USAR Pamphlet 700-1

Logistics

Standard Army Management Information System, Information Technology, Life Cycle (STAMIS IT LC) Support Management Program

Department of the Army
Office of the Chief, Army Reserve
Washington, DC 20310-2400
1 April 2010

SUMMARY OF CHANGE

USAR Pam 700-1
Standard Army Management Information System, Information Technology, Life Cycle (STAMIS IT LC) Support Management Program

This major revision dated 1 March 2010 –

- Is a complete revision of and replaces USARC Pamphlet 700-1 dated 4 September 2001. The title has been changed from Standard Army Management Information Systems (STAMIS) Automation and Combat Service Support Automation Management Office (CSSAMO) Management to Standard Army Management Information System, Information Technology, Life Cycle (STAMIS IT LC) Support Management Program.

- Consolidates the procedural guidance and contains the direction needed to manage and control the STAMIS IT LC support program.

- Contains extensive new and updated information, guidance, operating procedures, and tasks for the management and business operation of the STAMIS IT LC support program. This includes the Sustainment Automation Systems Management Office (SASMO) (formerly CSSAMO), the Customer Assistance Office (CAO), STAMIS Computer Exchange (SCX), Technical Support Team (TST), Network Support Team (NST), Logistics Data Analysis Tool (LogDAT), STAMIS New Equipment Training (NET) and other supporting programs.

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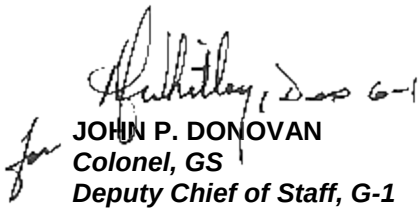
Standard Army Management Information System, Information Technology, Life Cycle (STAMIS IT LC) Support Management Program

For the Commander:

JON J. MILLER
Brigadier General, U.S. Army
Chief of Staff

Official:



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Colonel, GS
Deputy Chief of Staff, G-1

History. This publication is a major revision. This pamphlet was originally published on 4 September 2001.

Summary. This pamphlet contains the necessary guidance and direction needed to manage and control the STAMIS IT LC Support Management Program.

Applicability. This pamphlet applies to the Headquarters, US Army Reserve Command (USARC), Major Subordinate Commands (MSCs), Direct Reporting Units (DRUs), and Army Reserve installations.

Proponent and exception authority. The proponent of this pamphlet is the USARC DCS, G-4. The proponent has the authority to approve exceptions or waivers to this pamphlet that are consistent with controlling law and regulation. The proponent may delegate this approval authority, in writing, to a division or branch chief under their supervision within the proponent agency.

Suggested Improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to the USARC, G-4, (ARRC-LGS-S), 1401 Deshler Street SW, Fort McPherson, GA 30330-2000.

DISTRIBUTION. A link to this pamphlet is on the USAR Intranet website at https://usarcintra/ and the Army Reserve Component portion of the Army Knowledge Online (AKO) website (http://www.us.army.mil/). This pamphlet is intended for command level B+ 7th CSC and 9th MSC. Local reproduction is authorized.

CONTENTS (Listed by paragraph number)

*** This pamphlet supersedes and rescinds USARC Pamphlet 700-1, dated 4 Sep 01.**

1. Purpose
This pamphlet provides guidance, operating procedures, tasks for the management and business operation of the STAMIS IT LC Support Management Program. This includes the Sustainment Automation Systems Management Office (SASMO) (formerly Combat Service Support Automation Management Office (CSSAMO)), the CAO, SCX, Technical Support Team (TST), Network Support Team (NST), Logistics Data Analysis Tool (LogDAT), STAMIS New Equipment Training (NET) and other supporting programs.

2. References
Required and related publications are listed in appendix A.

3. Explanation of abbreviations and terms
Abbreviations and terms used in this pamphlet are explained in the glossary.

4. Background and scope
The SASMO program from inception has morphed into a vital enabler for the USAR to sustain Logistics Information Systems and provide the Soldier a stable platform to perform maintenance, supply and readiness tasks.

a. The proliferation of computers and logistics STAMIS began in earnest in the early 1980s for the Active Component. Throughout that period of time, the Logistics Automation Systems Support Office (LASSO) provided hands-on and telephonic support to all operators. During Desert Shield and Desert Storm, there was a dramatic increase in systems and functional centers. The LASSO staff was repeatedly "ramped-up" to meet the increasing need, but time constraints and lack of experience reduced the effort to band-aid effects. What resulted was the genesis of ad hoc SASMOs.

b. Immediately after the war, the logistics community began development of a formal program of system support with positions authorized in Divisions, Separate Brigades, Armored Calvary Regiments, Corps Support Commands, Corps Support Groups, Area Support Groups, Theater Army Area Commands and Theater Army. Studies were conducted on the ad hoc SASMO structures throughout the active component commands. The degree and type of support varied widely among commands within and among Major Army Commands. Data collected and analyzed included the number of help calls per type system, number of on-site visit requirements, training, maintenance of systems, etc.

