Headquarters U.S. Air Force

I n t e g r i t y - S e r v i c e - E x c e l l e n c e

AFIPPS

AIR FORCE INTEGRATED PERSONNEL AND PAY SYSTEM

101 Brief:
An Introduction

AFIPPS Organizational Change Management

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Agenda

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- AFIPPS OVERVIEW
- PROCESS AND SCENARIO
- TIMELINE
- TRAINING
- CHANGE MANAGEMENT & STRAT COM

AFIPPS OVERVIEW

What is AFIPPS?

Key Messages

Impacted Users

Why AFIPPS

What is AFIPPS?

AFIPPS: The Air Force Integrated Personnel and Pay System;
a SINGULAR, <u>enterprise</u> system that will integrate personnel and
pay processes for members of the Total Force by streamlining
human resources and financial management processes.

AFIPPS = MilPDS HR Core + Pay

Key Messages

The Air Force will remain on MilPDS and expand Oracle EBS's capabilities

Airmen and Guardians will have a single authoritative member record for HR and pay

The Department of the Air Force is committed to improving the warfighter's customer experience

AFIPPS will provide a single, auditable system to manage military personnel and pay

Impacted Users

SENIOR AFIPPS DECISION MAKERS

Ensures AFIPPS is delivered to the Total Force

SENIOR LEADERS

Understands AFIPPS goals, bridge levels between leadership and the field, oversee AFIPPS successful implementation

MILITARY HR & PAY SPECIALISTS

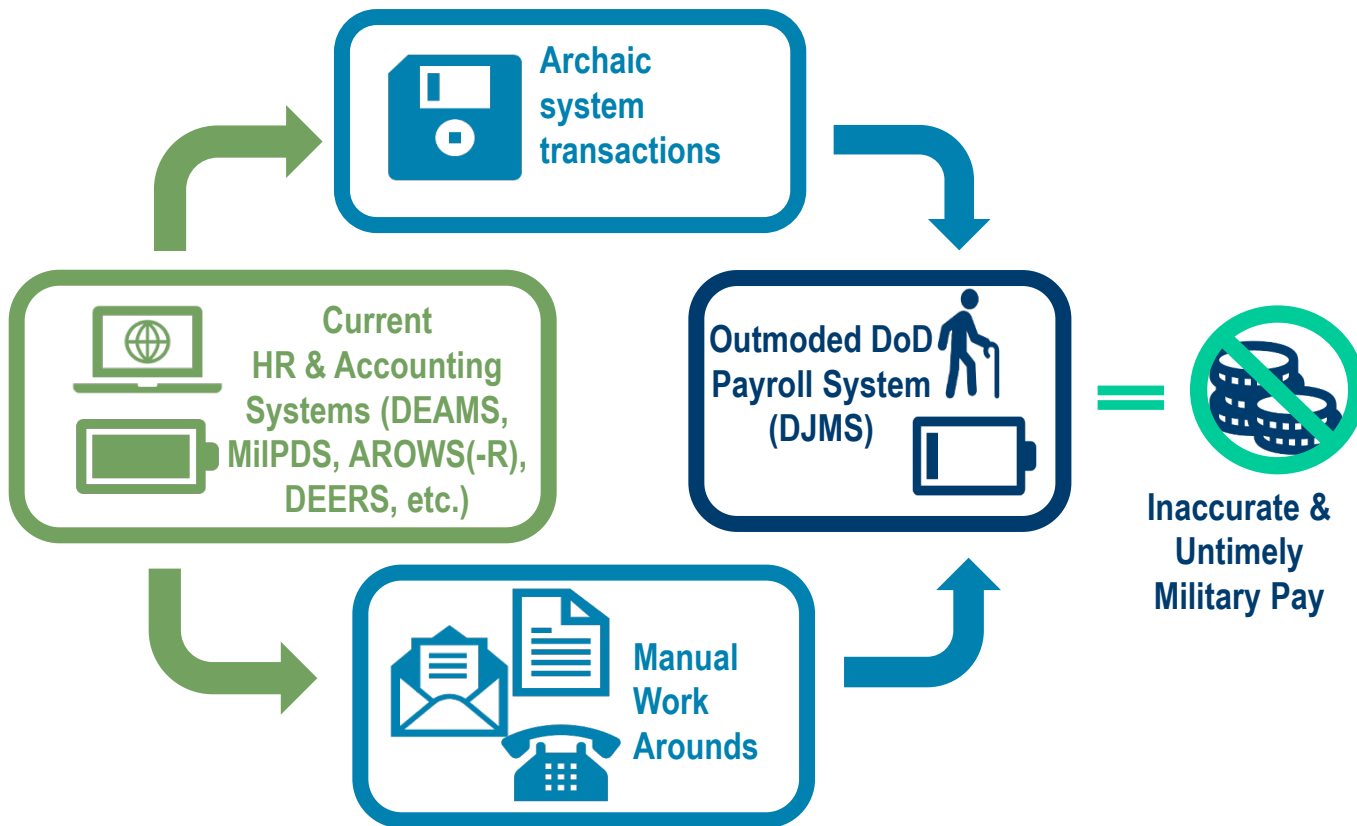Performs business processes at the Total Force Service Center, Force Support Squadron, and other offices

TOTAL FORCE AIRMEN AND GUARDIANS

Adopts the new self-service system

Why AFIPPS?

