

Combat Service Support Automation Management Office – External

Management and Use of STAMIS Computer Systems

By Order of The Adjutant General:

JONATHAN P. SMALL
Brigadier General, KSARNG

Official:



ERIC C. PECK
COL, GS, KSARNG
Chief of Staff

History. This issue publishes a initial issue of this publication.

Summary. This publication establishes policy of The Adjutant General pertaining to management of the Standard Army Management Information Systems (STAMIS), as they pertain to procedures for units in the KSARNG.

Suggested Improvements. The proponent of this publication is the Director of Logistics (DOL). Users are invited to send comments and suggested improvements to The Adjutant General's Department, ATTN: AGKS-DOL, 2737 SW Kansas Ave. Topeka, KS 66611

Distribution. A

Contents (Listed by paragraph and page number)

Chapter 1- Introduction

Purpose 1-1, page 2

References 1-2, page 2

Mission 1-3, page 2

Responsibilities 1-4, page 2

Chapter 2 - General Information

Location 2-1, page 2

Telephone Numbers 2-2, page 3

Hours of Operation 2-3, page 3

Emergency Operations 2-4, page 3

Restricted Areas 2-5, page 3

Chapter 3 - Maintenance

STAMIS Software Procedures 3-1, page 3

Contact Team Request Procedures 3-2, page 3

Software and Hardware Maintenance 3-3, page 3

System Preventive Maintenance 3-4, page 4

Turn-in Procedures for Repairs 3-5, page 4

Turn-in Procedures for Equipment 3-6, page 4

Damaged Equipment 3-7, page 5

Equipment Pick-up 3-8, page 5

Estimated Cost of Damaged 3-9, page 5

Appendix A

Release Statement, page 6

Missing Hand Receipt/Lost Green Copy Statement, page 7

Chapter 1 Introduction

1-1. Purpose

This SOP contains procedures for obtaining software and maintenance support from the JFHQ-KS-LC-DOL, Combat Service Support Automation Management Office (CSSAMO) for Kansas Standard Army Management Information Systems (STAMIS) located in Topeka, KS.

1-2. References

- a. AR 25-1 Army Information Management
- b. AR 25-2 Information Assurance
- c. AR 710-2 Inventory Management Supply Policy Below the Wholesale Level
- d. AR 735-5 Policies and Procedures for Property Accountability
- e. AR 738-750 Functional Users Manual for the Army Maintenance Management System (TAMMS)
- f. DA Pam 720-2-1 Using Unit Supply System (Manual Procedures)
- g. FM 4-93.9 Tactics, Techniques, and Procedures for Army Automation Support

1-3. Mission

a. CSSAMO processes all requests for hardware support for all STAMIS associated hardware. However, contractors may perform all warranty work. CSSAMO will ship equipment out for repair and receive equipment that has been evacuated.

b. CSSAMO provides software support for the following STAMIS systems:

- (1) Standard Army Retail Supply System-1 (SARSS-1)
- (2) Property Book Unit Supply – Enhanced (PBUSE)
- (3) Standard Army Maintenance System - Enhanced (SAMS-E)
- (4) Standard Army Maintenance System Level 2 (SAMS-2)
- (5) Standard Army Maintenance System Level 1 (SAMS-1)
- (6) Unit Level Logistics System-Ground (ULLS-G)
- (7) Unit Level Logistics System-S4 (ULLS-S4)
- (8) Unit Level Logistics System-Aviation (ULLS-A)
- (9) Integrated Materials Automation Program (IMAP)
- (10) CSS Automated Information Systems, Interface (CAISI)
- (11) Very Small Aperture Terminal (VSAT)

1-4. Responsibilities

The following is a list in order of responsibilities for the CSSAMO operations:

a. Officer-in-Charge - Overall responsible for the management and supervision of all CSSAMO operations. The OIC acts as a liaison for unit commanders and staff for addressing unit automation problems that fall within CSSAMO's scope of responsibility for customer support.

b. Information Systems Technician- Maintains operational control over organic elements performing the software and hardware support. Supervises quality control and implementation of shop policies. Coordinates the dispatch of technical assistance teams. Plans and coordinates the implementation of Software Change Packages (SCP), Interim Change Packages (ICP) and new equipment fielding.

c. NCOIC- Supervises and implements shop operations. Monitors the coordination of contractor maintenance. Develops and maintains a production control system. Controls issuing of STAMIS computer exchange (SCX) equipment. Supervises CSSAMO soldiers on job and soldier duties.

d. End-User System Operator- Sets up and utilizes system IAW the system operator manual. Ensures that unit level maintenance is performed on the system.

