



FDA Direct Access & Basic Readiness Transcript

Q&A Session with CAPT Dan Beck and CDR Richard Glabach

Thursday, 12 November 2009

Transcriber: LCDR Lorraine Williams on behalf of the JOAG Communications and Publications Committee

CAPT SHAFFER: Hello everyone, CAPT Beck and CDR Glabach are on the phone with me we have had a lot of questions because of Direct Access being up for use now as it relates to the basic readiness. CDR Glabach will give you'll the heads up on Direct Access.

CDR GLABACH: Thanks, CAPT Shaffer, good afternoon everyone this is CDR Glabach. As you know by now Direct Access is up and running for not just for self-service contact not for just emergency contact, not just to check your records but now they put readiness information. This is the start of an evolution in which we are migrating most if not all of the Corps systems over to Direct Access. In effect, Direct Access is intended to provide an integrated system so we won't find discrepancies in data and we will be able to get at data rapidly to help both our Officers to find jobs and hiring officials to find Officers and better characterize the skill set of our Corps. That's a general idea of Direct Access and again readiness is a very important component of Direct Access because it is something that encourages Officers to [redacted] in on a quarterly basis and use the tool. With that, I think that is enough for a general introduction.

CAPT SHAFFER: Okay, does anyone have any questions for CDR Glabach and CAPT Beck?

CAPT BECK: This is CAPT Beck while we are waiting for possible questions to come out obviously one of the things that is very much significant about the latest release of Direct Access as more and more functionality from the Corps continues to get added to Direct Access and as it takes on more

and more of its ultimate role as the single source of information for the Corps operations and support. This latest release of OMB on which includes compliance and the basic readiness standards very much impacts all of us as Officers. Since we have to maintain our readiness, compliance and standards even for those of us that may have not gone out to log into Direct Access or may have only done it once when it was initially released to check some of the initial information now we are having one of the first areas that is very much an ongoing maintenance activity within the self-service activity. I know some of these questions may be okay, how do I maintain my readiness compliance by entering information in both Direct Access, into OFRD site, onto the training site, etc. As this transition is occurring one of the challenges for Officers, in understanding that is a challenge now is that. Direct Access will ultimately be the single source for all this information and today it is an additional source for that. I do want to make sure that all Officers on the line right now and other callers if you go to the OFRD website and there's highlighted in bright red on the main page at OFRD is the basic readiness checklist and on that it not just describe what basic readiness is but it talks about each of the elements of basic readiness and the under the Officer responsibility section it tells you exactly where and how you comply with that component so how to turn your licensure into the Office of Commissioned Corps Operations at OCCO and how to go to Direct Access to enter your BLS expiration date and confirm that, etc. So, a lot of it and hopefully that will be at least a starting point for answering some of the questions about complying with readiness.

QUESTIONS

- Q1. OFFICER:** Yes, this is I have a question about getting into Direct Access. I attempted to get into it today and to send an email to get a new password and once I did that it said I needed to get my account activated password and no point of contact information and so I wasn't sure who to contact to get it that account reactivated.
- A1. CDR GLABACH:** Sir, when you logged in you where prompted to get it reactivated there should have been a message that pop up that said if you don't get an email with your new password, please contact something like contact the PPC Helpdesk which is the Coast Guard helpdesk in Kansas. Did you see that message?

OFFICER: Yes, I got the password and then when I would click on the link it said that the link was no longer available. The link that appeared in the email.

CDR GLABACH: Sir, can I ask you to forward me the email. PPC, again the Coast Guard Helpdesk has been redesigning, rearranging a lot of their email addresses and it maybe that you got as an error email. I really can't speak to it without having seen it but what should've happened was when you logged in initially and you submitted the required question to. Well, the bottom line is you should've gotten the correct email and the best thing I can do at this point is look at the email to ensure correct information for future Officers.

OFFICER: It says please email customer care and then it give me a link when I clicked on the link the message said "page cannot be found."

CDR GLABACH: Okay, again if you can forward me that message. To Richard Glabach, G-L-A-B-A-C-H. I am in the universal in Outlook.

CAPT BECK: This is a following to that question. There's a lot of different links out there. Some Officers as you setup and start doing some of your initial activity within Direct Access and again if this is your first time logging in use default password along with your PHS serial number as your user id. And, again as CDR Glabach noted there are a lot of activity that's being generated on the Direct Access site because of the use of the system by PHS Officers and now the expanded use I am going to read out a link that goes to the Direct Access trouble ticket and it will be available in the frequently asked questions, etc but I will go ahead and take the opportunity to read it out now and it will be provided in the transcript <http://www.uscg.mil/hr/pfc/ccb/default.asp>. Again, that will be available for you [will be able to see that] it is the link and it going directly to online the trouble ticket. Where you request support with Direct Access, you can request password resets, etc. And, I have confirmed that is working at this very moment. For anyone on the call that would like to do a password reset, if you are having trouble logging in or other Direct Access helpdesk issues.