c. The most complete study was conducted by the US Army Training and Doctrine Command (TRADOC) Analysis Center-White Sands Missile Range and published as TRAC-WSMR-TR-95-029, Combat Service Support Automation Management Office (CSSAMO) Training Analysis. Thirty-one specific tasks were identified for the SASMO. The Modified Table of Organization and Equipment (MTOE) structure supporting SASMOs was implemented in FY 00. The methodology of support, however, was still in the hands of the SASMO section officer-in-charge. The SASMO is the Army's primary support for Logistic Standard Army Management Information Systems (LOG STAMIS).

d. In the early 1990s the USARC, Deputy Chief of Staff (DCS), G-4, Automation Integration Division (AID), became responsible for the support of Army Reserve logistics automation including the functions of maintenance, supply, services, and transportation. These LOG STAMIS were deployed within each Major Subordinate Command (MSC) and installation with minimal NET and supported by the MTOE assigned SASMO. The SASMO is the formal means of support that reduces the burden for LOG STAMIS maintenance performed by the Information Management Offices of the MSC/installation.

e. The SASMOs, in the Army Reserve, are primarily Troop Program Unit (TPU) Soldiers. This created a major support shortfall in STAMIS support. The USARC decided to contract out the LOG STAMIS support with a three-fold mission: provide full-time LOG STAMIS support, coordinate NET, and prepare the TPU SASMO Soldiers to deploy with the capability to perform their mission support.

f. The SASMO contract titled STAMIS IT LC Support provides 54 SASMOs throughout Continental United States in support of:

(1) Standard Army Maintenance System – Enhanced (SAMS-E)
(2) Property Book Unit Supply Enhanced (PBUSE)
(3) Unit Level Logistics System (ULLS) – Aviation Enhanced
(4) Combat Service Support Automated Information Systems Interface (CAISI)

(5) Combat Service Support Very Small Aperture Terminal (VSAT)
(6) Transportation Coordinators' Automated Information Management System II
(7) Standard Automated Ammunition System – Modified
(8) Battle Command Sustainment and Support System
(9) Mobile Tracking System.

g. The AID is now the Systems and Services Branch, Distribution Management Center (DMC), G-4.

5. Sustainment automation systems management office (SASMO) management (63d Regional Support Command (RSC), 81st RSC, 88th RSC, & 99th RSC)

The Systems and Services Branch contracting officer's representative (COR) or his/her assistant contracting officer's representative (ACOR) is responsible for the overall management of contract SASMOs (contractors). The 63d, 81st, 88th, and 99th RSCs appoint government task monitor s (TMs) to maintain daily contact and oversight of assigned contract SASMO personnel in their area of responsibility (AOR).

a. Location. The contract SASMOs are placed in strategic locations that best support the TM's AOR. With few exceptions, the contract SASMOs has area support responsibility for all Army Reserve units and activities within their AOR. The Systems and Services Branch can direct contract SASMO support across the entire enterprise as dictated by support requirements independent of RSC or separate command directives. As LOG STAMIS density changes occur and new systems are fielded, the need to relocate some contract SASMOs may occur. Systems and Services Branch COR/ACOR approves any relocation or addition of contract SASMO positions.

b. Functional Control of Contract SASMO. Functional control of the contract SASMOs resides with Systems and Services Branch COR/ACOR. Functional control ensures that all contract requirements are satisfied and serves as the mechanism for management of all contract SASMO personnel. Additionally, centralized functional control allows for the future direction of the SASMO program.

c. Limited Operational Control. The 63rd, 81st, 88th, and 99th RSC TMs have limited operational control of contract SASMOs assigned within their AOR. The TMs maintains daily contact with Senior SASMOs and provide appropriate tasking to ensure STAMIS support is provided throughout their AOR. Contract SASMOs cannot be utilized for other staff positions. This limited operational control of geographical assigned contract SASMO personnel allows for regional management across their AOR.

d. Task Monitors (TMs). Each G-4 within the 63d, 81st, 88th, and 99th RSCs having SASMOs located within their AOR, appoints a government SASMO TM. Each TM provides a valid copy of COR certificate of training to the F & S Branch Chief. While the TM is not the direct supervisor of the SASMOs, he/she has the following responsibilities/tasks:

(1) Coordinates STAMIS support within their AOR with their assigned Senior SASMO.
(2) Has direct knowledge when a SASMO representative is out of his/her office and/or is traveling within a 50-mile radius (local travel) of the SASMO to support local Reserve Unit's STAMIS.
(3) Recommends approval/disapproval to the Senior SASMO for travel outside the 50-mile radius of the SASMO.
(4) Coordinates the administrative support required for contract SASMOs.
(5) Reports any problems or concerns encountered with the AOR SASMOs to the Senior SASMO and the COR/ACOR.
(6) Attends Systems and Services Branch conferences/workshops as appropriate.
(7) Receives a copy of the SASMO Monthly Activity Report from the Senior SASMO.

