



DELIVERY OPERATIONS
INFORMATION SYSTEM

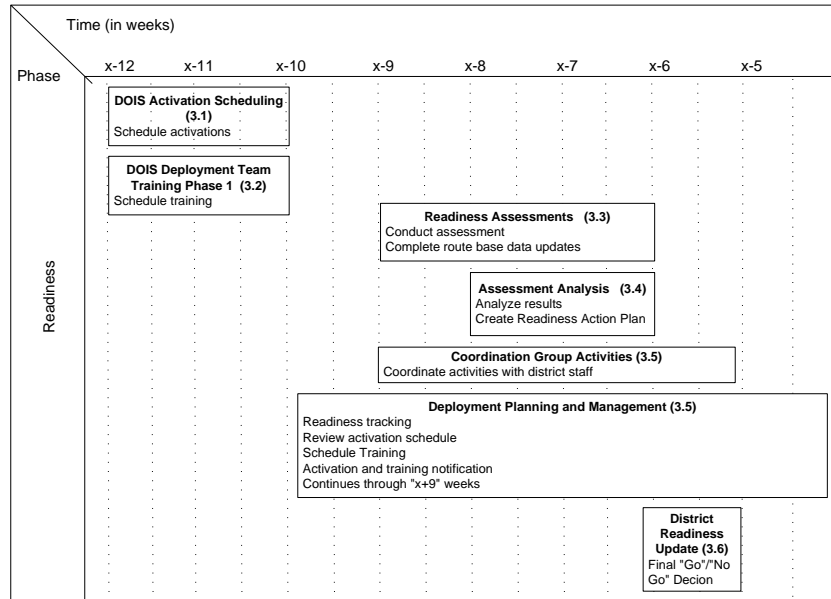
United States Postal Service

Delivery Operations Information System (DOIS) Deployment Toolkit

DOIS Deployment Management Guide – Section 3

April 10, 2002

Section 3 – Readiness



Audience

DOIS Area Coordinator
 DOIS District Coordinator
 DOIS Training Lead
 DOIS Activation Lead

Timeframe

“x-12” to “x-5” weeks

Once the Deployment Organization and Preparation Phase is complete, DOIS District Deployment Team members begin the Readiness Phase focusing on district readiness activities and investigating the readiness of the sites in their districts for DOIS activation. Determining how prepared sites are for DOIS deployment is essential in scheduling activations and in proactively addressing outstanding issues that may impact DOIS deployment.

During the Readiness Phase, DOIS District Deployment Team members should complete the following activities:

- Schedule sites for DOIS activation;
- Attend DOIS Deployment Team Phase 1 training;
- Conduct readiness assessments and analyze the results;
- Communicate with key district staff members;
- Prepare for DOIS for End Users and DOIS for Managers training

execution, and site activations;

- Make the final “go”/“no go” decision to proceed with DOIS deployment in each delivery unit and timekeeping data site.

Each of these tasks requires advance planning, coordination, and communication with many groups, such as delivery unit personnel, district staff, and the overall DOIS Area Deployment Team.

Section 3.1

DOIS Activation Scheduling

Audience

DOIS District Coordinator

Timeframe

“x-12” to “x-10” weeks

DOIS Activation Scheduling is the first step in the Readiness Phase and involves determining an activation date for each delivery unit in the district. The DOIS District Coordinator should review the sites in the district to determine the order of the activations. The following points should be kept in mind when scheduling DOIS activations.

- Only sites with ten or more total routes (city or rural) should be scheduled for DOIS.
- Sites that do not have a timekeeping systems supported by DOIS (ETC or TACS) should not be scheduled for DOIS activation.
- Sites that do not have AOI connectivity should be listed at the end of the schedule. The list of sites without AOI connectivity should be verified and any changes must be communicated to the DOIS Area Coordinator. These sites will be re-evaluated for deployment readiness during the “x-5” weeks timeframe.
- Activations occur over a nine-week period. There should be an approximately equal number of activations during each of the nine weeks. For example, if there are 54 sites in a district to be activated and there is a total of nine weeks for activations, the DOIS District Coordinator should plan for six activations per week.
- Timekeeping data sites do not need to be scheduled for activation. Timekeeping data site personnel will be taught to use the timekeeping load function in DOIS during the district staff meeting with finance (see Section 3.5.3).
- Activations should be grouped geographically in order to minimize travel costs and time.
- Sites within a finance number should be scheduled together, when possible. (Note: If all delivery units within a finance number are not activated together, some reports may reflect inaccurate data.)
- The time between activation of delivery units sharing carriers should be short (two weeks or less).
- Any area or district level initiatives planned or underway could impact DOIS deployment (for example, rural route count, route inspections).

Choosing a Pilot Site

The DOIS District Coordinator should select a pilot site in the district while scheduling sites for DOIS. The pilot site follows an accelerated preparation schedule and is activated two weeks prior to the first activation in the district, enabling DOIS District Deployment Team members to participate in activation and become comfortable with the process. A pilot site should be chosen based on the following criteria.

- The pilot site should be one facility with a single delivery unit and a single finance number. (Note: If the pilot site is part of a larger finance number, some reports may reflect inaccurate data until all delivery units within that finance number are activated.)
- The route base data is up-to-date and accurate.
- The delivery unit management is supportive and will work with the DOIS Deployment Team.
- The delivery unit has performed consistently well each year.

Once the pilot site has been chosen, the DOIS District Coordinator should ensure that all preparation activities for the pilot site occur early in the timeframes allotted for the activity. For example, the readiness assessment for the pilot site should be the first one completed in the district and the results should be analyzed immediately afterwards. Details for the pilot site activation activities are covered in Section 4.2.

Creating the Activation Schedule

The Activation Schedule template on the Deployment and Training Workbench should be used to schedule sites for DOIS. All activation dates and sites should be listed in the spreadsheet. Using the guidelines noted above, the DOIS District Coordinator should choose an activation date for each of the sites and enter the site name under the appropriate date. The Activation Schedule should be kept up-to-date throughout the Readiness Phase. The DOIS District Coordinator should provide the DOIS Training Lead with a copy of the Activation Schedule for use in scheduling delivery unit supervisors and managers for DOIS training.

Changes to the Activation Schedule are based on the results of the assessments conducted at each site. Evaluation of readiness assessments (see Section 3.4.1) may result in changes to the Activation Schedule. Changes to the Activation Schedule must be communicated to the DOIS Training Lead as they occur. Guidelines for reviewing and updating the Activation Schedule for the district are described in Section 3.5.1.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---------------------------|--|-------------------------|
| 3.1 | DOIS District Coordinator | Determine number of sites to be scheduled for DOIS. | "x-12" to "x-10" weeks |
| 3.1 | DOIS District Coordinator | Choose a DOIS pilot site for the district. | "x-12" to "x-10" weeks |
| 3.1 | DOIS District Coordinator | Schedule all delivery units in the district for DOIS activation using the Activation Schedule. | "x-12" to "x-10" weeks |
| 3.1 | DOIS District Coordinator | Review Activation Schedule with DOIS Area Coordinator. | "x-12" to "x-10" weeks |
| 3.1 | DOIS District Coordinator | Provide Activation Schedule to DOIS Training Lead. | "x-12" to "x-10" weeks |

Section 3.2

**DOIS Deployment
 Team Training
 Phase 1**

Audience

DOIS Area Coordinator
 DOIS Training Lead

Timeframe

“x-12” to “x-10” weeks

DOIS Deployment Team Training Phase 1 is conducted by the DOIS Training Lead and introduces the DOIS Activation Lead, DOIS Facilitators, and the DUC Coordinator to the DOIS deployment process. Refer to Section 2.4.2 for logistical details regarding training room setup procedures. DOIS Deployment Team Training Phase 1 is an eight-day training session and is comprised of five different courses. All participants attend all of the courses listed below.