OFFICER: Can you repeat that link again, please?

CAPT BECK: I will place that on the OFRD website right now it will be on the transcript out and I will provide it to CAPT Shaffer so that she can send it out to the call. You don't have to worry if you missed it. It is probably easier to make sure we get that link sent out to you guys but it will come out immediately after the call.

CDR GLABACH: Thank you CAPT Beck. I will note that CAPT Beck, I and OSG are working on finalizing FAQ's to send out to the Officers and that information will be provided there as well and the contact information for the helpdesk and in any instance we will provide multiple ways of having you with accessing that information.

Q2. OFFICER: Hey, good morning gentlemen and ma'am how are you. My question was I went and started trying to add in agency specific certificates and Level 2 training that wasn't based out of a university settings and essentially you kind of get stuck in a loop where you cannot proceed any further when you are trying to enter certifications and additional trainings that we received specific to FDA. Is this system not going to support that or is it too early to try and get it to support it because those of us in regulatory compliance you know that's where our career progression is going and it is not necessarily clinical based right now. I will listen off line for your response. Thanks.

A2. CDR GLABACH: Thank you, sir. This is CDR Glabach, the latter is true it is a little too early to collecting training information for those things that are not university specific that are not category specific in nature. And, I hope that many of you that the Officers Profile System is collecting certificates and other third party verified accomplishments whether they be degrees, certifications, or other such things that comes from entities such as universities, boards of medicine, etc. However, we do know that there are certain things that are not captured such as FDA's specific some of the FDA specific training. We are working to identify with CAPT Gene Frank how we capture multidisciplinary billets as well as what characterizes a multidisciplinary billet and again [regulation] regulatory function that occurs within the regulatory realm. So, we will have guidance in the future on how to capture that information in Direct Access as well as what and how that information relates to job posting as the FDA or other regulatory agencies may post that information.

We are trying to come up with a universal language, something that says here is a senior regulatory officer for example, where they can apply to EPA, FDA, and CDC whoever have you and then we want to crosswalk those general billets with specific descriptions as well as some of the certification we are looking for. At that point we need to make sure we have that certification in the system. To make a long story short, the training information that we are collecting is still in [existence] and you are not able to put in self-service we need to verify this through the OCCO entities. We are working on it.

CAPT BECK: This is CAPT Beck, again while we are waiting for additional questions I want to reference again [redacted] how Direct Access works specifically with readiness compliance standards. Essentially the only change is that result with Direct Access [Direct Access] is now the source of recording four pieces of that information and three which is direct applicable to the readiness standard right now as part of this [OMB] change your basic life support certification you are recording the expiration date that is now done at Direct Access. Identify your deployment role, if you are a new Officer and you haven't selected your deployment role or you are looking to change them that is now done at Direct Access in the self-service section in the job preferences section. And, then lastly your annual physical fitness test is also recorded in Direct Access and that is in the self-service section in Direct Access under physical fitness. Those items are being recorded and that is where they are being resourced in Direct Access. If you go to OFRD page as you have in the past you will see that those are read-only at OFRD site right now and you will be reference back to Direct Access to the section areas. One improvement that will be coming shortly, is anything readiness related to the basic readiness will be linked from one central location in Direct Access. Right now you do have to go to the physical fitness section or the my job preference section within self-service to get access to those fields but again where to go in those sections are described on the basic readiness checklist on OFRD.

Q3. CAPT SHAFFER: CAPT Beck this is CAPT Shaffer. Does the supervisory information have any impact on basic readiness?

A3. CAPT BECK: It does not. Obviously, that information is incredibly important in terms of contacting the Officer's supervisor, etc. when we are reaching out there for a variety of reasons but getting supervisory contacting supervisor to send them correspondences from the Office of the Surgeon General, and everything from again Officer's deployment

concurrency, to letters of appreciation, etc and acknowledgements of those Officers there certainty are important to OFRD for deploy ability stand point but not from a basic readiness perspective it is only BLS, AFPT, and deployment role activities in Direct Access that are directly related to compliance essentially what is your basic readiness status.

CAPT SHAFFER: And, if someone has already entered their data, it should already be in Direct Access, is that correct.

CAPT BECK: That is correct. Anything that was entered [everything] in the OFRD system before Direct Access function became live everything was ported over. You don't have to reenter something in Direct Access that was previously entered in OFRD. Obviously, you may want to go in and check. One of the big improvements accessing the readiness compliance Direct Access brings to us is not only can an Officer see what their present status is in this case it will be your reported status for the September 30th administrative run but you can see essentially in real time what your status will be based on your current information for the next run so the December 31st run Officers can go in and when you click on readiness link you can see not only a tab for [again] the last compliance of what you current status is and what your actual status would be on December 31st based on the data entry. You can see what you might be missing if your status is. It takes into account items that may expire prior to the 31st, etc. so that's a nice feature. Again, not limited to those things that are about to expire it is very mush specific to what your status will be on December 31st. For promotion eligible Officers there's no guess work in waiting until the next run by OFRD or an email to find out if something is going to expire. You can look ahead of right now for that December 31st run to know if there's something missing in your readiness profile.

