website at <https://awards.navy.mil/>.

11. ESR/NSIPS—When documents are entered for our Command, we send them to the Personnel Support Detachment (PSD) for completion. Once these documents are completed, they are often then deleted. Also, sometimes retained documents "disappear" from the system. Then, when issues arise and there is no audit trail of the originally submitted documents, it makes resolution very difficult.

Can the documents that are scanned with the transaction be retained as long as that transaction exists in the system?

Unfortunately, no. The NSIPS team cannot scan source documents nor issue policy for document or file retention. Documents forwarded to PSD to serve as data entry requirements are distributed and retained based on the policies of the Navy Personnel Command, Commander Navy Installations or local policy.

12. ESR/NSIPS—I find it difficult with how long it takes for NSIPS to update the Reserve Headquarters System (RHS). Is RHS going away with the implementation of NSIPS?

The status of RHS will be determined as the new Navy's Future Pay and Personnel System develops. To address your first comment, NSIPS uploads data to RHS on a daily basis as specified in the NSIPS and RHS Interface Control Document.

13. ESR/NSIPS—Being a Personnel Specialist, I feel that all too often command-level personnel in supervisor or clerk positions are not properly trained properly on how to use NSIPS effectively. The system has a huge impact on a Sailor's Electronic Service Record, which affects the Official Military Personnel File in Millington ... Most being PQS, JQR, LQR, Page 13s, etc.

There are several training opportunities available to learn NSIPS. Formal classroom training is provided by the Navy Reserve Professional Development Center. Commander, Navy Installations Command and Navy Pay and Personnel Support Center also sponsor traveling training symposiums.

Quick reference guides and user manuals are available on the NSIPS page on Navy Knowledge Online and the NSIPS webpage posted at <https://nsips.nmci.navy.mil/>. In addition, Navy Personnel Command and BUPERS distribute periodic updates via the Pay and Personnel Information Bulletins and NAVADMINs.

Users can also contact the NSIPS/ESR/CIMS Help Desk toll-free at (877) 589-5991, Commercial (504) 697-5442 or DSN 647-5442.

14. Navy Career Tools—Why is it difficult to login to them from a non-NMCI network? I would like to have an easier login when I'm not at work.

User convenience needs to be balanced with network security requirements. That challenge is that the Department of Defense mandates that Sailors use the Common Access Card (CAC) when logging into many Navy systems. Once a computer is set up for CAC, however, many Navy Career Tools offer convenient CAC login to protect your personal data.

Sailors can request a CAC reader for their personal computers from their command IT department or buy their own at a nominal cost. Reserve Sailors can request a CAC reader from their Navy Operational Support Centers. For assistance with CAC issues, call the Public Key Infrastructure help desk toll-free (800) 304-4636, DSN 588-4286, or email itac@infosec.navy.mil.

15. Navy Career Tools—CIMS, ESR, FLTMPs, etc. should be more user friendly and combined into a one-stop shopping tool. Is there any way to centralize the support provided by these online tools?

“One-stop shopping,” or logging onto a website to access multiple Navy Career Tools, is a recognized, high-priority need within the Navy enterprise. The Sea Warrior Program, OPNAV planners, the Fleet and functional owners are working together to define the best path forward while continuing to deliver improvements that better serve our Sailors and commands.

Recently, the Sea Warrior Program delivered single sign-on between Navy Knowledge Online (NKO) and CMS/ID, as well as additional connectivity between CMS/ID, NTMPS, NKO, Personnel and Pay systems, distribution systems and more. The additional connectivity provides access to Navy Enlisted Classification Manual data, Electronic Training Jacket, Physical Readiness Information Management System, command website links and other personnel data. All of these connections and interfaces are integral parts of what a Sailor and the chain of command need to manage their careers and manpower. However, there is considerable ground yet to cover to achieve true “one-stop shopping.”

