



PROCURE-TO-PAY

TRAINING SYMPOSIUM 2019

Orlando

PIEE Hierarchy

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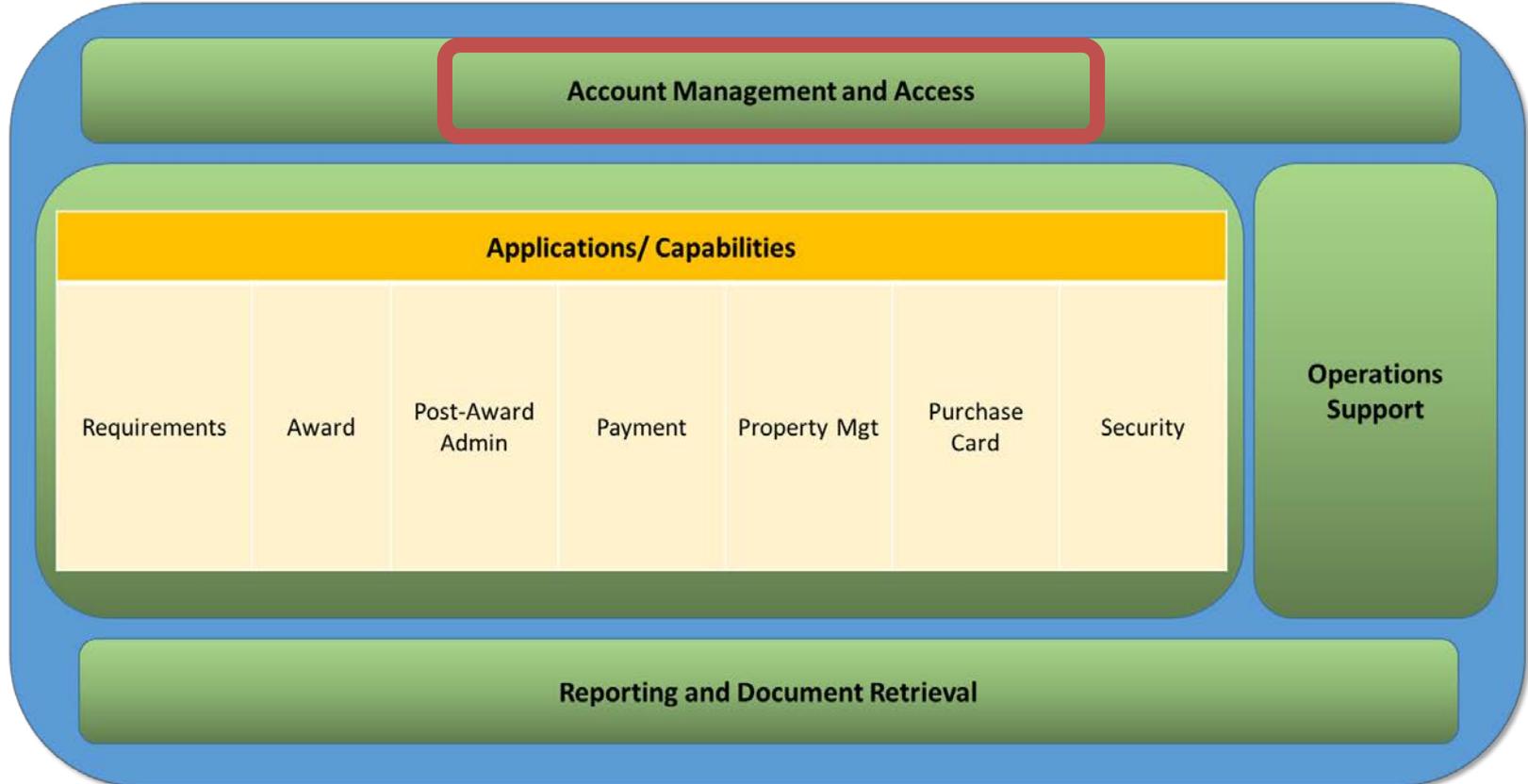
Katrin Dilli (Navy)

Juan Lopez (Air Force)

Agenda

- General Hierarchy Concepts and use within P1EE
- What we have done and what we have learned
- What is a GAM? What a GAM is not?
- GAM within a GAM (level 2 lead GAMs)
- Tools to Help
 - Hierarchy Visualization
 - GAM Lookup
 - SOP and FAQs
 - Web Service to Consume Hierarchy
 - Web Based Training Quick Links for GAMs
- Service Hierarchy Leads

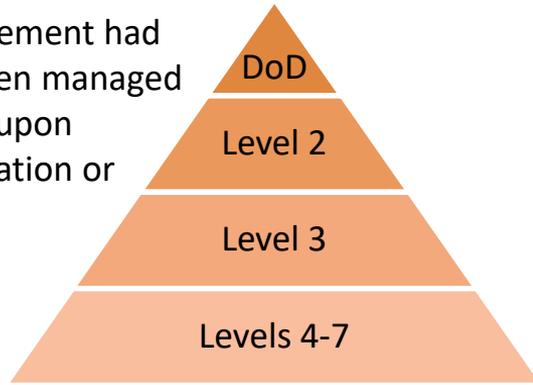
General Hierarchy Concepts and use within P1EE



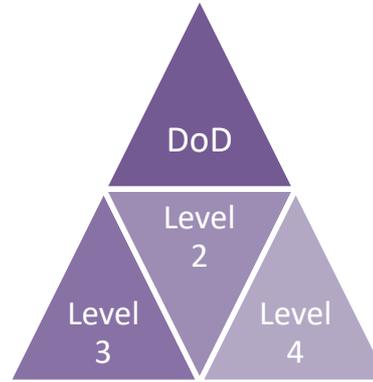
What We Have Done

(or What Have We Done?)