Q4. CAPT SHAFFER: CAPT Beck, OFRD has been nice enough to send out emails in advance now warnings us about thing that's going to expire, is this going to continue or will they depend on Direct Access, now?

A4. CAPT BECK: No, Direct Access will be the added tool that Officers will have to help them comply with readiness standards. The emails will continue just as they have done in the past as well as the messages that goes to liaison and the category, CPO, PAC so there's

everything that we had before will continue to be in place. But, now we have the added capabilities and features will still remain but now we have the added abilities that Officers can go out and get a much better views for themselves.

Q5. OFFICER: I just have three easy quick questions, one is we use the term basic eligibility is that will be with the term continue to be used when we access Direct Access?

A5. CDR GLABACH: That's correct.

Q6. OFFICER: The other question is if I wanted to change my work address changed in Direct Access?

A6. CDR GLABACH: Hi this is CDR Glabach, the work address generated as a result of your personnel order and so if your work address appears incorrect that is something that has to be changed by way of your personnel order because it impacts payroll and other things that are money related and so it has to be generated and changed through a personnel order.

Q7. OFFICER: Thank you, third and final question. For the resume should we be putting in our entire CV or just cover page? Thank you very much.

A7. CDR GLABACH: We are probably going to have to refer to the PAC's on how to use Direct Access in the context of promotions and resumes in the future. For now, I say we leave it up to you. I cut and pasted my whole thing in there to just to see if it will accept. It is up to you, right now this promotion cycle the 2010 promotion cycle is looking at data captured within the Legacy database systems. The next cycle, 2011 may in fact becoming depending on Direct Access and so we are going to encourage the PAC's to provide guidance and so on for CV's and such and even in the context of Direct Access going forward.

Q8. OFFICER: Yes, what happens if information that got transferred over is incorrect right now I am supposed to have a billet as a Regulatory Review Officer and it switched me back to Regulatory Research Officer. So, I need to see about correcting that, what I do about that.

- A8. CDR GLABACH:** Ma'am, I think your best bet is to contact the CC Helpdesk, they should be able to determine what your billet is and what [system it is getting] that information from.
- Q9. OFFICER:** Hello sir, this is LCDR [???] I actually have several questions, the first question is for CDR Glabach, regarding errors in the Direct Access. Do we request through the CC helpdesk, what is the approximate timeframe for the turnaround for that?
- A9. CDR GLABACH:** In all honestly I don't know the answer to that. I have seen fairly rapid response to request for changes or at least feedback and sometimes it takes more investigation than others. I guess I don't have a specific day or hour or number that I can give you.
- Q10. OFFICER:** Okay. Thank you, sir. Regarding, the link between Direct Access and OFRD database is that a live link in which when I update it goes direct to OFRD database or is it where I can or is it there as a manual process in which I will need to update that every so often.
- A10. CDR GLABACH:** I will answer that and then I will invite CAPT Beck to clarify anything that I say. There is an existing link that is an automated link between OFRD and Direct Access. It can take anywhere from a ½ hour to 4 hour to take place. It depends on the nature of the information and the place it is going to and the direction it is going from OFRD to Direct Access or vice versa.
- Q11. OFFICER:** Okay. Thank you, sir. Another question is, will the system be able to handle a massive amount of Officers logging into Direct Access on December 31st?
- A11. CDR GLABACH:** Well, there is a two-fold answer to that. One, hopefully, a lot of Officers will access it before December 31st but in the instance that they don't the answer is yes. Bear in mind that Direct Access is servicing 50,000 uniform personnel in Coast Guard already it has been doing it for nine years. Even a massive influx from the Commissioned Corps perspective really isn't a very sizable burden on the Direct Access system.