Single Help Desk: Global Distance Support Center (GDSC) is the Fleet's single point of entry for assistance that provides guaranteed resolution for any question, any time. Contact the GDSC toll-free (877) 418-6824, or email help@anchordesk.navy.mil. The GDSC website, called Anchor Desk, is posted at <http://www.anchordesk.navy.mil/>.

16. Navy Career Tools—Can the Navy make all these programs afloat on NIAPS?

The Navy’s ultimate long-range goal is to provide a standardized, “one-stop” site for Sailors to access Navy Career Tools from anywhere in the world. Evaluations are underway, including the NIAPS shipboard server, to determine the best solution to achieve this goal. In the meantime, as the Navy moves toward self-service career and life management, the need to simplify access to career tools is a high priority.

17. Navy Career Tools—Do all these systems talk to each other?

Unfortunately, the simple answer is “no” because these systems were developed over decades as independent, standalone solutions. To address this situation, the Navy is using a “continuous improvement” approach to modernize, retire or consolidate legacy IT systems. The focus is ensuring Sailors have access to timely and authoritative data—no matter which Navy Career Tool they are using.

18. NTMPS/FLTMPS—I would like to see more emphasis on how to properly use these systems. Sailors often hear of NTMPS/FLTMPS and are often required to use them, but don’t know how to use them effectively or efficiently.

FLTMPS personnel used to provide onsite training support in Fleet concentration areas, but stopped due to budget cuts. In lieu of classroom training, FLTMPS now offers a PowerPoint tutorial on how to use several menu selections as well as a Job Performance Aid (JPA). Both the tutorial and JPA can be emailed by contacting the NTMPS Support Desk toll-free at (866) 438-2898 or commercial (850) 438-2898, or by emailing support@ntmpshelp.com. In addition, NTMPS analysts support the Fleet Training Officers in Norfolk and San Diego. These analysts routinely provide web-based training via VTC when it is requested for distant activities such as Hawaii.

FLTMPS, which is one part of the NTMPS system, integrates Manpower, Personnel, Training and Education data into a single reporting system.

19. NTMPS/FLTMPS—Will FLTMPS have report creation functionality so I can tailor and generate custom reports rather than going through FLTMPS Help Desk?

Currently, there is no plan to provide FLTMPS users with the capability to generate custom reports. The NTMPS team is evaluating options to provide limited customized report generation to a limited number of users.

Users can currently generate reports through the “Personnel > Individual Data Search” Module for personnel with specific skill sets whether it is NEC, NOBC or AQD driven. The NTMPS team is

evaluating how to make this capability more robust by allowing users to add fields and modify filters. In the past, some users were able to create their own personal reports under the previous NTMPS Client server option. Funding cuts, however, resulted in discontinuation of the NTMPS Client server back in late 2007.

20. FLT MPS—Under the Reserve Unit Assignment Document (RUAD) list, please put in and keep all Reserve Navy Mobile Construction Battalion units. Currently some show up for a limited time and are then removed or replaced with others. Also, please add a Projected Rotation Date column for the Reserve. On FLT MPS, please align Reserve personal data with Active; i.e. warfare devices, command history, advancement data, etc.

Investigation revealed that the selection list for the RUAD report did not contain all Training Unit Identification Codes (TRUICs) assigned to Reserve personnel. Therefore, not all TRUICs were available for selection. Because this was corrected in July 2009, all TRUICs should now appear in the select list.

The FLT MPS RUAD was designed to mirror the RHS RUAD which originally did not contain PRD information. The NTMPS program office will be reviewing a current RHS RUAD to ensure FLT MPS reports accurately contain the same information and will initiate a change to update the RUAD report.

With regard to Reserve personnel data aligning to Active Duty data, the data is provided by two different sources. Therefore, data provided from these sources may not always match or is not available via current data feeds. The NTMPS program office worked to align the data based on elements provided as much as possible.

Some Reserve data, such as Exam Profile and Advancement, were not added to the Electronic Training Jacket (ETJ) due to guidance put out in 2006. NPC announced that the ESR would replicate all data contained in the FLT MPS ETJ. As a result the ETJ was put into sustainment mode and development of the advancement tabs for the Reserve was cancelled.

