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## OPERATION TRANSITION AUTOMATED PROGRAMS

Since enactment of Public Law 101-510 on November 5, 1990, the Department of Defense has developed an extensive array of services to help separating Service members transition to civilian life. Three automated programs are operated by the Defense Manpower Data Center (DMDC) under the banner of "Operation Transition".

### DEFENSE OUTPLACEMENT REFERRAL SYSTEM

The first, the Defense Outplacement Referral System (DORS) is an automated resume registry and referral system. It enables the over 5800 participating private and public sector employers to receive resumes on departing Service members, their spouses, and DoD civilian employees who have the skills and qualifications needed by the employer. Since implementation in December 1991, DORS has provided almost 400,000 resumes on over 115,000 members to requesting employers. Currently, 1200 to 1500 resumes are being sent to employers each day.

To build the resume bank, DORS receives data on separating Service members via the Transition Bulletin Board (TBB) which is described below. The data are uploaded to a large mainframe computer and matched with over 5 million automated personnel records to add detail to the resumes before they are loaded to the resume database. Employer requests for resumes are received through an automated system which allows the employers to enter all information on their request through a touch-tone phone. The requests are automatically routed to the database where resumes meeting the employer's requirements are selected and 25 resumes are automatically sent to the employer--often within 30 minutes--via a mainframe FAX capability. Only when an employer desires more than 25 resumes is a person involved in the process, and then only to package and mail the resumes.

The Public and Community Service (PACS) Personnel Registry was added to the DORS system in the Spring of 1993 as required by the FY 1993 Defense Authorization Act. It provides the capability for individuals to register for and be referred to only public or community service jobs and provides public/community service organizations a source of individuals interested in public service.

### **TRANSITION BULLETIN BOARD**

The second system operated by the DMDC, the Transition Bulletin Board (TBB), is an electronic bulletin board of job ads placed by employers. Connected via 64 toll-free phone lines to over 300 military installations in the US and ten foreign countries, the TBB ads (and other useful information) can be viewed and downloaded by separating Service members. Implemented in April 1992, the TBB currently has over 3,200 job ads and 1,000 business opportunities on-line. Several dozen job ads are being added each week. Total connect time to the TBB is over 45,000 hours.

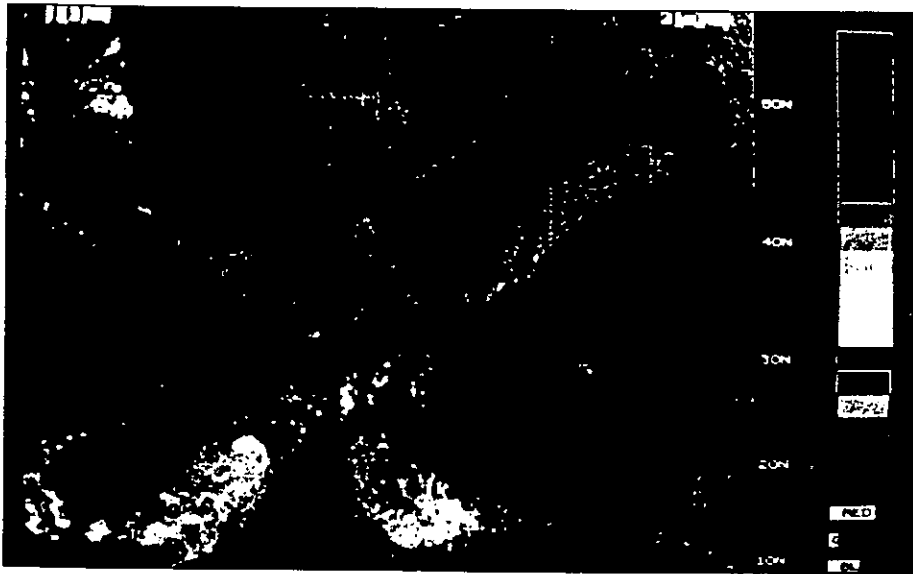
Upcoming enhancements to the TBB include the addition of federal job openings from the Office of Personnel Management (OPM) Federal Job Opportunity Bulletin Board. In addition, a registry of public and community service employers will be added to assist job seekers interested in public sector employment. The TBB will also soon be expanded to 96 telephone lines.

### **VERIFICATION OF MILITARY EXPERIENCE AND TRAINING**

The third program, the Verification of Military Experience and Training project, provides every separating Service member with over 180 days of active duty a document which recaps their military experience and training. The documents verify to an employer the skills and capabilities acquired in military service and indicate the recommended college credits for the acquired experience and training. Since implementation in July 1992, almost 750,000 documents averaging ten pages each have been produced for members from all the military services. Documents are currently being generated at the rate of 5,000-6,000 per week.

## SUMMARY

To operate the programs, the DMDC operates a Help Desk twelve hours per day. The Help Desk is accessible by toll-free telephone (1-800-727-3677) and provides assistance to both Transition Assistance Centers and participating employers. Employer outreach is a major function of the Help Desk and has resulted in an average of ten new employers per day becoming registered with Operation Transition. Active employers range from the largest multi-national corporations to small businesses with only a few employees. Both are attracted by the product that Operation Transition offers--disciplined, highly-trained, motivated, potential employees.



**The Navy's Fleet Numerical Oceanography Center** can now distribute its meteorological and oceanographic charts to PC users at hundreds of remote military points around the world.

eliminate them before they occur. If heavy traffic is expected, supervisors can schedule extra workers in order to avoid flight delays. Passengers enjoy a higher rate of on-time departures and arrivals.