- Q12. OFFICER:** Thank you, sir. My next to last question is for CAPT Beck. When I sign on to my Direct Access and I look at medical readiness it list my date of my last physical and the projected date of my next physical and there's a box that is unchecked with the words "qualified" what exactly does that mean and if I should worry if it is not check to say qualified.
- A12. CAPT BECK:** That's actually directly related to the physical itself and it is presently an unused feature. With that would allow – if in the future it would reference to the medical qualifications for other activities that you might be doing. In terms of compliance with the readiness standards, that check box is not used and you should not be concerned about it. As always, the requirement is that your medical exam was completed within the last five years and that you have a current five year exam on file. And, again the big key to this and this is important when you talk about readiness compliance. The best way if you ever had a question in our your data is playing with your overall status again clicking on the readiness link on Direct Access and looking at the projected status will be for the next run because that is looking at all that data concurrently and it is telling you what the impact would be and if there was a problem with your medical exam you would see it reflect on that readiness page. But, again the bottom line to your question is do not be concerned about the qualified check box on the medical exam for medical readiness.
- Q13. OFFICER:** Thank you, sir. One last question for the check the status that you were just talking about I am currently logged into Direct Access and the projected status it just tells me basic eligibility it doesn't tell me a certain date for when it is projected for. Should it be telling me a specific date it is projected for basic eligibility.
- A13. CAPT BECK:** The next quarterly update is December 31st and it is reflected as 1/1 and you should see that date – that date should be listed as the date run for that but if you have basic eligibility then your data is indicated that you are – you will be basic ready on December 31st.
- Q14. OFFICER:** We started to address the CV question about attaching to your resume into Direct Access, if we don't put our own version into there and I heard reference to an electronic or automated CV or is that accurate or will the system generate one from the

information it has or is it just the capabilities of reflecting what we put into it is that the only functionality that exists with Direct Access.

A14. CDR GLABACH: Thank you for your question, sir. That is an important – from your perspective when we talk about the automatic generated CV or summary of the Officer – we are really talking about what we are calling my resume in self-service. And, when you go to that you will see that it has a lot of information on you including your contact information and right now very limited job history, education, licensure, etc, etc, awards all of those things are automatically generated based on the things that has been captured in the database. The CV box that you are referring to is a black box until such point you choose to put something in it.

OFFICER: Alright, thank you for that clarification I appreciate it and it is partial information it is a CV format in an attempt to provide nothing more than basic information that everybody has access to on each individual Officer.

CDR GLABACH: That's exactly right the CV might has something on it more unique to you perhaps something that the Corps doesn't capture like you are an airplane pilot and maybe you need to put that in because it is important part or your job or you would like to be considered as an airplane pilot for readiness perspective. It is unique information that each Officer has total authorship over.

Q15. OFFICER: Yes, my question is regarding how much longer that data submitted to your eOPF can be transferred over to Direct Access specifically if we are going to submit an official transcript from further education or do we submit to Direct Access or OPF or do we submit it to both.

A15. CDR GLABACH: Sir, you submit it to your officer profile we are not capturing information in the database not in the eOPF. Then you are prompted to go to the officer profile data entry part and once you say that I finished my masters in public health you will contact the school and you have them send in the official document and you would go in and validate it once it was received by the office and then the information will be put together and sent to

Direct Access. So, there's a validation step that is involved. In the eOPF, is only scanning the image it is not the same process.

Q16. OFFICER: Yes, my question is related specifically to promotion and the you've already example that if someone is compliant for the remainder of the year BLS that the data should have been reported automatically to the Direct Access profile but for somebody that the going to expire whether it is the physical fitness, the BLS and it expires prior to the end of the year then that has to be updated into the Direct Access system if I am understanding that right and then in terms of promotion so the packets are completed by the end of the year, December 31st so when the promotion board meet will they be looking at both systems OFRD and Direct Access to make sure compliance what are they are going to be looking at in terms of the traditional promotional documents.

A16. CDR GLABACH: We know that the readiness board has the capability of logging to Direct Access and getting a summary of the status or reviewing the summary status of your readiness status. In order words, they will see if you are basic readiness or not which is a criteria used for promotion boards and we also know that information is flowing back from Direct Access back to OFRD. I don't know which way the board will be looking at that information if it is both or one. Basically, the ideal situation and the situation we expect is that that information will be the same in both instances. So, I think it is really up to the promotion coordinator and that group and it is probably going to be a matter of well I am currently looking in my current systems and looking in readiness. But, the information coming from Direct Access into the current system. Does that answer your question?

OFFICER: Yes, it does. It may behoove Officers to make sure that they information is up-to-date in both systems and so I think that answers my question. Thanks.

CAPT BECK: This is CAPT Beck and to add a following to that it is important from a readiness perspective that compliance with the basic readiness. So, what's your readiness status the is sourced on the OFRD site that information is with the Direct Access database they data we spoke about that is now in Direct Access, your BLS, annual physical fitness test and deployment role is the only . the only place you can actually enter that data into the Commissioned Corps systems is in to Direct Access and yes you want to be diligent as an Officer and continue to up-date systems, such as

you clearly want to be able to put your CV and submit it your eOPF even if you in CV in the Officer Profile system. In the case of readiness, there is always going to be a single source for data entry for that information and all of that will be feed to Direct Access where the final calculation is made and that look ahead that you are going to see is done in Direct Access. Direct Access is the source of record for pushing that information out including pushing that out to the promotion board including pushing that out to the promotion information report that PIR that you would look at as an Officer. Again, although there are numerous locations for this data in terms of readiness and there's only one spot you can enter something. All of that will be feed to Direct Access where the final calculation is done and that is going on every day; even as we speak right now.

