

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISCUSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
1	DUA	CASCOM	Holding positions (e.g. Military) must be created prior to D-30 eMILPO file for tactical fielding.	Validation checks performed prior to D-30 to ensure holding positions are created for each FE, Account Assignments created for each FE and AA positions activated with access.	Assigned - Open	PM GCSS-Army	27-Sep-13
2	DUA	CASCOM	AAs creating unnecessary onboard records which generates un-used personnel numbers because the AAs are not searching for the existence of a user record first.	Updated organizational and training material to emphasize users must search for the user first to see if their record exist. If the user exist, then a transfer or outboard can be performed. If the user does not exist, then perform an onboard.	Closed		27-Sep-13
3	DUA	CASCOM	As a result of the Camp Dodge - National Guard Training site fielding, HR learned, under the currenty DUA process design, HR will see continual on-boarding/outboarding and rehiring of the same people over time on a large scale because Camp Dodge is a location where many ARNG personnel go for logistics training. This same process design may also impact Army Reserve personnel attending training sites and dual status personnel attending monthly or annual training.	Evaluation is on going to determine if there is a better way to provide ARNG personnel, who must use the training site equipment and/or be assigned to the training site Force element as well as dual status personnel, with the appropriate roles and permission at the appropriate time without using continual on and out boardings.	Reviewed - Open		27-Sep-13
4	ECP-S Process	CASCOM	There is a need for the working group to describe the GCSS-Army ECP-S process	Message to the user community that submission of ideas are welcomed and it does require justification in order to get it through the ACOM. This could be an opportunity to instutionalize the process.	Assigned - Open	PM GCSS-Army	27-Sep-13
5	Multi Use DODAACs for Fuel and Class IX	USARC	DODAAC being used for fuel key and cards need to be stand alone. Fuel transactions are billed through GFEBs because of TAC 3 address.	USARC will assist with separating DODAACs for this process. BLUF multi use DODAAC (meaning procuring multiple classes os supply, i.e. CLS III, CLSIX )with different funding routes cannot be migrated into GCSS-Army because of the TAC 3 address. Once migrated it causes un-matched disbursements.	Assigned - Open	PM GCSS-Army	27-Sep-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISUCSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
6	Sustainment Training	USARC	Fielded units are losing their trained operators to PCS or Retirement. Replacement personnel have no knowledge of GCSS-Army and usually have no overlap with predecessor. There is no written guidance on required training prior to who can be onboarded into GCSS-Army.	Units are to train replacement personnel but the low density of existing operators creates challenge to effectively do this. USARC will open up empty seats to units needing NET after they have been fielded but this doesn't fulfill every need, especially in a timely manner. PM should conduct bimonthly compo irrelevant classes that are loaded in ATRRS.	Assigned - Open	CASCOM	27-Sep-13
7	Lead User Program	USARC	Lead User program seems to have come from a good idea that hasn't been thoroughly developed/enforced. For the AR, the operators are the lead users (PRI/ALT). So they have no one to mentor.	Scrap the Lead User Program for Wave 1 fielding to the AR. Continue to conduct ALUT training.	Reviewed - Open		27-Sep-13
8	Server Connectivity	USARC	Units need to be aware of the importance of testing SAMS Systems to the new GCSS-Army server prior to Go-Live.	Utilize the Test server Instructions provided by G-4 to eliminate any issues at Go Live	Reviewed - Open		27-Sep-13
9	DODAACS	USARC	DODAACS meant to be used in GCSS-Army are showing up fuel tranactions resulting in UMDs.	Users need complete and verify all DODAACS for entry into GCSS-Army by D-30 of Conversion Process. Users need to be notified to stop using GCSS-Army DoDAACS for fuel transactions and use the DoDAACS designated for fuel.	Open		
10	DODAACS	USARC	If roll-up DoDAACS aren't identified before Go Live then user won't be able to pull status in the right groupings.	Identify rollup DoDAACS by D-30 of Conversion Process.	Open		

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISCUSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
11	DUA	USARC	New Personnel are not being aligned properly within the correct FE structure	Align new users with FE structure.	Open		
12	DUA	USARC	On-boarding being done too close to Go Live	On-board personnel before D-30.	Open		
13	Logistics/Data	USARC	Words "No Serial Number" showing up in the serial number data field.	have to make sure input data for conversion does not have anything in the serial number field when none exists.	Open		
14	Data	USARC	Users submitting requests for items during the Browout/Blackout Period.	Make sure customer units are aware of when request submission must stop.	Open		
15	FE Structure (DODAACs)	ASC - Fort Bragg	Recommend that customers that are physically on the installation and or within the local commuting area should be identified as local unless justifications are submitted. This will prevent problems when data validation begins. Our DODAAC Coordinator and staff did the initial scrubs without vetting through appropriate agencies for final review. This will avoid any confusion w/ converting DODAACs.	Do a detailed scrub of customers (local vs. remote). SSA should forward DODAAC listing to all appropriate agencies to review, validate, request, and delete DODAACs through proper agencies (LOGSA and DMT) to ensure that customer DODAACs are correctly aligned under AGU RIC of support.	Assigned - Open	DA-G4	27-Sep-13