DOIS Deployment
 Team Training Phase
 1 Courses

- DOIS for End Users (2 days) – DOIS for End Users prepares participants to use DOIS in a delivery unit. Participants in this course gain a functional understanding of DOIS and learn to use DOIS data to manage a delivery unit.
- DOIS for Managers (1/2 day) – DOIS for Managers enables managers to use DOIS data to manage delivery operations. It discusses the DOIS forms and reports with which managers should be familiar.
- DOIS for Site Activators (2 days) – DOIS for Site Activators is designed to build the knowledge and skills necessary for DOIS Site Activators to deploy DOIS within a district. The course includes lessons on how to complete data preparation, data verification, DOIS installation/configuration, and on-site user support activities. Participants become familiar with the DOIS Site Activation Guide and learn to use it to conduct site activations at delivery units.
- DOIS for Facilitators (3 days) - DOIS for Facilitators is designed to prepare participants to teach DOIS courses during deployment. In this class, participants practice facilitation and coaching techniques in a simulated DOIS training environment. Participants also discuss the contents of the DOIS Training Management Guide and how it should be used to facilitate the DOIS training courses.

DOIS Deployment

The DOIS District Coordinator uses the District Financial Tracking

Team Training Phase 1 Attendance and Expenses Tracking

spreadsheet on the Deployment and Training Workbench to report hours spent in DOIS training and travel expenses incurred by participants and to monitor financial expenditures for the deployment of DOIS in the district.

On the Tuesday after the last day of each accounting period, the DOIS District Coordinator should provide the DOIS Area Coordinator with the completed District Financial Tracking spreadsheet.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---------------------------|--|---|
| 3.2 | DOIS Training Lead | Ensure participants attend DOIS Deployment Team Training Phase 1. | "x-12" to "x-10" weeks |
| 3.2 | DOIS Training Lead | Take paper-based PS Forms 1357 to DOIS Deployment Team Training Phase 1 and collect signatures. | "x-12" to "x-10" weeks |
| 3.2 | DOIS District Coordinator | Track DOIS Deployment Team Training Phase 1 attendance and expenses using the District Financial Tracking spreadsheet. | "x-12" to "x-10" weeks |
| 3.2 | DOIS District Coordinator | Provide the DOIS Area Coordinator with total hours and expenses for the accounting period. | On the Tuesday of each accounting period |
| 3.2 | DOIS Area Coordinator | Submit total hours and expenses to the DOIS PMO in accordance with Section 2.4.7. | On the Thursday of each accounting period |

Section 3.3

Readiness Assessment Process

Audience

DOIS Activation Lead
DOIS District Deployment Team members conducting readiness assessments

Timeframe

“x-9” to “x-6” weeks

The readiness assessment windows are contained within DOIS and are used to determine if delivery units and timekeeping data sites are prepared for DOIS activation. The DOIS District Coordinator, DOIS Activation Lead, and/or DUC Coordinator are responsible for working with the delivery unit supervisors or timekeeping data site technicians to complete the readiness assessments. Readiness assessments should be conducted for the delivery units and timekeeping data sites during the “x-9” to “x-6” weeks timeframe.

The readiness assessment process involves four main tasks:

- Installing DOIS on the DUC or timekeeping computer;
- Completing the assessment by collecting information needed to develop readiness action plans, support deployment scheduling and monitoring, and capture configuration data for DOIS;
- Confirming the DSIS route data using DOIS;
- Creating pivot plans.

The DOIS District Deployment Team member completing the readiness assessment should work with delivery unit supervisors and timekeeping data site technicians to answer all questions in the appropriate readiness assessments. The readiness assessment is flexible enough to be completed on-site, remotely via PcAnywhere, or via telephone. **All readiness assessments should be completed on-site unless significant travel prohibits a minimum of two readiness assessments being completed in one day.**

Ways to Conduct Readiness Assessments

There are three ways that readiness assessments can be completed – on-site, remotely via PcAnywhere, and remotely via telephone.

Conducting an On-Site Assessment

It is highly recommended that readiness assessments be conducted on-site in order to use the automatic retrieval of DUC information, and to observe delivery unit operations that can be included as part of the assessment. The DOIS District Deployment Team member should visit the site, install DOIS, and complete the applicable readiness assessment with the delivery unit supervisor or timekeeping data site technician. The DOIS District Deployment Team member should take a paper-based copy of the readiness assessment from the DOIS Deployment Management Guide, in the event DOIS cannot be installed. A paper-based copy can be printed from the Deployment Support Materials on the Deployment and Training Workbench.

Conducting an Assessment Remotely via PcAnywhere

If significant travel is required to make a site visit, the DOIS District Deployment Team member responsible for conducting the readiness assessment may use PcAnywhere to complete the readiness assessment. The DOIS District Deployment Team member should send a DOIS CD to the delivery unit or timekeeping data site prior to the assessment date. **DOIS cannot be installed via PcAnywhere.**

On the assessment day, the DOIS District Deployment Team member should talk the delivery unit supervisor or timekeeping data site technician through the steps for installing DOIS. Once DOIS is installed (See Section 3.3.1 for DOIS installation instructions), the readiness assessment can be completed via PcAnywhere. Instructions on how to use PcAnywhere for readiness assessments can be found in the Deployment Support Materials on the Deployment and Training Workbench. The DOIS District Deployment Team member should remain on the telephone with the delivery unit supervisor or timekeeping data site technician while completing the assessment.

Conducting an Assessment Remotely Over the Telephone

If significant travel is required to make a site visit and the site is not equipped with PcAnywhere, the readiness assessment may be conducted over the telephone. The DOIS District Deployment Team member should send the following items to the delivery unit prior to the assessment date:

- Paper-based copy of the readiness assessment questions;
- Instructions for manual retrieval of configuration information;
- Technical requirements for the DUC.

In these circumstances, information should be entered into DOIS on

the DOIS District Deployment Team member's PC. Conducting the assessment remotely over the telephone is not recommended, since the automatic retrieval of DUC information is not possible, and the delivery unit supervisor and/or timekeeping data site technicians are not able to view the readiness assessments online. Instructions for the manual retrieval of configuration information and the technical requirements for the DUC are located in the Deployment Support Materials on the Deployment and Training Workbench.

Please Note: When conducting a site assessment remotely, please note the following. The site assessment is set up so that certain Interface information can be automatically retrieved from the DUC using buttons within the Assessment Workbench. If you conduct the site assessment remotely, the automatic retrieval buttons cannot be used because you are not working on the DUC.

The buttons that cannot be used are found by navigating to the following locations within the Interfaces Assessment window on the Assessment Workbench.

- On the EOR tab, the Retrieve EOR Configuration Information button
- On the DCD/AVUS/F4 tab, the Retrieve AVUS/Function 4 Configuration Information button
- On the Technical tab, the Retrieve DUC Application Versions and DUC IP Address button

When conducting the site assessment remotely, the Interface information listed above must be collected manually.

What to Look for During Readiness Assessments

While conducting readiness assessments, the DOIS District Deployment Team member should look for situations that could impact DOIS activation at the site. The DOIS District Deployment Team member should enter any additional comments and observations in the additional comments text box on the Assessment Workbench. These comments and observations should reflect any concerns the DOIS District Deployment Team member may have about deploying DOIS to the site.

The DOIS District Deployment Team member should collect the following data materials during the site visit and give them to the DOIS Activation Lead. If readiness assessments are not completed on-site, then send the following items to the DOIS Activation Lead:

- Updated DSIS files – disk containing updated DSIS files gathered after the delivery unit supervisor has used the Route Base Information Update window to verify DSIS route data (mandatory);

- A copy of the DSEMP.DBF file for the delivery unit from DSIS – this file is one of the files that is on the disk for the delivery unit received from the DOIS Activation Lead (mandatory);
- OTDL list and status of each employee (mandatory);
- PS Forms 1840 for each route in the delivery unit (used for calculating DPS %) (mandatory);
- Copy of the weekly schedule (mandatory);
- Dispatch schedule (optional);
- PS Form 3997 with regular carrier names written next to each route (mandatory);
- Carrier Technician T-6 schedule (mandatory);
- PS Form 3999 data archived on a disk (optional);
- Annual plan/budget information (optional).

The DOIS Activation Lead should collect and store these data materials until the DOIS Site Activator needs them for data preparation activities.

If there are multiple delivery units in the facility, the DOIS District Deployment Team member should ask the delivery unit supervisor to denote which routes belong to each delivery unit, the ZIP Codes covered by each route, and which routes deliver to multiple ZIP Codes (if any).

