



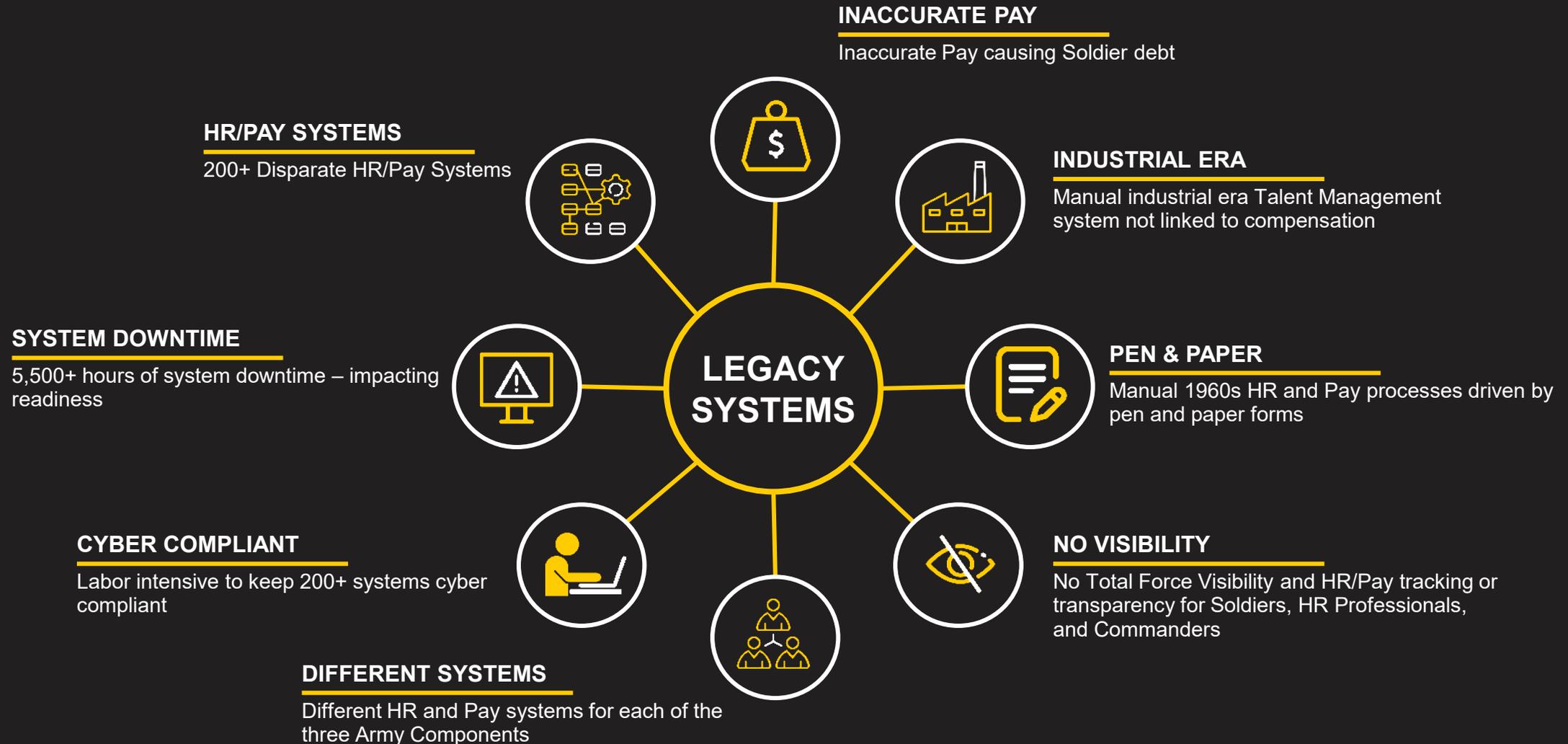
# INTEGRATED PERSONNEL & PAY SYSTEM-ARMY (IPPS-A) ROAD TO GO-LIVE & BEYOND

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**PROJECT MANAGER, IPPS-A**

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# WHY WE NEEDED IPPS-A

(MODERNIZING ARMY HR)



# INTEGRATED PERSONNEL AND PAY SYSTEM - ARMY (IPPS-A)

## MISSION

**ENABLE** a better quality of life for soldiers and families; **PROVIDE** robust tools to enable Mission Command for Commanders and Leaders; **DELIVER** a modern suite of Capabilities to Human Resource Professionals; and **SUPPORT** Army G-1 Priorities.

