



2017 National Conference

Making e-Services and WMIRS Better

September 2, 2017

Lt Col Dlugiewicz

CIVIL AIR PATROL



Agenda



- Introductions
- Help Desk – What? Where? Why?
- Adding a Bug / Adding an Enhancement
- Old Process vs. New Process
- ITSC
- FUG
- What do you want added?
- Questions and Critiques



Introductions



➤ Lt Col David Dlugiewicz

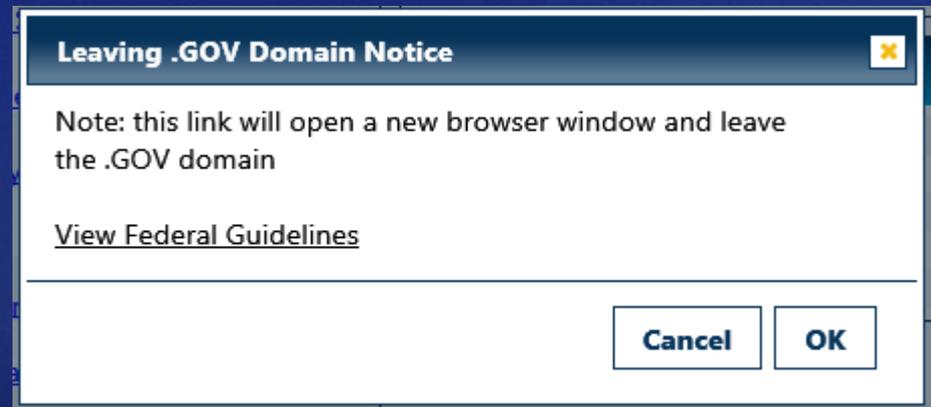
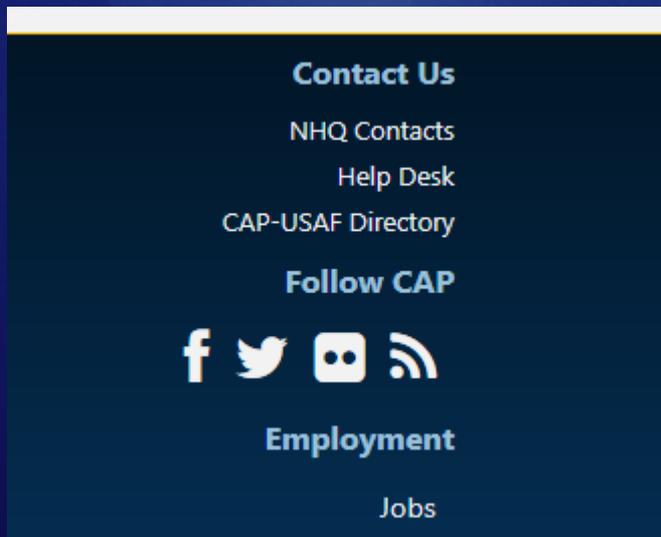
- 8 Years in CAP
- Ohio Wing Group VIII Commander
- National IT Functional Users Group (FUG) Chairman
- AFA Ohio State VP for Cyber Patriot



Help Desk



- Lower right side of the eServices Screen (both old and New)
- <https://capnhq.crmdesk.com/support/login.aspx>





Help Desk



- WMIRS/Commander's Corner
- Ops Quals

WMIRS 2.0 - Current

- ▼ About
 - Getting Started
 - Automatic Permissions
 - Video Tutorials
 - CAP Helpdesk
- ▶ WMIRS 1.0 links

Mission

OPEN

Mission I

17-A-330

TRAINING

Commander's Corner

About	Home
Overview	WEL
CAP Helpdesk	Com

Operations Qualifications

About Ops Quals	Home
Overview	
FAQ	
Training Material	
CAP Helpdesk	
Aircraft Identifiers	



Help Desk Start



Civil Air Patrol

Welcome to eServices HelpDesk!

[Home](#) [FAQ](#) [Submit a Problem/Ask a Question](#) [My Stuff](#) [Help](#)

Logged in as [dlugiewiczda](#) [Logout](#)

[Search For Your Answers Here](#)

Please search our knowledgebase to find the answer you need.

[Submit a Problem/Ask a Question](#)

Submit your problem or question to our professional technical support team.

[My Stuff](#)

Check on the status of your problems or questions and change your profile here.

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Civil Air Patrol

Welcome to eServices HelpDesk!

[Home](#) [FAQ](#) [Submit a Problem/Ask a Question](#) [My Stuff](#)

Logged in as [dlugiewiczda](#)

[Problems/Questions](#) | [Archive](#)

Enter a word or phrase to search:

Search criteria: Sort by:

1 Problems/Questions Found. <<

44631 [Location is wrong for GLR-OH-210 on qcivilairpatrol.com unit locator](#)

5/3/2017 12:26:51 PM 5/6/2017

[Privacy](#) [Legal](#)

ATROL



Submitting a Bug



- Click Submit a Problem/Ask a question.
- Enter a summary (title).
- Enter the problem or question.
- Attach a screen shot if you have it.