Chapter 2 - General Information

2-1. Location

The CSSAMO is located in the State Defense Building Compound, 131 SW 27th St, Bldg. 202, Topeka, KS 66611.

2-2. Telephone Numbers

The following is a list of the current POC's:

- | | | |
|-----------------------|--------------|--------------|
| a. CW2 Mark E. Looper | 785-274-1332 | DSN 720-8332 |
| b. SSG Dan Piper | 785-274-1336 | DSN 720-8336 |
| c. SSG Samantha Wier | 785-274-1828 | DSN 720-8828 |
| d. SSG Kirk Amtower | 785-274-1826 | DSN 720-8826 |
| e. Cell Phone | 785-274-0421 | N/A |

2-3. Hours of Operation

Hours of Operations for the CSSAMO is Monday-Friday 0700-1600.

2-4. Emergency Operations

If there is a high priority requests for STAMIS support during non-duty hours needs to call CW2 Mark E. Looper cell 785-220-0421.

2-5. Restricted Areas

- The CSSAMO office is off limits to customers unless accompanied by CSSAMO staff to enter the area and to aid in STAMIS troubleshooting. Customers should enter through the posted customer entrance only.
- Customers must have a current DA 1687 (Notice of Delegation of Authority) with assumption of command orders on file at the CPBO office to exchange STAMIS equipment.

Chapter 3 - Maintenance

3-1. STAMIS Software Procedures

All STAMIS systems will be operated, maintained, and applicable troubleshooting procedures performed IAW methods outlined in the End Users Manuals (EUM), System Support Manuals (SSM), and applicable Technical Manuals (TM). STAMIS problems that cannot be resolved at the unit level should first be reported to the Unit System Administrator (i.e. Motor Pool Sergeant, Battalion Maintenance Officer, or Unit Signal Officer). If unable to correct it, or if the problem persists, the Unit System Administrator will carefully and completely document the problem, to include recording or printing system error messages and screen displays and contact CSSAMO. If CSSAMO cannot resolve a problem telephonically or remotely, the operator will evacuate the deficient equipment, including a current data backup and any printouts pertaining to the deficiency to CSSAMO.

3-2. Contact Team Request Procedures

Equipment will normally be inspected at the CSSAMO office. However, units with STAMIS systems may request contact team software support under special circumstances at the unit's location. The CSSAMO OIC or NCOIC must approve these requests.

3-3. Software and Hardware Maintenance

- STAMIS systems are designed to be run on specific hardware platforms with specific configuration standards for software. Use of commercial proprietary software (i.e. MS Word, PowerPoint, etc.) or altering hardware or software configurations can result in corruption, loss of data, or system malfunctions. STAMIS configurations are outlined in End Users Manuals or System Support Manuals. Units are encouraged to contact CSSAMO to ensure compliance with STAMIS hardware and software standards.
- Intentionally altering the software or hardware configuration of a STAMIS system will receive a letter of notification to the Company Commander from the CSSAMO OIC. Continual violation of standards will result in a letter of notification being sent to the Battalion Executive Officer. A record of all violations will be maintained by CSSAMO.

3-4. System Preventive Maintenance

Logistical systems and their components are commercial off-the-shelf (COTS), designed for office environment automation applications. They are extremely vulnerable to dirt and dust buildup on printed circuit boards and circuit cards, a condition that normally results in hardware failure. The following

measures offer significant protection from dirt/dust induced hardware failures. Additional preventive measures and a list of expendable supplies and material used to perform PACs are outlined in Users Manuals.