## IPPS-A OVERVIEW

IPPS-A is an online Human Resources (HR) system that provides **INTEGRATED PERSONNEL, PAY** and **TALENT MANAGEMENT** capabilities in a single system to all Army Components for the first time ever.

## IPPS-A CAPABILITIES

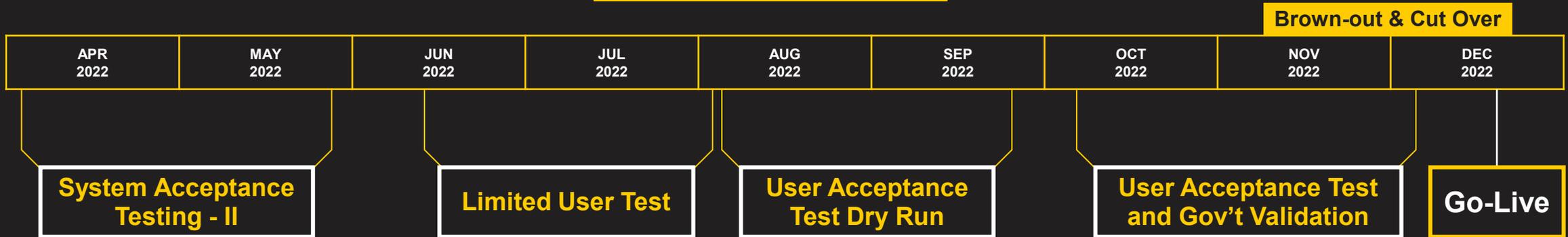
IPPS-A **DELIVERS VISIBILITY** over the entire force and maximizes the potential of the Army's greatest asset, the Soldier, to enhance Army Readiness. It improves **ACCESS, TIMELINESS** and **ACCURACY** of personnel information.

## IPPS-A BRIEF HISTORY

Release 3 development started in **DECEMBER 2019**, and after a rigorous and robust **36-MONTH** build, we successfully launched in **DECEMBER 2022** with a phased deployment across all Army components.

# RELEASE 3 GO LIVE

## TESTING OVERVIEW



ACQUIRE	DISTRIBUTE	DEVELOP	MAINTAIN	FOUNDATION
100% / 100% 112 / 112 / 0 / 0 / 0 ★	100% / 100% ★ Talent Management 61 / 61 / 0 / 0 / 0	100% / 100% Profile Management 20 / 20 / 0 / 0 / 0	100% / 100% Retirement Points 11 / 11 / 0 / 0 / 0	100% / 100% Foundation 47 / 47 / 0 / 0 / 0
100% / 100% Benefits 4 / 4 / 0 / 0 / 0	Getwell NA Eligibility Framework SPR: 0   ECR: 0	Getwell NA Manage KSBs SPR: 0   ECR: 0	100% / 100% Transfers 7 / 7 / 0 / 0 / 0	Getwell NA Departments SPR: 0   ECR: 0
100% / 100% Contracts 22 / 22 / 0 / 0 / 0	97.2% / 100% ★ Assignments 145 / 145 / 0 / 0 / 0	100% / 100% Awards 4 / 4 / 0 / 0 / 0	100% / 100% Restrictions 9 / 9 / 0 / 0 / 0	100% / 100% Positions 1 / 1 / 0 / 0 / 0
	Getwell NA Orders Framework SPR: 0   ECR: 0	100% / 100% Military Training 1 / 1 / 0 / 0 / 0	<b>PAY</b>	Getwell NA Workflow SPR: 0   ECR: 0
	97.2% / 100% Readiness & Manning 6 / 6 / 0 / 0 / 0	100% / 100% ★ Promotions 48 / 48 / 0 / 0 / 0	Special Pay ★	Getwell NA Outbounds SPR: 0   ECR: 0
	<b>TRANSITION</b>	100% / 100% Physical Profiles 22 / 22 / 0 / 0 / 0	100% / 100% ★ Payroll Absences 11 / 11 / 0 / 0 / 0	100% / 100% Internal Controls 2 / 2 / 0 / 0 / 0
	100% / 100% Separations 19 / 19 / 0 / 0 / 0	Getwell NA Civilian Employment SPR: 0   ECR: 0	100% / 100% ★ DJMS Framework 33 / 33 / 0 / 0 / 0	100% / 100% PAR Framework 5 / 5 / 0 / 0 / 0
	100% / 100% Deceased 1 / 1 / 0 / 0 / 0	100% / 100% Reductions 4 / 4 / 0 / 0 / 0		Getwell NA Mass Update Framework SPR: 0   ECR: 0
				Getwell NA Digital Signature SPR: 0   ECR: 0
				Getwell NA APP SEC SPR: 0   ECR: 0