16	Inventory	ASC - Fort Bragg	Wall-to-Wall Inventory should be conducted during Brown Out time period to ensure that the inventory and serial number items are accurate for transfers into GCSS-Army.	Wall-to-Wall Inventory should be conducted during Brown Out time period to ensure that the inventory and serial number items are accurate for transfers into GCSS-Army.	Assigned - Open	AMC	27-Sep-13
17	The Ft Myer NEC was unable to provide a RADIUS server in order to connect the controller to the NIPR and validate users. As you know, by the accreditation documents, the controller cannot be connected without a RADIUS or equivalent to validate user certs.	ASC Fort Myer/AP Hill	(Rhodes) We stand ready to assist if the NEC is ready to stand up a Server. The pending OPOrd from 93rd Signal may assist with direction on this. ASC MAJ Studebaker ; Can anybody in the distro identify who is the point for establishing the RADIUS server? I would recommend Ft. Meyer also include their IAM so the appropriate documents can be captured to update DIACAP. ASC HQs (6/14/2013): This is a PM issue that should have been coordinated at D-120. We need to make sure this is documented and press the PM for a solution. It is not on us to get involved (other than reporting the issue) on something that is clearly a PM's responsibility.	Decisions should have been made to either provide or acquire a Radius Server as soon as they (the PM) found out that the NEC would not be providing it. Issues such as these should not happen if proper coordination is made. LRCs need to keep LNO and higher HQs aware if there are ongoing issues.	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISCUSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
18	ASC has no way to track HDT submissions, view status, disposition, nor if validation was completed by user prior to closure.	ASC, Fort Lee	For ASC DOL and DRU sites – everything appears to be currently combined and not specifically broken out by site. : Only source of HDTs for ASC visibility have been provided via SITREPS from COL Flanders and a Spreadsheet from AMC G6.	ASC Needs to work with PM GCSS-Army & CASCOM on HDT tracking, visibility and resolutions.	Assigned - Open	PM GCSS-Army	25-Oct-13
19	All software/hardware requirements not in place prior to fielding.	ASC, Fort Lee		Recommend PM begin required CCB processes at D-180 to ensure all requirements meet NEC standards.	Reviewed - Open		25-Oct-13
20	Notification of GCSS-A conversion to affected units and the time frame the SSA would be converting.	ASC - Fort Bragg	Timely updates as conversion progresses needs to be to all customer units, not only one that are on daily hot washes.	Recommend PM add a site to GCSS-A web page for customer alerts.	Assigned - Open	PM GCSS-Army	25-Oct-13
21	COI per installations	ASC - Fort Bragg	One size does not fit all; COIs should be appropriately allocated to the size of the LRCs/tactical units being fielded. The COI for LRC Bragg did a yeoman's job of fielding GCSS-A to one of the world largest installations with the most diverse high OPTEMPO components in the Army. Operational Needs Statement had to be submitted for additional Hand Held Devices. (H2 Laptop Toughbooks).	Recommendation - COI's should be allocated warehouse support equipment to the size of the installation.	Closed		25-Oct-13
22	Information Assurance	ASC - Fort Bragg 93rd; 7th; PM;NEC	All coordination of documentation , IT requirements, and support from the PM through the 7th and 93rd to the Installation NEC should be completed prior to the actual fielding. Local NEC fielding support goes no where without an appropriate OPORD.	Installation NEC need appropriate OPORD.	Reviewed - Open		25-Oct-13
23	Hardware	ASC - Fort Bragg	IT personnel should be provided more detailed information regarding the image to be loaded on all equipment.	IT personnel provide detailed image information	Closed		25-Oct-13
24	Software	ASC - Fort Bragg	When financial users outside of the DOL are identified as customers to this application;	IT personnel should also be identified so that they may be issued the software and installation instructions to be used on each workstation affected.	Closed		25-Oct-13
25	Requesting additional GCSS-Army Equipment from PM	ASC - Fort Bragg	Not enough HHT's for size of DOL footprint. This will cause delays in some areas where sharing of HHT's is needed. Fielding equipment needs to be right sized to SSA. Operational Needs Statement (ONS) must be submitted for additional equipment. Not all SSA's are the same size and this needs to be taking into consideration when fielding the new equipment.	PM needs to relook site survey and issue equipment based on size not issue based on all DOLs being the same	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISCUSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
26	Bin locations (162) that fell out during conversion process.	ASC, Fort Lee	This process has to be completed before new bin labels can be printed and put on locations. This is not a show stopper for Go Live, but has to be completed before processing at the SSA can begin.	Ensure Bin locations didn't drop out after conversion. If they dropped out submit a HDT and re-enter bin locations	Reviewed - Open		25-Oct-13