OFFICER: This is LT Heart, CAPT Shaffer I would like to do a spin on CAPT Beck right fast. A lot of Officers being Direct Access with promotions while Direct Access indirectly related to promotions in the fact that it is a basic readiness tool right now along with OFRD among many, many things it does OCCO is still for promotions r. They are going to still pull your records and everything from your eOPF. Direct Access will be used along with OFRD as CAPT Beck explained to determine if you are basic ready. So, they will not be pulling your CV from Direct Access this year. So, if your CV is not in it is not an issue – you don't have to worry if it is in Direct Access. I hope I clarified some issues here. The fact is Direct Access is directly affecting promotions with your basic readiness in the next months you didn't follow up and long in your BLS card because it expired or your APFT Direct Access will directly affect promotions in that realm. CDR did I help that a little better.

CAPT Beck: Yes, that's exactly what I was trying to get at. That's perfect. Thank you.

OFFICER: Yes, to reiterate enhance what LCDR Heart has said. The resume for example, the CV that you can post in Direct Access it won't affect your promotion this year. You are absolutely right. The other information that wont' affect your promotion in Direct Access some of the self-service stuff and contact information or email, etc., etc. What would affect promotions if nothing else is those components that CAPT Beck described your licensure, the official source of your license is Direct Access and that really it off the top of my head. I think there is nothing else at this junction that will affect your promotions.

- Q17. OFFICER:** Thank you. I think a lot of the questions I had were answered but I just want to clarify that the information, I think LT Heart just clarified. The information in our eOPF and PIR is going to remain. Correct?
- A17. CDR GLABACH:** For this cycle, absolutely.
- Q18.** So, anything that may be in Direct Access currently, such as nursing licenses, nurse certifications that needs to be update the dates are incorrect and there items that are not up-to-date what is currently on the PIR we need to contact that trouble ticket line or we need to refax everything to OPF and have it reentered.
- A18. CDR GLABACH:** I can't really speak to eOPF but certainty if there are data in Direct Access that appears to be incorrect you want to contact that trouble ticket line.
- Q19. OFFICER:** Okay, thank you. There was a question from someone else in the room with me. As far as the President's Challenge is OFRD going to continue to monitor that or is that going away?
- A19. CAPT BECK:** This is CAPT Beck. Great question, you know I appreciate you asking that because I was going to forget that. President's Challenge is still in terms of Direct Access. Just as the OFRD site you will continue to load that information in the President's Challenge site and then OFRD is responsible for pulling that information from the President's Challenge site and incorporating that into the readiness status. Now, the way it looks, it merely in the way it looks, nothing changes in functionality everything occurs from your prospective as an Officer in the exact same way. You will still complete the requirements at the President's Challenge website and OFRD extract that information. The only difference now is that we extracted that information and feed it to Direct Access. The way it is recorded is it viewed as a waiver of your annual physical fitness test. So, the President's Challenge itself gives you what it amounts to that it is valid for one year. It looks like a one year wavier for your physical fitness test. There's nothing you have to do to enter that you can see it but again that you will now that the information is being captured in the OFRD by seeing that your actual physical fitness readiness is in compliant. Again, you are going to see that at the tab. As a fitness wavier and that indicates that your President's Challenge data

has been forwarded. Again, there's nothing you have to move that to check on that all you have to do is make sure you are entering that data in the President's Challenge as you been have.

Q20. OFFICER: Thank you, CAPT. And, as far as timelines is there a timeline for Officers to log in to Direct Access to get all the information that maybe not as current as it should be do we have any parameters here I know for Officers that are up for promotions I think this launch has caused some anxiety for many Officers is there any timeline that we can talk about when it is expected or all Officers should really have a handle on how to utilize this system.

A20. CDR GLABACH: This is CDR Glabach, a perspective of readiness is certainly if they are up for promotion this year, the timeline is they need to get their readiness into Direct Access by the end of this year, December 31st of this year. In terms of other things, as CAPT Beck eluded there's only one source of information for any give type of information. So, what matters in Direct Access is the stuff that is entered directly into Direct Access and what that is [is] the readiness information that CAPT Beck alluded to as well as licensure information that is being maintained by OCCO using Direct Access. There's security clearance information that is being handled by the security clearance group by OSSI and OCCO and that is also in Direct Access and doesn't have too much to do with readiness or promotions and those being of the things being entered right now and in the future there's going to be more. But this is Direct Access has been around since June and we are trying to take as reasonable pace as we can.