Archaic system transactions

Current HR & Accounting Systems (DEAMS, MilPDS, AROWS(-R), DEERS, etc.)

Manual Work Arounds

Outmoded DoD Payroll System (DJMS)

= Inaccurate & Untimely Military Pay

- **All DAF and external systems have to breakdown, transform and create data to effect pay actions in DJMS**

- **Reconciliation efforts involve significant human effort to effect accurate transactions**

- **Human capital has continuously been in place to resolve the system compromise, versus addressing system deficiencies.**
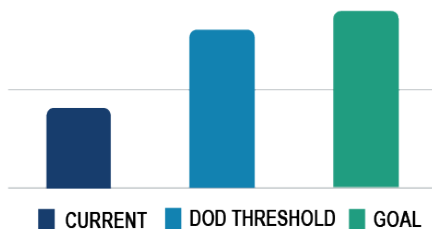
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CURRENT PERS/PAY ISSUES

$39 MILLION PER YEAR TO DFAS FOR EXECUTING PERSONNEL AND PAY ACTIONS

EACH PAY PERIOD DFAS EXECUTES
109 MANUAL WORK AROUNDS

94.7% PAY TIMELINESS
AS OPPOSED TO THE OSD STANDARD OF **98%**

LEAVE IS CONSISTENTLY IN TOP 5 PAY ISSUES

LEAVE

94%   98%   99%

■ CURRENT   ■ DOD THRESHOLD   ■ GOAL

ARC MEMBERS & CADETS AVERAGE:

5 PAPER TRANSACTIONS & 2 WEEKS
TO PROCESS LEAVE REQUESTS

50,000+
PAY PROBLEMS REPORTED ANNUALLY

3,000-4,000
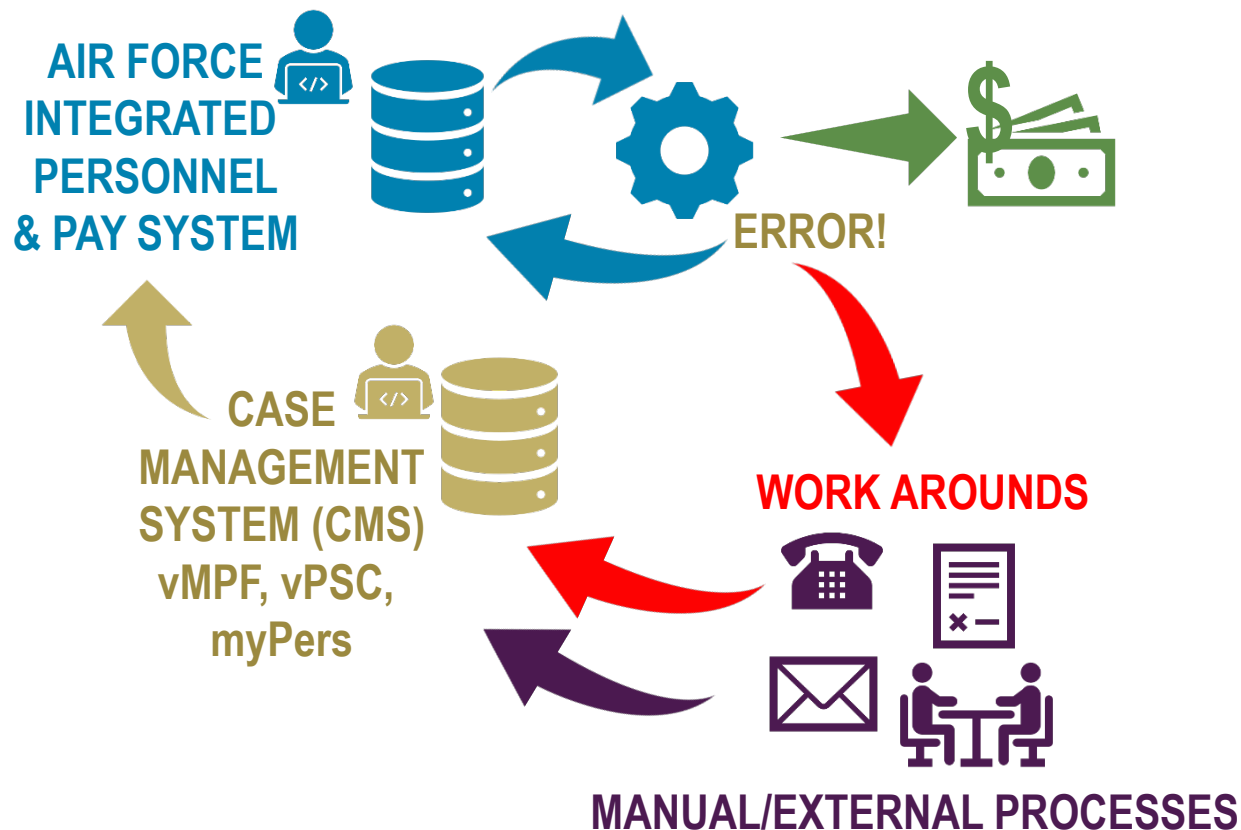PAY CASES OPEN FOR 45 DAYS OR LONGER PER MONTH

What AFIPPS Brings

AFIPPS, though not a magic bullet, will make payroll and HR processes easier and more automated, bringing today's technology to today's Airmen and Guardians.