## RELEASE 3 FUNCTIONALITIES

- ACQUIRE
- DISTRIBUTE
- DEVELOP
- MAINTAIN
- PAY
- TRANSITION
- FOUNDATION
- INTERFACES
- ANALYTIC TOOL

## PHASED APPROACH

### HR PROFESSIONALS

- Dec. 20, 2022

### LEADERS / MANAGERS

- Jan. 4, 2023

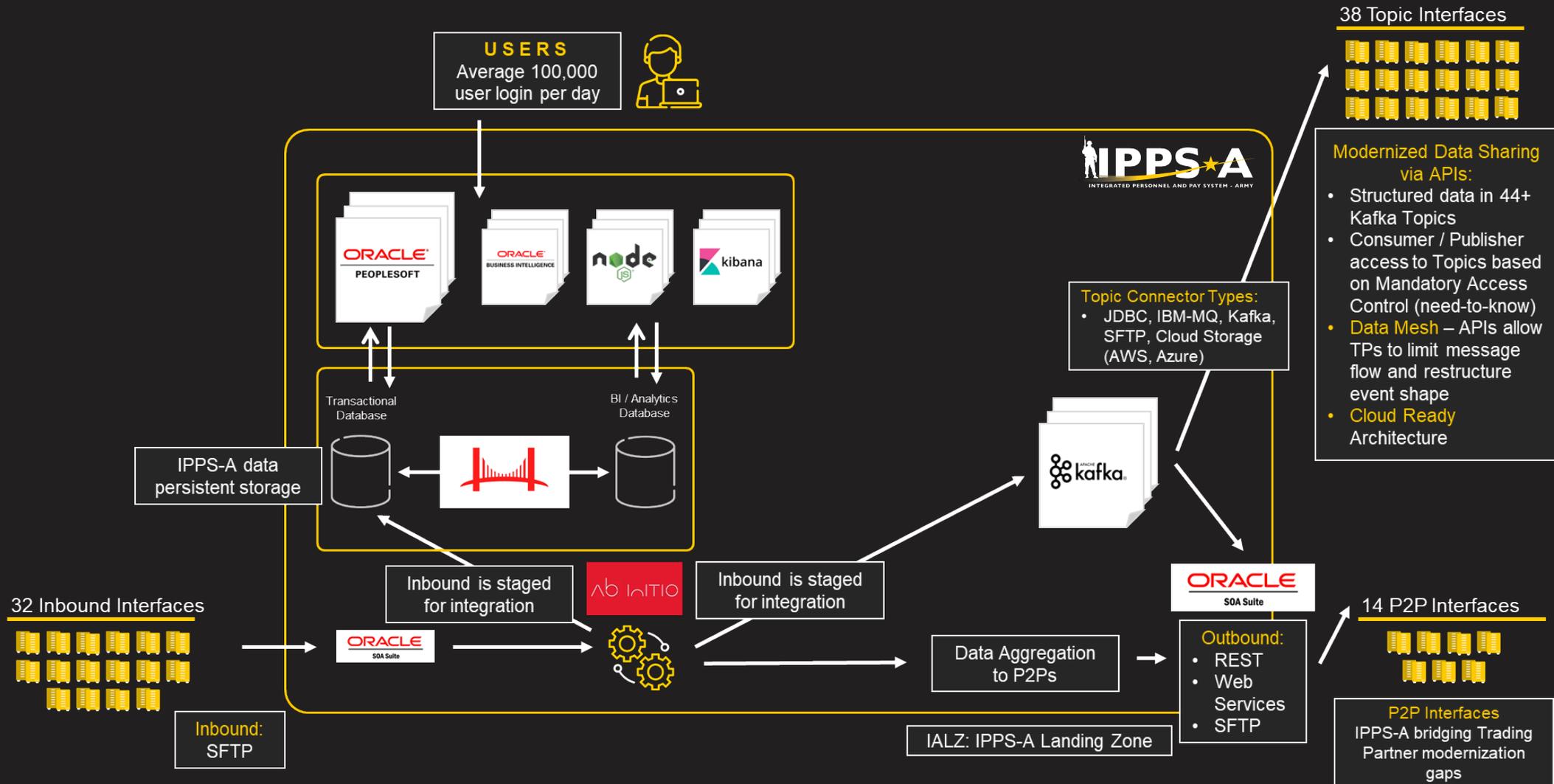
### ALL USERS

- Jan. 17, 2023

**Legacy data converted during Brown-out:**

23 systems subsumed (full or partially) | 28 data sets | 240 data tables | >800 million data elements

# IPPS-A HIGH LEVEL ARCHITECTURE



● **LARGEST ORACLE PEOPLESOFT IMPLEMENTATION IN HISTORY** ●

# TRAINING APPROACH

## TRAINING SEQUENCE

Training Audience Analysis

Develop & Deliver Training

Rehearse Go-Live Sequence

IPPS-A Go-Live 1.1M Users



### TRAINING

- Distance Learning Courses
- Instructor Facilitated Training
- Webinars
- Train the Trainer Course
- Certification Course



### ENVIRONMENTS

- Institutional Training Environment
  - Taught/Used in Professional Military & TRADOC School
- Operational Training Environment
  - Able to provide individual/collective on-site training



### PRODUCTS

- IPPS-A business features distinct courses
- Business Process Overviews
- User Manual
- Cutover Guide
- Job Aids

45 Distance Learning Courses Created | 3,500 Personnel Trained through Train the Trainer Course | 357 Distinct Course Created  
34 Business Processes

# MULTI-TIERED SYSTEM OF SUPPORT

## First Line Support

### Virtual and In-Person Training

- Virtual support OCONUS and via Teams Channels to ~8,100 HR Professionals
- In-Person Support Opportunities:
  - Officer Candidate School
  - Warrant Officer School
  - Military Personnel Divisions
  - Human Resources Command

### Over the Shoulder Support

- Started at 21 locations at Go-Live; 11 CONUS / OCONUS locations ensuring system stability and providing real-time support
- Rotating locations as necessary through 31 March 23
- 3x daily functional training / walk-throughs of specific topics received during OTSS or Help desk tickets available to multiple time zones

## Elevated Support

### Reach Back Cell

- 24/7 IPPS-A Command Center
- IPPS-A SMEs
  - Developers
  - Functional SMEs
  - Deployment Team
- Troubleshooting and Defect Resolution

### Helpdesk & CRM

- Submit, track and monitor HR / IT cases to Bn S1 or IT Helpdesk
- IPPS-A Helpdesk (1-844- HR-IPPSA)
- Knowledge Base: FAQs & Solutions to common problems