27	The Recon process is more labor intensive than in legacy.	ASC, Fort Lee	DOL users expressed concern with the GCSS-A recon process.	This is a common theme with GCSS-A and has been noted by the PM.	Reviewed - Open		25-Oct-13
28	GCSS-A has begun requisitioning above the RL level for unknown reasons.	ASC, Fort Lee	We learned of major issues at Fort Bliss 2/1 AD today.	Cost to date is approx \$3.6M.	Closed		25-Oct-13
29	The DOJOCON/ZACCTASSIGN discussion needs to start much earlier in the conversion process.	ASC, Fort Lee	A job aid needs to be designed to explain how to convert DOJOCON records to the recommended ZACCTASSIGN structure.	Suggest that ZACCTASSIGN be fully loaded at conversion, not just with those lines that relate to converting open records.	Closed		25-Oct-13
30	Need to provide instructions to the converting activities that explain how to handle the FCM FADR and DOJOCON in relation to the conversion.	ASC, Fort Lee	Prior to go-live, FADRs should be reloaded with funds and the DOJOCON modified so that the only DODAACs that remain are those that will be processing offline ordering through DOD EMALL and GSA Advantage. These remaining lines should be built using a bill code 13 so that no financial transactions are generated as a result of the offline ordering validation occurring between DOD EMALL, GSA Advantage, and FCM. All bill code 11 and 12 lines must be deleted.	Recommend that the FADR be zeroed out when the activity goes to brown out to ensure offline transactions do not process during brown out/black out.	Closed		25-Oct-13
31	Conversion CONOPs	ASC, Fort Lee	The conversion CONOPs state that DFAS employees are performing a G/L account validation during the different steps of the conversion process in all affected accounting systems.	Need to confirm that this did happen during conversion and what steps were taken to correct any errors that were encountered.	Closed		25-Oct-13
32	Credit processing	ASC, Fort Lee	During conversion we were made aware that credits will process using a default line of accounting. The FM Derive table that is used to process these transactions was not programmed to accept the use of customer fund codes in the processing of credits. TRADOC has made the GCSS-Army team aware that this is not acceptable.	A credit needs to be applied to the proper line of accounting, not a default line. Need to know when this deficiency will be corrected for future conversions.	Closed		25-Oct-13
33	GFEBs IDOC errors and duplicate obligations in GCSS-Army	ASC, Fort Lee	At conversion, TRADOC ended up with GFEBs IDOC errors and duplicate obligations in GCSS-Army because interfund bills cleared the obligation in GFEBs between the time we validated the deob_new file and the conversion deobligation transactions processed in GFEBs.	Recommend that interfund bill processing be halted during conversion to preclude this problem from occurring. Converting users need to check their GFEBs IDOCs before signing off on the LOA at conversion.	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISCUSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
34	After go live, purchase orders failed to process against the LOA that was in the ZACCTASSIGN table.	ASC, Fort Lee	Apparently the FM Derive table has to be updated to match the ZACCTASSIGN table and it was not being done, therefore transactions are reflecting the wrong Functional Area. No one was sure who was updating the FM Derive table or monitoring.	A procedure needs to be put into place on the GCSS-Army team to ensure that the ZACCTASSIGN table matches what has been loaded in the FM Derive table.	Closed		25-Oct-13
35	After go-live, the status of funds reports never showed an increase in obligations or a decrease in availability of funds, though we were releasing items from ZPARK.	ASC, Fort Lee	When we drilled down into the status of funds, all our obligations were processing and then reversing. A help ticket has been done. It was surprising to the TRADOC units that the GCSS-Army team was not aware of this condition until it was reported by the field.	The GCSS-Army team should be monitoring how the system is working during go-live instead of relying on the field to identify a problem as large as this one. A red flag should have been raised by the GCSS-Army team when obligation balances were not increasing as a result of transactions flowing out of ZPARK. I understand that the GCSS-Army team will not be able to identify all errors, but one this big should have been caught.	Closed		25-Oct-13
36	UICs/DODAACs have to be verified and cleared prior to Go-Live.	ASC, Fort Lee	Not all Customer UICs/DODAACs loaded in GCSS-A, which caused Financial and Log impacts. Mismatch between GFEBs and GCSS-A DODAAC structures.	PM needs a defined, documented and streamlined process to be part of the unit checklist. Workaround is SSA support's customer w/DOL's DODAAC then seeks reimbursement.	Closed		25-Oct-13
37	Connectivity with AIT Hand-held's and hardware requirements not in place at go-live.	ASC, Fort Lee		PM needs to ensure at D-120 that all network requirements are met to include wireless. (S-tunnel, Java GUI, AIT handhelds). PM needs to work all the CCB process for all sites vs installation by installation.	Closed		25-Oct-13
38	No holistic reconciliation process for help desk tickets.	ASC, Fort Lee	Help desk tickets continue to be created and processed;	Reconciliation process for help desk tickets.	Closed		25-Oct-13