e. Regional Senior SASMOs. Regional Senior SASMOs are responsible for the day-to-day management in concert with their TM. The Regional Senior SASMOs are the direct supervisors of all contract SASMO personnel working in their geographical region regardless of command structure. Each Regional Senior SASMO is managed by the USARC Senior SASMO. The USARC Senior SASMO has the day-to-day operational responsibility of each Senior SASMO.

f. Contract SASMOs. The contract SASMO assists STAMIS operators via telephone, DameWare or travel. If travel is required, the contract SASMO provides the necessary assistance and validates all STAMIS systems in the immediate area (within 50 miles). Support may also include providing training to operators and assisting with any other STAMIS issues while on site. When the contract SASMO-approved TDY exceeds 50 miles, one way, a trip report is prepared, the USARC STAMIS ToolBox is updated and the trip report is sent to the senior SASMO, within 24 hours. If STAMIS TDY support is required, outside of the 50-mile radius, the SASMO coordinates, through the Senior SASMO to the TM, prior approval for the TDY trip, before leaving his/her office or resident. Common SASMO duties and responsibilities include:

(1) Load STAMIS Software. Only software approved by the Systems and Services Branch Chief are loaded on STAMIS systems supported by the contract SASMOs. Under no circumstance can the contract SASMOs load any software that has not been approved by the Systems and Services Branch Chief.

(2) Load approved STAMIS image. Contract SASMO installs and loads approved STAMIS images, only after the image has been tested and approved for release, by the Chief, Information Officer and the Systems and Services Branch. Contract SASMOs does not modify the approved images. If an image requires a change, the contract SASMO requests the change by submitting a change request through their Senior SASMO. The Systems and Services Branch Chief either

approves or disapproves the request. If approved, the Contract STAMIS (IT) TST tests the change request and then adds it to the next image, as directed by the Systems and Services Branch Chief.

(3) Install/replace STAMIS hardware. Contract SASMOs only replaces and installs hardware repair parts, and/or components with the approval of the SCX Manager. The SCX opens a work order for any field hardware repair by a SASMO. The only STAMIS hardware authorized for contract SASMO support is STAMIS hardware accounted for in the USARC STAMIS ToolBox. Exceptions must be approved by the Systems and Services Branch COR/ACOR. Contract SASMOs follow SCX external SOP and this publication for STAMIS hardware exchange or repair. The Contract SASMO ensures that requested hardware is authorized on FMSWeb, accounted for in PBUSE and the USARC STAMIS ToolBox.

(4) STAMIS hardware troubleshoot. The contract SASMO troubleshoots a non-mission capable (NMC) STAMIS hardware and software to determine an appropriate action to return the STAMIS to Fully Mission Capable (FMC) operational status. All actions taken to support troubleshooting and associated action taken are recorded in the USARC STAMIS ToolBox.

(5) Connectivity troubleshoot. The contract SASMO troubleshoots STAMIS systems connected to the Army Reserve Network (ARNet) for connectivity issues. If necessary, the contract SASMO coordinates the troubleshooting effort with the local G-2/6 and if necessary, contacts the STAMIS (IT) NST, who support the Logistical Organization Unit (LOG OU) and TST. All actions to support STAMIS (IT) troubleshooting and associated action taken are recorded in the USARC STAMIS ToolBox.

(6) ToolBox validation. The contract SASMO validates and updates all STAMIS systems, within their AOR, in the USARC STAMIS ToolBox database, annually.

(7) Recordkeeping. Ensure STAMIS are configured and operate in accordance with (IAW) the current USARC approved STAMIS image or as directed by the COR. Work performed on STAMIS systems are reported to the Systems and Services Branch via monthly reports and entry into the USARC STAMIS ToolBox.

g. Government provided support to contracted SASMOs (USARC). Systems and Services Branch provides the following support to the contract SASMO personnel:

(1) ARNet access account.
(2) Their personal STAMIS hardware.
(3) A contractor common access card (CAC).
(4) Government Cell Phone (select personnel will receive a Blackberry).
(5) DameWare Remote Access Software License.
(6) Class quota for Information Assurance Level I and II certification (contractor is responsible for any cost associated with training)

h. Government provided support to contracted SASMO (Regional). As a minimum, the 81st, 99th, 63rd and 88th RSC provides each contract SASMO the following:

(1) Work space sufficient for working on multiple computers at one time. This includes a desk, chair, tables, file cabinet, and lock storage cabinet to secure computer items. A separate office is recommended.
(2) Access to facilities with an approved badge for contractors.
(3) Telephone connection with phone and voice mail.
(4) Access to IT processing equipment to include fax and copy machines.
(5) Network connectivity to the ARNet.
(6) Office supplies.