CAPT BECK: This is CAPT Beck, I know this is not intended to sound as much as the answer that you are looking for CDR but the reality is we as Officer should all have our logged into Direct Access it has been in production way before the readiness component came in and I know speaking from the OFRD perspective we are just in the boat that you are in as Officers, our with Direct Access is 100% greater and we have that directly impact us and we have with just officer profiles and just the initial information. What you don't want to do as Officers clearly is what as we have eluded to in previous comments is waiting until December 31st to log in and double check this information because obviously you are not leaving yourself enough time to understand the system and whatever requirements you may have done. OFRD will be sending emails out beginning the first of December just as we

do every other year and every other quarter, a month before the readiness compliance check is performed we will start sending Officers what your projected status will be. That being said, Direct Access is very much the system that is going to drive the future of information access within the Commissioned Corps and to that regard what you want to go through the hey, I tried to log in and I couldn't get my password or hey, this link doesn't look good. One, it helps build that system but more importantly as functionality that really does impact you really as an Officer goes online you are prepared for it you will be ready to access it as opposed to then beginning your experiment with accessing the system. All the readiness that would normally be expected all the promotions deadlines are exactly as they would normally be those timeframes doesn't change and my advice to you is if you haven't done it now regardless if you are up for promotion or not. Again, readiness is a quarterly requirement for us in terms of the calculation and status and its requirement every day. So, for every Officer out there in the Corps we need to make sure our readiness compliance as recorded and as measure by Direct Access is there by December 31st. Again, if you haven't done it get out there and log in and look at what your information looks like in Direct Access and start getting used to using that system.

Q21. OFFICER: Captain, this is LT Heart. I just would like to add one thing to your statement thing to the end of your statement there. Basically, due to Direct Access coming online now within the next 12 months every Officer no matter where they are at permanent T's, T6 never up for promotion again or they are going to get promoted within the next months, every Officer would have had to log in because of its affect on your readiness status because everyone has to do an annual PFT or the President's Physical Fitness Challenge . So, in the next months, if you don't log into Direct Access you will fall off the grid. Am I right?

A21. CAPT BECK: That is correct.

CAPT SHAFFER: This is CAPT Shaffer, I would very highly recommend that nobody even wait until Christmas to log in because as we all know very few people work between December 24 and December 31st and log in on December 31st would be very unwise.

Q22. OFFICER: Hey thanks, the information has been very helpful. I have a question that out there of course. The question is if an Officer with the Commissioned Corps qualified and an

advanced degree. Does that Officer need to send the official transcripts to the Officer Profile System?

A22. CDR GLABACH: Sir, that is a really good question that I am engaging with OCCO and trying to really established .Right now our people with associated with bring people on with active duty are quite busy capturing the basic information and to not capture within our system these advanced degrees. We are share in entering much information as we can including the advanced degrees as quickly as we can we are responsible for better characterizing our Corp and answer Congressional inquiries or hiring officials are looking for particular skill sets. This is a work-in-progress we are exploring with OCCO.

Q23. OFFICER: Thank you and a suggestion, I have been using Direct Access for awhile now, well not that long maybe bout two weeks, and my suggestion is that there is a number of tabs, looking at the screen about 15 or so under self-service, and each tab is different and some of the tabs don't contain all that much info. My recommendation is to ask IT if it is possible to combine some of these tabs under one. Thank you.

A23. CDR GLABACH: Thanks, for that suggestion. I will pass it on to Coast Guard. You should know that the Direct Access system that we are dealing with now is a system that was put in place in 2000. I can't be more specific than that, but we are going to be migrating to a much more updated version of Peoples Soft, which is what Direct Access is built upon. What that means is that it is going to be more user-friendly and we are exploring that and the Coast Guard is taking steps, active steps and I am working with them to move in that direction as fast as we can.

Meaning both the Coast Guard and the Corps and as we move to newer version and may be better ways to prompting and organizing ways so you will have fewer links to go in and do your thing . So, it is something that is being not just considered but worked upon. And we hope to make it more user-friendly over time.

Q24. OFFICER: Hi, this is LT Heart and I would like to make one more statement to try to clarify for those who continue to have questions. We don't understand Officer Profile and its relation to Direct Access. When Officers are called to active duty, say a nurse with a master

in public health, your nurse degree is verified by OCCO, they verify that you have received the degree necessary to qualify for the PHS and it's loaded into Direct Access where you can go and inspect it. [*and verified that you have an advanced degree and write what that advanced degree is and then have that advanced degree transcripts mailed to OCCO to the Officer Profile System, they will then verify in Direct Access that you have a qualifying MPH or an advanced degree. When you go in you go under officer profile advanced degree, ect. That's the primary was to their advanced degree that are not qualified Thank you.*]-18.27

A24. CDR GLABACH: Thank you LT Heart just a minor clarification, you are indeed correct that the Officer Profile System is the collection tool for that type of information and it does not capture your category specific needs not required for your call-to-duty. If you want to capture additional information beyond those qualifying degrees and licenses, you need to use the Officer Profile System which is located in the CCMIS secure area. So, when you log in and look into your eOPF for example, the place you look in is your CCMIS, on the left hand side you will see something that says Officers Profile – or something to that effect. You then log in your information about the degree that you want to have considered for validation and so you tell this system that you have a Master in Public Health. That then send a notification to OCCO to look out for that actual transcript to validate, and that you do in fact have that degree. Once we validate that you in fact have those degrees. Validation will be done periodically, once or twice per month depending on how many degrees we get. We then transfer all that information into Direct Access. Again, the best way I can describe the Officer Profile is as a collection tool, a bucket for validated additional information and that bucket is periodically emptied into Direct Access.

