Civil Air Patrol

eServices: Commander’s Corner

Presented By: Joseph Hall, Jr.

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Deputy Director, IT
“Information Technology is the use of hardware, software, services, and supporting infrastructure to manage and deliver information.”
IT Organization Chart

Information Technology
Deputy Director
Joseph Hall, Jr.

Chief, Software Development
Tim Cooper

System Analyst/MS Exchange Manager
Ervin Canada

Software Engineers
Joey Barton
Tim Moore
Darius Carlton
Vacant

Senior PC/Help Desk Technician
Shontica Padgett

Help Desk Technician
Mark Snyder

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IT Resources

• **Staff** – (8) Qualified IT professionals with a combination of 90 years of IT experience to include certified Microsoft professionals.

• **Data Center** – AF provided secure data center to host CAP server farm to include 24/7 support with backup generator setup.

• **Servers** – Physical and Virtual servers available in CAP server farm.

• **Equipment** – Laptops, Desktops, Servers (Physical and Virtual), Printers, etc.

• **Software** – Common Microsoft business software suite. Ms Office, Microsoft .NET (VB/C#) platform & SQL database, CRM Helpdesk.

• **eServices Software Applications** – The IT software development team maintains approx 170 web applications available on eServices.

• **Business Continuity** – Mirror/Disaster Recovery Site located in Nashville, TN.
Available IT Resources

What’s Available?

Hardware
• A laptop and printer/scanner/fax at each unit

Software
• QuickBooks - Wing Accounting Software
• Sertifi - Electronic Signature Services
• SmartVault – Finance Online Document Storage
• AVG GRISOFT – Antivirus Software
• CAPNHQ-hosted applications (eServices,WMIRS, etc)

Wing Commanders Program Management Library
• Provides Commander with shortcuts to essential program management issues.

Member Benefits
• Please visit http://capmembers.com/benefits
Available IT Resources

Field Help Desk

How to submit a Help Desk request:
• https://capnhq.crmdesk.com/home.aspx
• (877)-227-9142 ext. 290

Web-based Help Desk System
• Allows members to input issues and requests
• Assures calls for help are not missed
• Allows for better time management

We need your help
• For better service, please encourage your members to use the Web-based Help Desk.
• Best Practice – in-house “eServices” experts. These members are the first contact for help
Personally Identifiable Information (PII)

- Personally Identifiable Information (PII) is confidential information about an individual that can be used to identify or trace an individual’s identity.

- Examples of PII include, but are not limited to, social security number; age; marital status; race; date and place of birth; telephone numbers; other demographic, medical history, personal, medical and financial information. For more information on PII, see CAPR 1-2.

Data Security

- Since 2005 over **868 million** personal data records have been compromised in the US!
Data Security (cont.)

• Most of these occurrences are not hacking incidents but lost or stolen equipment that has personal data on the equipment

• Encourage personnel to encrypt thumb drives with data on them so that if they are lost there is less risk of compromise.

• Delete copies of CAPWATCH downloads, scans of receipts, licenses, medicals, etc. off computers after use.

• Suggest that staff officers review and purge files in accordance with other publications so that records are not kept longer than necessary that could have PII; those that are kept for extended periods should be kept securely.

• for more information see http://www.privacyrights.org/data-breach
Commander’s Corner

WSA = Web Security Administrator

- WSA’s “hold the keys” to restricted applications
- Should only give commander-authorized permissions
- eServices automatically notifies commander of all WSA-generated permissions changes

Automatic Application Assignment by Duty Position

- Permissions for some of the applications within eServices are currently tied to a member’s duty position as defined in the system.
Commander’s Corner

What’s available?

Entry area
• News and links specific to commanders

Admin Section
• Online Calendar, Organizational Information, and Image Upload for photo id cards

Approvals/Validations
• One stop shop for all approvals and validations

Reports
• Validate permissions to apps & duty assignments

OPSEC Entry
• Assign permissions to 5 members in your unit to enter OPSEC training completion in Ops-Qualifications app
Commander’s Corner

Beta Testers
• Allow 2 members in your unit to help test eServices applications

Temporary Permissions
• Short term “commander” permissions to a deputy
• Only possible for Vice/Deputy Commander, Operations Officer, Deputy Commander for Seniors, or Chief of Staff

Gather Emails
• Allows gathering of email addresses for members in your unit
• Only place addresses in the Blind Carbon Copy Section (BCC).

Safety Suggestions
• View Safety Suggestions submitted by your unit’s members

CAPF 171 Submission
• Unit Commander's Financial Disclosure Statement

WMIRS e108 Approval Authorization (Wing CC only)
Commanders Dashboard

- View Unit, Group and Wing Performance metrics

Communication Tools

Email notifications to CC of upcoming changes to eServices.

RSS Feed (Really Simple Syndication)

- Great way to push data out to members.
- Please encourage members to subscribe!

Gather email address applications

- Easy way to communicate with your members
- Resource Report provides email addresses for all current Qualifications.
- These applications are only as good as the emails in the system. Please ask members to update their addresses!!
National IT Committee

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Recent IT Successes

IT is responsible for the successful deployment of technology to support CAP’s strategic goals, as well as the tools and infrastructure needed to deliver first-class services to CAP.

In addition to maintaining the mission critical applications that assist CAP members with their everyday business needs and completing the annual field computer buy, IT is responsible for the successful development, deployment and maintenance of several programs. Below is a recent list of system changes:

• Online Cadet Membership Application

• Cadet Duty Assignment Module

• CAPF 171 Submission eForm – Unit Commander’s Financial Disclosure Statement

• Creation of “My Accomplishments” tab within “My Account” section of eServices. This new feature provides an on-demand, broad view into the member records.

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Recent IT Successes

- IG Inspection Discrepancy Tracking System (DTS) - Compliance Inspection (CI) discrepancies and responses and Subordinate Unit Inspections (SUI) report tracking.
- Maj Howell Balsem CAP Public Affairs Exceptional Achievement Awards Module
- Online Certificate Printing
- ORMS Version 2.0
- Provided development and support for each directorate in achieving their CAP Strategic Planning Objectives
- Science, Technology, Engineering & Math (STEM) Online Application Kit
IT resources and applications play a critical role in CAP’s future. Over the next two years, IT will continue to make strides in support of CAP’s paperless initiatives by developing and enhancing mission critical applications such as:

- Provide development and support for each directorate in achieving their CAP Strategic Planning Objectives

- CAPF 120 eForm - Awards and Decorations nomination and approval application.

- CAP Alumni database application

- eServices Version 2.0 – New look and feel, standardize and consistent look across CAP NHQ sites, organize application access by CAP functions. e.g. Command, Aerospace Education, Cadet Programs, Operations, Safety, etc.

- IG Scheduling Application

- WMIRS Version 2.0
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https://www.surveymonkey.com/s/2014natcon
Questions?