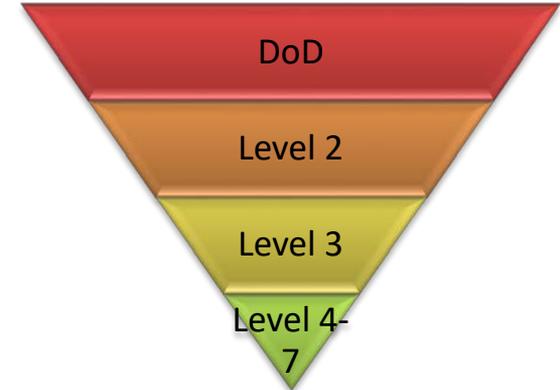
Access management had historically been managed in silos based upon specific application or module



WAWF



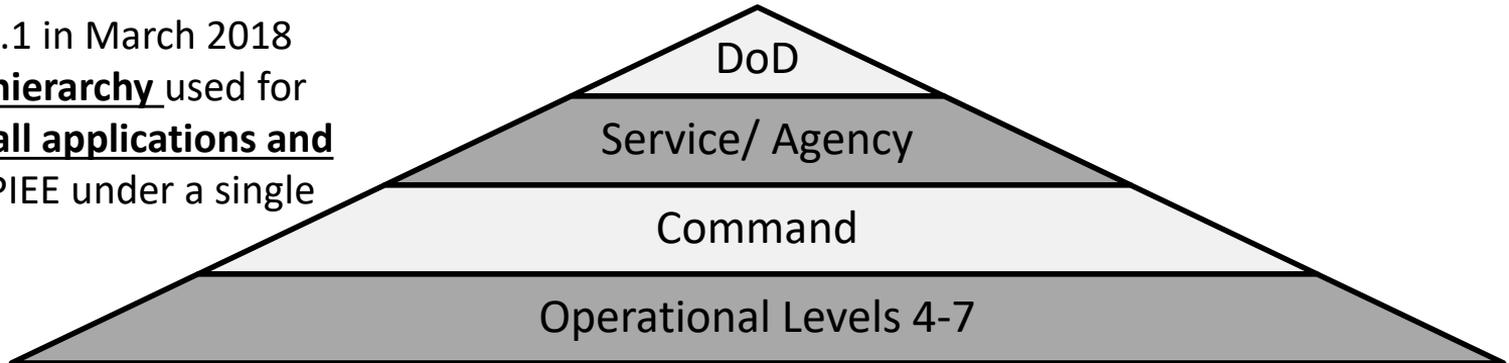
EDA



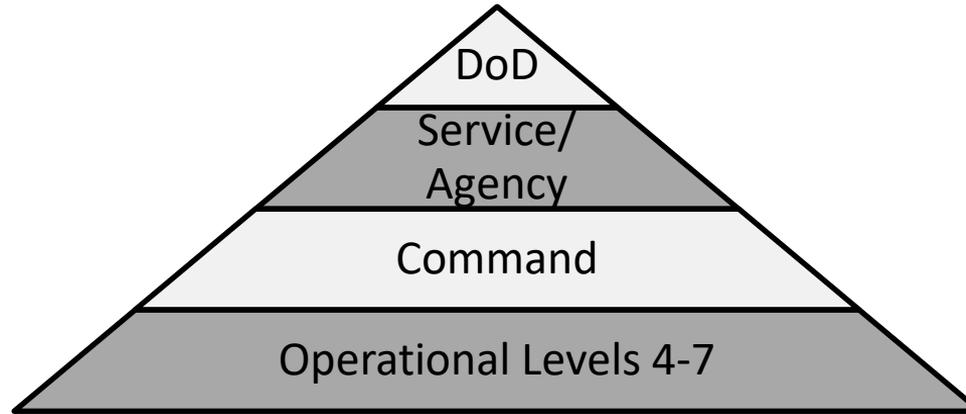
CORT

No two hierarchies were alike!

PIEE release 5.11.1 in March 2018 created a **single hierarchy** used for management of **all applications and modules** within PIEE under a single set of GAMs



What We Have Learned

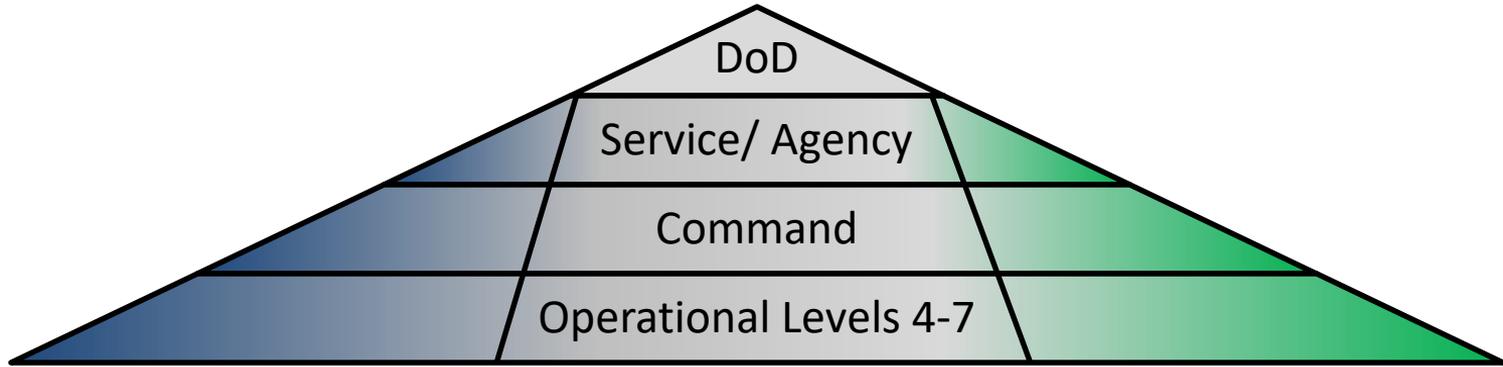


Single Hierarchy: GOOD 😊

Common reporting structures provide a singular view at an Organization

Reduces overhead to make changes within a Service/ Agency

Next Steps?



Hierarchy Working Group established with representatives from all Level 2 Organizations

- Effort to combat “GAM-Gap”
 - GAMs presuming authority on some modules, while deferring on others
- Using a single hierarchy, GAM responsibilities of users will be divided by **subject matter expertise**
 - e.g. PALT access would managed be a Procurement focused GAM
- Continue to have GAMs serve as local account management and access leads
- Needs to be scalable for both Defense Agencies and Services

What is a GAM?

- GAM = Government Administrator (aka, Group Administrator)
- The complete list of job functional described in the PIEE GAM Appointment Letter
 - <https://wawf.eb.mil/documentation/GAM-GVAppointmentLetter.doc>
- Key aspects of a GAM's responsibility include:
 - Adding/Renaming/Moving/Deleting Groups/Subgroups
 - Adding DoDAACs/Location Codes
 - Resetting passwords/certificates for users
 - Activating/Deactivating/Archiving user roles

What a GAM is NOT?

A GAM is NOT the Helpdesk

- A GAM is responsible for helping users gain access to the modules within PIEE. GAMs should know what the modules/ roles do but may not have the expertise to walk a user through the system.
- Functional Subject Matter Experts can help users doing business within the PIEE modules. This may or may not be the GAM.