CAPT BECK: I would like to add on to that statement. Many officers that turned this in many years ago will need to have the school resend an official transcript; the school sent transcript will be what we go on, even if it was already logged into your OPF.

CDR GLABACH: Correct. That is the decision OCCO has taken.

Q25. OFFICER: Hi, this is Teresa Watkins a couple of questions. When you are adding a resume you can't add it as an attachment, you have to cut and paste. Is that correct?

A25. CDR GLABACH: Correct

Q26. OFFICER: I came on duty roughly sixteen years ago, and the only jobs that are currently showing in Direct Access are my first COSTEP position and my current position. Is that something that I need to correct through OCCO or that link that Dan gave us?

A26. CDR GLABACH: In this instance, ma'am there's no need to correct. The official source for your information, for your job history, do you mean the PIR.

OFFICER: Yes.

CDR GLABACH: We took the first and last job and used them in Direct Access, sort of as peace keepers for our Officers. The job history really remains in the Legacy system for now. What we are doing is developing a new billet system. The new billet system will characterize our billets, allow us to be a little bit more specific on what skill sets are necessary. To make a long story short, when we finish the billet system then we are going to log all the Officers work history into Direct Access.

Q27. OFFICER: Alright, I think all my other previous questions have been answered. Oh, except for licensure. My licensure is showing that my license was first acquired in 1960 and since I wasn't born until 1971, how do I fix that?

A27. CDR GLABACH: Well, you really don't have to fix it but if you feel strongly that you want to fix it you can contact the license coordinator at OCCO. The reason I said you don't have to fix is because our current systems never captured licensure date, so we didn't have a licensure issued date to put in Direct Access. Direct Access was asking for one anyways, which was a required field. We chose to take 50 years off the date of the license and artificially make a date, a meaningless date, not used by OCCO, promotions... it is not used by anyone at this point. It is a nonsense date and while it can be corrected, you don't need to correct it. Again, the point of contact for correcting the date, if you chose to, is the license coordinator at OCCO. If it really, really bothers you, I've provided you the contact for going about that.

CAPT SHAFFER: CAPT Beck, CDR Glabach do you have additional information to give out.

CAPT BECK: This is CAPT Beck, just a couple of additional little helpful hints. As CDR Glabach mentioned, there are a couple of glitches in the system because we are in the early phases of integrating with the system, People's Soft. The Coast Guard will be implementing this. We look forward to this very big new release, release nine of the software. Where we can start to do much more meaningful customization, where we could fix some of these issues that have been mentioned, things like issuance dates. Anybody who has gone in and attempted to enter their BLS, basic life support or their deployment role information, there is a mandatory field on the job preferences page with a start date.

Again, it is a piece of information that is not utilized in the readiness calculation. It is a mandatory field for future functionality, but there're these little quarks from time to time, those will be going away, they are going to be much smaller, and eventually go away. There's going to be much more sensible as it where, as more and more functionality comes into production. A couple more things you want to look forward to, when you go to the job preferences section within the self-service where BLS and deployment roles are, there's a start date you can put, the easiest thing to do is to put in the date you are entering the information. That will let you make the save to BLS, ACLS, as well as your deployment roles. You can enter multiple deployment roles as before, you will need to select one of them as the primary.

Again, for most Officers this is something that has been done, this is only when you go in to update or need to make changes that will come in. Another thing, I know some Officers have had some problems entering the actual initial log in, or they have not been able to log in, essentially they were having a difficult time getting their password/account reset. If there was some problem with that, the address that we provided earlier is the way to go to the helpdesk to help with login in.

Lastly, make sure that your browser allows pop ups while browsing Direct Access, as Direct Access uses pop ups within the system. Particularly, within the system reset pages. It is not particular obvious that this is occurring. So, if you have any problems accessing a page and it looks like a page should be coming up, but it is not make sure that you have enabled the pop ups for Direct Access. So, you don't enable for your entire system but for Direct Access. That may resolve what appears to be access problems that you may be having.

With that, I would say, please reference the basic readiness check list that is available on the OFRD website. And, if you have any questions directly relate to readiness, or your readiness status, please send an email to the OFRD@hhs.gov inbox. We will make sure to resolve your readiness related issues and which is monitored daily.