21. ESR and ETJ—Is there a way to ensure that personnel information is updated and current? If personnel information is incorrect, then provide simple instructions in order to correct the problem.

The ETJ is populated from numerous authoritative Navy data sources. We do not modify data that is displayed in a Sailor's ETJ that is owned by an authoritative source. However, each tab of the NTMPS ETJ contains link at the bottom of the page that provides detailed guidance on whom is responsible for the data and how to contact the appropriate Navy Help Desk for assistance.

22. OPINS—Are you going to update or integrate OPINS Multi-host Internet Access Portal (MIAP) into Navy Career Tools?

At this time OPINS, a mainframe-based system accessible via MIAP, is planned to continue as a standalone application.

Insights into the survey participants: CMS/ID Awareness Survey
Conducted during the NCA Symposium 2009 (15-19 June)
by Sea Warrior Program (PEO-EIS PMW 240) Public Affairs, 11 Aug. 2009

The previous questions addressed in this document were submitted by a number of participants who volunteered to complete a survey on CMS/ID awareness. In the survey, participants also provided information about themselves. The following is a snapshot of the participants.

Rank: *All survey participants were enlisted Sailors. 56% were the rank of E6, 26% were E7 and 13% were E8.*

Length of Service: *47% had 11-15 years of service, 26% had 16-20 years of service, and 12% had 6-10 years or 20-25 years of service.*

Awareness of CMS/ID: *100% of the survey participants heard of CMS/ID before.*

Where they heard about CMS/ID: Survey participants were asked to indicate the channels through which they heard of CMS/ID and to check all that applied. *The most popular channel was Navy Knowledge Online (NKO), as indicated by 88% of the participants.*

Other channels selected included 56% for "Website," 38% for "Email," 32% for "Other," 29% for their command, 21% for "Magazine," 18% for outside their command, and 12% for "Newsletter."

Through a website: *Of the 56% that indicated "website," 67% identified they heard of CMS/ID through the Navy Personnel Command (NPC) website.*

This was followed by CMS/ID website directly at 22% and the Navy News on the Navy website at 11%.

"Other": *Under "Other" sources, most participants indicated they heard about CMS/ID from their Command Career Counselor at 45%, followed by a symposium at 22%.*

"Magazine": *The magazines identified where participants heard of CMS/ID are NPC's LINK Magazine at 62%, followed by the commercial publication Navy Times at 25% and the Navy's All Hands at 13%.*

"Outside the command": *Survey results indicate the Navy Counselor is viewed as an important source of information for CMS/ID. From a source outside of the command, 66% of the participants heard of CMS/ID from a Navy Counselor.*

The OPNAV 16 Fleet Introduction Team and "TYCOM" were both cited at 17%.

Logging in to CMS/ID: *94% of the participants have logged into CMS/ID. Of those who have logged in, they were asked how they access CMS/ID. Most log into the CMS/ID website directly, 34%. NKO was chosen as close second at 32%, followed by the NPC website at 26%.*

CMS/ID customer support: *A majority have never used customer support for CMS/ID, 58%.*

41% had asked for customer support. Of those who had used customer support in the past, 75% called the CMS/ID help desk directly.

CMS/ID user aids: *56% of those surveyed knew of QuickStarts. Only 50%, however, knew where to find CMS/ID QuickStarts and other Navy Career Tools user aids.*

User training: *71% of the participants received some form of training on how to use CMS/ID.*

Of those who received instruction, 25% received training from their local command, 22% from a symposium, 17% from Command Career Counselor school, and 17% from an online source.

CMS/ID update preferences: *59% of the participants preferred to receive updates on CMS/ID via email.*

32% mentioned they preferred to receive updates from the NPC website, followed by CMS/ID system messages at 12%.

For further information on the CMS/ID survey, contact MCC Escamilla at (817) 782-1753 or email maria.escamilla@navy.mil.