Transforming the USMEPCOM - Using SOA to Modernize Existing Systems

April 21, 2009
Mission

Ensure the quality of military accessions during peacetime and mobilization in accordance with established standards.
Where We Are Located

Western Sector

- Seattle
- Spokane
- Portland
- Sacramento
- San Jose
- Los Angeles
- San Diego
- Phoenix
- Albuquerque
- El Paso
- San Antonio
- New Orleans
- Houston
- Shreveport
- New Orleans
- Savannah
- Charleston
- Ft. Benning

Eastern Sector

- New York
- Ft. Dix
- Trenton
- Philadelphia
- Baltimore
- Washington
- Richmond
- Ft. Lee
- Petersburg
- Norfolk
- Kingsville
- Jacksonville
- Savannah
- Charleston
- Ft. Benning
- Ft. Stewart

Organization

- HQ’s co-located at Great Lakes Naval Training Base
- 2 Sectors
- 65 Military Entrance Processing Stations (MEPS)
- Supports all uniform services

Personnel

- Assigned
  - Military: 608
  - Civilian: 1,997
  - Total: 2,605
Role in the Accession Process

Our Role

Ensures DoD applicant qualification standards are met across all Services

Vital strategic role as a provider and broker of mission-critical information for total accession process

Provide efficient, low-cost, “one stop” applicant processing to all the Services

FY2008 Workload

- 274,000 Accessions
  - 187,000 AC
  - 87,000 RC
- 700,578 Accessions Visits to MEPS
- Student/Enlistment ASVAB Tests - 1.2M
- Special Tests - 126,000
- Medical Exams - 386,000
- Background Screening Checks - 333,000
- Enlistment Contracts - 325,000
- Personnel Data Transmission - 259,000 Packets (Shipped)
- Meals/Lodging - $57M
  - 739,695 Overnight Stays
- Transportation - $79.6M
Our Core Competencies - Enlistment Processing

Testing

Medical

Background Screening

Service Counselor (Job Search)

Enlistment

Freedom's Front Door
Transformation
Prior Enterprise (non-SOA)
Service Oriented Architecture (SOA)

• Mandated by DoD
  – Net-Centric = SOA
  – NCES = Net-Centric Enterprise Services
• Services that are flexible and reusable
• Time-to-Production and costs decrease as more services are built
• Applications are build from composite services (the reuse of existing services)
Enterprise Service Oriented Architecture (eSOA)
e-Security - Being Fully Implemented
(Beta Test - Baltimore Apr 08 & San Juan May 08)

**MEPS**
- Positive Applicant Identification
- Electronically track applicant via Biometric and facial recognition photograph index/ facial biometrics
- DD Form 4 Contract signatures are index/ facial biometrics
- Enrollment requires 2 SSN source documents (680-3A-E plus other)
- Reduce fraudulent processing

**Recruiting Services**
- Verify applicant identity “Cradle-to-Grave”
- Applicant uses fingerprint to check-in/out
- Services can access applicant location anytime to determine processing status
- Biometric e-Signature DD Form 4
- Project all applicant (MEPS / MET Site)
- Continuous Verified Test Scores

**Training Centers**
- Same enlistee arrives at the Initial Entry Training Center
- End state capability to verify new enlistee identification with Defense Manpower Data Center (DMDC) Common Access Card (CAC) issuance (biometric)
- Receive biometric e-Signature DD Form 4

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**Biometric Capture**

**Biometric MEPS/MET Site Enrollment**

**Biometric Signature/Tracking**
Enterprise Service Oriented Architecture (eSOA)
The Future of Military Entrance Processing
Personnel Visibility

**Business**
DoD Business Transformation Agency

*Business Enterprise Priority: Personnel Visibility*

6 Business Enterprise Priorities:
1. Personnel Visibility
2. Acquisition Visibility
3. Common Supplier Engagement
4. Materiel Visibility
5. Real Property Accountability
6. Financial Visibility

**Military**
Quadrennial Defense Review

*Basis of Needed Capability and Forces: Ability to Meet Surge Requirements*

Always Mission Focused

PV Goal: Provide accurate, timely and readily available personnel information . . .
Current Processes