Materials for the
Delivery Unit
Supervisor

The DOIS District Deployment Team member completing readiness assessments should communicate the goals and benefits of DOIS to delivery unit supervisors using the Supervisor Packet materials (see the Deployment Support Materials on the Deployment and Training Workbench). The Supervisor Packet should be distributed during the readiness assessment. The Supervisor Packet contains the following materials:

- **Pivot Plan Creation Guidelines** - instructions on how to group sector segments together to form a pivot plan for each route in DOIS using the PS Forms 3999X;
- **Route Base Information Update Window Instructions** – instructions on how delivery unit supervisors access the window and use it to update their DSIS route data for loading into DOIS;
- **Supervisor Stand-up Talking Points** - DOIS history and facts that delivery unit supervisors can share with their carriers;
- **Attaching a File in cc:Mail** – instructions on how to attach a file to a cc:Mail message.

NOTE: The Supervisor Packet should be removed from the DOIS Deployment Management Guide. Additional photocopies should be made and distributed to all delivery unit supervisors attending readiness assessment.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|--|---|-------------------------|
| 3.3 | DOIS District Deployment Team member completing the assessment | Ensure PS Forms 3999X have been obtained from AMS for all routes in each delivery unit prior to conducting readiness assessments. | "x-9" weeks |
| 3.3 | DOIS District Deployment Team member completing the assessment | Provide delivery unit supervisors with a Supervisor Packet during readiness assessments. | "x-9" to "x-6" weeks |
| 3.3 | DOIS District Deployment Team member completing the assessment | Collect the required data materials from the delivery unit during the site visit and send them to the DOIS Activation Lead. | "x-9" to "x-6" weeks |

Section 3.3.1
DOIS Installation
Instructions

DUC or Timekeeping
Computer Backup

To conduct an on-site readiness assessment, the DOIS District Deployment Team member needs to install DOIS.

Delivery unit supervisors and timekeeping data site technicians should be completing backups of the DUC or timekeeping computer on a daily basis. Delivery unit supervisors and timekeeping data site technicians should have completed a full backup of the DUC or timekeeping computer on the day prior to the site being assessed. If a full backup has not been completed, the DOIS District Deployment Team member should complete the backup prior to installing DOIS on the DUC or timekeeping computer. **The DOIS District Deployment Team member should be aware that a full backup could take several hours to complete.** Contact the DUC Coordinator with any questions regarding the DUC backup process.

DOIS Goldtape should be installed for all timekeeping data sites utilizing a Goldtape server. The District IS department should be contacted to determine whether or not the timekeeping data site is located on a Goldtape server. For Goldtape environments, DOIS will be installed on the Goldtape server rather than the timekeeping data

Crystal Reports
version 7.0

site machine(s) themselves. Instructions for installing DOIS Goldtape at a timekeeping data site are located in Supporting Document AE of the DOIS Deployment Management Guide.

DOIS Standalone should be installed on all delivery unit computers. Instructions for installing DOIS at a delivery unit are as follows.

Crystal Reports version 7.0 must be installed on all DUCs and the Goldtape Lan for the timekeeping computers. If Crystal Reports version 7.0 is not installed prior to installing DOIS, the DOIS Install will fail.

- For instructions on installing Crystal Reports version 7.0 on a DUC, refer to RFA # CR1155924 or Ver3b0 on the following website: <http://DSCD.USPS.GOV/LAN/PUB/CRYSTAL.HTM>.
- For instructions on installing Crystal Reports version 7.0 on a Goldtape LAN for the timekeeping computer, refer to RFA # CR1155929 or Ver35a on the following website: <http://DSCD.USPS.GOV/LAN/PUB/CRYSTAL.HTM>.

DOIS Installation

The following steps provide details on how to install DOIS on a DUC or timekeeping computer.

1. Adjust screen resolution to 800x600 and font size to small fonts.
 - Click Start in the bottom left corner of the computer screen.
 - Highlight Settings on the floating menu.
 - Click Control Panel on the floating menu.
 - Double-click the Display icon.
 - Select the Settings tab on the System Properties window.
 - Adjust the Display Area screen to 800x600 pixels.
 - Select Small Fonts from the Font Size drop-down list box.
 - Click OK.
 - Click OK to restart the computer with the new settings. If no settings were changed, restarting the computer is not necessary.
2. Launch DOIS setup from the CD-ROM drive.
 - Insert the DOIS CD into the CD-ROM drive.
 - Click Start in the bottom left corner of the computer screen.

Unsuccessful DOIS Installation

- Click Run on the floating menu.
- Type [*CDROM Drive letter*]:\Setup.exe to start the DOIS installation (for example, D:\Setup.exe).
- Click Run.
- The DOIS setup screen opens.
- Follow the instructions to complete the DOIS setup.

Note: During the installation of DOIS, informational messages or warnings indicating that you are about to overwrite some DLLs may be displayed. If prompted whether or not to overwrite the existing files, click "Yes". If prompted to restart the computer, choose "No, I will restart my computer later."

If DOIS cannot be installed on the DUC, the readiness assessment should be completed manually using a paper-based copy of the readiness assessment questions. The USPS Help Desk should be contacted with any non-deployment DOIS installation questions. The National Deployment Support Desk (NDSD) should be contacted with any deployment related DOIS installation questions. In addition, the Information Systems (IS) group also should be notified during district staff meetings that the installation attempt was unsuccessful (see Section 3.5.3).

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|--|---|-------------------------|
| 3.3.1 | DOIS District Deployment Team member completing the assessment | Ensure a backup of the DUC or timekeeping computer has been completed prior to installing DOIS. If a backup of the DUC or timekeeping computer has not been completed, make a backup of the | "x-9" to "x-6" weeks |

| | | | |
|-------|--|--|----------------------|
| | | computer prior to installing DOIS. | |
| 3.3.1 | DOIS District Deployment Team member completing the assessment | Install DOIS on the DUC or timekeeping data site computer. | "x-9" to "x-6" weeks |
| 3.3.1 | DOIS District Coordinator | Contact the USPS Help Desk with any non-deployment DOIS installation questions. | "x-9" to "x-6" weeks |
| 3.3.1 | DOIS District Coordinator | Contact the National Deployment Support Desk (NDSD) with any deployment related DOIS installation questions. | "x-9" to "x-6" weeks |
| 3.3.1 | DOIS District Coordinator | Notify IS during the district staff meetings if the DOIS installation was unsuccessful. | "x-9" to "x-6" weeks |

Once DOIS is installed on the DUC or timekeeping computer, the DOIS District Deployment Team member can begin completing readiness assessments. The DOIS assessment functionality is accessed from the Deployment Navigation window in DOIS. The DOIS District Coordinator should ensure that the DOIS District Deployment Team member conducting the readiness assessment is familiar with the assessment process. Instructions for accessing the readiness assessments are located in the Deployment Support Materials on the Deployment and Training Workbench. If the DOIS District Deployment Team member is unsure of window functionality, On-Line Help is available throughout the assessments, and provides definitions of the data being collected. On-Line Help is accessed by pressing the F1 key or by clicking on the word Help on the menu bar at the top of the screen. The following points also should be kept in mind while completing assessments.

Section 3.3.2
DOIS Readiness

Assessments

- Readiness assessments for the pilot site and timekeeping data sites should be completed first.
- Before completing the readiness assessment, verify that the delivery unit or timekeeping data site to be assessed is entered in the DOIS District Organization Structure. The DOIS District Deployment Team member then can access the readiness assessment functionality for each delivery unit and timekeeping data site. Each site was entered into the DOIS District Organization Structure during the Deployment Planning Workshop at DOIS National Deployment Training.

To make sure a delivery unit or timekeeping data site is included in the DOIS District Organization Structure, access the readiness assessment functionality in DOIS and try to select the delivery unit or timekeeping data site. If the delivery unit or timekeeping data site to be assessed is not listed in the DOIS District Organization Structure, it must be added prior to visiting the site. Contact the DOIS District Coordinator to have the site added to the DOIS District Organization Structure (see the DOIS District Organization Structure Creation Instructions located in the Deployment Support Materials on the Deployment and Training Workbench).