6. Customer assistance office (CAO)

The CAO is the second level of support for STAMIS users and first level support for the SASMO. The CAO is responsible for providing operator support for STAMIS in the USAR commands that are not authorized SASMOs for all LOG STAMIS.

a. Location. Logistics Management Resources, Inc., 4300 Crossings Boulevard, Prince George, VA 23875.
b. Hours of Operation. 0700 to 1700 Eastern.
c. Phone Numbers. (888) 808-0901/0918, (800) 793-0961, or DSN 539-3518.
d. The CAO performs the following actions:

(1) Provides backup functional and technical support to all contract SASMOs.
(2) Assists contract SASMOs with customer calls as necessary.
(3) Troubleshoots STAMIS communications, Local Area Networks (LANs,) and software interfaces.
(4) Troubleshoots hardware (hard drives, cables, printers, etc.) NMC problems.
(5) Maintains a monthly trend analysis of USARC STAMIS ToolBox event database and compiles monthly activity report for the monthly Technical Status Report.

7. Technical support team (TST)

The primary mission of the TST is to perform STAMIS software, hardware testing and special missions as directed by the USARC G-4, STAMIS Fielding and Sustainment COR/ACOR. Functional and operational control of the TST resides with the USARC G-4, STAMIS Fielding and Sustainment COR/ACOR. The TSTs are separate from Regional SASMOs. In addition to those duties listed under SASMO (see paragraph 5), the TST performs the following:

a. Assist in the fielding of legacy STAMIS, Global Combat Support System (Army) (GCSS-A), other approved logistics systems, and special projects.

b. Assist other SASMOs as directed by USARC DCS, G-4, STAMIS Fielding and Sustainment COR/ACOR.

c. Perform proof-of-principles for new automation ideas.

d. Conduct special studies on technical concerned areas identified by the government and contractors.

e. Deploy to assist units as determined by USARC G-4, STAMIS Fielding and Sustainment COR/ACOR.

f. Prepare, develop and test STAMIS images for approval by the Systems and Services Branch Chief.

g. Test all new software and hardware for STAMIS application functionality and submit findings to the USARC DCS G-4, STAMIS Fielding and Sustainment Chief and COR/ACOR.

h. Document STAMIS and Network issues with resolutions for SASMO use.

8. USARC STAMIS ToolBox

The primary mission of the USARC STAMIS ToolBox team is the development and sustainment of a web based application. The USARC STAMIS ToolBox is a program used to provide government and contract personnel with a central repository of applicable STAMIS data, general information, on-line training and computer maintenance tracking. The USARC G-4 STAMIS Fielding and Sustainment Branch COR/ACOR has overall access control of the USARC STAMIS ToolBox and approves access. The USARC STAMIS ToolBox team is responsible for, but not limited to:

a. Application administration.

b. Processing approved requests for access.

c. Processing customer additions and modification requests.

d. Maintaining and monitoring ToolBox databases.

e. Monitoring user activities.

f. Developing processes based on USARC G-4 STAMIS Fielding and Sustainment Branch requirements.

9. STAMIS computer exchange (SCX)

The SCX was established in November 2000 as a program to reduce STAMIS downtime and to remove the user's burden of dealing with malfunctioning hardware. The SCX provides maintenance functions on hardware IAW AR 750-1 and AR 750-8. The SCX is the only facility authorized to repair or replace STAMIS hardware.

a. Warranty items. All STAMIS systems, under a commercial vendor warranty, are work ordered to the SCX for repair, replacement or exchange.

b. SCX. The SCX External SOP outlines turn-in and repair procedures. It explains proper procedures SASMOs should follow to have STAMIS equipment repaired or replaced by the SCX. Go to https://usarcintra/G-4/Library/DMC/Systems_Services/scx_external_sop[1].pdf for the SCX External SOP.

c. STAMIS computer repair. On a case-by-case basis, and only with authorization from the USARC SCX manager, SASMOs can perform STAMIS hardware maintenance/repairs.

d. Maintenance Expenditure Limits (MEL). There is no MEL established by HQDA for STAMIS hardware. The SCX makes the decision to repair or code-out the defective STAMIS system, a Line Replaceable Unit (LRU).

10. STAMIS readiness reporting

STAMIS equipment is reportable and is reported as per appropriate regulations.

a. Units report through Standard Army Maintenance System (SAMS) all downtime for reportable STAMIS systems. The NMC status of a STAMIS system is determined by using the appropriate Preventive Maintenance Checks and Services (PMCS) charts for the appropriate STAMIS.

b. A STAMIS system is reported NMC for the entire day if it is down at the close of the normal business day. If the STAMIS is operational by close of the normal business day, then the system is reported FMC. The STAMIS system is reported FMC when a unit receives an STAMIS system from the SCX and the operator/SASMO makes it operational.

c. To properly report STAMIS readiness, units must ensure the most current Maintenance Management Data File is loaded in the SAMS.

d. Tracking SCX Maintenance Operations

(1) SAMS. This system is used for tracking hardware repairs performed by the SCX.