Your Problem/Question

Summary:

Problem/Question:

Attach File:

Category: ▾

Application:

CAPID:

Wing:

Unit:



Categories for Bugs/Questions



Choose Category

For Members Only

- CAP Email
- CAP Equipment
- eServices Login
- eServices: Application Enhancement Request
- eServices: Fix (Work Stoppage)
- eServices: Fix (Workaround Available)
- eServices: Membership Renewal
- OPR Inquiry

For NHQ Employees Only

- Add Employee Account and Setup Request
- Building Request: FAX/Copier
- Building Request: Furniture
- Building Request: Miscellaneous
- Graphic and Print Services Job Request
- Hardware: Email
- Hardware: Equipment
- Hardware: Hard Drive
- Hardware: Monitor
- Hardware: Network
- Hardware: Printer
- Software: eServices
- Software: Other
- Software: Software Installation



Categories for Bugs/Questions



- CAP Email
- CAP Equipment
- eServices Login
- eServices: Fix (Work Stoppage)
- eServices: Fix (Workaround Available)
- e-Services: Membership Renewal
- OPR Inquiry



Bug Submission



- Next is Application if you know it.
- CAPID
- Wing
- Unit
- Then submit



Live Bug Submission



- <https://capnhq.crmdesk.com/home.aspx>



Adding an Enhancement



- Under category
 - eServices: Application Enhancement Request
 - Can be anything that you think would help.
 - Be as descriptive as possible.



Old Process



- All tickets were categorized by the development team.
- Bugs were added to the bug list.
- Enhancements or changes went to the IT Steering Committee (ITSC) for review.
 - Would decide if it warranted being worked
 - Many items placed in a hold basket
- ITSC had one member that works in the field



The NEW Way

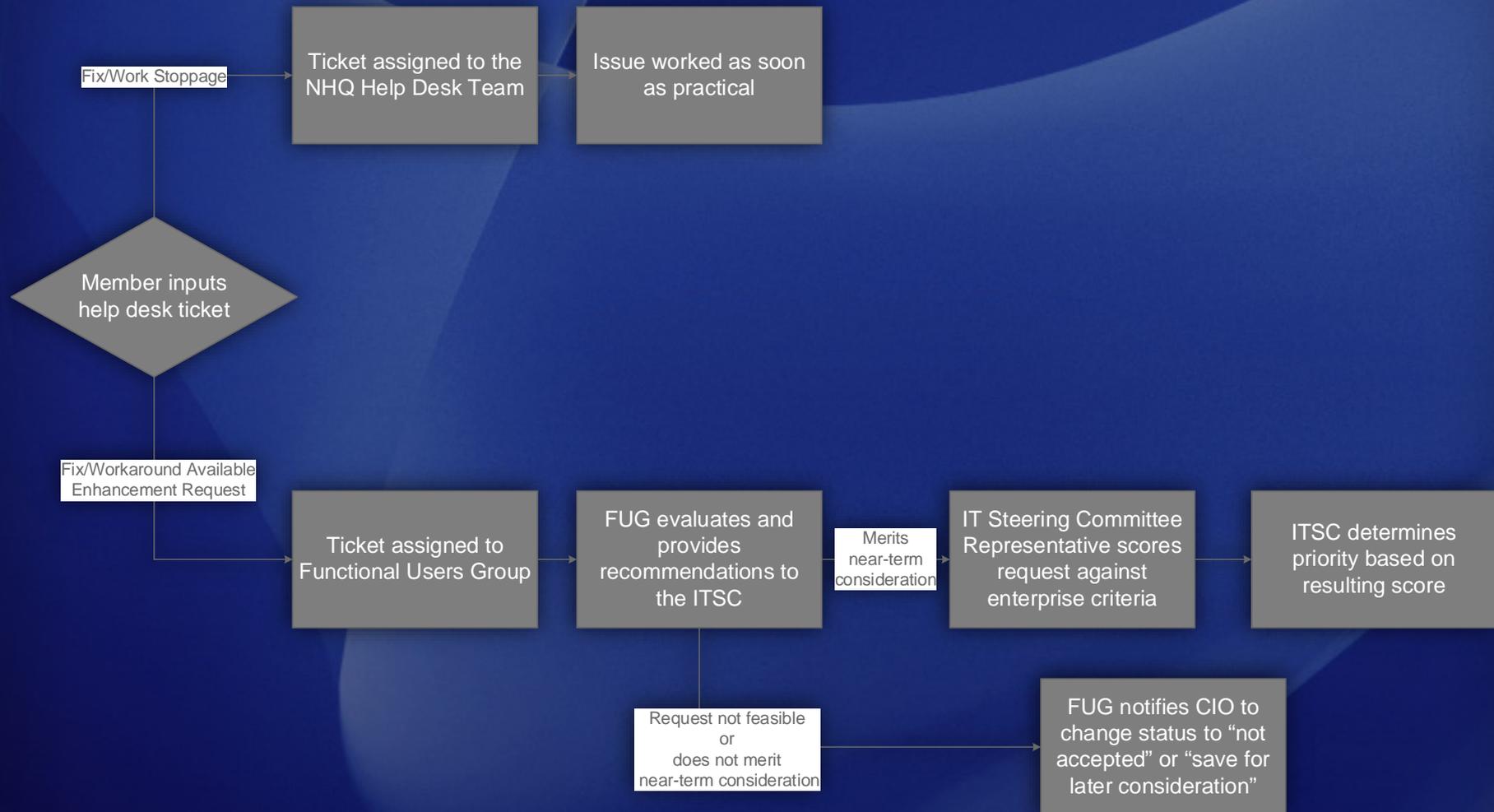


➤ IT Functional Users Group (FUG)