- Before traveling to a site to complete the readiness assessment, ensure the primary delivery unit supervisor is scheduled to work on the assessment day.
- Accuracy of the data entered into the assessments is critical. The assessment results are used to determine whether or not a site is ready for DOIS activation.
- Remember to complete all sections of the assessments. The assessment status field on the Assessment Workbench informs the user whether all necessary sections of the assessment have been completed.
- Include any additional information in the comments section of the readiness assessments. These comments are displayed in the comments section of the Assessment Analysis Report located on the Deployment and Training Workbench. Some examples of additional comments could include if the delivery unit has routes with one or two bundles, and what casing configuration the delivery unit uses (four, five, or six shelf).
- The delivery unit and timekeeping data site personnel are critical to a successful implementation. It is important that they do not view the assessment process as an audit of their delivery unit or timekeeping data site, but rather as assistance in preparing for DOIS.

Once all questions have been answered, the Assessment Workbench displays an assessment status of "Complete". As readiness assessments are completed, the DOIS District Deployment Team member can begin to use the Assessment Analysis Report to view and analyze the results.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|--|---|-------------------------|
| 3.3.2 | DOIS District Deployment Team member completing the assessment | Verify that the delivery unit or timekeeping data site to be assessed is correctly entered in the DOIS District Organization Structure. Enter any missing delivery units or timekeeping data sites in the DOIS District Organization Structure. | "x-10" weeks |
| 3.3.2 | DOIS District Deployment Team member completing the assessment | Conduct the pilot site readiness assessment. | "x-9" weeks |
| 3.3.2 | DOIS District Deployment Team member completing the assessment | Conduct readiness assessments for all sites. | "x-9" to "x-6" weeks |

Section 3.3.3
 Using the Route Base Information Update Window

Once the readiness assessment for the delivery unit is complete, the DOIS District Deployment Team member should introduce the delivery unit supervisor to the Route Base Information Update window. The Route Base Information Update window allows delivery unit supervisors to review and update their DSIS route data before the data is loaded into DOIS. The DOIS District Deployment Team member should be familiar with the Route Base Information Update window from the DOIS National Deployment Training session, and should be prepared to instruct delivery unit supervisors on how to use this window. Instructions for accessing the Route Base Information

Update window are located in the Deployment Support Materials on the Deployment and Training Workbench. If the DOIS District Deployment Team member is unsure of window functionality, On-Line Help is available on the window and provides definitions of the data fields. On-Line Help is accessed by pressing the F1 key or by clicking the word Help on the menu bar at the top of the screen.

Delivery unit supervisors are responsible for using the Route Base Information Update window to view and update their DSIS route data. It is critical that delivery unit supervisors review and update their DSIS route data in the Route Base Information Update window, since the data is loaded into DOIS and is the data they use to manage their delivery unit. If the data is not reviewed and updated, delivery unit workload projections will be inaccurate. The following points should be stressed to the delivery unit supervisors while they are updating their DSIS route data.

- The data displayed in the Route Base Information Update window is a copy of the route data in DSIS. Any changes made to the data are stored locally and do not alter the data in DSIS. DSIS still operates as it did prior to installing DOIS.
- Delivery unit supervisors should be strongly encouraged to ensure the data in the Route Base Information Update window is accurate. The data provided in this window is the data they will use to manage their delivery units using DOIS.
- All DSIS route data updates must be completed by “x-5” weeks.
- The DOIS Activation Lead should collect the updated DSIS route data using PcAnywhere during the “x-5” weeks timeframe. Instructions on how to use PcAnywhere can be found in the Deployment Support Materials on the Deployment and Training Workbench. If PcAnywhere is unavailable, the DSIS route data updates should be sent to the DOIS Activation Lead via cc:Mail. Instructions for attaching a file to a cc:Mail message are included in the Supervisor Packet. However, if cc:Mail is not available, the updated DSIS route data should be saved to a disk and mailed to the DOIS Activation Lead.
- Delivery unit personnel are responsible for ensuring their base data is properly documented (for example, PS Forms 1564-A, PS Forms 1840, route information cards).

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|-----------------------|------------------------|-------------------------|
| 3.3.3 | DOIS District | Instruct delivery unit | “x-9” to “x-6” |

| | | | |
|-------|--|---|----------------------|
| | Deployment Team member completing the assessment | supervisors on how to use the Route Base Information Update window to view and update DSIS route data. | weeks |
| 3.3.3 | DOIS District Deployment Team member completing the assessment | Emphasize the importance of delivery unit supervisors viewing and updating the DSIS route data. | "x-9" to "x-6" weeks |
| 3.3.3 | DOIS District Deployment Team member completing the assessment | Instruct delivery unit supervisors that the DOIS Activation Lead will collect the updated DSIS route data during the "x-5" weeks timeframe. | "x-9" to "x-6" weeks |
| 3.3.3 | DOIS Activation Lead | Collect updated data extract for all delivery units scheduled for DOIS (see Section 3.5.9 for more details). | "x-5" weeks |

Section 3.3.4
Creating Pivot Plans

A pivot plan is a grouping of the sector segments for a route into logical groups. Logical groups are groupings of sector segments that are in close proximity to each other, and that have a total delivery time of about fifteen minutes. A delivery unit supervisor uses the pivot plans to transfer logical groups from one route to another for one day.

The DOIS District Deployment Team member should assist the delivery unit supervisor in completing a pivot plan for one route.

Using the PS Forms 3999X provided by AMS, the DOIS District Deployment Team member should demonstrate how to group sector segments together into logical groups by highlighting the PS Form 3999X. Sector segments should be placed in the same logical group if they are in close proximity to each other. The sector segments to be grouped into a logical group must be organized in sequential order for each route. For example, the first sector segment and the fourth sector segment of the route cannot go into a logical group unless the

sector segments listed between the first and the fourth sector segments are also in this logical group.

The delivery unit supervisor is responsible for creating a pivot plan for each of the remaining routes in the delivery unit prior to attending the DOIS End Users and DOIS for Managers Training. The delivery unit supervisor should use the Pivot Plan Creation Guidelines provided in the Supervisor Packet for assistance. The Pivot Plan Creation Guidelines can be found in the Deployment Support Materials on the Deployment and Training Workbench.

If discrepancies are found between the PS Forms 3999X and the way in which the route is currently delivered, delivery unit supervisors also should update their AMS Red Books for each route and submit any changes to AMS prior to DOIS activation at their site. It is critical that the way in which the route is delivered is reflected in the route's AMS Red Book and in the AMS database to ensure accurate sector segments are used for street pivoting in DOIS.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|--|--|-------------------------|
| 3.3.4 | DOIS District Deployment Team member completing the assessment | Ensure PS Forms 3999X for all routes in the delivery unit have been received from AMS. | "x-9" weeks |
| 3.3.4 | DOIS District Deployment Team member completing the assessment | Provide delivery unit supervisor with the PS Forms 3999X for all routes in their delivery units. | "x-9" to "x-6" weeks |
| 3.3.4 | DOIS District Deployment Team member completing the assessment | Instruct delivery unit supervisor on how to create a pivot plan using the PS Forms 3999X. | "x-9" to "x-6" weeks |
| DDMG Section | Responsibility | Activity | Completed during |
| 3.3.4 | DOIS District Deployment Team member completing the assessment | Emphasize that delivery unit supervisors are responsible for creating pivot plans | "x-9" to "x-6" weeks |

| | | | |
|-------|--|---|----------------------|
| | | for the rest of the routes, using the PS Forms 3999X. | |
| 3.3.4 | DOIS District Deployment Team member completing the assessment | Instruct delivery unit supervisors to bring the completed pivot plans to DOIS End Users and DOIS for Managers Training for loading into DOIS. | "x-9" to "x-6" weeks |
| 3.3.4 | DOIS District Deployment Team member completing the assessment | Instruct delivery unit supervisors to update AMS Red Books and send any changes to AMS prior to DOIS activation. | "x-9" to "x-6" weeks |

Section 3.4
 Readiness
 Assessment
 Analysis

Audience DOIS District Coordinator
 DOIS Activation Lead

Timeframe “x-8” to “x-6” weeks

Once the readiness assessments are completed, the DOIS District Coordinator and DOIS Activation Lead should analyze the assessment results and identify issues that may impact deployment of DOIS at that site.