39	The DOL and LTC Domke expressed frustration with individual NECs.	ASC, Fort Lee	NETCOM approved the GCSS-A JAVA GUI, S-Tunnel and AIT Hardware, yet local NECs can have more stringent requirements and review processes for their networks.	LTG Mason: Offered assistance with CIO-G6 and NETCOM to standardize GCSS-A hardware/software installation at NECs and to coordinate in advance of fieldings. LTC Domke will draft a formal request for assistance to LTG Mason and BG Gamble. BG Gamble: ASC G6 can assist the process with local NECs. Their involvement well ahead of a fielding will be key. Ft. Lee SSA Accountable Officer recommended at D-180 or before.	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISUCSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
40	Command Emphasis not applied in getting GCSS-Army operators trained and certified, and Commanders and Executive officers do not understand how management intensive the system is	2BCT 1AD		Conduct an Information Operation for Senior Leaders of the unit on all facets of the system and what its requirements are, and Start NET training with commanders and Executive Officers so they understand what it takes to operate the system	Closed		25-Oct-13
41	Battalions do not have a single POC that manages GCSS-Army information	2BCT 1AD		Make a GCSS-Army rep be an additional duty with each BN to track training requirements, provide feedback to the SASMO on issues and make recommendations	Closed		25-Oct-13
42	There is limited command oversight of GCSS-Army processes, and Lack of knowledge that Soldiers do not come trained, they must receive training within the BDE on the system	2BCT 1AD		Ensure GCSS-Army training plan is deconflicted with other training events. Although the SSA might not be involved in the exercise the supply sergeant of the company will.	Closed		25-Oct-13
43	Lead User training did not take place on a "sandbox" system	2BCT 1AD		Must use a "Sandboxed" live system for training with unit data <ul style="list-style-type: none"> <li>• Familiarity with real world unit codes, groupings</li> <li>• Ability to make and work through mistakes</li> <li>• Interpret error reports and impacts stemming from user error</li> </ul>	Closed		25-Oct-13
44	EUM+ is a useful resource when using the system	2BCT 1AD		Create a student handbook for each business area on how to conduct functions, which also identifies T-Codes to create favorites	Closed		25-Oct-13
45	Soldiers lose roles on a regular basis, which affects access	2BCT 1AD		Identify Access Administrators early and Lead Users must know who they are	Closed		25-Oct-13
46	As users lose access they submit trouble tickets instead of interfacing with their designated Access Administrator	2BCT 1AD		S1s must work closely with Access Administrators as Soldiers are assigned to a unit - S1s can no longer "slot" personnel	Closed		25-Oct-13
47	Current training is conducted quarterly for all business areas utilizing New Equipment Training POI in conjunction with ALMS training	2BCT 1AD		Command emphasis is required <ul style="list-style-type: none"> <li>• Conduct training on a system which allows the users to work through entire processes</li> </ul>	Closed		25-Oct-13
48	Users are slotted and assigned roles during training	2BCT 1AD		Initiate a Senior Leader Information Campaign	Closed		25-Oct-13
49	The POI currently being used is outdated and does not include any system updates	2BCT 1AD		Require a more consistent method of providing GCSS-A trained Soldiers to units	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISUCSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
50	System maintenance not conducted on a dedicated schedule	2BCT 1AD		Develop a daily/weekly/monthly/quarterly maintenance schedule to close reservations/validate stock/close work orders	Closed		25-Oct-13
51	Face to face coordination takes place for outstanding orders that are unresolved	2BCT 1AD		Institute monthly face to face coordination between customer and accountable officer to identify fixes for outstanding orders	Closed		25-Oct-13
52	All transactions are stopped in ZPARK regardless of price/quantity/CIIC/AAC Code Transactions that meet Brigade Release Strategy parameters must get validated and passed a second time ZPARK is used as a financial management tool to validate the requirement for funding Large chunks of materials are passed in a short amount of time creating a wave of requirements on the SSA There is not a system built in GCSS-Army for Company or Battalion leadership to validate requests prior to populating in ZPARK	2BCT 1AD		SPO shop downloads ZPARK on a weekly basis and sends to Battalion XO's for validation prior to obligation of funds Pass validated requirements on a weekly basis to prevent mass spending in the system	Closed		25-Oct-13
53	Increased number of parts coming in with no valid request are resulting in PD lines (excess) to stock on ASL	2BCT 1AD		SSAs have a finite amount of space. Stocking excess lines will potentially create storage issues ☐ The accountable officer needs the ability to process their own items for excess turn-in	Closed		25-Oct-13
54	During 100% wall-to-wall inventory, inventory sheets does not print out in location order	2BCT 1AD		100% wall-to-wall inventory needs to be printed in location order versus jumping to different locations while conducting counts, and Sort storage locations externally and input individually in order to conduct a wall to wall inventory in location order	Closed		25-Oct-13