- a. Always use protective cases when transporting the system and keep the inside of cases clean. If protective cases are not available, use original shipping cartons.
- b. Set up system in an enclosed space; preferably dry, cool, and indirectly illuminated.
- c. Keep exhaust fan and air intake vents clean and free from blockage. Use a vacuum cleaner or a dry lint-free cloth to clean dust. Inspect and clean daily.
- d. In a field environment additional protection is required. Use pantyhose to cover all system openings (intake vent, exhaust fan, port/disk/tape drive doors). Clear cellophane (e.g. Glad Wrap) should be applied over the keyboard. Use rubber bands or tape to secure field expedient filters.
- e. Remember to check the system voltage settings before plugging in or powering the system up. If running the system off generators, have a generator technician check power output and phases. When possible use line conditioners, surge protectors, and voltage regulators.
- f. Purchase disk drive cleaning kits through GSA or supply room. When possible, use the cleaning kits with head cleaning solutions. Depending on the usage, drives should be cleaned weekly. Other cleaning kits are available for monitors, keyboards, and CPUs.
- g. Tape drives or CD Drives must be cleaned on a weekly basis to remove error-causing debris from read/write heads and capstan.
- h. Floppy disks are extremely susceptible to damage from dust. Maintain disks in some type of dust protective container. Diskettes should be replaced quarterly.
- i. Operators will ensure that all cables are connected correctly on their computer systems.

3-5 Turn-in Procedures for Repairs

a. Priorities - STAMIS systems will be worked on in a first-come-first served basis. Exceptions to this will be on a case by case basis and priority coordinated with the CSSAMO OIC or NCOIC. Operator An operator familiar with the STAMIS and the problem encountered is required to be present when the equipment is turned in to CSSAMO. THIS IS MANDATORY! Upon completion of repairs, an equipment serviceability check should be conducted. The operator is required to sign off on the maintenance worksheet, certifying that the system has been returned in operational condition. Use DA Form 2407/5504 for equipment. To expedite turn-in, prepare a DA Form 2407/5504 IAW AR 738-750, on the defective item. Use the following list of item numbers to fill out the form correctly:

- (1) 1A: UIC
- (2) 1B: Unit Name
- (3) 1C: Phone Number
- (4) 9: STAMIS
- (5) 11: Serial Number
- (6) 24: Description of Deficiency
- (7) 25: DODAAC/RIC, POC, ID, PASSWD, CMDR ID, & CMDR PASSWD
- (8) 34A: Submitted by signature
- (9) 34B: Submitted date

3-6 Turn-in Procedure for Equipment

a. When equipment is turned into the CSSAMO, the in-processing person will assign a work order number. Ensure there is a work order number on the green copy of the DA Form 2407 prior to leaving the CSSAMO office. The equipment will then receive an acceptance technical inspection to determine completeness of the equipment, accomplishment of preventive maintenance, and identification of the problem. Supported units must have a current DA 1687 (Notice of Delegation of Authority) on file in the CPBO Office. CSSAMO maintains STAMIS computer exchange (SCX) to replace systems running STAMIS software only. If any STAMIS system must be evacuated for hardware support and be gone for more than 48 hours, the CSSAMO OIC or NCOIC will make the determination to issue SCX. The unit will prepare (2) DA Form 3161 IAW DA Pam 710-2-1. DA Form 3161 will be used for turn in of unserviceable equipment and one additional 3161 for issue of like item. It is the unit's responsibility to ensure all property book records are updated. The customer will be given the number one copy (green) of the DA Form 2407/5504 as a hand receipt. This will be annotated with the work order number and the inspector's signature in block 35a. Supported units do not have a valid open request without both entries.

3-7. Damaged Equipment

If the equipment is missing parts or has been damaged through other than Fair Wear and Tear (FWT), one copy of a release statement from the unit commander will be submitted with the work order IAW AR 735-5 and AR 710-1. See Section 5 for an example of this statement. For equipment damaged other than FWT, the release statement initiated by the unit commander must be signed by the Report of Survey appointing authority IAW paragraph 3-4, AR 735-5, who will be given the blue receipt copy of the DA Form 2407/5504 upon completion of repair.