PIEE 5.12.2 Procurement Integrated Enterprise Environment

My Account Help

New User Information and Help
Subject Matter Expert (SME) Lookup

CCM - Contracting Communication Module
CDR - Contract Deficiency Reporting
CLOSEOUT - Contract Closeout
CLS - Clause Logic Service
CORT - Contracting Officer Representative Tracking Tool
DATA LAKE - Data Lake
EDA - Electronic Document Access
GFP - Government Furnished Property
PC - Purchase Card
WAWF - Wide Area Workflow
IUID Registry
myInvoice
eMIPR - Military Interdepartmental Purchase Request
MRS - Management Reporting System
NCCS - NISP Contracts Classification System
PIEE - Procurement Integrated Enterprise Environment
PBIS - Procurement Business Intelligence Service
PPML - Procurement Process Model Library
SOL - Solicitation
SPRS - Supplier Performance Risk System

Lookup - Subject Matter Expert (SME)

Application *

CCM - Contracting Communication Module

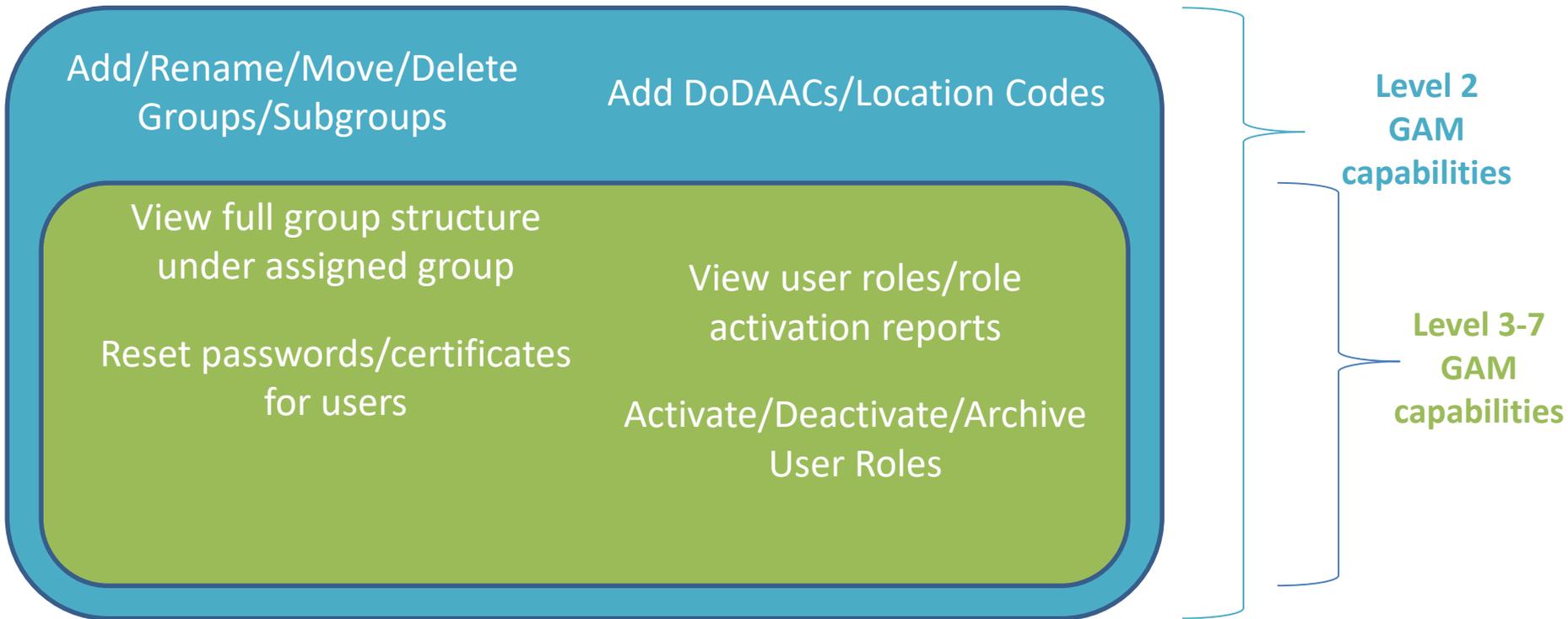
Location Code *

Submit Close

Level 2 GAM vs Level 3-7 GAM

- Level 2 GAMs are the lead Government Admins for each Service/ Defense Agency and are tasked with major changes in PIEE (e.g. creating or deleting groups, assigning DoDAACs/location codes).
- Level 3-7 GAMs are able to shoulder the heft of local group management (e.g. approving roles, resetting passwords).
- By assigning users strategically as GAMs at levels 3-7, level 2 GAMs can share hierarchy management responsibilities appropriately with users under their purview.

Level 2 GAM vs Level 3-7 GAM



Tools to Help Manage the Hierarchy

- Hierarchy Visualization
- GAM Lookup (and how we plan to improve it)
- SOP and FAQs
- Web Service to Consume Hierarchy
- Web Based Training Quick Links for GAMs

Hierarchy Visualization

- DPC has generated many depictions of hierarchy as shown below.
- We are working to make these available for users to view



GAM Lookup

- Current GAM Lookup is a good tool to help users get in contact with their GAMs
- With move to functional subject area GAMs, this feature should be more helpful
- Looking to incorporate the SME Lookup with the GAM lookup to help users have a single place to go for intra-Organizational PIEE assistance
- <https://wawf.eb.mil/xhtml/unauth/lookup/gamLookup.xhtml>

SOP and FAQs

- Hierarchy Working Group is working to publishing a Standard Operating Procedure for PIEE hierarchy management.
- Once finalized, document will describe all the aspects of being a GAM and tips and suggestions on how this can be done.
- Also included will be a Frequently Asked Questions (FAQ) section for GAMs put together by Helpdesk and Service/ Agency leads with questions and answers to the questions they get asked most often.