55	When materials change from non-serialized to serialized, there is no notification about the change to the accountable officer and it requires a trouble ticket to add a serial number	2BCT 1AD		Delays are created for customers when the SSA can't add a serial number to a non-serialized part ☐ Since accountable officer is unaware of serial number change, action is not taken until the part is requisitioned	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

LL ID	LL Description (OBSERVATION)	Action Organization(s)	LL Comments (DISUCSSION)	Recommended LL Resolution (RECOMMENDATION)	Recorded Actions: (BEST PRACTICE)	Assigned to	Date of Action
56	When additional parts are added to the ASL as part of a push package for a new piece of equipment, it requires the accountable officer to FOI each part. Subsequently the accountable officer submits a request to change the new parts from PD to ZP	2BCT 1AD		92A must follow every step within the GCSS-Army System so that no errors occur and all Authorized Stockage List (ASL) is accounted for	Closed		25-Oct-13
57	O2 priority parts does not carry over to the purchase order generated from the SSA to national	2BCT 1AD		During Fiscal Constraints, Item Managers will not expedite 12 priority parts	Closed		25-Oct-13
58	Currently each Maintenance area has one CL IX Storage Location (SLOC) assigned to cover up to six unique Work Centers	2BCT 1AD		<input checked="" type="checkbox"/> A sub-SLOC assigned to each Work Center will eliminate confusion on the destination of the part <input checked="" type="checkbox"/> Develop a CL IX stock SLOC for better shop stock management	Closed		25-Oct-13
59	LIW remains the most accurate source for tracking part status and overall parts availability	2BCT 1AD		Legacy parts tracking systems are still being used in conjunction with GCSS-Army to give the most definitive shipping status	Closed		25-Oct-13
60	Items on Cyclic inventory does not populate on printed sub-hand receipts because cyclic items are locked	2BCT 1AD		Supply SGTs cannot update sub-hand receipts during cyclic inventory (3-25th) of each month.	Closed		25-Oct-13
61	NET USR does not populate automatically from GCSS-Army; Few changes have been made, but still too confusing	2BCT 1AD		PBUSE had the ability to feed LOGSA which automatically populated NET-USR. NET USR workaround: Manually updated NET-USR each month to match GCSS-Army	Closed		25-Oct-13
62	Bill of Material (BOM) (component hand receipt) is not available for all equipment. Supply SGTs still use manual hand receipt	2BCT 1AD		Supply SGTs submit trouble tickets with correct TM information IOT update BOM	Closed		25-Oct-13
63	Unit Status Reporting	2BCT 1AD		Currently the USR Reps are updating the Net USR system manually. The effects of the systems not communicating increases man hours. It also causes the manual scrub for inaccurate information monthly, as equipment transactions posts daily.	Closed		25-Oct-13
64	Future Authorizations	2BCT 1AD		Currently we are requisitioning equipment by manually comparing the future MTOE pulled from USAFMSA, and there is no direct correlation between what's actually authorized in G-Army versus what's on the future MTOE.	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISUCSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
65	Lateral Transfer procedures for legacy to GCSS-Army	2BCT 1AD		Being in the test community we deal with Project Managers on a constant basis, and we process documentation that could possibly be in length of 100 pieces that we have to manually put in one by one compared to legacy where all we had to do was verify serial numbers to complete the transactions.	Closed		25-Oct-13
66	Help Desk too easily accessible	2BCT 1AD		Develop a level of Tiers to triage issues before trouble ticket submission <ul style="list-style-type: none"> <li>•Identify SME in each business area or Access Administrator and utilize them first for trouble shooting and issue resolution before submitting trouble tickets</li> <li>•Require End Users to consult their Supervisor or local SMEs before submitting a trouble ticket</li> <li>•If Battalion level SMEs are unable to resolve issues, have them contact the SASMO for further assistance before submitting trouble tickets</li> </ul>	Closed		25-Oct-13
67	No official Trouble Ticket Tracking system @No means of notification upon Trouble Ticket resolution or forwarding to a higher Tier for further trouble shooting or review	2BCT 1AD		Through the S4IF website, End Users can submit and track status changes of Trouble Tickets	Closed		25-Oct-13
68	Several "issues" were caused by a lack of knowledge or training	2BCT 1AD		Continue to conduct quarterly training to ensure new End Users are trained to proficiently and are able to effectively use the system	Closed		25-Oct-13
69	Validate the FE structure, ensuring DODAACs scheduled for GCSS-A are not being used for GFEBS transactions (through FCM, etc) inside the 90 day window.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
70	Complete a scrub of all DODAACs to ensure accuracy in the DOJOCN/FCM and ZACCTASSIGN table for GCSS-A.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
71	Order requisitions ahead of time, to make up for Brown out/Black out period.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISUCSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
72	Scrub unliquidated reports.	VA ARNG		NGB will adjudicate and recommend keeping or purging	<b>Closed</b>		<b>25-Oct-13</b>
73	Start weekly meetings between the state USPFO-RM, USPFO-LOG and G4 at least 90 days prior to go-live.	VA ARNG		NGB will adjudicate and recommend keeping or purging	<b>Closed</b>		<b>25-Oct-13</b>