Section 3.4.1

Analyzing
 Readiness
 Assessment
 Results

Audience DOIS District Coordinator
 DOIS Activation Lead

Timeframe “x-8” to “x-6” weeks

As soon as a readiness assessment is completed, the DOIS District Coordinator and DOIS Activation Lead should begin to analyze the results using the Assessment Analysis Report on the Deployment and Training Workbench. The readiness assessment results for the pilot site should be analyzed prior to other sites in the district in order to expedite pilot site activation activities. Results for timekeeping data sites also should be analyzed early in the process so that any issues identified at the timekeeping data sites can be addressed during the district staff meetings (see Section 3.5.3).

The Assessment Analysis Report displays data collected during all readiness assessments in the district. The report enables the DOIS District Coordinator and DOIS Activation Lead to analyze assessment data and identify specific district and site level issues that need to be resolved before DOIS is deployed to each site in the district. The DOIS District Coordinator and DOIS Activation Lead also should use the Assessment Analysis Report to monitor the progress of readiness assessments and site activations in the district.

The DOIS District Coordinator and DOIS Activation Lead should be familiar with the Assessment Analysis Report from DOIS National Deployment Training. Instructions for using the Assessment Analysis Report are located in the Deployment Support Materials on the Deployment and Training Workbench.

**Guidelines for
 Analyzing
 Assessment Results**

The Assessment Analysis Report simplifies the analysis process by summarizing the assessment findings and highlighting potential problem areas. The report uses a Microsoft Excel spreadsheet format that allows the DOIS District Coordinator and DOIS Activation Lead to manipulate the assessment data in order to view potential problems. The following points should be kept in mind when using the Assessment Analysis Report.

- Use the District Summary tab to view a summary of the critical statistical information relating to the district deployment activities, such as the number of sites without AOI connectivity, the number and percentage of delivery units and timekeeping data sites assessed, and the number and percentage of delivery units activated.
- Use the District Contact List tab to view contact information for each delivery unit and timekeeping data site in the district.
- Use the Delivery Unit Summary tab to view information for a single delivery unit or timekeeping data site. Selecting a delivery unit from the combo box displays relevant information collected for that site, such as delivery unit characteristics, DUC interface configurations, a summary of the data for the delivery unit data, the status of assessment completion, and any additional comments noted by the DOIS District Deployment team member who completed the assessment.

The DOIS Activation Lead should obtain copies of this information for each delivery unit and include it in the binder of data preparation information distributed to DOIS Site Activators (see Section 3.5.9).

- Use each of the remaining tabs in the Assessment Analysis Report to determine which criteria are not being met by each of the sites in the district. For example, the DOIS District Coordinator and DOIS Activation Lead can manipulate the data to display the delivery units that do not use DCDs.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|-----------------------|-------------------|-------------------------|
| 3.4.1 | DOIS District | Analyze readiness | "x-9" weeks |

| | | | |
|-------|--|--|-------------------------|
| | Coordinator, DOIS Activation Lead | assessment results for the pilot site and timekeeping data sites prior to other sites in the district. | |
| 3.4.1 | DOIS District Coordinator, DOIS Activation Lead | Analyze assessment results for each delivery unit using the Assessment Analysis Report. | "x-8" to "x-6" weeks |
| 3.4.1 | DOIS Activation Lead | Print copies of the Delivery Unit Summary tab of the Assessment Analysis Report for each delivery unit to include in the data preparation binders for DOIS Site Activators. | "x-8" to "x-6" weeks |

Section 3.4.2

Using Readiness
Action Plan

Audience

DOIS District Coordinator
DOIS Activation Lead

Timeframe

"x-8" to "x-6" weeks

The Readiness Action Plan is located in the Assessment Analysis Report and includes the following information:

- Issues raised during the readiness assessments process;
- Classification of each issue as either district level or site-specific;
- Action items to resolve each issue;
- The person or department responsible for resolving each issue;
- The date by which the issue must be resolved;
- The completion status of each issue.

Issue
Communication

The DOIS District Coordinator and DOIS Activation Lead should select the delivery unit or timekeeping data site for which they wish to view outstanding issues. Each issue raised by the readiness assessment is displayed with a corresponding action item for resolution. A copy of the Readiness Action Plan should be printed for each delivery unit and timekeeping data site. A copy containing all of the outstanding district level issues also should be printed. Additional comments, contact information for the person or group responsible for the issue, resolution date information, and issue completion status can be written on the paper-based copies as needed.

As issues are resolved, the readiness assessments should be updated. Updates to the answers in the readiness assessments are reflected in the Readiness Action Plan each time the plan is regenerated. Resolved issues will display "N" in the Action Required column, indicating that no further action on the issue is required.

Each issue is classified as either a site-specific issue or a district issue, based on the action item listed in the Readiness Action Plan. Delivery units should be notified of any site-specific issues documented on the Readiness Action Plan. A copy of the action items for the delivery unit should be included with the Delivery Unit Notification Letter (see Section 3.5.8). The DOIS District Coordinator should provide the DOIS Training Lead with copies of the action items for each delivery unit for inclusion with this letter. The DOIS Site Activators should follow up with their delivery units to ensure the site-specific issues are being resolved in preparation for DOIS activation.

District issues should be communicated to all relevant district staff members (for example, IS, finance, human resources (HR), and MOPS) as soon as they are identified, since the district staff groups require adequate time to resolve these issues. The DOIS District Coordinator should take a copy of the district level issues to the each of the meetings with the district staff groups in order to have the issues resolved by the appropriate groups (see Section 3.5.3).

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|--|--|-------------------------|
| 3.4.2 | DOIS District Coordinator, DOIS Activation Lead | Review unresolved issues for each delivery unit and timekeeping data site on the Readiness Action Plan at the end of the Assessment Analysis Report. | "x-8" to "x-6" weeks |
| DDMG Section | Responsibility | Activity | Completed during |
| 3.4.2 | DOIS District Coordinator | Provide DOIS Training Lead with site-specific action lists generated from the Readiness Action Plan to inclusion with the Delivery Unit Notification Letter. | "x-6" weeks |
| 3.4.2 | DOIS District Coordinator | Provide each group of the district staff a copy of the district level issues and denote the issues for which each group is responsible. | "x-9" to "x-8" weeks |
| 3.4.2 | DOIS Site Activator | Follow up with delivery units to ensure their site-specific issues are being resolved in preparation for DOIS activation. | "x-4" to "x-2" weeks |
| 3.4.2 | DOIS District Coordinator, DOIS Activation Lead | Update the readiness assessments as issues are resolved and regenerate the Readiness Action Plan to view any remaining issues. | Ongoing |

Section 3.5

Deployment Planning and Management

Audience

DOIS District Coordinator
DOIS Training Lead

Timeframe

“x-10” to “x+9” weeks

Deployment planning and management involves all the activities leading up to the installation and activation of DOIS at each delivery unit and timekeeping data site. Deployment planning and management covers a broad range of activities and include readiness tracking, reviewing the Activation Schedule, scheduling participants for DOIS End Users and DOIS for Managers Training, and notifying sites about DOIS activation and training dates. Deployment planning and management occurs throughout the “x-10” to “x+9” weeks timeframe.

Section 3.5.1

Activation Schedule Review

Audience

DOIS District Coordinator

Timeframe

“x-5” weeks

As the district and site-specific issues identified during readiness assessments are resolved, the DOIS District Coordinator must re-evaluate the Activation Schedule created earlier in the Readiness Phase. It is important that the DOIS District Coordinator periodically reviews the Activation Schedule to ensure that the scheduled activation date for each delivery unit and timekeeping data site can be met.

If a site has several outstanding issues remaining, the DOIS District Coordinator must decide whether or not those issues can be resolved prior to the activation date. If the DOIS District Coordinator knows the issues cannot be resolved before the activation date and the issue is serious enough to hinder the activation, the site should be removed from the Activation Schedule and listed at the end of the list of sites to be activated. Only when all issues have been resolved or it is

certain that they will be resolved, prior to the end of district deployment activities, should the site be scheduled for an activation date.

