Standardization of AMC Operations Centers
Agenda

• Purpose
• Background
• Missions/Assumptions
• What We’ve Learned
• What We Are Doing
• Where We’re Going
• AMC Baseline/Assessment
• The Road Ahead
• Closing Thoughts
Purpose

• Provide an update for the AMC Standard Operations Center capability.
  - What we’ve learned
  - What we’re doing about it.
• Present recommendations for the “Road Ahead”
  - Actions/Timelines
Background

• CG AMC *Direction*...
  - Interview HQ AMC Leadership
  - Visit MSCs to obtain best practices/lessons learned
  - Maximize advantage of new & emerging technologies
  - Develop capabilities-based tactics, techniques & procedures throughout AMC
  - Standardize AMC Operations Centers........
Mission
To provide proactive participatory support to Combatant Commanders, through an improved common operating picture, better information management, and assured communications throughout AMC. Maximize use of technological enablers and improved business processes to enhance command and control of AMC activities world-wide.

Assumptions

• Future AMC structure will be approved
• Funding requirements will be met with FY04/05 UFR and FY06-11 POM
• Current GWOT operational tempo will continue
• 24/7 Ops Centers will be required
• Global deployment of Army forces will continue

“AMC....ESSENTIAL DURING PEACE, INDISPENSABLE DURING WAR”
What We’ve Learned:

- AMC EOCs designed around emergency operations with minimal staffing
- 24/7 Operations reliant upon volunteers, staff designated POCs, and IMAs
- Most routine processes are in place
- Various technical enablers are available
- Training program needs to be developed
What We’re Doing:

• Obtained leadership buy-in for standardization
• Identified resource requirements for Tier I sites
• Submitted POM justifications
• Initiated over-hire actions
• Updated lessons learned
• Established Process Action Team with MSC membership
• Staffing SOP with MSCs
Where We’re Going

• Common Operating Picture (COP)
• Standardize Core capabilities (Tier Driven)
• Synchronized command-wide battle rhythm
• Standard data collection and reporting based on Commander’s Critical Information Requirements (CCIR)
• Collaborative working environment
• METL based training and exercises
Projected AMC Organizations by Tier

**Tier I**
- HQ, AMC
- AFSC/JMC
- AMCOM
- CECOM
- TACOM
- TACOM/NATICK
- RDECOM
- LOGSA
- AMC CONUS
- AMC Europe
- AMC Far East
- AMC SWA
- Deployed AMC
- LSE(S)

**Tier II**
- Chem Activities
- Army Depots
- Chem Disposal Facilities
- Army Ammunition Plants
- Ammunition Depots

**Tier III**
- GOCO
- Test Facilities
- Laboratories
- AMC Arsenals

“AMC....ESSENTIAL DURING PEACE, INispensable During War”
### PEOPLE

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- **PERMANENT STAFF**: TDA assigned personnel in Operations Centers or offices
- **24/7/365**: Permanently assigned staff not robust enough to support this type activity
- **SURGE OPTIONS**: Volunteer staff and Reserve Component Augmentees
- **BATTLE STAFF/CRISIS ACTION TEAM (CAT)**: Each element has critical staff identified for crisis response and CAT operations
- **AMC-FWDs** will be considered Tier 1 for capabilities development
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Colors indicate:
- Red: Non-existent
- Yellow: Under Development
- Green: Fully Implemented
# PROCESSES

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- **Red**: Non-existent
- **Yellow**: Not synchronized
- **Green**: Standardized Across AMC

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“AMC....ESSENTIAL DURING PEACE, INDISPENSABLE DURING WAR”
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- ✔️: Fully Implemented
- 🟠: Minimal Capability
- 🟠: Non-existent

“AMC....ESSENTIAL DURING PEACE, INDISPENSABLE DURING WAR”
THE ROAD AHEAD
To Reach “GREEN”...

• AMC Ops Centers can be standardized by:
  – Introducing a Common Operating Picture across AMC
  – Incorporating an easily-accessed, central tasking system.
  – Introducing technology tools for real-time information and interaction
  – Reengineering processes, formats, reports and briefings
  – Changing skill-sets, training, processes and thinking to realize a paradigm shift to anticipatory logistics.
  – Incorporating permanent staffing in AMC Operations Centers
  – Introducing an Ops Center Training program across AMC

*Will create the “nerve center” envisioned by the leadership*
## MAJOR ACTION TIMELINE

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Today
Vignette

During shift change briefing, LSE SWA identifies readiness issues associated with Up-Armor HMMWVs.

- AFSC provides critical parts list to TACOM
- TACOM coordinates systems problems with CECOM
- TACOM & CECOM coordinates critical parts requirements with IMMCs, PM & DLA
- RDECOM facilitates design improvements & immediate modifications
- G-3/G-1/AFSC coordinates deployment of FAST team
- LOGSA initiates air clearance authority, green sheeting and in-transit ITV tracking
- G-3/TACOM/AFSC track parts flow into theater with DDOC
Effective Operations Centers are a series of capabilities, not facilities. Equipment and technology are, however, important facilitators in the equation. Properly balanced, the synergy that would be gained by the proper use of innovative planning, technology and staffing will significantly improve AMC’s capability to support the operating forces in the field.
BACKUP SLIDES
**AMC Operations Center Tiers & Capabilities**

- **Tier I** - Headquarters responsible for planning, staffing, controlling, and executing AMC strategic mission during both peacetime and contingency operations.
  - **Capabilities** - Battle Staff Cell, Crisis Management Team, Operate GCCS, Deployment Coordination cell, Transportation Coordination Movement Management System Operations, Formal Command and Control Organization, Manage Command Information, and support higher/lateral headquarters, COOP

- **Tier II** - Operational level headquarters responsible for delivery of critical supply, service, and support (e.g., Class V, etc.)
  - **Capabilities** - Crisis Action Management, Transportation Coordinator, Formal Command and Control Organization, Provide coordinated Functional Support, Collect, Collate, Analyze, and Manage Command Information

- **Tier III** - All other activities supporting higher headquarters with supplies and service activities
  - **Capabilities** - Crisis Action Management, Provide Expeditors, Collect, Collate, Analyze, and Manage Command Information

“AMC....ESSENTIAL DURING PEACE, INDISPENSABLE DURING WAR”
Considered Technical Characteristics by Tier

Tier I
- Global Command and Control System Army
- Logistics Common Operations Picture (LCOP)
- Blue Force Tracking
- SIPR and NIPRNET
- Secure FAX, Voice, VTC
- Information Work Space (IWS)

Tier II
- GCCS-A
- Logistics Common Operations Picture (LCOP)
- SIPR and NIPRNET
- Secure FAX, Voice, VTC
- Information Work Space (IWS)
- Blue Force Tracking
- Multi-Media Communications System (MMCS) (AMC FWD & LSE(s))

Tier III
- SIPR and NIPRNET
- Secure FAX, Voice, VTC
- Information Work Space (IWS)

Networked via IWS at all AMC Op Center Tiers