74	Ensure the ZACCTASSIGN table is updated correctly. This information drives disbursements and affects how and if they will match to POs in GCSS-A.	VA ARNG		NGB will adjudicate and recommend keeping or purging	<b>Closed</b>		<b>25-Oct-13</b>
75	Ensure all Unmatched Disbursements (UMDs) and IDOCs (Intermediate Documents) relating to converting DODAACs are cleared prior to conversion, this will decrease the need for Non-GFEBS 1081s.	VA ARNG	Clean up errors before going live in GCSS-A.	NGB will adjudicate and recommend keeping or purging	<b>Closed</b>		<b>25-Oct-13</b>
76	Assuming the new DODAAC's received will stay in GFEBS, it would have been much better to change fuel and clothing to the new DODAACs early in the conversion process. This would have allowed for transactions to completely process through on the old DODAACs.	VA ARNG	Waiting until right before conversion didn't allow time for all payments to cycle through leaving stragglers coming through on the old DODAACs .	NGB will adjudicate and recommend keeping or purging	<b>Closed</b>		<b>25-Oct-13</b>
77	Recommend the States have a single "point person" to perform the most demanding tasks.	VA ARNG	I recommend one point person to receive incoming requests and information and disseminate as appropriate. There were too many moving pieces and not all functional areas were aware of what other functional areas were working on/had issues with. One person could best manage the system as a whole, rather than their small piece.	NGB will adjudicate and recommend keeping or purging	<b>Closed</b>		<b>25-Oct-13</b>

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISCUSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
78	Recommend the States have a single "point person" to perform the most demanding tasks.	VA ARNG	Just as a project manager for GFEBS proved to be a crucial position during that go-live, a similar position is needed for the GCSS-A conversion. A lot of data and information comes from many different sources at GCSS-A. Having a single point person for each state would be beneficial to ensure that all items are being tracked and provided to the appropriate parties. I think when information is sent to a distribution list people tend to look at what was sent, say that it doesn't belong to them, and assume someone else will address it. Having a single point person will mitigate this risk by ensuring the information is sent to the right team and follows up are done until complete.	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
79	Identify all contract payments that will be paid through CAPS and request the obligations be left in the losing system.	VA ARNG	This will reduce work needed to de-obligate them in GCSS-A and return the obligation back to the losing system.	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
80	Scorecards that tracked progress were sent out regularly but at times it was hard to decipher from the scorecard what the section "responsible" needed to do in order to correct the errors listed.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
81	There were also many spreadsheets sent out with data that was never really explained. There seemed to be a lot of assumption that the state would just know and understand the data that was being sent out and what we were to do with it.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
82	Since we implemented GCSS-A immediately following year end many of the tasks needing completion were due during our year end closing activities.	VA ARNG	Under normal circumstances I believe that the time allotted for most tasks was adequate. If other sites go-live during or directly after year end that needs to be taken into consideration and more time to complete the RM specific tasks needs to be allowed.	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
83	We at the state did not have the ability to log in to ALMS and pull a report on what the training status was on any given date.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
84	All issues to date have a known cause. We've fixed the processes to prevent further errors, but are still working to correct existing issues stemming from wrong data going in at the outset.	VA ARNG	Daily communication with the GCSS-A sustainment team, trying to resolve issues so that disbursements post properly and lasting solutions are created for future deployments.	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISCUSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
85	Most issues for RM came once Interfund bills began processing to GCSS-A. UMD issues: Disbursements with perfect PO matches are still posting as UMDs, GCSS-A is working with developers to determine the cause of the disconnect	VA ARNG	Daily communication with the GCSS-A sustainment team, trying to resolve issues so that disbursements post properly and lasting solutions are created for future deployments.	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
86	UMD issue: After go-live we were unable to upward or downward (FMZ2 & ME22N) adjust any obligation that was brought over on the conversion files.	VA ARNG	Changes to T-Code permissions on the file types were made and we can now make adjustments. Keep up to date on UMD root causes and resolutions so that once a decision is made as to who will manually process the errors it can be done immediately	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