Time Intensive for Applicants

Sequential

Labor Intensive for Recruiting/MEPS Personnel

Considerable down time

Improving the process for applicants will also improve the process for Recruiting/MEPS personnel and vice versa.
For kids who have grown up accustomed to the speed, accessibility and anonymity of the Internet, interfacing with an actual human being will seem cumbersome, while being asked to sit and wait for batch processing of others will seem intolerable.
Key Goals

• One visit, one accession
• Paperless processing
• Positive identification of applicants
• Enhanced data accessibility
• Validation of self-disclosed information
• Compliance with DOD IT mandates
  – Net-centric
  – Enterprise architecture
Impacts

• Reduce accession processing costs
• Reduce attrition
• Improve data quality
• Initiate electronic health record (Health IT)
• Enable anytime, anywhere processing
• Enable business process flexibility, adaptability, scalability
• Enhance data exchange across DoD
VIPS Process: Save Recruiter Time and Resources

- Reduce MEPS Visits
- Single Data Entry
- Save Recruiter Transportation Time
- Improve Medical Informatics
**TODAY**

**Current Concept of Operations**

**Fiscal Year 2008 Processing Data**

- **Interested**: 588,000
- **Enlistment Tests**: 373,000
- **Medical Exams**: 333,000
- **USMEPCOM Qualified and Service Waivers**: 328,000
- **Initial Oath and Behavior Assessment**: 259,000
- **Enlist and Ship**: 230,000

**Total**: 678,000 applicants

**1,124,000 applicant MEPS visits**

**Future Concept of Operations**

**Projected Workload**

- **Global Accessions Processing**
  - Applicant Processing Tools Available On-Line
  - iCAT Enlistment Test
  - Medical Pre-screen
  - Behavior Assessment
  - Waiver Prescreen

- **Increased capacity - reduced workload**

**External Process**

**MEPS Process**
Accession Enterprise

- Electronic capture of qualification data
- Support for DOD human resource systems
- Paperless, Net-centric environment
- Secure availability of accession data
- >90% applicant pre-qualification
- System scalability

Business Solution
VIPS
IT Solution

OPM / FBI
SSA
Selective Service System
Veterans Affairs
Law Enforcement
USCIS
DMDC
Defense Manpower Data Center

Biometrics Management Office
DTS

Prescription History
Insurance Companies
Healthcare Providers
Selective Processing
Reception/Recruiting
Trainings/Centers
Veterans Affairs
Armed Forces Health Longitudinal Technology Application

Biometrics Management Office
DTS

• Electronic capture of qualification data
• Support for DOD human resource systems
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Acquisition Timeline

VIPS 1.0 2010
VIPS 2.0 2011
VIPS 3.0 2012
VIPS 4.0 2013

FY 2008
FY 2009
FY 2010
FY 2011
FY 2012
FY 2013

Apr Aug Jan Apr Jun Aug

BPR Delivery
FRD Delivery
SRSs Delivery

Internet Computerized Adaptive Testing (iCAT)
Positive Identification (PosID)
Business Intelligence (BI)
Recruit Travel - DTS
Strategy

• **Reengineer business practices to improve the product**
  – Provide effective, efficient service to applicants and stakeholders
  – Implement paperless processing
  – Establish robust business management analytical tools
  – Serve as a catalyst in revolutionizing processing

• **Leverage technology**
  – Streamline corporate business processes
  – Enhance core competencies
  – Synchronize IT transformation with stakeholders and partners

• **Field a flexible solution**
  – That minimizes response time
  – Improves the efficiency of accession process
  – Establishes a “virtual” processing environment

• **Transform workforce and workplace culture**
  – Optimize the organization
  – Institutionalize a professional and personal training program
  – Improve work environment
Challenges/Risks

• Shift/Change
  – Communication
  – Support & Buy-In

• Funding

• System Changes (Accession Enterprise)

• DoD Enterprise Transformation
Summary

• **VIPS is a visionary program**
  – Dramatically transform the business of military accessions

• **VIPS is strategically aligned with**
  – Higher DoD priorities
  – Maintaining a focus on quality accessions

• **As part of the Accessions enterprise, VIPS will:**
  – Reduce accession processing costs
  – Reduce attrition
  – Improve data quality
  – Initiate Electronic Health Record (Health IT)
  – Enable anytime, anywhere processing
  – Enable business process flexibility, adaptability, scalability
  – Enhance data exchange across DoD