Direct Access related, access to the system, functionality, non-readiness activities should be directed to the Direct Access line. You will get more timely support on those issues. That's all I have, thank you very much CAPT Shaffer for giving us the opportunity to speak.

Q28. CAPT SHAFFER: Okay, I have one other thing. When I log into Direct Access I have been running into the following problem. When I entered my ID and password, it will say that it doesn't recognize it. I will then click on "I forgot my password." It will then ask me to enter a new password. I will enter my same password all over again. It will then let me in. It has done that at least three times this week, but I don't recognize that my password is expired. Is there a very quick password expiration, or why is it doing that?

A28. CDR GLABACH: I don't know the answer to that, I know they have done some resets on the system lately because one of those pages of the readiness function was also tied in to the implementation at Coast Guard. Again, to make a long story short, if the system was going through changes it might have cased that, but I can't fully explain why that is happening. If you have a problem logging in or if this problem persist, please contact me and we will get it resolved.

CAPT SHAFFER: Like I said, I forgot my password, but reenter the same password and it let me in. But there appears to be a little glitch there in case anyone else runs into to that.

CDR GLABACH: Yea, thanks for pointing that out. If it continues to persist, we certainty would like to document that and notify the Coast Guard. The Corps presents a whole new set of issues , largely because we are all over the place. We are not all in the same network, some of us are at NIH, DoD, we are a wide range group of people. So, the bottom line is, they will continue to help us.

- Q29. CAPT SHAFFER:** CDR Glabach, can you tell us about how many Officers have already registered in Direct Access?
- A29. CDR GLABACH:** Honestly, I can't tell you right now the last time we did a tally, I think it was July. As of July, I think it was 3200 Officers had used Direct Access. I hope it is a lot more by now but I can ask the Coast Guard and see if I can get us an answer. It does not take long to find out.
- Q30. OFFICER:** Hi, yes this is CDR Puckett from the San Francisco District Office. I just have a couple of clarifications, I would like somebody to address. One of them is about these degrees and the verification process and getting that information over into Direct Access. I am going to try and paraphrase this a little bit. The idea is that when you apply, if you had more than one degree, and you entered them all and submitted the transcripts from the school at that time. So you had BS degree and a masters degree and your category qualify degree was a masters of nursing. So, the ones that were submitted when you applied, and the transcripts that were sent in, should already be verified by OCCO, be on file with OCCO. So, we don't have to go back through that verification process for these. It is for the additional degrees that have been worked on and added during your active duty status since your entry. Am I paraphrasing that correctly? Or, is it the incorrect.
- A30. CDR Glabach:** Ma'am, I am afraid that is incorrect. OCCO was only capturing the information that they needed for what qualifies an Officer for active duty. Let's say you're are a doctor and you had a bachelors in physiology. If I am not mistaken the bachelors in physiology is not captured but the doctor is because it is a part of your category specific degree. So, in a nutshell to have that bachelor included, you have to go to the Officer Profile System.
- Q31. OFFICER:** Okay. Thank you. I have an additional question. There's a little bit confusion about this but in the President's Challenge, I understand that it is coming across in the Direct Access system as a waiver, what I don't know is does the timeframe for the information in the President's Challenge meets the necessary criteria for a person if they go that route. And, is that based on calendar year or is that based on based on fiscal year.

A31. CAPT BECK: This is CAPT Beck, the requirement for the President's Challenge, the policy is to have received an award within the last year, that's the timeframe. It is not either the calendar or the fiscal year it is within the past twelve months, within the assessment period. So, if you log into Direct Access and you can see the President's Challenge in the wavier section and if your President Challenge award is due to expire or will expire before the next calculation, you will see that you have a readiness physical readiness issue with your next calculation. You will see for the December 31st that your physical readiness activity AFPT or President's Challenge is set to expire. The date that you see on the wavier in Direct Access is the date of when you will actually see when it is recorded and that will be the expiration date on the wavier. This is when you need to update that wavier again. Any change will automatically be updated, so that you will be on the most current Presidential Challenge. So anytime you get a new award, you will have 12 month from the day of that award to receive another award.

Q32. OFFICER: My question is concerning the changing an email address when we request a new password. My new password is being emailed to my old job email address. I've been trying to changed it for months now, but I am not getting any reply from them. S¹
[Text was omitted text due to bad connection]

Q33. OFFICER: CDR Glabach, if you go under my /s/ and update your personal information would that also update Direct Access to the email address.

A33. CDR GLABACH: No.

CAPT SHAFFER: Thanks everybody for participating, if you have any other questions of course CAPT Beck and CDR Glabach is available. Take care and goodbye.

[END OF TRANSCRIPT]

¹ The operator dialogue was omitted and additionally around -18.52 it was difficult to understand the presenter.