Web Service to Consume Hierarchy

- The PIEE Hierarchy is available for export in a few ways:
 1. Visualizations discussed previously
 2. PIEE MRS Report in Excel
 3. Standard Web Service
- The Standard Web Service allows external systems to pull:
 - The complete or parts of the hierarchy
 - All DoDAACs or only certain flags
 - A complete view or only changes in a given time span
- XML based web service is set to be consumed by:
 - GSA's Beta.SAM
 - US Bank for Purchase Card
- To discuss consuming the hierarchy with the Program Management Office, please send an inquiry to: WAWF_eBiz_Suite@dla.mil

Web Based Training

- PIEE has a lot of good resources for Web Based Training (WBT) but it can be hard to find the right training
- PIEE PMO is working to make the layout easier to navigate
- Here are a few quick links for GAMs that you can navigate directly to that might be helpful:

Subject	WBT URL
General Help	https://wawftraining.eb.mil/wbt/xhtml/wbt/piee/index.xhtml
Role Activation	https://wawftraining.eb.mil/wbt/piee/GamApproval.html ← Video Demo https://wawftraining.eb.mil/wbt/piee/GamApproval.docx ← MS Word
Group Management	https://wawftraining.eb.mil/wbt/piee/GroupManagement.html https://wawftraining.eb.mil/wbt/piee/GroupManagement.docx
Role Management	https://wawftraining.eb.mil/wbt/piee/GamUserRoleManagment.html https://wawftraining.eb.mil/wbt/piee/GamUserRoleManagment.docx
Location Management	https://wawftraining.eb.mil/wbt/piee/PIEEGAM_LocationManagement.html https://wawftraining.eb.mil/wbt/piee/PIEEGAM_LocationManagement.docx

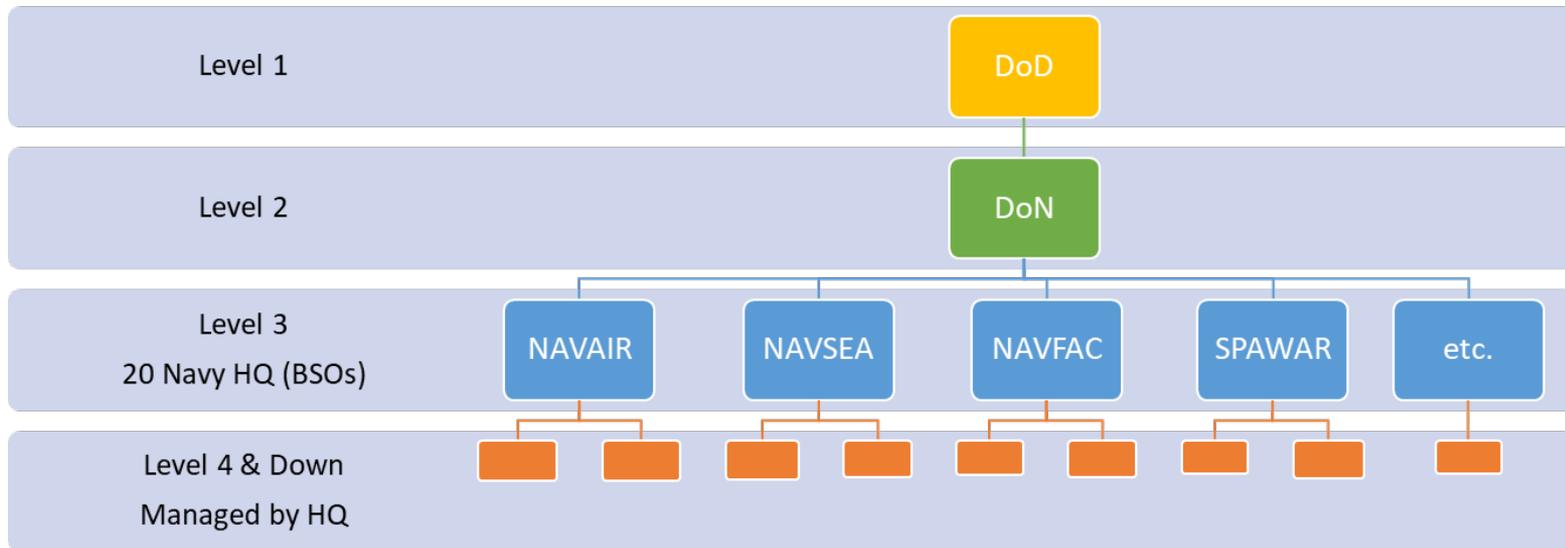


Navy

Level 2: Department of the Navy (including USMC)

Level 3: are the 20 Navy BSOs (HQ-level)

Level 4: **and below are organized and managed by its HQ organization**





Navy

WAWF & PIEE ... Then & Now

2019

2003



The screenshot displays the PIEE 6.0.0 web portal interface. At the top, it includes navigation links for 'My Account', 'Administration', 'GPC Nominations', 'Miscellaneous', and 'Help'. The user is identified as 'Kabin Navy Tester03'. The main content area is titled 'Welcome to the Procurement Integrated Enterprise Environment' and is organized into several functional categories:

- Requirements:** eMIPR (Legacy Integrated Procurement Request)
- Award:** CDS (Career Life Cycle), Solicitation, SPRS (Support Performance Risk System), PALT & Protest Tracker, SAM (System for Award Management)
- Post Award Admin:** SPM (Solicitation and Performance Monitoring), CCM (Contracting Communications Module), CDR (Contract Delivery Reports), EDA (Enterprise Data Access), Contract Closeout
- Payment:** WAWF (Web Ariba Workflow), myInvoice, CEDMS Vouchers (Corporate Electronic Document Management System)
- Property Management:** GFP (Government Sponsored Property), IUID (IUID A/S)
- Operational Support:** JAM (Joint Appointment Module), PCM (Process Code Management), PPML (Procurement Process Model Library)
- Purchase Card:** US bank
- Other:** MRS (Management Reporting System), WBT (Web Based Training)



Navy

Feedback from our GAMs

- Experienced growing pains, as expected
- Concerns with the “UniGAM” concept, looking forward to a solution that splits administrators into segments of their expertise
- GAMs have requested training for the new functionality

Solution

- Navy is planning for a contractor support team to help with spreading information for acquisition modules
 - Provide email updates
 - Schedule quarterly calls
 - Provide support as requested





Navy

DFAS Navy WAWF Help Desk

1-800-756-4571 option 6

dfas.cleveland-oh.ztc.mbx.ccl-ec-navy-wawf-helpdesk@mail.mil

USMC WAWF Help Desk

800-520-1363 opt 3

usmcwawfhelpdesk@saic.com

Navy EDA Help Desk

NAVSUP_BSC_DASN_Support.fct@navy.mil

Navy Purchase Card Help Desk

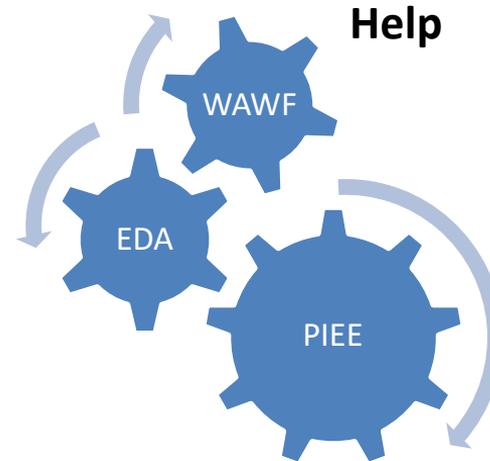
DON_Purchasecard@navy.mil

Also available...