(2) Work Orders. A SCX Form 3C is submitted by the SASMO through the USARC STAMIS ToolBox.

(3) Capturing demands. All repair part demands are captured by the SCX using SAMS.

11. Network support team (NST)

Represents the USARC DCS G-4 at the G-2/6, Enterprise Service Division (ESD). They are responsible for the creation and maintenance of the LOG OU for the Army Reserve. The following tasks are accomplished by the NST:

a. Analyze and resolve complex STAMIS hardware and software technical system problems and interfaces routinely with USARC G-2/6 ESD and USARC units.

b. Provide STAMIS support for local site surveys, all STAMIS system fielding, STAMIS hardware/software upgrades, Software Acceptance Tests, System Integration Tests, Lead Site Validation Tests, and Software Qualification Tests.

c. Provide STAMIS life cycle support, to include:

(1) Research and analysis of alternative hardware configurations for peacetime, peace-keeping, and Overseas Contingency Operations.

(2) Support documentation.

(3) Site implementation plans.

(4) Information flow and redesign.

(5) System processes into Local Area Network (LAN) and Wide Area Network environments.

d. Assist in diagnosis of STAMIS system "crashes", lockups, and slowdowns, and, if unable to resolve, coordinate with appropriate agency to rectify the issue.

e. Assist in development of STAMIS tactical support concepts, modeling, site implementation plans, system redesigns, database maintenance, and security for unclassified system processes.

f. Serve as the STAMIS network Subject Matter Expert (SME) representative on the Systems and Services Branch COR/ACOR, Change Control Board (CCB).

g. Provide systems analysis support in reviewing STAMIS documentation and recommend changes through the Engineering Change Proposal process to the CCB for approval.

h. Provide support services for STAMIS projects that includes the following services: systems integration and testing, configuration management (hardware and software); infrastructure management; network administration; end user support; hardware/software support; information and network security services; commercial off-the-shelf (COTS), and government off the shelf (GOTS) systems support.

i. Establish common processes and procedures for support of STAMIS on the ARNet.

j. Interface with STAMIS Program Manager (PM) from time to time, render technical recommendations to Systems and Services Branch COR/ACOR and ensure STAMIS systems are fully functional with the ARNet.

k. Verifying STAMIS images produced by the TST before submittal to Systems and Services Branch COR/ACOR CCB.

l. Manage and ensure all USARC G-4 LOG STAMIS; maintain a valid USAR Certificate to Operate (CTO) per DOD Information Assurance Certification and Accreditation Process (DIACAP).

m. Act as SME to the Systems and Services Branch COR/ACOR as required.

n. Manage, monitor and maintain a system tracking process that provides the Systems and Services Branch COR/ACOR with near real-time information on all STAMIS machines on the ARNet.

12. USARC Logistics Data Analysis Tool (LogDAT)

The LogDAT team's primary task is to furnish near real time data from the lowest level logistical/non-logistical user to the highest-level user with the ability to see specific detailed data or compiled command summary reports. In contrast to "stovepipe data systems" that are isolated when operating, LogDAT is connected 99.9% of the time and is refreshed every 24 hours with updated data. The LogDAT's approach to data integrity is to define data standardization business rules to identify data errors to allow management "by data exception" rather than the user analyzing mass amounts of data within the confines of available software. The LogDAT provides users a variety of tools to identify errors in the source data that generates exportable reports to identify disparity between STAMIS systems and what are possible causes of the data deficiencies that require correction at the source level. Specific functionality support is in the form of:

a. Army Materiel Status System (AMSS) report monitoring and analysis. The AMSS Data Analysis program focuses on 100% unit reporting and improving the accuracy of unit reports. These results are achieved utilizing automation tools, contractor monitoring, and analysis support.

b. The STAMIS data is cleansed and analyzed by LogDAT prior to utilization by logistical/non-logistical managers who operate the data system of record. The LogDAT program takes advantage of Secure File Transfer Protocol (SFTP), automated and manual data mining, trend analysis, and user defined requirements to support current and projection analysis.

c. The Storage Inventory Management System (SIMS), is a combination of an independently operated hand held scanner, a computer workstation and the LogDAT Enterprise server. The SIMS product supports the automated functionality at the Equipment Concentration Site (ECS) to accept new equipment into storage, temporarily loan

equipment, conduct annual inventories with the owning Property Book Officer (PBO), track equipment by stored location, and determines the availability of equipment via synchronization of data elements with the LogDAT Enterprise server.

d. The Property Book Discrepancy Tool is designed to assist the PBO to view distinctive errors that occurred during property book transactions. This is an example of "management by exception" where the incorporation of business intelligence replaces the human factor and reduces the research man-hours. The most compelling benefit is to data integrity between the disparate data sources. This analysis is viewed by all that are involved with reporting readiness or availability of assets required to support the mission assigned to the USAR.

e. Access to LogDAT is secure, yet simple by controlling access via the USARC "Intranet" "User ID" and "password". To assist a new user to gain access, there is a "link" for "LogDAT" on the USARC web home page, or once the new user has logged onto the ARNet via CAC, "LogDAT" can be typed in the internet browser address block or Uniform Resource Locator block to reach the "new user "registration page.

f. Responsibilities

(1) Chief, Information Officer provides "Domain Level" system administrator assistance for network access for all LogDAT servers. The LogDAT Team maintains and complies with sustainment directives for all servers below the Domain level. Access to main servers by other than designated contract personnel is a "read only" access.

