

E-Mail ALSPO D/12

Subj: DIRECT ACCESS/IMAGE NOW DATA CENTER RELOCATION

Ref: (a) E-Mail ALSPO H/11; Payroll Processing Schedule for Calendar Year 2012

Purpose This E-Mail ALSPO message announces service interruptions and outages that are anticipated to occur when the contract data center relocates the servers housing the Direct Access I, Direct Access II, Retired Global Pay and Image Now (EIPDR) databases and applications.

Summary PPC has been advised by Commandant (CG-631), that IBM, the Coast Guard's contract data center for human resource (HR) systems data hosting, is closing the facility where our systems are housed. The systems will be relocated to another location in June 2012.

Direct Access (I & II) and Retired Global pay systems data will be backed up and loaded onto a disaster recovery server prior to the closure of the IBM facility. These applications will not be available from 1700 (EST) 31 May through 03 June 2012. The disaster recovery server will be accessible for limited use from 04 June through 08 June 2012 and then not available from 08 June until the production servers are relocated to another facility and brought back online on 15 June.

The Image Now/WebNow electronic imaging systems will not be available from 1700 (EST) 31 May until 15 June 2012.

Impact on Users During the period from 04 June through 08 June 2012, Coast Guard Direct Access and Retired Global Pay systems will be hosted on a server with less capability than the previous production servers. Member self-service is not planned to be available during this period. During periods of peak usage (0900 to 1500, central time) users may experience a decrease in system response time, system time out errors, or unexpected system exit. If users are forced to exit the system or experience a "page not found" error, they should re-enter their data from the last save they made. Early and often saving of data is encouraged during this, and all, data entry activities in Direct Access.

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**Impact on
Payroll
Processing
Schedule**

The Calendar Year 2012 Payroll Processing Schedule, promulgated in reference (a), is amended as follows:

1. The data entry cutoff for the June mid-month payday (15 June) is changed from 05 June to 06 June and the compute cycle is changed from 06 June to 07 June.
 2. The first update cycle (13 June) for the June end-month payday (29 Jun) is cancelled.
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Timeline

The following timeline is provided to assist in planning for this transition:

- Thursday, 31 May - Direct Access and HR Imaging will be taken offline at 1700 (EST).
 - Monday, 04 June - Direct Access will be available in a reduced capacity as described above. The imaging system will not be available.
 - Friday, 08 June - Direct Access will be taken offline.
 - Friday, 15 June - Direct Access and HR Imaging are both back on line in regular production environments.
 - Tuesday, 19 June – Data entry cutoff for 29 June payday.
 - Wednesday, 20 June – June end-month payday compute cycle runs.
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SPO Action

SPOs should attempt to reschedule data entry work to times outside the peak usage period. We recommend SPOs in the Atlantic Area AOR plan on performing data entry during the early morning hours and SPOs in the Pacific Area plan on accessing the system in the late afternoon and early evening hours from 04 June to 08 June.

Members are being advised to submit leave requests during the Direct Access outage using leave procedures in place at their units prior to the existence of the Direct Access Absence Request function. SPOs should then enter the leave through the Absence Request function once Direct Access is fully functional.

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**SPO Action
(cont'd)**

SPOs should review the following reports and queries:

- The [SPO Pending Pay and Separations Transactions Query](#), and the [SPO Pending Statement of Intent \(SOI\) Transactions Query](#). Ensure pending transactions and SOIs are approved prior to the outage beginning on 08 June.
- The [unit roster](#). Ensure SOIs and separation or retention transactions have been submitted for personnel with enlistments ending in June.
- The [Begin Extension of Enlistment/Begin Re-extension of Enlistment Report](#). Ensure the Begin Service under an Extension or Re-Extension transaction is submitted prior to the upcoming system outage.

SPOs should pass the information contained in this message along to units in their AORs.

Questions

Questions regarding the content of this E-Mail ALSPO message may be directed to PPC Customer Care at:

-  (866) 772-8724/(785) 339-2200
 -  <http://cgweb.ppc.uscg.mil/ccb> (Online Trouble Ticket/Inquiry Form)
 -  PPC-DG-CustomerCare@uscg.mil (E-Mail)
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Released by

Internet release authorized.

/s/
S. L. LEBRUSKA, CAPT, USCG
Commanding Officer

Copy: COMDT (CG-631)