AIR FORCE INTEGRATED PERSONNEL & PAY SYSTEM

ERROR!

WORK AROUNDS

CASE MANAGEMENT SYSTEM (CMS) vMPF, vPSC, myPers

MANUAL/EXTERNAL PROCESSES

AFIPPS PROCESS AND SCENARIO

Scenario & Processes
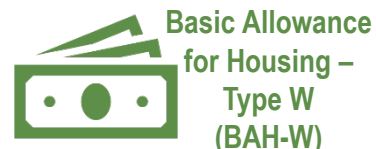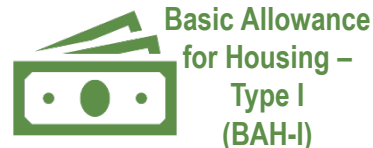
Business Influences

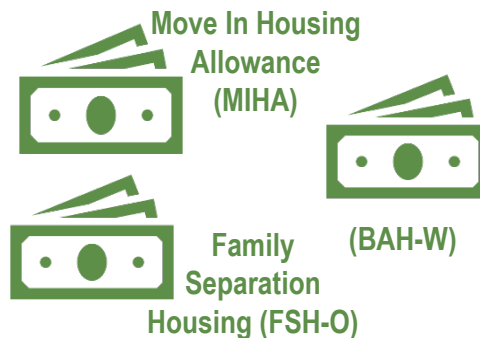*Organizational Considerations*

Scenario – Housing Allowances

- **MSgt married to TSgt, both assigned same CONUS location**
- **Off-base residence**
- **One child (enrolled as dependent to MSgt in DEERS)**

Basic Allowance for Housing – Type I (BAH-I)

Basic Allowance for Housing – Type W (BAH-W)

- **MSgt reassigned on an unaccompanied OCONUS tour**
- **Arrives OCONUS mid-month**
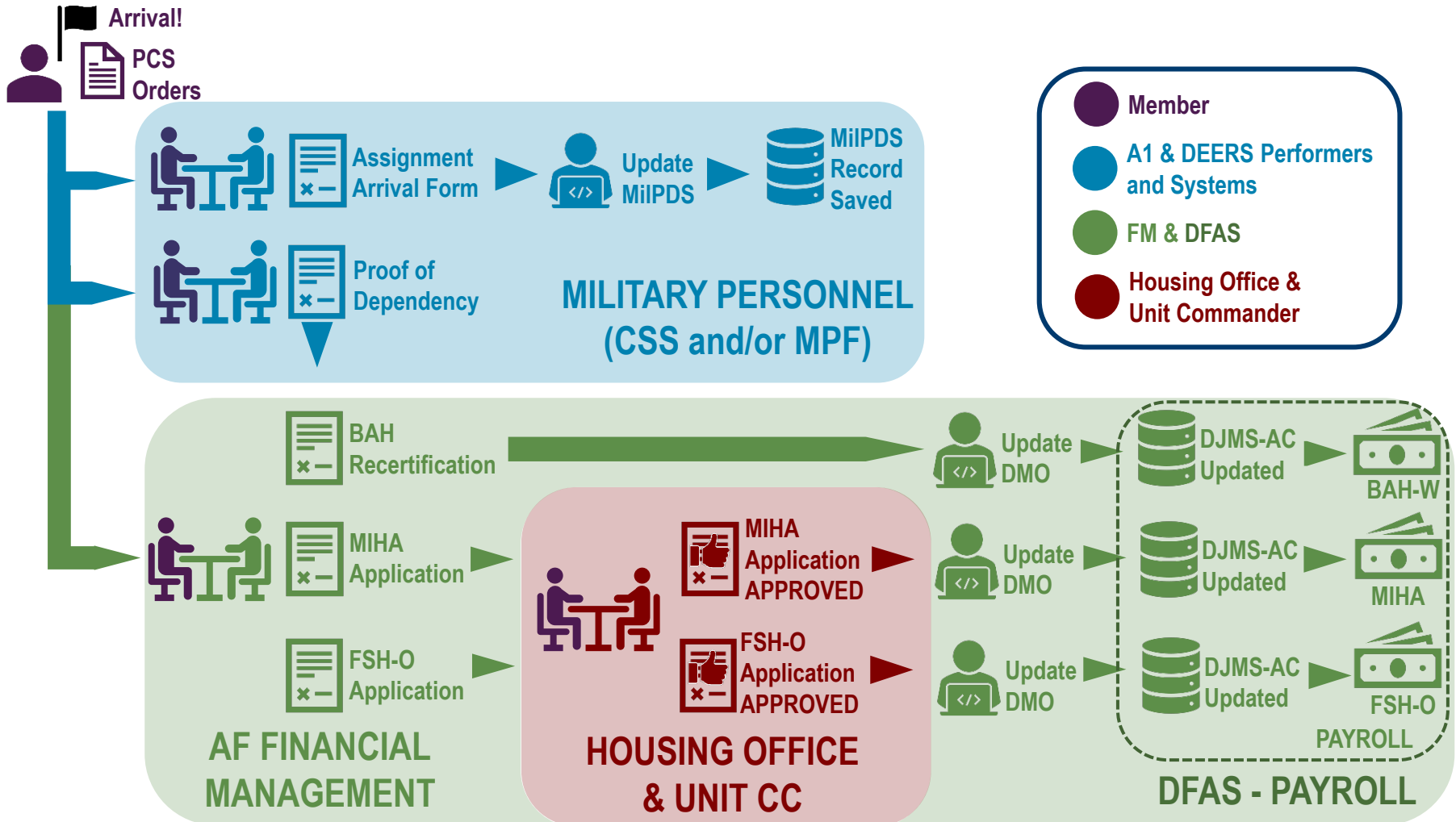- **NO gov't quarters available – must reside off-base**