(2) LogDAT contractor staff is responsible for writing SQL scripts to pull/push/receive all logistics STAMIS data via SFTP, Extract, Transform and Load, manual uploads to support data query, trend analysis, and management reports to the Operational & Functional/RSC/Direct Reporting Command, all UICs assigned to USARC and G-4 staff.

(3) The Systems and Services Branch COR/ACOR is the principle agent for coordinating all requests for change or modification to the data configuration and analysis processes.

(4) Source data pulls occur during off peak hours to optimize use of the ARNet.

(5) Requirements determination is ranked and prioritized based on scope of work, mission and tasks established by the Systems and Services Branch COR/ACOR.

(6) The Configuration Management Board (CMB) is chaired by the Systems and Services Branch COR/ACOR and designated LogDAT members is the approval authority for the LogDAT configuration involving new products and enhancements to existing products.

(7) The Systems and Services Branch COR/ACOR establishes the scope of work, mission and tasks maintain within the "LogDAT" web page links.

(8) The RSC/DRU/O&F personnel access to LogDAT, is controlled by user ID and password created for utilization of the ARNet.

g. The LogDAT server "Architecture and Configuration" is reviewed and updated semi-annually based on the effective date of the existing contract. Compliance with Configuration and Architecture documentation are to be adhered to and discrepancies are corrected upon discovery with approval of the Systems and Services Branch COR/ACOR.

h. Registration of LogDAT in the Army Portfolio Management Solution (APMS) is kept current IAW Chief, Information Officer guidance at all times. This registration validates LogDAT meets Department of the Army (DA) level requirements to operate in a network environment and is verifiable by other agencies that interact/share data with LogDAT. The Automation Information System Survey (AISS), sections I-VI, are reviewed and updated annually to ensure compliance with new regulatory guidance.

i. The CTO is updated and resubmitted to the Chief, Information Officer, whenever LogDAT configuration of operation changes. Changes to LogDAT configuration can be hardware, software or security upgrades that will no longer allow the current configuration to function on the ARNet as previously approved. The approved and signed CTO is forwarded to the Systems and Services Branch COR/ACOR to meet contractual stipulations.

j. The LogDAT Team furnishes the required system support documentation to the agency to which a MOA/SIA is entered. This documentation normally consists of, but not limited to, the CTO, DIACAP, statement of registration in APMS, and compliance with Portfolio Management.

13. STAMIS maintenance

a. Limited SASMO Maintenance. The SASMOs only perform maintenance tasks approved by the USARC SCX manager.

b. Repair by replacement. Keyboards, mouse, monitors, external cables, UPS, and floppy drives are repaired by replacement.

c. SCX Maintenance. The SCX either repairs or replaces defective components for all STAMIS systems within the Army Reserve units and activities.

d. Documentation. The SCX only repairs or replaces items recorded in the USARC STAMIS ToolBox.

14. STAMIS NET

Formal STAMIS and MOS-related training is the responsibility of the USARC DCS G-37. Coordination is through the G-4 to the G-3/5/7/FMD (G-37). Informal workshops for STAMIS operators can be performed by a contract SASMO. This

assistance is intended to supplement existing training performed by the Reserve Training Site-Maintenance (RTS-M), Army Reserve Training Academy (ARTA), etc. This also includes limited individual training during on-site repairs. The USARC G4 STAMIS IT Life Cycle Support Training Coordinator has the following duties:

a. Monitors Army Training Resource Requirements System (ATRRS) school listings and consolidate STAMIS training opportunities, publish all vacancy announcements to Command POCs monthly or as required.

b. Coordinates with G-3/5/7/FMD (G-37) the automation training requirements for all USAR Training Institutions to include Regional Training Sites, Army Reserve Training Academy (RTA), and the Total Army School System. Assist with identifying documentation requirements and processes to ensure all training requirements are procured in a timely manner.

c. Serves as liaison between USARC DCS G-4 staff and the 84th Training Command to develop and update functional course offerings. Coordinate task selection/review boards as required. Assist with ensuring target audience attends any new classes by acting as ATRRS quota manager for selected courses. Provide recommendations and suggestions to changes in quantity of classes offered for Supply and Maintenance and other courses as required.