3-8. Equipment Pick-up[

- a. When equipment is repaired, the unit will be notified that the equipment is ready for pick up. Customers will be allowed to inspect/test their equipment for requested work completion per DA Form 2407/5504. The customer will physically verify the serial number prior to leaving the CSSAMO office. Customer's signature in block 38a of DA Form 2407/5504 will include rank and last name printed above the signature.
- b. Failing to Pick Up Equipment within 24 hours will facilitate a second call to pick-up equipment within another 24 hours. If necessary, a third notification will be made by the CSSAMO OIC/NCOIC to the unit Commander/1SG. Once Commander/1SG are notified that no further equipment will be accepted for turn-in to CSSAMO until all equipment ready for pick up has been retrieved. Circumstances where the unit is not available for pick up (e.g. in the field, deployed, etc.) will be handled on a case by case basis.
- c. Equipment will be released upon presentation of the receipt copy of the DA Form 2407/5504 by the individual listed on the DA 1687.Lost Copy of DA Form 2407/5504. In the event that the customer's (green) copy of the DA Form 2407 is lost, the unit representative will submit a missing hand receipt statement. The unit commander must sign the statement before the equipment can be released. See Section 6 for an example of this statement.

3-9. Estimated Cost of Damage (ECOD)

CSSAMO evaluates damaged equipment resulting from other than FWT IAW 735-5. An ECOD request from the customer unit will be submitted as follows:

- a. Report of Survey The company commander will investigate the damage and provide a statement signed by the Report of Survey Authority indicating the cause of damage and that the equipment is no longer required for investigation and is released for repairs. If the ECOD is over \$500, the battalion commander must sign per AR 735-5.
- b. Work Requests
Two work requests (DA Form 2407/5504) and a copy of the cause of damage statement will be submitted to the CSSAMO office. One DA Form 2407/5504 will request ECOD, and the second will request repair per ECOD.

Appendix A

Release Statement

To provide an example release statement to customers in the event that there is a question about damage to a system being due to fair wear and tear.

(Office Symbol)

(Date)

MEMORANDUM FOR CSSAMO, XXXX, 2200 W. 35th Street, Austin, KS 78750

SUBJECT: Release for Repair

1. I have reviewed the facts and circumstances surrounding the damages caused to (nomenclature, model, and serial number). Damage (is) (is not) considered in my judgement to be due to fair wear and tear. An investigation IAW AR 705-10 (has) (has not) been initiated.
2. The above item is no longer needed for investigation.
3. An ECOD and ACOD are required IAW AR 735-5.

Unit Commander
CPT, BR
Commanding

Appointing Authority
LTC, BR
Commanding

1 Missing Hand Receipt/Lost Green Copy Statement

To provide an example statement to customers in the event that the copy of the DA Form 2407 or temporary hand receipt is lost or destroyed.

**DEPARTMENT OF THE ARMY
(UNIT NAME)
XXX**

(Office Symbol)

(Date)

MEMORANDUM FOR CSSAMO

SUBJECT: Missing Hand Receipt/Lost Green Copy Statement

1. According to Section 3.4.8.3 of the CSSAMO, XXXX External SOP, units having lost a hand receipt or green copy of DA Form 2407 must submit a letter, signed by my commander, to this office in order to have equipment released to a designee on the signature card (DA 1687). However, by virtue of my commander delegating authority to me on DA 1687, to pick up and turn-in equipment, the CSSAMO releases the equipment to:

- a. Printed Name _____
- b. Work Order Number _____
- c. Equipment Nomenclature _____
- d. Serial Number _____
- e. ID Card Number _____

2. I release the CSSAMO office from accountability, responsibility, and realize if I find the lost paperwork, I am required to destroy it.

3. POC is the undersigned, _____.

(Company Commander Signature Block)