Move In Housing Allowance (MIHA)

(BAH-W)

Family Separation Housing (FSH-O)

- **TSgt remains in CONUS residence with MSgt's Dependent**

(BAH-I)

AFIPPS Process

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Legend:
- Member
- A1 Performers & Systems
- Housing Officer & Unit Commander
- Treasury Direct Disburse (TDD)
- Interfacing System

Process flow:

- Arrival!
- PCS Orders

- Assignment Arrival Form → Update AFIPPS
- DEERS Interfaces Dependent & Spouse Data to AFIPPS
- Dependent & Spouse Data Received → Assignment Record & Family info Saved → Notification to Member 'Initiate/Certify Allowances'
- BAH Recertification IN AFIPPS
- Request MIHA & FSH-O IN AFIPPS → MIHA & FSH-O Adjudicated IN AFIPPS → AFIPPS determines Eligibility & Allowance Amounts

A1

- Payroll Executed

TDD
- BAH-W
- MIHA

AF OL
- FSH-O

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AIR FORCE INTEGRATED PERSONNEL AND PAY SYSTEM

AFIPPS Business Influences

AFIPPS

DOCTRINE · ORGANIZATION · TRAINING · LEADERSHIP · PERSONNEL · FACILITIES

AFIPPS will impact the Department of the Air Force business across the spectrum of business operations

Today's Airmen and Guardians Need Today's Technology

Organizational Considerations

COMPTROLLER SQUADRON (CPTS)

CURRENT STATE

- BUDGET
- ACCOUNTING
- TRAVEL PAY
- MILITARY PAY
- CIVILIAN PAY
- DISBURSING
- QUALITY ASSURANCE
- NONAPPROPRIATED FUNDS FINANCIAL ANALYSIS