87	UMD issue: Accessorial charges under document types FN1, FN2, FQ1 or FQ2 are supposed to automatically create an FMZ1 transaction and post without creating a UMD for any line with a valid PO. GCSS-A notified us that this would not occur for POs brought over on the conversion files	VA ARNG	Keep up to date on UMD root causes and resolutions so that once a decision is made as to who will manually process the errors it can be done immediately	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
88	UMD issue: Changing fuel cards to the DODAAC remaining in GFEBs is critical. We currently have transactions still posting to the DODAACs now in GCSS-A, causing a lot of manual work to create FMZ1s for each transaction	VA ARNG	Working with appropriate teams to ensure fuel cards have been changed to the new DODAACs remaining in GFEBs	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
89	UMD issue: GCSS-A has not turned the Recycle program on. Without Recycle running each UMD that is resolved has to be manually corrected via a multiple step process (FB60/MIRO and ZSFI_1081)	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
90	UMD issue: GCSS-A and DFAS have not settled on a decision whether to provide roles for the National Guard to clear their own UMDs (FB60/MIRO and ZSFI_1081) or if DFAS will be taking on this role.	VA ARNG	As of now we have UMDs waiting to be cleared and do not have the appropriate T-Codes.	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
91	Validate your FE Tree and cut off your GCSS-A DODAACs from use anywhere besides SARSS.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
92	Clean up your DOJOCON and FCM, and ensure that it lines up with the data you submitted to GCSS-A for the ZACCTASSIGN table.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISCUSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
93	Make sure that you have JAVA GUI installed on your computer for GCSS-A	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
94	If possible DO NOT leave your NEW DODAACs in GFEBs. Bring your new DODAACs with no transactions on them over to GCSS-A. This will create more work for USPFO-LOG. In Virginia, after leaving the new DODAACs in GFEBs both USPFO-LOG and USPFO-RM agree that less work would have been required overall if we had brought the new DODAACs into to GCSS-A.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
95	Look at prior year transactions and determine why they were never disbursed. If they were billed work with DFAS for resolution if they were cancelled liquidate the obligations.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
96	Getting things done, such as moving transactions to different DODAACs and updating the ZACCTASSIGN, as soon as possible in the conversion time frame will decrease resulting errors.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
97	Utilize the helpdesk for anything not working properly to bring awareness to issues for deployments going forward.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
98	The majority of transactions in GCSS-A are similar to GFEBs; ME23N is also more functional since we can now search by DoD document number in GCSS-A.	VA ARNG	Due to the limited volume in GCSS-A, we are able to be utilize transactions such as FAGLL03 with better functionality and include fund centers unlike GFEBs.	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
99	JAVA GUI interface significantly improves the speed of operations in the system. We wish GFEBs had JAVA GUI.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
100	Turn Ins – We now have to complete the supply sergeant portion which used to be manual and took slightly less time.	VA ARNG	Not significant enough to really affect operations. Nothing taking less time yet, but as we become more familiar with the T-Codes and shortcuts, we expect to see an uptick in efficiency.	NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13
101	For RM, over the shoulder trainers should arrive a month after go-live to address problems with fallout from Interfund bills.	VA ARNG		NGB will adjudicate and recommend keeping or purging	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISUCSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
102	If new DODAACs are given for the conversion, keep the old DODAACs in GFEBs and use the new DODAACs in GCSS-A, transferring over only the SARSS records that are needed without other errors such as clothing, fuel and contracts.	VA ARNG		NGB will adjudicate and recommend keeping or purging	<b>Closed</b>		<b>25-Oct-13</b>
103	GFEBs is still unable to produce a report that consolidates funding and execution from GCSS-A and GFEBs. Currently we have to pull two reports out of GFEBs and manually consolidate them ourselves along with reports from STANFINS and RM Online to produce a comprehensive status of funds. Adding two more reports to this manual effort is unacceptable and unsustainable.	VA ARNG	We need the system to automate this.	NGB will adjudicate and recommend keeping or purging	<b>Closed</b>		<b>25-Oct-13</b>
104	Leader Briefs	FORSCOM	The key leaders for an organization (i.e. battalion commanders) need to be brought into the G-Army fielding loop as early as possible.	Ensure all key leaders are brought in as early as possible but a must at the D-120 leaders town hall brief..	<b>Closed</b>		<b>25-Oct-13</b>
105	Personnel Resources	FORSCOM	SASMO personnel shortages must be addressed early on and SASMO must be part of the units GCSS-Army training strategy. Units need to identify what individuals they have available and cross level internal to the brigades.	SASMO must receive GCSS-Army training and CASCOM work with SASSMO to come up with local concept for a "help desk strategies". Relook SASMO personnel authorizations and ensure proper staffing to support command.	<b>Assigned - Open</b>	<b>CASCOM</b>	<b>25-Oct-13</b>