- Created in Mar/Apr
- Took over on May 08, 2017
- Will review and recommend all enhancements
- Made up of members from all regions
- No special permissions to eServices



New Help Desk Process





ITSC Membership



Non-Voting Members

- Kathy Conyers, CAP/CIO
- Joe Hall, Deputy Director, IT
- Lt. Col David Dlugiewicz, FUG Chair

Voting Members

- Colonel Brian Ready, Command Representative
- Paul Gloyd, CAP/COA
- Gary Schneider, Senior Director, Logistics
- Susan Easter, CAP/CFO
- Ron Olienyk, Deputy Director, Operations
- Susie Parker, Chief, Personnel and Membership
- George Vogt, Chief, Safety



ITSC Responsibilities



- The IT Steering Committee's primary responsibility is to evaluate project proposals against established criteria such as risk mitigation, breadth of impact, and regulatory requirements.
- ITSC Representatives score each IT proposal resulting in a prioritized list of projects expected to bring the highest business value to Civil Air Patrol.
- During the bi-weekly ITSC meetings, members review which project proposals should be approved for development and assigned to a sprint.



IT Functional Users Group (FUG)



Region	Representative
National IT Manager*	Col Sandra Brandon
Chair**	Lt Col David Dlugiewicz
Northeast Region	Col Joe Sirois
Middle East Region	Maj Rachel Knowles
Great Lakes Region	Col Leo Burke
Southeast Region	Lt Col Joe Knight, III
North Central Region	Col William E. Kay
Southwest Region	Lt Col Timothy Medeiros
Rocky Mountain Region	Capt Rob Ball
Pacific Region	Lt Col Ira Rosenberg

**The National IT Manager acts as a Strategic Advisor to the CIO, assisting in strategic planning and governance improvements. Supports the CIO in bilateral communications to / with the volunteer in the field. Provides guidance and leadership to the Functional Users Group.*

*** The FUG Chair Serves as the tactical "Voice of the Field", advising the Chief Information Officer (CIO) and the National IT Manager regarding the interaction of CAP members and the Civil Air Patrol's software application suite. Serves on the ITSC as a non-voting member*



FUG Responsibility



- The primary responsibility of the FUG is to identify, evaluate and assist in the prioritization of field generated requirements based on their functional expertise and broad experience with eServices.
- Help desk tickets for IT enhancements and fixes with viable workarounds are automatically routed to the FUG Chair who will coordinate the group's evaluation.
- Each request will be evaluated by at least 2 FUG members and discussed during the bi-weekly FUG meeting.
- Recommendations regarding viable project proposals will be provided to the ITSC for scoring and prioritization.



FUG Member Categories



Aerospace Educ	Plugiewicz	Burke			
Cadet Programs	Knowles	Medeiros	Burke		
E-Learning	Sirois	Knowles	Kay		
Finance	Kay	Rosenberg			
IG	Medeiros	Knight			
Information Tec	Ball	Sirois	Medeiros		
Operations	Sirois	Burke	Kay	Knight	Rosenberg
Personnel and M	Medeiros	Knowles			
Public Affairs	Rosenberg	Burke	Knowles		
Publications	Kay	Medeiros			



Typical FUG Meeting



- Review new items of the last 2 weeks
- Items are rated by:
 - Is it applicable to more than one Wing?
 - How many users?
 - How much time can be saved?
- Some items will go into a hold basket.



Current FUG Items



- | | FUG Helpdesk | Item |
|---|--------------|---|
| ➤ | 55 45622 | Combine Attendance log |
| ➤ | 56 45628 | Remaining/Completed Data |
| ➤ | 57 45631 | WMIRS Report Request |
| ➤ | 58 45630 | My Account, Service Ribbons |
| ➤ | 59 45641 | Need Data-Only Report Option
Without Formatting |
| ➤ | 60 45670 | New Service Ribbon module -
requests for changes |



Current ITSC Items for FUG Review



- Improvements to CAPF 120 (decorations)
- Request a rule that will expire non-duty related permissions
- Ability to print temporary ID Card with pic
- Requirement for all AEX reports to come up
- Allow IGs read only access to eServices information for their units
- Provide data (specified in notes) that would permit integration with FltCrew-iLog



What Do You Want Added?



- We can't put everything into system...

“Press any key to continue or any other key to quit”

“Only half of programming is coding. The other 90% is debugging the code.”



Questions / Critiques



➤ Questions

➤ Contact Information:

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