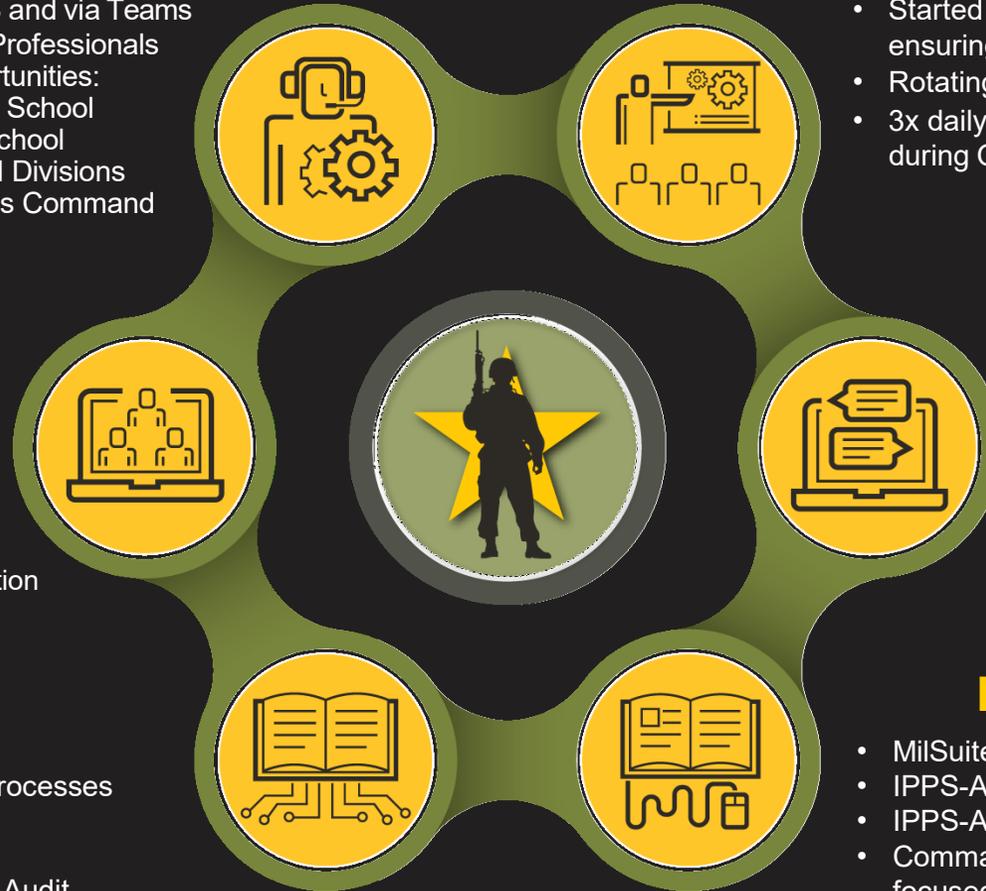
## Self-Help

### User Guide

- IPPS-A Capabilities
- End to End Business Processes
- Analytics
- Talent Management
- Internal Monitoring and Audit

### Resources

- MilSuite, Webinars & Demo Videos
- IPPS-A Private Facebook Group
- IPPS-A Announcements
- Command Update Briefs to the field four days a week focused on known issues
- Enhanced Job Aids



# POST GO-LIVE

## UNIQUE USERS



**777K**

Unique Users have **LOGGED INTO** IPPS-A as of June 21<sup>st</sup>

## TRANSACTIONS



**10M**

IPPS-A performs over 10 million pay impacting transactions **DAILY**

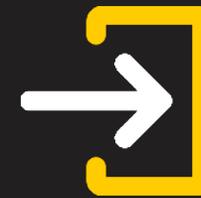
## DESKTOP VS MOBILE



**371K**

The IPPS-A mobile app has been **DOWNLOADED** over 371+ thousand times

## TOTAL LOGINS



**23M**

IPPS-A R3 Users have logged in over 23 million times **SINCE LAUNCH**

## USER STORIES



*"Just submitted a pass request for this [holiday] weekend on my phone. Could not have been easier. Wildly impressed."*



*Users in ASA(M&RA) used IPPS-A BI/Analytics to pull a report that included all three Components, saying that what would normally take a week took only 20 minutes.*

# IPPS-A ORGANIZATIONAL CHANGE

## PROJECT MANAGEMENT OFFICE



### CAPABILITY SUPPORT OFFICE (CSO)

**PRODUCT LEAD:** Mr. Vince Hayes

**DEPUTY PRODUCT LEAD:** Vacant

#### RESPONSIBILITIES:

- Daily operations
- Application & Infrastructure maintenance
- Data management
- Minor enhancements
- Integration of future capabilities

### FUTURE CAPABILITES OFFICE (FCO)

**PRODUCT MANAGER:** LTC Ryan Martin

**DEPUTY PRODUCT LEAD:** Mr. Mike Van Buskirk

#### RESPONSIBILITIES:

- Primary development organization
- Army Military Payroll
- Major enhancements
- Additional HR capabilities

**TRANSITION TO AGILE METHODOLOGY • APPLICATIONS & INFRASTRUCTURE TEAMS SUPPORTING**

# LESSONS LEARNED... *SO FAR*

- Bring trading partners to the table earlier
- Test... test... and make more time to test
- Not all “legacy data” is good data
- The provisioning wave may be a tsunami
- Prevent human input error when possible
- Feedback is a gift that sometimes stings
- Integrated can equal... very complicated
- Change is HARD!
- Power of the PM, Functional, and Industry Partner teaming
- Transparency builds credibility
- Being responsive to users and issues is key
- MS Teams is a force multiplier
- Integrated can equal...
  - Speed of transactions
  - Power in access to data