106	Leaders Briefs and involvement	FORSCOM	Key Leaders must place emphasis on GCSS training and make sure that Soldiers consider this training as a priority.SSA Management Training For Accountable Officers and NCOIC.	Emphasis for GCSS-A training must be a high priority. Identify training shortfalls during training periods and report to ACOMs for resolution.	<b>Assigned - Open</b>	<b>CASCOM</b>	<b>25-Oct-13</b>
107	Training	FORSCOM	During the New Equipment Training, there are minimum SSA management training provided, all levels of MOS skill sets received the same training.	Provide tailored SSA management training for Accountable Officers and NCOIC Level personnel during the NET time frame, recommend 24 to 40 hrs.	<b>Assigned - Open</b>	<b>CASCOM</b>	<b>25-Oct-13</b>
108	Data Backups and Data Cleansing	FORSCOM	After D-180 the SARSS must send back up files to EDMO and PM GCSS-A. Thought requirement were for the SSA to send back-up files to EDMO.	Validate what agency should receive the file and send file to the correct agency. (If both then both).	<b>Assigned - Open</b>	<b>CASCOM</b>	<b>25-Oct-13</b>
109	Sustainment	FORSCOM	Help desk resolutions are not always perpetuated to other SSA users.	Help desk provide fixes for common problems to all SSAs when identified, resolve it or send message for work around.	<b>Open</b>		

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

<b>LL ID</b>	<b>LL Description (OBSERVATION)</b>	<b>Action Organization(s)</b>	<b>LL Comments (DISUCSSION)</b>	<b>Recommended LL Resolution (RECOMMENDATION)</b>	<b>Recorded Actions: (BEST PRACTICE)</b>	<b>Assigned to</b>	<b>Date of Action</b>
110	SSA Infrastrucure Changes	FORSCOM	GCSS-Army requires SSA layout/flow adjustments.	Training team work with SSA management to assist with possible SSA layout and workflow structure for optimum operations and productivity.	Open		
111	Commanders Supply Discipline Program (CSDP)	FORSCOM	No GCSS-Army CSDP Checklist IOT support commands inspection program.	Develop a GCSS-Army inspection checklist to assist commands with validating GCSS-Army operation.	Open		
112	Security	FORSCOM	Process to gain access to view GCSS-Army reports and information.	Explain to commands what is required to gain access to view reports and view information in GCSS-Army. Should not require all the training to view reports or view information.	Open		
113	Roles and Permissions	FORSCOM	MTOE personnel (92A) not aligned to work execution management release hold codes at the brigade SPO level.	CASCOM relook 92A man power in the BCT SPO IOT match workload and requirements for GCSS-A Release Hold Codes and other 92A duties. Retain release hold code materiel management at level 1 materiel management until MTOE for BCT SPOs are reviewed and adjusted.	Open		
114	Decentralization	FORSCOM	Decentralized management is not available for key management functions, such as SCMC and DODAAC management. Command need information that provides what can be done by the command in these areas.	Provide a list of management tasks associated with building support for units to materiel managers and ACOMs.	Open		
115	State POC	NGB	Multiple POCs state (Too many)	Our States need to assign ONE State Project Officer to internally manage the fielding process of GCSS-Army during the complete fielding of Wave-1. There can be an alternate, but the primary is key.	Closed		25-Oct-13
116	Configuration of SSA's (TAC vs. DOL)	NGB	ARNG Miss-understanding of correct setups of ARNG USPFO SSA's	Needed better understand prior to fielding of WAVE-1 for best setup and configuration of ARNG(COMPO 2) USPFO SSA's.	Assigned - Open	CASCOM	25-Oct-13
117	TASM-G\AVCRAD Operations	NGB	AVN DODAACs cross pollinated with fuel, and other supplies in customer states.	Field all TASM-G\AVCRAD customer states/sites PRIOR to fielding TASM-G\AVCRAD SSA operations.	Closed		25-Oct-13

**GCSS-Army Wave I Lessons Learned  
As of 25 Oct 2013**

LL ID	LL Description <b>(OBSERVATION)</b>	Action Organization(s)	LL Comments <b>(DISUCSSION)</b>	Recommended LL Resolution <b>(RECOMMENDATION)</b>	Recorded Actions: <b>(BEST PRACTICE)</b>	Assigned to	Date of Action
118	Finance Issues (ARNG)	NGB	GFEBs fielding's allowed the ARNG to setup our DODAACS in a format that in turn, doesn't readily support GCSS-Army conversion	Well in advance of D-300, the ARNG must ensure our states properly segregate DODAACS into GFEBs vs. G-Army "buckets". If done well in advance, the ARNG will reduce the number of UMD\UMT and Fuel errors across our fielding groups and in turn reduce errors post go-live.	Closed		25-Oct-13
119	State Business Practices	NGB	GCSS-Army is radically\dramatically different that SARSS-1 is\was. GCSS-Army is very structured. In the past, many of our states have always figured out work-around and other methods to accomplish storage of equipment and issuing supplies..	During NET and OTS, instructors need to try to help explain that the solution is very structured and there is little to no "work around" to the system. Also, recommend we have a follow-up workshop to key leaders\players in the various ACOMs demonstrating the full-solution in the system This will allow them explain to their all units\activities the operational concept of GCSS-Army in full solution. Example -- while we did one process in SARSS-1 (Store excess Class VII major end items), that process may actually now be better accomplished in the Property Management Module in Wave-2.	Closed		25-Oct-13