THE CPTS IS NOT GOING AWAY

THE FSS IS NOT ASSUMING ALL FM DUTIES
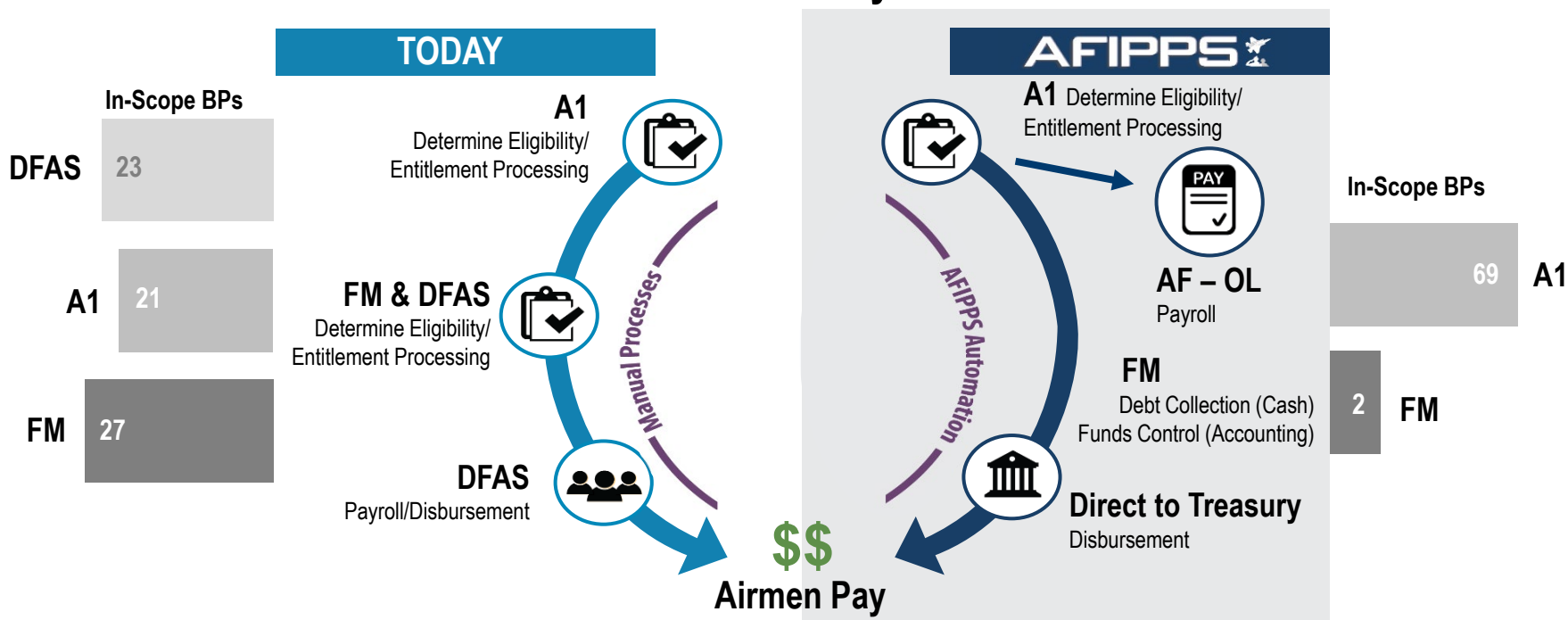
A1 IS ONLY ASSUMING MILPAY DUTIES

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Road To Transformation

AFIPPS shifts most A1 > FM transactional work done today to A1 and automates much of the current manual work. AFIPPS will assume any pay affecting transaction that currently requires MilPDS to interface with DJMS-AC/RC.