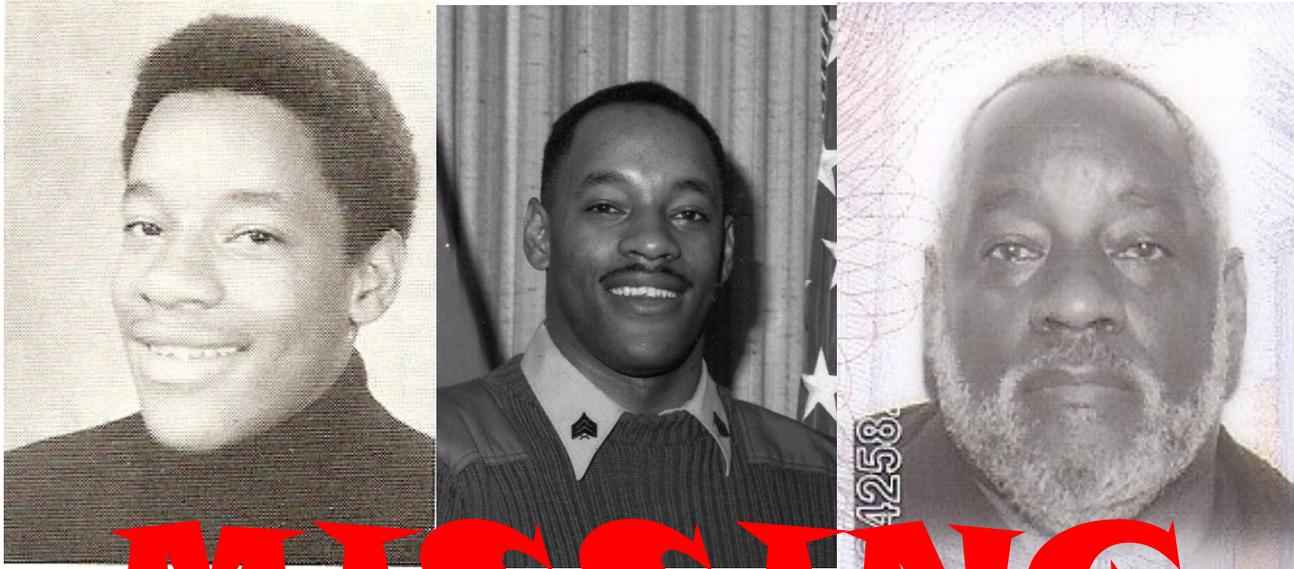
[LUID Help](mailto:luid.helpdesk@dla.mil) luid.helpdesk@dla.mil 269-961-4745

[CORT TOOL HELP](mailto:disa.global.servicedesk.mbx.eb-ticket-requests@mail.mil) disa.global.servicedesk.mbx.eb-ticket-requests@mail.mil 866-618-5988

[OGDEN HELP DESK](mailto:disa.global.servicedesk.mbx.eb-ticket-requests@mail.mil) Technical Issues disa.global.servicedesk.mbx.eb-ticket-requests@mail.mil 866-618-5988, 801-605-7095