d. Acts as central training coordinator for NET and fielding's of BCS-3, CAISI, VSAT, SAMS-E, PBUSE and other systems as required by USARC. Assists in the development of fielding plans and publication of fielding plans. Coordinates with PM training leads for classroom support requirements. Coordinates with command POC's for student enrollment forms and classroom information. Reschedules units for NET as required. Provides PM and USARC staff with validation of units required hardware based on student sign in rosters.

e. Performs ATRRS school manager duties for school code 300. Building courses, schedules, enrolling and graduating students from NET classes and workshops as directed by USARC G-4.

f. Coordinates with Army Logistics Management College (ALMC) POC for Green Suit SASMO enrollment into Phase I training and ensures that all eligible personnel are enrolled for resident SASMO training.

g. Processes enrollment applications for contract SASMOs for Level I Technical on-line training and resident attendance at Level II training.

h. Coordinates training workshops as directed by Systems and Services Branch Chief.

i. Maintains Command POC listing for the Systems and Services Branch.

j. Maintains contact with FORSCOM.

15. Logistics systems database

The USARC DCS, G-4 SCX manager populates the USARC STAMIS ToolBox with all applicable LRU data. The manager updates the database as changes are made to system configuration or component by replacement. The SCX repairs or exchanges items recorded in the USARC STAMIS ToolBox.

16. Mobilization or special projects

The SASMOs are prepared to assist units outside of their respective areas of responsibility during mobilization or special projects. Work schedules are adjusted to accommodate these times to provide continuous STAMIS coverage. If a SASMO is deployed for an extended length of time, remaining USAR units should contact the AOR Senior SASMO for STAMIS assistance.

17. Interaction with Enterprise Services Division (ESD)

a. The SASMO personnel work for and are tasked only by the Systems and Services Branch Chief and/or COR/ACOR with operational control delegated to the regional TM at the RSCs with limited operational control.

b. The Chief, Information Officer, is responsible for maintaining the ARNet on which the Logistics STAMIS operates and for correcting ARNet problems that affect STAMIS systems. When a network problem exists, that the SASMO cannot resolve, the SASMO assists the end user in generating an ESD Help Desk Trouble Ticket. The NST is the primary interface with USARC G-2/6 ESD on ARNet issues.

c. Applicable IP addresses for each STAMIS requiring a static or reserved IP address are maintained in the USARC STAMIS ToolBox.

d. LOG STAMIS Systems, which connect to, and reside on, the Army Reserve Network (ARNet), must be maintained within the regulatory mandates and standards as dictated by the Army Reserve Chief Information Officer (CIO)/Network Enterprise Center (NEC).

APPENDIX A
References

Section I
Required Publications

SASMO's POC Listing – https://usarcintra/g4/Logistics Management Division/Systems_Branch_files/Systems_Information.htm and select CSSSAMO POC List (cited in para 5)

SCX SOP - https://usarcintra/g4/Logistics Management Division/Systems_Branch_files/Systems_Information.htm and select SCX SOP (cited in paras 5f(3), 9b)

Section II
Related Publications
A related publication is a source of additional information. The user does not have to read it to understand this publication.

AR 750-1
Army Material Maintenance Policy

AR 750-8
The Army Maintenance Management System (TAMMS) Users Manual

Section III
Prescribed Forms

This section contains no entries.

Section IV
Referenced Forms

This section contains no entries.

GLOSSARY

Section I
Abbreviations

ACOR
Assistant Contracting Officer's Representative

AID
Automation Integration Division

AMSS
Army Materiel Status System

AOR
Area of Responsibility

APMS
Army Portfolio Management Solution

ARNet
Army Reserve Network

CAC
Common Access Card

CAISI
Combat Service Support Automated Information Systems Interface

CAO
Customer Assistance Office

CCB
Change Control Board

COR
Contracting Officer's Representative

COTS
Commercial off-the-shelf

CTO
Certificate to Operate

DIACAP
DOD Information Assurance Certification and Accreditation Process

DRU
Direct Reporting Unit

ESD
Enterprise Services Division

FMC
Fully Mission Capable

IT
Information Technology

LAN
Local Area Network

LASSO
Logistics Automation Systems Support Office

LogDAT
Logistics Data Analysis Tools

LOG OU
Logistical Organization Unit

LRU
Line Replaceable Unit

MEL
Maintenance Expenditure Limit

MTOE
Modified Table of Organization and Equipment

NET
New Equipment Training

NMC
Non-mission capable

NST
Network Support Team

PBO
Property Book Officer

PBUSE
Property Book Unit Supply Enhanced

PM
Program Manager

RSC
Regional Support Command

SAMS
Standard Army Maintenance System

SAMS-E
Standard Army Maintenance System – Enhanced

SASMO
Sustainment Automation Systems Management Office (formerly Combat Service Support Automation Management Office (CSSAMO))

SCX
STAMIS Computer Exchange

SFTP
Secure File Transfer Protocol

SIMS
Storage Inventory Management System

SME
Subject Matter Expert

STAMIS
Standard Army Management Information System

STAMIS IT LC
Standard Army Management Information System Information Technology Life Cycle

TM
Task Monitor

TPU
Troop Program Unit

TST
Technical Support Team

ULLS
Unit Level Logistic System

VSAT
Very Small Aperture Terminal

Section II
Terms

Army Reserve Training Academy
Training school at Fort McCoy, Wisconsin.