Road To Payroll

TIMELINE

AFIPPS Milestones

AFIPPS Functional Timeline

Delivery Strategy

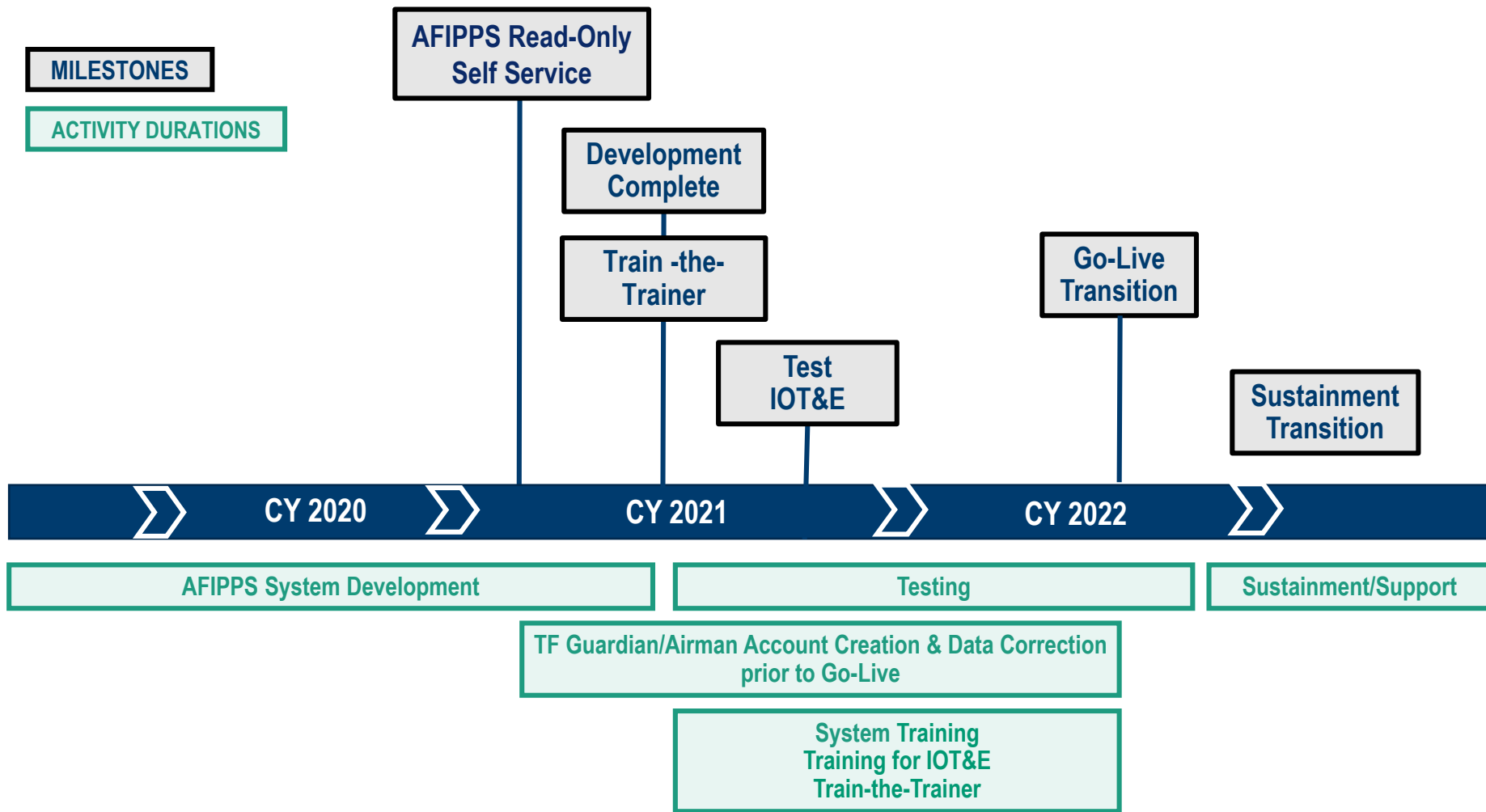# AFIPPS Functional Timeline

2019
Fit Gap/COA Analysis/Development

Begin System Development

Begin Strategies

- Training
- Testing

Execute Change Mgmt. & Outreach

2020
Development Con't

Continue Development Activity

Begin to ID Members To Be Trained for Testing

Begin AFIPPS Account Creation Readiness Activities

2021
Training/Capability Delivery

Soft rollout of Phase One: ROSS Account Creation to current MilPDS users

Begin Test Events: OT&E, QT&E

ID Members to Be Trained for T-t-T

System Training: Test Participants, T-t-T, WBT & Job Aids

2022
AFIPPS Go Live

AFIPPS Full Capability released to Total Force

Transition Support/Additional Training/Help Desk

Sustainment Support

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PHASE 1 (MAR 2021):

AFIPPS Account Creation

Read-only Self Service

Member Data Verification

Basic Reporting and Printing

Infrastructure Performance

IMPORTANCE:

○ Acclimates Airmen and Guardians to the environment and features

○ Portal provides Airmen and Guardians access and view of their personal and career data

○ Provides environment infrastructure stress and accessibility measures

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IMPORTANCE:

- A single, authoritative system with more automated, electronic process

- Ability to validate records, initiate pay action request, perform leave actions, and manage HR processes

- AFIPPS decreases pay issues and improves HR and pay processes

PHASE 2 (2022):

$ User Initiated Pay Processes

HR Specialist Process Approval

Automated Leave Process

Reduction in CMS Case Creation

Increase in Accuracy of Pay

TRAINING

Training Approach

Training Audiences

Training Aspects

Training Methods

Training Classes

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Co-Solution best training venue for each User Group

Training Guiding Principles:

- Training will be functional and/or role-specific including process, system, and role changes

- Minimal amount of disruption to users

- Training development is iterative and parallel to build and test

- Leverage out-of-the-box/vendor training when applicable

- Involve Change Agents in training development, train-the-trainer, and/or delivery as applicable

- Training delivery method is dependent on the complexity of the change, number/type of users, and program schedule

- Training will be delivered to the testers prior to IOT&E

Training Delivery Options

Classroom – classroom learning style mixed with conceptual learning (understanding of concepts, principles, theories, models, classifications, etc.) and hands-on experience
- Virtual Classrooms
- In-person

Online – bite-sized information and virtual classroom style learning on key elements of functionality
- Virtual Training
- Learning Bites
- Targeted Communications

Self-service – one-stop shop to access all learning materials and links to Microsoft support
- Vendor
- Job Aids
- Reference Guides

Training Audiences

- **Air Force End Users:** All DAF Active, AFR, and ANG military personnel

- **HR Specialists:** Users performing pers/pay activities and transactions within AFIPPS on behalf of a member

- **HR Test Group:** PSM, AFPC Test Group, Total Force base-level users

- **AF Payroll Operating Location:** Users performing payroll-processing operations (including pre- and post-payroll actions)

- **FM Specialists:** Users currently performing MilPay operations

- **Approval Authorities:** Individuals authorized to approve certain transactions (e.g. Commanders, First Sergeants, Supervisors, Managers, etc.)

Training Aspects

Preparatory Base-Level Training

- Owned by A1/FM CFMs, & A1X

- A1/FM MOU confirming FM training of A1 on new business roles

- Integrating FM with A1

- A1 Familiarization of FM policy/requirements

- Develop/Implement Training Plan

AFIPPS System Training

- Owned by AFIPPS PMO and Accenture Federal Services (AFS)

- 2K Train-the-Trainers including A1/FM members and DFAS/AF OL personnel

- Building training as system development progresses

Sustainment Training

- Owned by A1 & AETC

- Train field & external partners

- Schoolhouse considerations

Training Methods

- **Instructor-Led Training**: Train-the-Trainer classes will train 2,000 users on system-specific training, then trained users will return to their home stations to train additional workforce as needed

- **Simulated Training Environment**: Cloud-based, hands-on, interactive learning environment with role-based scenarios

- **Self-Paced**: User Manuals, informational videos, WBT, Simulations, New/Updated PSDGs, Job Aids

- **SCORM®-Compliant WBT:** AFIPPS WBT will be a collection of role-based, self-directed, self-paced, interactive modular trainings to be deployed and managed through the AF Learning Management System

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- **Train-the-Trainer (TtT) is the primary strategy for training the Total Force**

- **AFS will train up to 250 personnel in initial courses to support IOT&E**
  - **Multiple classes - First class mid-Jun '21 and last class mid-Aug '21**
  - **Class duration approximately 2 full days or 4 half days**
  - **Location: AFS San Antonio Office (COVID Restrictions may require virtual training vice in classroom training)**
  - **AFOTEC representatives will attend**

- **AFS to Conduct Payroll Process Training for DFAS OL Team Members**
  - **Two classes: 1 in support of IOT&E / 1 before Capability Delivery**
  - **Class duration approximately 3-4 days**
  - **Location: In coordination**
  - **AFOTEC representatives will attend**