The DOIS District Coordinator should also re-evaluate the sites that did not have AOI connectivity during initial activation scheduling. If any of the sites identified have received AOI connectivity since that time, those sites should be included in the Activation Schedule. The sites should be scheduled according to the guidelines listed in Section 3.1.

Any changes to the Activation Schedule should be communicated to the DOIS Area Coordinator. The DOIS District Coordinator also should share Activation Schedule changes with the DOIS Training Lead for the scheduling of DOIS End Users and DOIS for Managers Training. The DOIS Training Lead needs a copy of the Activation Schedule to schedule participants for training in accordance with their site activation dates.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---------------------------|---|-------------------------|
| 3.5.1 | DOIS District Coordinator | Review the Activation Schedule to ensure the activation date for each site is still feasible based on the outstanding issues. | "x-5" weeks |
| 3.5.1 | DOIS District Coordinator | Evaluate sites that have received AOI connectivity since the initial activation scheduling. | "x-5" weeks |
| 3.5.1 | DOIS District Coordinator | Update the Activation Schedule as necessary. | "x-5" weeks |
| 3.5.1 | DOIS District Coordinator | Notify the DOIS Area Coordinator of any changes in the Activation Schedule. | "x-5" weeks |
| 3.5.1 | DOIS District Coordinator | Provide changes to the Activation Schedule to the DOIS Training Lead for use | "x-5" weeks |

| | | | |
|--|--|--|--|
| | | in scheduling participants for DOIS End Users and DOIS for Managers Training scheduling. | |
|--|--|--|--|

Section 3.5.2

E1357 Process

Audience

DOIS Training Lead

Timeframe

“x-9” to “x-4” weeks

Between “x-9” and “x-4” weeks, the District E1357 Coordinator (DOIS Training Lead) should initiate the requests for logon IDs for DOIS users. It is critical that the requests for pilot site personnel be generated first, in order to assure completion of their IDs by the DOIS Deployment Team Training Phase 2 at “x-5” weeks. Access requests for timekeeping data site personnel should also be created at this time, since timekeeping data sites will be activated earlier than the delivery units in the district. As the IDs are created, the District E1357 Coordinator should ensure the individuals are notified via email of their IDs. Prior to DOIS for End Users and DOIS for Managers Training, the District E1357 Coordinator should load the IDs for the training participants into the training database. When the DOIS Training Lead conducts reminder phone calls one week prior to each training session, the DOIS Training Lead should instruct participants to call the USPS Help Desk to obtain their passwords.

Since the DOIS Activation and Training schedules may change throughout the deployment process, it is necessary for the District E1357 Coordinator to closely monitor that the participants scheduled for training and activation have a logon ID prior to their training dates. If a training participant’s ID has not been created five days prior to the start of their DOIS for End Users and DOIS for Managers Training session, the District E1357 Coordinators should contact the DOIS PMO for emergency ID creation procedures.

The DOIS Training Lead should collect signatures for paper-based PS Forms 1357 from all DOIS users during the training sessions. The DOIS Training Lead is responsible for maintaining the signed PS Forms 1357 locally.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|-----------------------|--------------------|-------------------------|
| 3.5.2 | DOIS Training | Create and monitor | “x-9” to “x-4” |

| | | | |
|---------------------|-----------------------|--|-------------------------|
| | Lead | requests for all DOIS users. | weeks |
| DDMG Section | Responsibility | Activity | Completed during |
| 3.5.2 | DOIS Training Lead | Ensure pilot site and timekeeping data site DOIS users have received logon IDs, and have called the USPS Help Desk to obtain their password prior to DOIS Deployment Team Training Phase 2. | "x-6" weeks |
| 3.5.2 | DOIS Training Lead | Take paper-based copies of PS Forms 1357 to DOIS Deployment Team Training Phase 2 and collect signatures. | "x-5" weeks |
| 3.5.2 | DOIS Training Lead | Make reminder phone call to each training participant. Ensure all DOIS users have received a logon ID, and have called the USPS Help Desk to obtain their password prior to DOIS for End Users and DOIS for Managers Training. | "x-2" to "x+7" weeks |
| 3.5.2 | DOIS Training Lead | Take paper-based copies of PS Forms 1357 to DOIS for End Users and DOIS for Managers Training and collect signatures. | "x-1" to "x+8" weeks |

Section 3.5.3

**District Staff
 Responsibilities**

Audience DOIS District Coordinator

Timeframe "x-9" to "x-5" weeks

It is important to coordinate efforts with the district staff during the planning of DOIS deployment, as their support of the project is necessary. Each of the district staff groups has certain responsibilities to ensure that the DOIS deployment in the district is successful. District staff groups include Information Systems IS, Finance, Address Management System (AMS), Human Resources (HR), Plant Operations, and the Operations Program Support (OPS). The DOIS District Coordinator should include any other groups that may play a role in the deployment of DOIS. The DOIS District Coordinator should meet with each of the district staff groups to give them a brief overview of DOIS, provide them with a copy of the district level issues from the Readiness Action Plan (see Section 3.4.2), and to ensure that they fully understand their responsibilities during the deployment of DOIS. The responsibilities of each group are identified below.

- | | |
|---------------------|---|
| Information Systems | <ul style="list-style-type: none"> • Resolve any network connectivity issues, such as AOI connectivity. • Ensure at least one representative of the IS group will be on-call during all Saturday DOIS activations to provide technical support for deployment personnel. • Complete the initial installation and all subsequent upgrades of Gold Tape versions of DOIS where appropriate (for example, timekeeping computers, district office). • Address any relevant technical issues raised during the readiness assessment process. |
| Finance | <ul style="list-style-type: none"> • Identify which timekeeping computers should have DOIS installed. |

Human Resources

- Verify all employees' names include their first name or initial in the timekeeping application.
- Verify the create date of employee.dat is the same date as dsisraw.dat in the timekeeping application. If the dates are not the same, then employee.dat needs to be updated.
- Ensure all timekeeping personnel using DOIS receive DOIS logon IDs and are trained on DOIS timekeeping procedures.
- Conduct the DOIS timekeeping load for ETC LAN and TACS sites.
- Ensure delivery units that process their own clockrings are conducting the DOIS timekeeping load on a daily basis.
- Provide delivery unit budget information to be incorporated into DOIS.
- Address any relevant timekeeping issues raised during the readiness assessment process.

- Provide assistance in locating and establishing a DOIS training site for the district.
- Provide the DOIS Training Lead with employee IDs for DOIS training participants.
- Provide contractual guidance.
- Provide assistance through the Postal Employee Development Center (PEDC) in scheduling and notifying participants for DOIS training as necessary.
- Assume responsibility for DOIS training sessions once DOIS deployment in the district is complete. Guidelines for transitioning the training effort from the DOIS PMO to the HR group are discussed in Section 5.1.
- Identify future training requirements (for example, ASP candidate training for DOIS).
- Address any relevant issues raised during the readiness assessment process.

Address
Management System

- Ensure the DOIS District Coordinator was provided with PS Forms 3999X for each route in the district.
- Be aware that no route adjustments or zone splits should be scheduled during DOIS deployment.
- Coordinate with the DOIS District Deployment Team when planning and implementing future route adjustments.
- Update route data and confirm that changes are complete prior to

Plant Operations

- the specified implementation date for the territorial adjustment.
- Address any relevant AMS issues raised during the readiness assessment process.
- Ensure delivery point sequencing (DPS) for all routes is accurate.
- Ensure EOR file is created correctly for all delivery units that receive EOR volumes electronically.
- Coordinate with DOIS District Deployment Team to ensure delivery units are receiving accurate EOR data.
- Ensure EOR configuration information for each delivery unit, such as EOR Server IP Address, is available to the DOIS District Deployment Team.
- Work with the delivery units to meet goals for timely mail flow between plant operations and delivery units.
- Address any relevant plant operation issues raised during the readiness assessment process.