### **Check Processing Control**

#### **Defense Finance Accounting Service and Defense Information Technology Services Organization**

The Defense Check Reconciliation Module has put the Defense Department in control of the Treasury check process—from check issuance to financial reporting negotiation. One subsystem controls the reporting of checks issued by the Defense Department by editing, balancing and monitoring all transmittals. Without any human intervention, DoD disbursing offices can be notified via electronic mail about problems such as missing checks or lack of activity in the last 30 days.

The second subsystem has eliminated manual preparation and mailing of check stops—halted payments—to the Treasury. By editing the check stops online, DoD disbursing offices can eliminate 28 out of a possible 31 Treasury reject reasons. The system provides information on Treasury credits two to six weeks earlier than if hard copies were mailed.

### **Transmitting Weather Data**

#### **Fleet Numerical Oceanography Center, Navy**

The Fleet Numerical Oceanography Center in Monterey, Calif., generates and distrib-

utes more than 26,000 critical meteorological and oceanographic charts throughout the Defense Department. In the past, this computer-generated information was forwarded to five regional centers worldwide for distribution, usually by radio-facsimile, to front-line units ashore and afloat. Technological limitations meant that only a small percentage of the charts could be transmitted, and many were illegible when received.

By using inexpensive PCs and off-the-shelf software, the center constructed its Navy Oceanographic Data Distribution System for transmitting data to hundreds of remote military points around the globe. The user-friendly system, which costs less than \$260,000 a year to operate, can be accessed by PC users using satellite or land-line telephone communications. Since the system started up in March 1990, civilian agencies have been given access. Soon the private sector will gain access through the National Oceanic and Atmospheric Administration.

### **Electronic Procurement**

#### **Defense Information Systems Agency's Information Technology Procurement Organization**

DITPRO, a fee-for-service organization, has been working to boost customer satisfaction by offering low prices and providing speedy delivery for the information technology products and services it makes available throughout the Defense Department and to some 65 domestic agencies. The agency's Electronic Commerce project, in operation since 1989, has been a key means to these ends. An elaborate local-area network con-

nected to more than 500 workstations enables customers to electronically submit purchase requests for all types of products and services. Using the machines, contracting officers can convert those requests to vendor inquiries, and companies can electronically submit quotes. Requirements can be automatically tracked, and data on each procurement can be easily retrieved. Finally, invoices can be paid by electronically transferring funds.

The project has eliminated voluminous paper files connected with the procurement process and has reduced contract-award lead-time from 300 days to 21. "Use of electronic bulletin boards has reduced internal administrative costs by approximately \$150,000 a year," says Lt. Gen. Alonzo Short Jr. "Electronic invoicing and bill paying has automated more than 70 percent of the 89,000 invoices received and paid each month, thus reducing paper handling, processing time and unit costs." DITPRO now handles about \$1.6 billion a year in business, financing its operations by adding a 2 percent surcharge on orders.

### **Finding Troops Civilian Jobs**

#### **Defense Manpower Data Center**

Nearly 300,000 people leave the military each year and look for jobs in the civilian sector. Three information-technology programs operated by the Defense Manpower Data Center form the nucleus of the Defense Department's Operation Transition project. Since December 1991, they have helped thousands of separating service members find civilian employment.

The Defense Outplacement Referral System is an automated resume-registry system that enables more than 4,600 private and public-sector employers to receive information on departing service members and their spouses. The Transition Bulletin Board uses 64 toll-free phone lines connected to 300 military installations throughout the world to post job opportunities. The Verification of Military Experience and Training Project provides documents to prospective employers regarding the skills acquired in military service—and recommended college credits for such experience.

### **Unleashing Health Statistics**

#### **National Center for Health Statistics, Health and Human Services**

The National Center for Health Statistics gathers data on a wide variety of medical issues, including lifestyles, health status of

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93-F-2657

William Wiley  
17903 Chartres  
Hazel Crest, IL 60429  
November 23, 1993

Les Aspin  
Secretary of Defense  
Dept of Defense  
3E880 The Pentagon  
Washington, DC 20301

Re: Freedom of Information Request

Dear Sir or Madam:

The purpose of this letter is to request information pursuant to the Freedom of Information Act (FOIA), 5 U.S.C. Section 552.

Please provide a copy of the following item(s).

1. Information about the Defense Outplacement Referral System which is an automated resume-registry system that enables more than 4,600 private and public-sector employers to receive information on departing soldiers

Please limit the search to the period from October 15, 1993, to November 24, 1993.

To assist in locating the requested information, I am enclosing an article. If the requested information is not available from your agency, please forward this request to the appropriate agency or advise me of the other agencies that might have this information.

If any part or all of the requested materials are withheld under an FOIA exemption, please provide a list of withheld information and mark any deleted sections. Please provide the specific exemptions that form the basis of any deletion from a document or complete withholding of a document.

- ✓ If the applicable fees are estimated to exceed \$50.00, please contact me before proceeding with this request. In order to narrow my request, if fees exceed the stated amount, I would like the opportunity to review the documents retrieved or your document index. Please identify the location of the documents and/or the document index so that I or my authorized representative may review them in order to select the documents to be copied. If an index is available, please provide the fee for such purchase, if a fee is applicable. If you can provide an index at no charge, please forward it to me at the above address.

Please provide an itemization of the applicable fees.

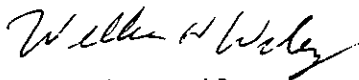
If you have any questions or need additional information, please contact me at the address given above.

Page 2  
William Wiley  
November 23, 1993

As provided for by Section 552(a)(6)(i) of the Freedom of Information Act, please provide your reply within ten (10) business days.

Thank you for your prompt attention to this matter.

Sincerely,

  
William Wiley

enc.