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- **AFS will subsequently train 1,750 additional personnel virtually**
    - **Multiple classes – First class mid-Aug '21 and last class Jan '22**
    - **Class duration approximately 4 half-days**
    - **Trained Students will train remaining Total Force prior to Jun '22 Capability Delivery Date**

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CHANGE MGMT. & STRAT COM

Stakeholder Outreach

Advocating for AFIPPS

Contacts – Change Champion Network

Stakeholder Outreach

Print Communication

Digital Communication

Events and Engagement

Continuous stakeholder analysis & measurement through the entire AFIPPS Lifecycle

2018	2019-2020	2020-2021	2022
Informed CCN, BPO, A1/FM leadership of Fit/Gap results and next steps	Increased TF engagement & communications: Focus in on "what's changing" and "what's in it for me"	Maximize Total Force communications of AFIPPS readiness, deployment, training	User adoption assessments, feedback and post "go-live" communication
Measure Awareness	**Measure Knowledge**	**Measure Knowledge & Ability**	**Measure Ability & Adoption**

Advocating For AFIPPS

AFIPPS CCN Office 365 Environment

https://usaf.dps.mil/teams/AFIPPSChangeChampionNetwork

AFIPPS AFPC Webpage

https://www.afpc.af.mil/Support/AFIPPS/

AFIPPS Portal Page

https://www.my.af.mil/gcss-af/USAF/ep/globalTab.do?channelPageId=s6925EC133F8E0FB5E044080020E329A9

AFIPPS MilTube Link

https://www.milsuite.mil/video/watch/video/36400

AFIPPS YouTube Channel

https://www.youtube.com/playlist?list=PLYqooK1POHb37Xh0Bj0QpZcgF7bvOf_Xc

AFIPPS Inbox

A1DTA.AFIPPS.OCM@US.AF.MIL

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AFIPPS Change Champions POCs:

RegAF:
Col Tara White
Lt Col Jamison Braun
Mr. Tom Starkovich

AFR:
Lt Col Charles Knapp
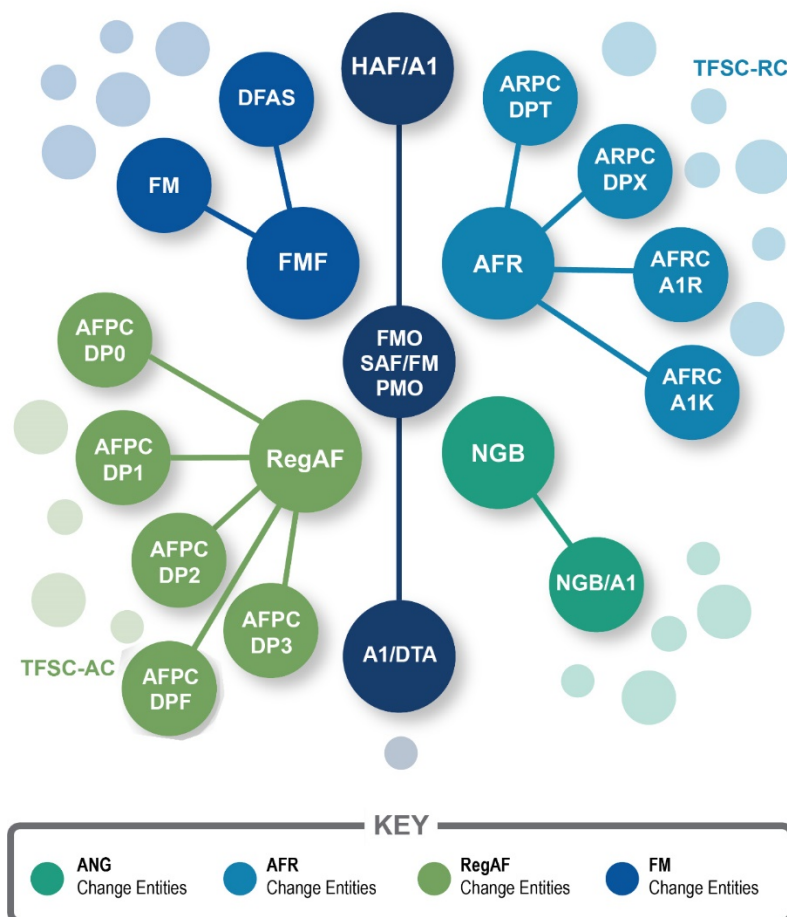Mr. Marc McAlister
SMSgt Amber O'Neal

ANG:
Mr. Roderick Hector
Mr. Alan Sanchez

AFIPPS OCM:
Lt Col Mike Chiplin
Ms. Erin Collier

Leverage Your Change Network!!