Operations Program Support

- Ensure the DUC Coordinator is available for DOIS deployment activities.
- Monitor delivery unit performance with DOIS.
- Ensure no route inspections are scheduled during DOIS deployment.
- Address any relevant issues raised during the readiness assessment process.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---------------------------|--|-------------------------|
| 3.5.3 | DOIS District Coordinator | Meet with district staff groups to present an overview of DOIS (see the National Presentation – Module 1). | “x-9” to “x-5” weeks |
| 3.5.3 | DOIS District Coordinator | Review the responsibilities of each district staff group. | “x-9” to “x-5” weeks |
| 3.5.3 | DOIS District Coordinator | Discuss any district issues raised by the readiness assessments with the | “x-9” to “x-5” weeks |

| | | | |
|--|--|-----------------------------------|--|
| | | appropriate district staff group. | |
|--|--|-----------------------------------|--|

Section 3.5.4

Timekeeping Data Site Activation

Audience

DOIS District Coordinator

Timeframe

“x-9” to “x-5” weeks

All timekeeping data site managers and technicians in the district who will use DOIS should attend the meeting with the finance group at a timekeeping data site in the district. Timekeeping personnel should review any unresolved issues for their timekeeping data site and discuss with the DOIS District Coordinator how the issues will be resolved. The DOIS District Coordinator should demonstrate the DOIS timekeeping load functionality to the timekeeping personnel, and explain the importance of following standard timekeeping procedures. The following points should be stressed to the timekeeping personnel during the meeting.

- Edits to carrier clockings should be made using the timekeeping system or the EBR.
- All timekeeping edits should be completed before the extract file is created.
- Extracts for DSIS/AVUS/Function 4 should be run as early as possible, since delivery unit supervisors can not load their clockings until these extracts are run.
- The service week should be closed out on Saturdays as late as possible to allow for all carrier clocking edits to be incorporated.
- Each delivery unit’s EBR should be polled continuously, if possible.

The DOIS District Coordinator should provide timekeeping personnel

with either the DOIS ETC Loading Procedures Quick Reference Guide or the DOIS TACS Loading Procedures Quick Reference Guide (depending on the timekeeping system in use) for details on how to create extracts and how to complete the timekeeping loads using DOIS. The DOIS ETC Loading Procedures and DOIS TACS Loading Procedures are located in the Deployment Support Materials on the Deployment and Training Workbench.

The DOIS District Coordinator should provide each delivery unit with a copy of the Carrier Clockring EBR prior to site activation. The delivery unit supervisor should use the Carrier Clockring EBR to ensure that carriers are correctly clocking rings at the EBR. The Carrier Clockring EBR is located in the Deployment Support Materials on the Deployment and Training Workbench.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---------------------------|--|-------------------------|
| 3.5.4 | DOIS District Coordinator | Conduct meeting with finance group at a timekeeping data site, if possible. | "x-9" to "x-6" weeks |
| 3.5.4 | DOIS District Coordinator | Provide timekeeping data site personnel with copies of the Readiness Action Plan for their sites. Discuss how the issues will be resolved. | "x-9" to "x-6" weeks |
| 3.5.4 | DOIS District Coordinator | Discuss the importance of standard timekeeping procedures with timekeeping personnel. | "x-9" to "x-6" weeks |
| 3.5.4 | DOIS District Coordinator | Demonstrate the DOIS timekeeping functionality. | "x-9" to "x-6" weeks |
| 3.5.4 | DOIS District Coordinator | Provide timekeeping personnel with either the DOIS ETC Loading Procedures Quick Reference Guide or the DOIS | "x-9" to "x-6" weeks |

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|--|--|---|--|
| | | TACS Loading Procedures Quick Reference Guide (depending on timekeeping system in use). | |
|--|--|---|--|

Section 3.5.5

District Staff Communications

Audience

DOIS District Coordinator

Timeframe

“x-9” to “x-6” weeks

Modules 1 and 3 of the DOIS National Presentation

In order to gain support from the district staff, the DOIS District Coordinator needs to provide timely and relevant communications. Various materials are provided to support the communication efforts in the district, including:

- The DOIS National Presentation is located on the Deployment and Training Workbench. The DOIS District Coordinator should share the following modules with the appropriate groups:
 - Module 1 – DOIS Project Overview should be shared with each district staff group to communicate DOIS background and status.
 - Module 3 – DOIS Deployment Strategy Overview should be shared with district staff group.

Readiness Action Plan

The Readiness Action Plan (see Section 3.4.2) identifies actions that need to be completed by each district staff group. The Readiness Action Plan allows the DOIS District Coordinator to view a list of district level issues and actions for the district staff group to follow when resolving the issues.

There are several recommended methods of distribution that the DOIS District Coordinator should use when sending communications

to the district staff groups. These methods include:

- cc:Mail messages;
- District newsletters;
- Verbal briefings;
- District web page.

The method used depends on the type of information being communicated. For example, a communication that describes several activities to be performed by a group should be communicated by cc:Mail to group members to ensure that all activities are clearly presented.

Section 3.5.6

Coordinating
 Follow-Up
 Meetings

Audience

DOIS District Coordinator

Timeframe

“x-9” to “x-5” weeks

The DOIS District Coordinator should schedule follow-up meetings or send additional communications to district staff groups that have any outstanding issues. The follow-up meetings and communications are important to ensure issue resolution.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---------------------------|---|-------------------------|
| 3.5.6 | DOIS District Coordinator | Schedule any follow-up meetings with district staff groups or send additional communications, if necessary. | Ongoing |

Section 3.5.7

DOIS End Users
 and DOIS for
 Managers Training
 Scheduling

Audience

DOIS Training Lead

Timeframe

“x-4” to “x+8” weeks

DOIS End Users and DOIS for Managers Training focuses on preparing delivery unit supervisors and managers to use DOIS. Participants should attend training one to two weeks before the site activation occurs.

Attendees

The suggested attendees vary for each course. Below is a list of suggested attendees for each course.

- DOIS for End Users - Participants of this course are those who regularly or periodically perform daily management of a delivery unit, using a Delivery Unit Computer (DUC). Their daily activities involve general management of the delivery unit, carriers, and routes, including planning, scheduling, and managing daily workload and performance. Participants include, but are not limited to: Labor Distribution Code (LDC) 20 supervisors, Associate Supervisor Program (ASP) candidates, LDC 40 supervisors, LDC 80 postmasters, and acting supervisors.
- DOIS for Managers - Participants of this course are those who manage DOIS end users. These individuals include, but are not limited to: Managers of Operations Program Support, Managers of Post Office Operations, Managers of Customer Service, Customer Service Operations Managers, and postmasters who act in a supervisory capacity.

Data Verification Day

Data verification occurs immediately following the DOIS End Users and DOIS for Managers Training. It is held in the training facility, and participants should be scheduled for data verification day at the same time that they are scheduled for DOIS for End Users and DOIS for Managers Training. The DOIS Site Activators and delivery unit supervisors should review the data that was entered into DOIS, and ensure that the data is correct and accurate. At this time, delivery unit supervisors and DOIS Site Activators can edit base fields, such as base times and volumes, and view and edit other fields, such as delivery point sequence percentage (DPS %) and percent to standard. The weekly schedule can also be generated from this part of DOIS. It is important that the route base data in DOIS be correct,

because delivery unit supervisors use it to manage their delivery units. The DOIS Site Activators also should work with delivery unit supervisors to begin loading their pivot plans into DOIS. See the DOIS Site Activation Guide Step 6, Data Verification/Creation, for more detail regarding data verification.

DOIS End Users and
DOIS for Managers
Training Scheduling

Scheduling participants for DOIS for End Users and DOIS for Managers Training is the responsibility of the DOIS Training Lead. The DOIS Training Lead should determine a list of DOIS users to be trained and schedule them for training in accordance with the Activation Schedule. The DOIS Training Lead should work with the human resources (HR) group in the district to obtain employee IDs to be used in setting up participants for training. The training participants' names, scheduled training date, and course name should be entered on the Training Tracking spreadsheet on the Deployment and Training Workbench. There are several key training scheduling guidelines that the DOIS Training Lead should consider when creating the training schedule.

- Training should occur one to two weeks before their site's activation date, but no earlier than three weeks prior to their site's activation.
- If there are multiple delivery unit supervisors in one facility, the DOIS Training Lead should schedule the delivery unit supervisors in different training sessions in order to allow appropriate coverage in the facilities while training is being conducted.
- Class size for each training session should be limited to 16 participants. The DOIS Training Lead should attempt to schedule 16 participants in each class.
- Requests for logon IDs and passwords for all participants should have been submitted using the E1357 System prior to being scheduled for training.