# IPPS-A CAPABILITY GROUPINGS

## CONTINUOUS MODERNIZATION OF THE PLATFORM

IPPS-A Baseline		Pay Solution	Outside Software Solutions
R3 Backlog (181x)	HR Enhancements	Army Payroll (One Pay System)	Additional HR Capabilities
<ol style="list-style-type: none"> <li>1. Foundation 64x</li> <li>2. Develop 40x</li> <li>3. Acquire 23x</li> <li>4. Maintain 2x</li> <li>5. Transition 3x</li> <li>6. Reporting 4x</li> <li>7. Technical 12x</li> <li>8. Distribute 30x</li> <li>9. Pay 3x</li> </ol>	<ol style="list-style-type: none"> <li>1. Assignments/Transfers</li> <li>2. Separations/Retirements</li> <li>3. Crew Manning/Command Slating</li> <li>4. BOP/ACS/GOMO/COMO</li> <li>5. Packet Repository</li> <li>6. Awards</li> <li>7. OCS/WOCS/WIAS</li> <li>8. Guided Self-Service Activity Guided PAR</li> <li>9. Checklists In-/Out-Processing</li> <li>10. Internal Controls</li> <li>11. Mass Update</li> <li>12. Interest Inventory/Targeted Recruiting</li> <li>13. Officer/SGM CSL Vacancies and Selection</li> <li>14. Promotions (Decentralized/ Semi/Centralized)</li> </ol>	<ol style="list-style-type: none"> <li>1. Base Pay</li> <li>2. BAH/BAS (Allowances)</li> <li>3. Taxes</li> <li>4. Disbursing (treasury)</li> <li>5. Accounting</li> </ol> <ol style="list-style-type: none"> <li>1. Incentives Pay</li> <li>2. Special Duty Pay</li> <li>3. Benefits</li> <li>4. Payroll Processing</li> <li>5. Reimbursements</li> </ol> <ol style="list-style-type: none"> <li>1. Separations/Retirements</li> <li>2. Contracts</li> <li>3. Reenlistment/ Extension</li> <li>4. Bonuses</li> </ol> <ol style="list-style-type: none"> <li>1. Reliable Cost Estimate</li> <li>2. Reporting &amp; Analytics</li> <li>3. Disability/Incapacitation Pay</li> <li>4. Leave and Earnings Statement</li> <li>5. Duty Participation</li> </ol> <ol style="list-style-type: none"> <li>1. TSP/TSP Catchup</li> <li>2. Allotments</li> <li>3. Collections</li> <li>4. Death Gratuity</li> </ol>	<ol style="list-style-type: none"> <li>1. Archive</li> <li>2. Talent and Strength Management <ul style="list-style-type: none"> <li>• IRR muster</li> <li>• Army Coaching Program</li> <li>• Strength Forecasting</li> <li>• KSB Validation (Anticipated ECRs)</li> </ul> </li> <li>3. Audit</li> <li>4. Sponsorship</li> <li>5. User Security/Audit Trail</li> </ol>

# POTENTIAL CONTRACT OPPORTUNITIES



A glimpse into the imminent major contracts for IPPS-A that industry should anticipate and monitor closely.

## PROGRAM MANAGEMENT SUPPORT SERVICES

Program management support services to the IPPS-A Program Management Office (PMO) portfolio and product offices.

## TECHNICAL MANAGEMENT SUPPORT SERVICES

TMSS focuses on supporting design, development, and frequent deployment of solutions, integrating additional capabilities, and maximizing DevSecOps automation and compliance with cRMF.

## ARMY MILITARY PAY

Scope: design, develop, test and deploy the Army Military Payroll solution. To be integrated with the IPPS-A production baseline.

## CAPABILITY SUPPORT

Scope: maintenance of current IPPS-A baseline, develop minor enhancements, and integrate external capabilities as required

**NAICS**  
541512

**Contract Vehicle**  
GSA Alliant 2

**Estimated Value**  
\$250M - \$1B

**Estimated Period**  
7 Years

# NEXT STEPS FOR IPPS-A

## SYSTEM STABILIZATION



- Enterprise-level Change Management
- Defect Resolution
- Data Management
- Launch Agile release train (July 2023)

## MILITARY PAY



- Over 300 Pay Elements
- Directed to treasury connection

## HR ENHANCEMENTS



- Talent Management
- Improving Audit
- Sponsorship

**SOFTWARE APPLICATION UPDATES • ARCHITECTURE SIMPLIFICATION • TRANSITION TO CLOUD**