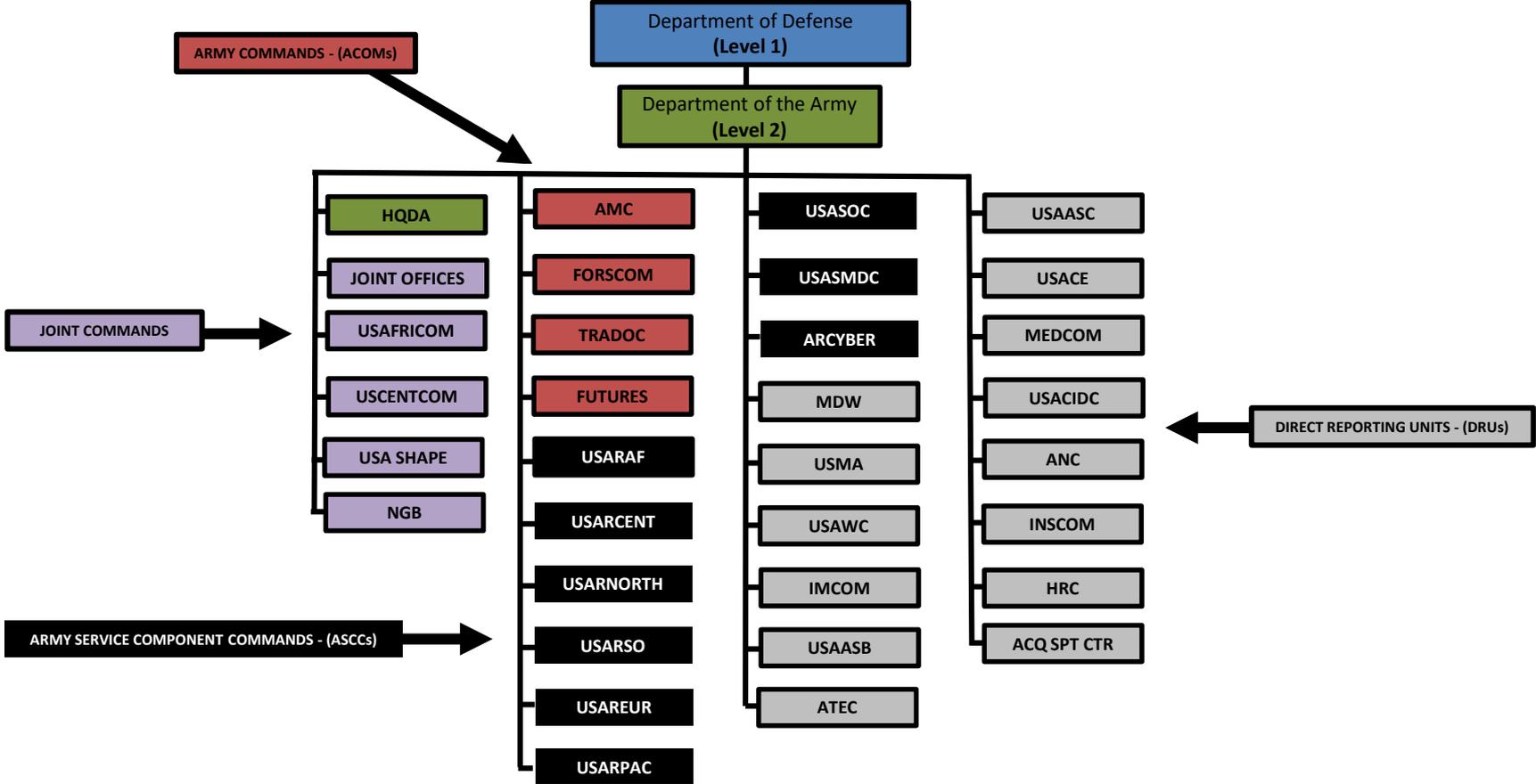


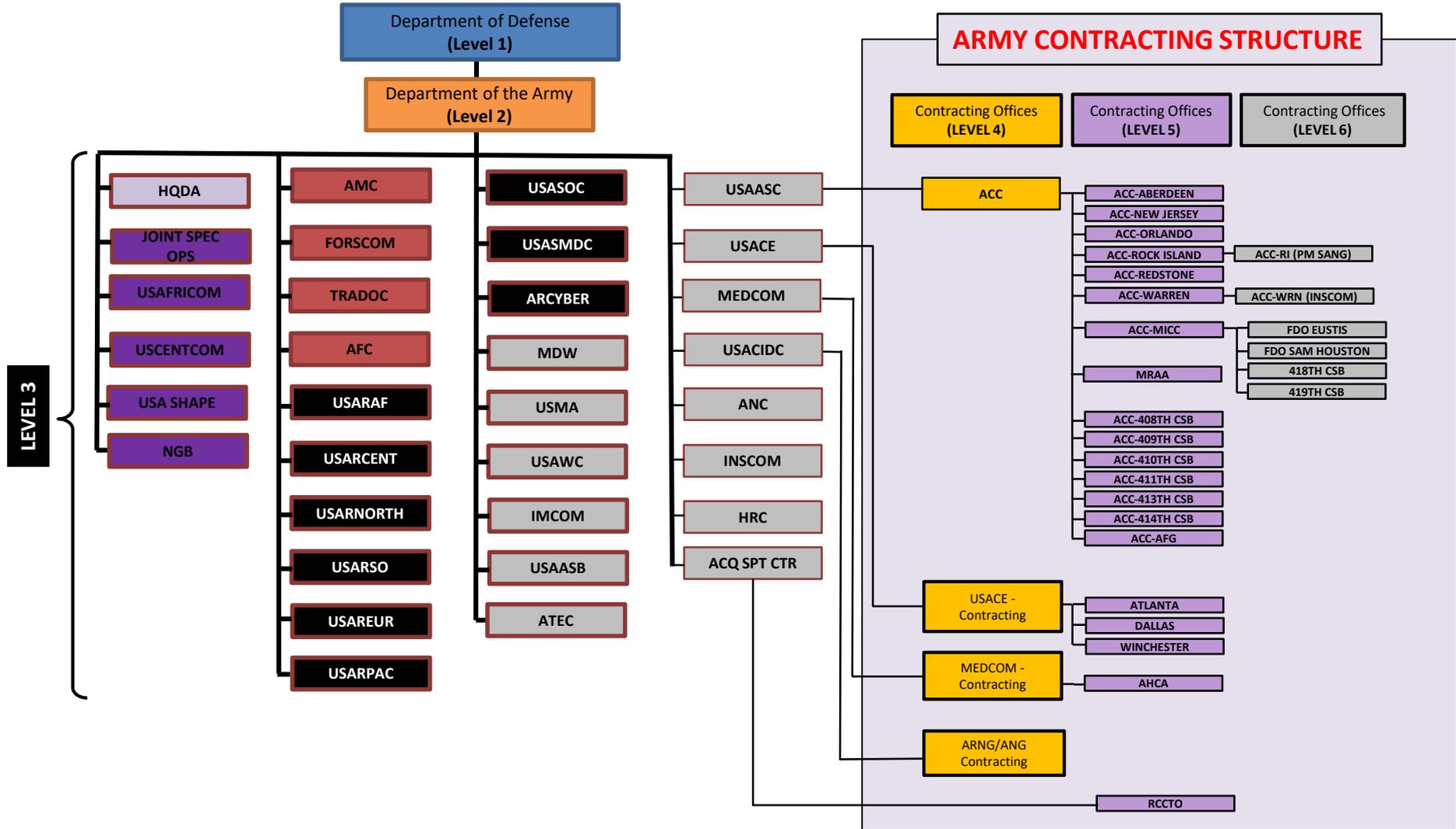
Army



MISSING

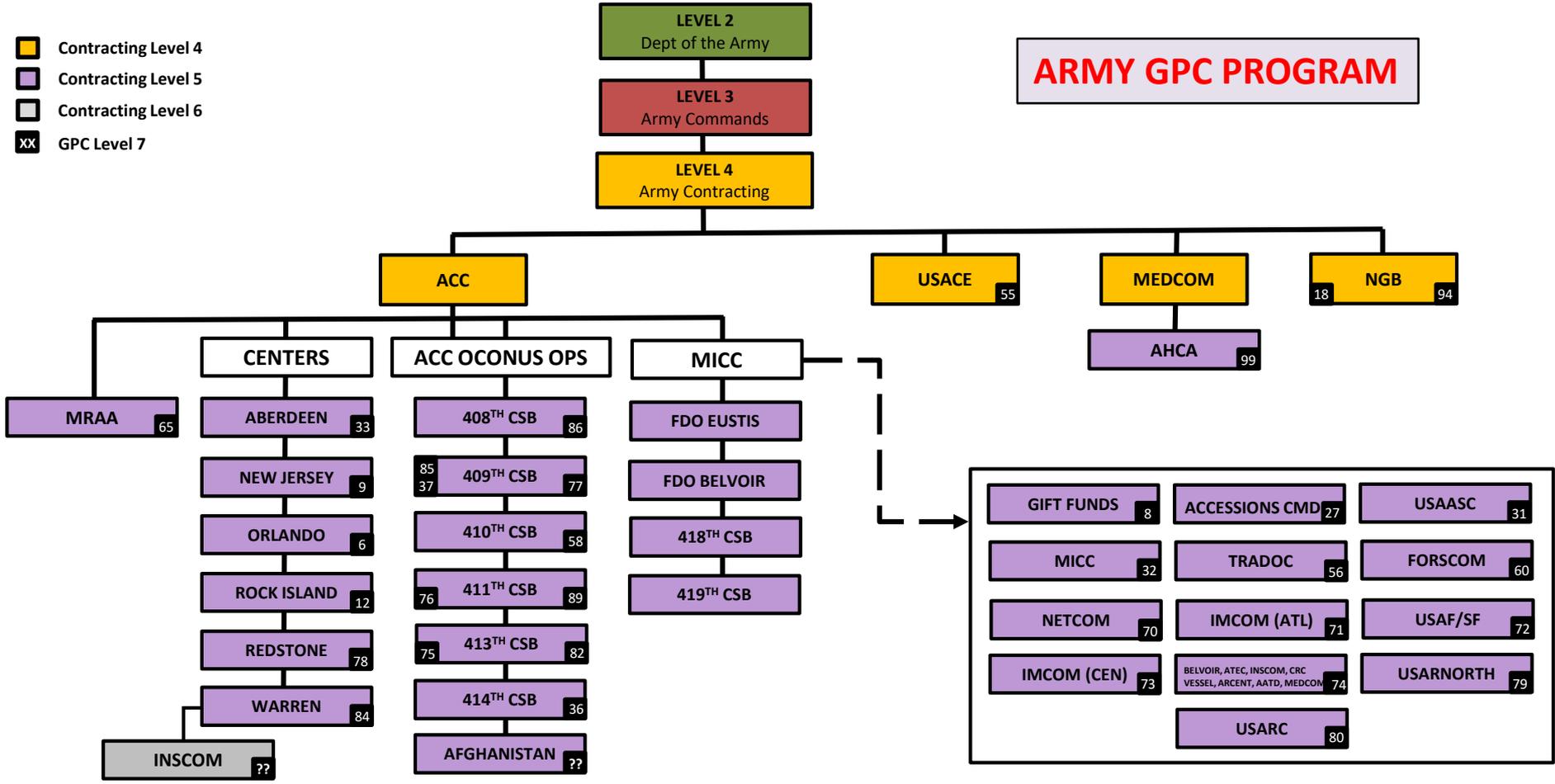
**ARMY PIEE HIERARCHY
COMMAND STRUCTURE - LEVEL 3**





- Contracting Level 4
- Contracting Level 5
- Contracting Level 6
- XX GPC Level 7

ARMY GPC PROGRAM



Army

- HIERARCHY ISSUES
 - Army organization structure constantly changing; hierarchy not stable
 - Inability to manage GAMs below Level 2
 - GAM ability to function horizontally across all PIEE modules
 - ***GAMs must act on behalf of the module for which they were appointed***
 - Perceived “gap” in the PIEE modular authority/oversight
 - GAMs perceived to be SMEs both in the admin of the PIEE and the functionality of a given PIEE module
 - Level 2 GAMs are overburdened; must delegate down to Command level
 - ***Development of an Army level GAM Standard Operating Procedure***
 - Need for improved GAM training

Army

- HIERARCHY ISSUES (Con't)
 - Limit the ability of Level 3/4/5 GAMs to modify the PIEE hierarchy without notice to higher level GAMs
 - PIEE must incorporate GAM module filters – identifies proper GAM role based on module P/F/L capability (Procurement / Finance / Logistics)
 - A GAM for WAWF would not be able to perform admin CORT, etc.
 - PIEE reset function for certification or password: Confirmation message of success or failure is needed

Army PIEE POCs

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STACY WOOLEN (THEATER – WAWF, MyInvoice, MRS, eMIPR)