KEY

| ANG Change Entities | AFR Change Entities | RegAF Change Entities | FM Change Entities |

Questions/Discussion

To learn more about the AFIPPS or for questions or feedback, email us at AFPOA.AFIPPS.OCM@us.af.mil.
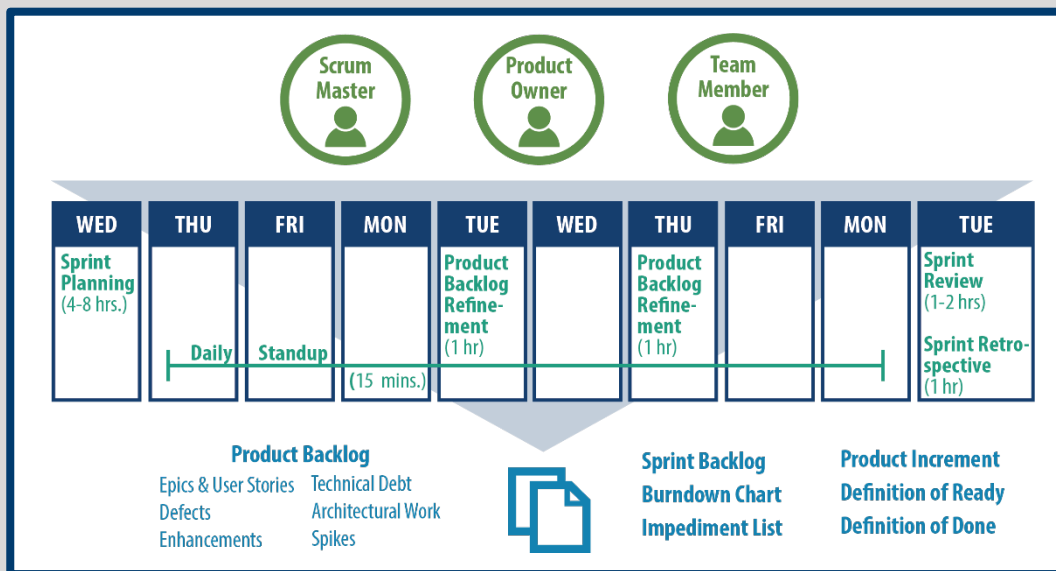
REFERENCE SLIDES

AFIPPS: Agile in Action

The Air Force is using Agile development methodologies for AFIPPS.

VALUE STREAMS

AFIPPS development is broken up into prioritized stages of development that consist of a series of sprints.

AFIPPS sprints are three weeks long and executed by a scrum team of 5-9 people.

Scrum Master | Product Owner | Team Member

WED	THU	FRI	MON	TUE	WED	THU	FRI	MON	TUE
Sprint Planning (4-8 hrs.)				Product Backlog Refinement (1 hr)		Product Backlog Refinement (1 hr)			Sprint Review (1-2 hrs) / Sprint Retrospective (1 hr)

Daily Standup (15 mins.)

Product Backlog
Epics & User Stories
Defects
Enhancements
Technical Debt
Architectural Work
Spikes

Sprint Backlog
Burndown Chart
Impediment List

Product Increment
Definition of Ready
Definition of Done

AFIPPS Capabilities

| INCREMENTAL DELIVERY | AFIPPS is the first step in the Air Force's transition to a modern, sustainable platform. |

AFIPPS Increment 1 EBS Capabilities

PAYROLL
Ensures pay checks are accurate, on time, and any issues are resolved quickly

ABSENCE MANAGEMENT
Ensures service records remain accurate and leadership informed

SELF SERVICE
Gives service members the power to review records for accuracy, update personal data, and initiate absence and pay action requests

WORKFLOW
Streamlines and automates the routing of absence and pay action requests

Agile Value Stream Focuses

1 — Employee Type, Grade, Longevity, Basic Pay, Qualification, Location, Organization, Participation Status, Duty Status, Performance, Marital/Dependent Status, Authoritative System Interfaces — **Maintain Employee Payroll Data**

2 — Housing, Clothing, Relocation, Subsistence, Personal Money, Cost of Living Allowances, Advance/Partial Pays, Incentive, Performance & Qualification Bonuses, Retention Bonuses, and Other Special Pays — **Manage Pay Entitlements & Special Pay**

3 — Fines & Forfeitures, Taxes, Garnishments, Deductions, Debts, Allotments, Recoupments — **Manage Deductions, Garnishments & Debt**

4 — Payroll Structure & Schedule, Gross to Net Payroll Rules, Special Accumulators, Payroll Balances — **Calculate Gross to Net Pay**

5 — Retroactive Pay — **Process Retroactive Pay**

6 — Reports & Statements — **Manage Post Payroll Processing**

7 — Leave Entitlements — **Manage Leave**

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Read-Only Self-Service (ROSS)

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Claim Account

Navigate

Review

AFIPPS Readiness Communications

- **Access & Notification**
  - ➢ **System access will be hosted on myPers**
    - ➢ **Notifications instructing Airmen and Guardians to claim accounts at specific times in 2021 will come *FROM MYPERS***
    - ➢ **AFIPPS User Readiness Package content will be hosted on the same myPers page**
- **Communications will be in many forms over the next few months (webcasts, videos, messages, etc.) and posted to our website and Portal page**
  - ➢ **AFIPPS Webcast (ROSS): 11 February 2021**
  - ➢ **FMO & SAF/PA News Articles**
  - ➢ **AFIPPS Access how-to demo video release**
  - ➢ **MyPay messages preparing members for future account notifications**
- ***End User actions & Leadership reinforcement will be key***
  - ➢ **How can the CCN help ensure leaders reinforce actions to claim accounts?**