Asset Adjustment Report
A method of changing a national stock number and also adjusting quantities or description of such.

Customer Assistance Office (CAO)
The CAO is the first external point of contact for the resolution of system problems hardware, software, and functional that cannot be resolved through the local SASMO resources.

Sustainment Automation Systems Management Office (SASMO)
The SASMO provides customer support in operating and sustaining logistics automation systems.

Defense Reutilization Marketing Office
Activity of Defense Logistics Agency that disposes of excess equipment.

Global Combat Support System (Army)
The integration of all current Legacy STAMIS into one CAISI.

Information Technology
Computers and electronic communication.

Local Area Network
A network that connects several computers located nearby, allowing them to share files and devices such as printers.

Life Cycle Replacement
LOG STAMIS computers reach the end of their scheduled life cycle after 5 years and are replaced through the Synchronization Staff Officer and the USARC G4. Many computer manufactures track the date the computer was manufactured, but the date for tracking life cycle is the date it was issued to the unit. Therefore, the date the USARC fields STAMIS to units is captured in the STAMIS ToolBox to assist managers and operators in the tracking of the 5 year life cycle. The Synchronization Staff Officer provides the USAR with a 20% replacement stock annually for life cycle replacement.

Maintenance Expenditure Limit (MEL)
MEL is the total allowable one-time cost to restore an end item, major component, or reparable component to a fully serviceable condition as prescribed in the appropriate Technical Manual.

Maintenance Management Data File
Master inventory file of end items with component listings.

Major Subordinate Commands
Comprised of Regional Support Commands (RSCs). Commands that provide Base Operations support to Army Reserve units within a defined geographical area.

Preventive Maintenance Checks and Services
Vehicle or end item maintenance.

Property Book Officer (PBO)
Person responsible for receiving, issuing, and disposing of property. The accountable officer.

Reserve Training Site-Maintenance (RTS-M)
Training centers located throughout the commands.

Standard Army Maintenance System (SAMS)
Automates maintenance shop activities and provides commanders with maintenance management information.

+ SAMS-1E - Automates shop production functions and maintenance control records, maintains shop supplies, and request repair parts.

+ SAMS-2E - Provides field commanders with selected maintenance, equipment readiness, and equipment performance reports.

+ SAMS-I/TDA - The non-tactical installation-based application that provides standard automated maintenance operations management information to I/TDA (Installation/Table Distribution of Allowances) DS/GS (Direct Support/General Support) levels.

STAMIS Computer Exchange (SCX)
The SCX stores LRU floats for exchange to units as their LRUs become inoperable due to hardware, software or functional failures. The LRUs are composed of COTS computer components (monitors, central processing units) and associated peripheral equipment (modems, uninterrupted power supplies, etc.) used to repair tactical STAMIS applications.

Standard Army Information Management System (STAMIS)
STAMIS systems are COTS computers and evolving system software to enhance sustainment capabilities. STAMIS provides automated support for supply, property accountability, maintenance, transportation, personnel, medical, financial management, ammunition, and command and control.

Table of Organization and Equipment
Unit that has wartime mission.

Task Monitor (TM)
An individual designated in writing by the Contracting Officer to act as an authorized representative (CR/COR/COTR) of the Contracting Officer to perform specific contract administrative functions within the scope and limitations as defined by the Contracting Officer. The GSA refers to this function in task orders as a Client Representative (CR) who may also be designated by a letter from GSA as a COR or COTR. The CR duties are described in the MOU between GSA and the client agency.

ToolBox
The USARC STAMIS ToolBox is a program used to provide government and contract personnel with a central repository of applicable STAMIS data, general information, on-line training and computer maintenance tracking.

Unit Level Logistic System (ULLS)
Consists of software and hardware that automates the logistics system for unit supply, maintenance and material readiness management operations.

+ Ground (ULLS-G) - Provides automated transaction processing for prescribed load list and Army maintenance management support functions.

+ S4 (ULLS-S4) - Automates the logistics functions of the unit supply room and the battalion and brigade S4 staff sections.

+ Aviation (ULLS-A) - Performs Class IX and the Army Maintenance Management System – Aviation (TAMMS-A) - functions at the flight line. It produces flight packs, tracks aircraft readiness, maintains historical records, and orders repair parts for aircraft.

Section III
Obsolete Abbreviations/Terms

Automated Integration Division
This is replaced by the STAMIS Fielding and Sustainment Branch

Combat Service Support Automation Management Office (CSSAMO) (formerly Logistics Automation Systems Support Office (LASSO))