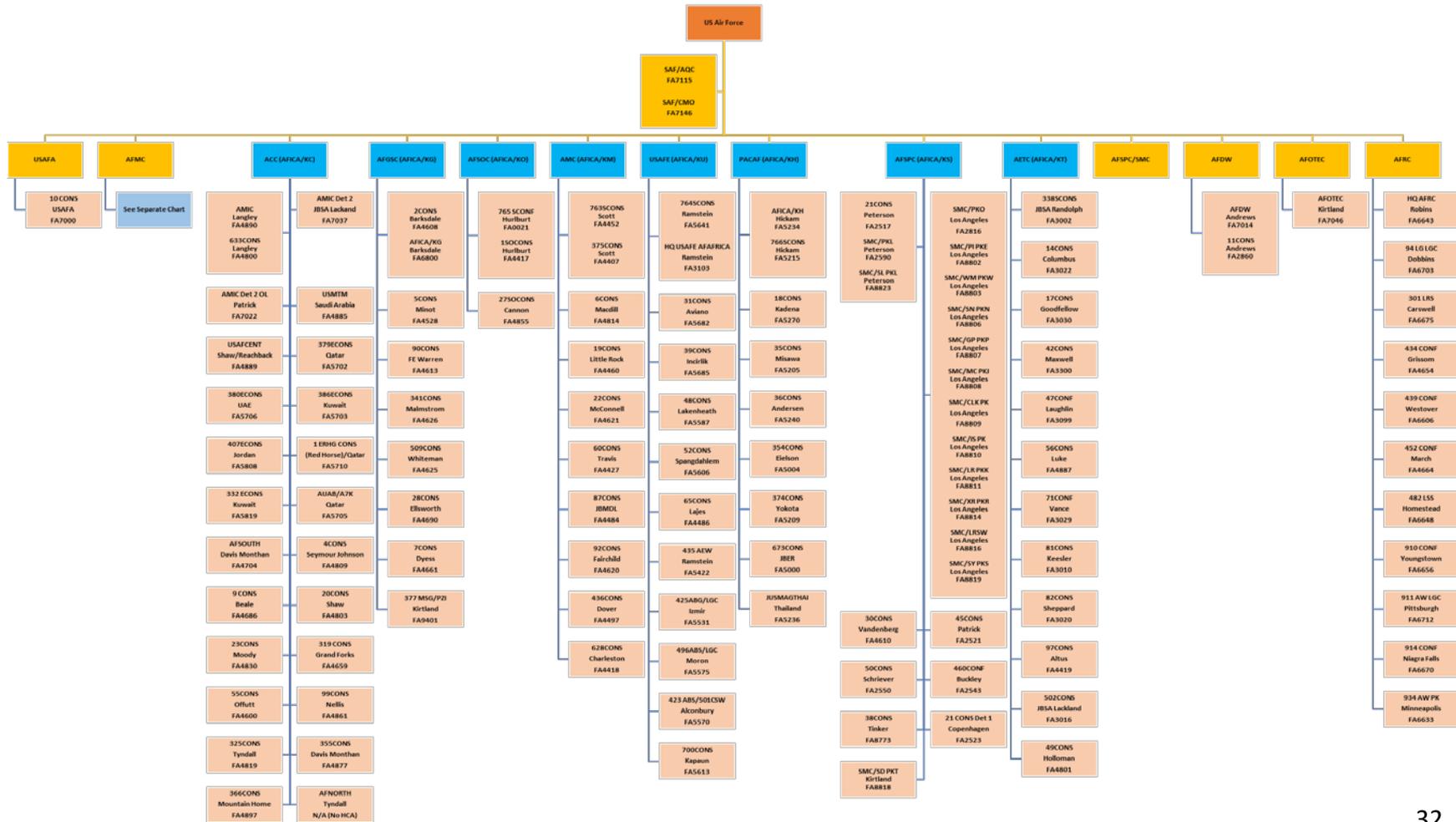
stacy.r.woolen.civ@mail.mil

Air Force

- PIEE Vision
 - Consolidation of Procurement Took Kit in a single location
 - Single Sign-On – Access by CAC
 - Certified by credentials (User, Supervisor, & GAM)
 - Eliminate paper-based DD2875 and appointment letter
 - System generated access approval process
 - Exception – CORT appointment – DFARS regulation
- Hierarchy Issues
 - Air Force organization structure constantly changing – Reorg's affecting stability
 - Managing GAM's at Level 3 and below
 - Unclear direction on what GAMs can and can not perform versus previous roles
 - GAMs perceived to the Help Desk support or Subject Matter Experts on all applications

Air Force

- AF Contracting Hierarchy Structure
 - AF (Lvl 2) / Command structure (Lvl 3) / Bases (Lvl's 4-6)
 - Distribute to the lowest level possible / working level operated and managed
- Recognize this effort is a work in progress
 - Last year - Inverted Pyramid
 - Better structure today
- CON-IT to be added to the PIEE for AF Contracting Users



AFMC Hierarchy:

MAJCOM/Center/Subgroup

AFMC

FA8000

October 2018

Centers



AFLCMC (PZ)

WPAFB FA8601 FA8602 FA8604 FA8622 FA8623 FA8626	HANSCOM FA2835 FA8702 FA8721
EGLIN FA8656	TINKER FA8104 FA8124

AFSC (PZ)

<u>TINKER</u>	FA8100 FA8101 FA8103 FA8108 FA8109	FA8112 FA8117 FA8118 FA8119 FA8121 FA8122	FA8125 FA8126 FA8127 FA8129 FA8132 FA8133
<u>HILL</u>	FA8200 FA8201 FA8203 FA8206	FA8208 FA8209 FA8212 FA8222 FA8224	FA8225 FA8226 FA8250 FA8251 FA8252
<u>ROBINS</u>	FA8500 FA8501 FA8503 FA8517 FA8522	FA8524 FA8530 FA8535 FA8536 FA8537	FA8538 FA8539 FA8549 FA8554 FA8571

AFTC (PZ)

EDWARDS
FA9300
FA9301
FA9302
FA9304
EGLIN
FA2486
FA2487
FA2823
FA9200
FA9201
ARNOLD
FA9100
FA9101
HILL
FA8240

AFRL

WPAFB
FA8649
FA8650
FA8650
KIRTLAND
FA9451
FA9453
ROME
FA8750
FA8751
EGLIN
FA8651
ARLINGTON
FA8655
FA9550

AFNWC (PZ)

KIRTLAND
FA2360

AFIMSC (ESS & KD)

WPAFB
FA8003 771 ESS/DD (ESG)
FA8053 773 ESS/PK (Med-Med Svcs)
FA8054 771 ESS/EG (FP-Security)
FA8056 771 ESS/EG (CE-CECC)
FA8057 771 ESS/EG (CE-Facilities Cncl)
FA8059 771 ESS/EG (Knowl Svcs Cncl)

TYNDALL
FA8051 772 ESS/PK (CE-AFCEC)

SAN ANTONIO/ LACKLAND
FA8052 773 ESS/PK (Med-AFMOA)
FA8903 772 ESS/PK (CE-AFCEE)

GUNTER
FA8055 771 ESS/EG (IT Council)

OFFUTT
FA8075 AFICA/KD (ESG/PK) (DTIC)

Subgroups

PEO ACS (WN)

WPAFB
FA2263
FA8606
FA8621
FA8638

ROBINS
FA8518
FA8519
FA8521
FA8532
FA8533
FA8534
FA8540
FA8556

PEO BES (HI)

GUNTER
FA8732
FA8771

WPAFB
FA8770

HANSCOM
FA8727

RANDOLPH
FA8734

PEO BM (HB)

HANSCOM
FA8706
FA8707
FA8709
FA8730
ROBINS
FA8527
FA8529
FA8555
TINKER
FA8102
PETERSON
FA8701
FA8714
FA8723
HILL
FA8217

PEO C3I (HN)

HANSCOM
FA8705
FA8722
FA8726
WPAFB
FA8774
HILL
FA8218
GUNTER
FA8772
SAN ANTON
FA8307
Robins
FA8574

PEO FB (WW)

WPAFB
FA8607
FA8611
FA8615
FA8616
FA8628
FA8634
FA8637
HILL
FA8202
FA8205
FA8232
ROBINS
FA8505
TINKER
FA8107
FA8110

PEO ISR/SOF (WI)

WPAFB
FA8620
FA8629
FA8739
FA8616
FA8509
FA8528
FA8552
TINKER
FA8131
Hanscom
FA8736

PEO Mobility (WL)

WPAFB
FA8614
FA8617
FA8625
ROBINS
FA8504
FA8525
FA8526
FA8553
HILL
FA8211
FA8220
FA8223
TINKER
FA8106

PEO NC3

_Robins
FA8573

_Hanscom
FA8735

_WPAFB
FA8640

PEO PAR (WV)

WPAFB
FA8641

TINKER
FA8134

PEO Tanker (WK)

WPAFB
FA8609

TINKER
FA8105
FA8130

PEO Weapons (EB)

EGLIN
FA8672
FA8675
FA8677
FA8678
FA8681
FA8682

HILL
FA8210
FA8213

ROBINS
FA8520
FA8521

PEO SS (SS)

KIRTLAND
FA9422

HILL
FA8204
FA8207
FA8214
FA8219

TINKER
FA8128

EGLIN
FA2103

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- AMC – Michele Wheeler, michele.wheeler@us.af.mil
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- AFICA – Michael Ferris, michael.ferris.6@us.af.mil
- AFMC – George Caltabellotta, george.caltabellotta@us.af.mil
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- SMC – Lisa Dyer, lisa.dyer@us.af.mil
- USAFA – Michael Davidson, michael.davidson.11@us.af.mil
- USAFE – Manfred Mueller, manfred.mueller.de@us.af.mil



Procure-to-Pay

Training Symposium

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