Once all participants have been scheduled for DOIS for End Users and DOIS for Managers Training, they should be notified of their training, data verification, and activation dates, as well as any

additional materials required for data verification activities. Finally, the DOIS Training Lead should make reminder phone calls to training participants one week prior to their training date.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---|--|-------------------------|
| 3.5.7 | DOIS Training Lead | Determine DOIS for End Users and DOIS for Managers Training participants. | "x-4" weeks |
| | | | |
| DDMG Section | Responsibility | Activity | Completed during |
| 3.5.7 | DOIS District Coordinator, DOIS Training Lead | Coordinate scheduling of DOIS for End Users and DOIS for Managers Training with Activation Schedule. | "x-4" weeks |
| 3.5.7 | DOIS Training Lead | Work with HR group to obtain employee IDs for training participants. | "x-4" weeks |
| 3.5.7 | DOIS Training Lead | Schedule participants for DOIS for End Users and DOIS for Managers Training using the Training Tracking spreadsheet. | "x-4" weeks |
| 3.5.7 | DOIS Training Lead | Make reminder phone calls to training participants one week prior to their scheduled training date. | "x-1" to "x+7" weeks |
| 3.5.7 | DOIS Training Lead | Ensure participants attend DOIS for End | "x-1" to "x+8" weeks |

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|--|--|---------------------------------------|--|
| | | Users and DOIS for Managers Training. | |
|--|--|---------------------------------------|--|

Section 3.5.8

Activation and Training Notification

Audience

DOIS Training Lead

Timeframe

“x-6” to “x-3” weeks

Notification of activation and training dates is a critical communication. The DOIS Training Lead is responsible for sending the Delivery Unit Notification Letter to the delivery units with the following information tailored for each letter:

- Activation date;
- Training date (including location, time, dress code, E1357 System follow-up, and any special requirements);
- Data verification date;
- Site-specific issues identified by the readiness assessments that need to be resolved prior to activation.

The template for the Delivery Unit Notification Letter is located in the Deployment Support Materials on the Deployment and Training Workbench.

The DOIS Training Lead should coordinate with the PEDC in the district when possible to request assistance in notifying participants of DOIS for End Users and DOIS for Managers Training and their activation and training dates. If an established method of communication exists through the PEDC, the DOIS Training Lead should consider using the existing structure to ensure effective training and activation date notification.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|-----------------------|--|-------------------------|
| 3.5.8 | DOIS Training Lead | Notify DOIS for End Users and DOIS for Managers Training participants of their training and activation dates using the | “x-4” weeks |

| | | | |
|--|--|------------------------------------|--|
| | | Delivery Unit Notification Letter. | |
|--|--|------------------------------------|--|

Section 3.5.9
Data Organization

Audience

DOIS District Coordinator
 DOIS Activation Lead

Timeframe

“x-9” to “x-4” weeks

Paper-based Data

The DOIS Activation Lead is responsible for organizing all data collected by DOIS District Deployment Team members while conducting site visits, as well as collecting the updated DSIS route data from each delivery unit in the district.

The DOIS District Deployment Team members conducting site visits should provide the DOIS Activation Lead with any paper-based documentation collected from the delivery units (see Section 3.3). The DOIS Activation Lead should review the data to ensure it is complete, and organize the data by delivery unit into binders or folders. If any pieces of data are missing, the DOIS Activation Lead should contact the delivery unit directly to obtain the missing data.

The DOIS District Coordinator should provide the DOIS Activation Lead with a copy of the delivery unit summary information and configuration information from the Assessment Analysis Report for each delivery unit by “x-5” weeks.

Route Base Information Update Extract

The DOIS Activation Lead is responsible for collecting the updated DSIS route data updated by delivery unit supervisors in the Route Base Information Update window (see Section 3.3.3). The data for each delivery unit should be collected during the “x-5” weeks timeframe. The DOIS Activation Lead should use PcAnywhere to collect the updated data from each delivery unit using the GetDSIS.bat program. Each extract should be saved on a disk that is labeled with the delivery unit name. Each disk should be included in the data collection binder for the appropriate delivery unit. Instructions for using PcAnywhere for collecting the data extract are located in the Deployment Support Materials on the Deployment and Training Workbench. If PcAnywhere is not available, the DOIS Activation Lead should contact the delivery unit supervisor to explain how to make the data extract and send the extract via cc:Mail to the DOIS Activation Lead. However, if cc:Mail is not available, the data extract should be saved to a disk and mailed to the DOIS Activation Lead.

The DOIS Activation Lead should distribute the organized data collection binders to the appropriate DOIS Site Activators during DOIS Deployment Team Training Phase 2.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|-----------------------|--|-------------------------|
| 3.5.9 | DOIS Activation Lead | Collect all paper-based data gathered by DOIS District Deployment Team members during the readiness assessment process. | "x-6" weeks |
| 3.5.9 | DOIS Activation Lead | Review paper-based data to ensure each delivery unit has provided all requested documentation. | "x-6" weeks |
| DDMG Section | Responsibility | Activity | Completed during |
| 3.5.9 | DOIS Activation Lead | Contact the delivery units that did not provide the requested data (if any). | "x-6" weeks |
| 3.5.9 | DOIS Activation Lead | Organize paper-based data by delivery unit and put into binders for each DOIS Site Activator. | "x-6" weeks |
| 3.5.9 | DOIS Activation Lead | Collect updated route data extracts from each delivery unit using PcAnywhere. Place each extract on a disk labeled with the delivery unit name. Put the disks in the appropriate data binders. | "x-5" weeks |
| 3.5.9 | DOIS Activation Lead | Distribute the data binders to DOIS Site | "x-5" weeks |

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| | | Activators during DOIS Deployment Team Training Phase 2. | |
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Section 3.5.10

DOIS for Route Inspectors Training

Audience

DOIS Area Coordinator
 DOIS District Coordinator

Timeframe

“x+6” to “x+7” weeks

DOIS for Route Inspectors is conducted after the deployment to the district is completed. It occurs during the “x+9” weeks timeframe and is conducted by a person identified by the DOIS PMO. DOIS for Route Inspectors Training focuses on teaching participants to conduct route inspections using DOIS.

Attendees

The suggested attendees of this course are those personnel who regularly or periodically perform formal or special route inspections, and whose activities involve preparing for the inspection, conducting the inspection, and adjusting routes. Participants should be those who are typically involved with the yearly route training and can include, but are not limited to, the Route Inspection Lead and the DUC Coordinator.

The DOIS District Coordinator for each district should identify one or two people to attend DOIS for Route Inspectors Training. The names of training participants should be sent to the DOIS Area Coordinator for participant scheduling and notification.

DOIS for Route Inspectors Training Scheduling and Notification

The DOIS District Coordinator should contact the DOIS PMO to schedule a date for the DOIS for Route Inspectors Training. The training should be in the same training room used for other DOIS training sessions, if available. There should only be one training room for DOIS for Route Inspectors training per area.

Scheduling participants for DOIS for Route Inspectors training is the responsibility of the DOIS Area Coordinator. The DOIS Area Coordinator should work with the HR group in the district to obtain employee IDs to be used in setting up participants for training and submitting requests in the E1357 System. The DOIS Area Coordinator should schedule and notify DOIS users for training two weeks prior to the start of the course.

The DOIS Area Coordinator should coordinate with the Postal Employee Development Center (PEDC) in the district when possible to request assistance in the notification of participants for DOIS for Route Inspectors Training. If an established method of communication exists through the PEDC, the DOIS Area Coordinator should consider using the existing structure to ensure effective training notification. The DOIS Area Coordinator should use the template for the Route Training Date Notification Letter located in the Deployment Support Materials on the Deployment and Training Workbench.

Finally, the DOIS Area Coordinator should make reminder phone calls to training participants one week prior to their training date.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---------------------------|--|-------------------------|
| 3.5.10 | DOIS District Coordinator | Contact the DOIS PMO to schedule DOIS for Route Inspectors Training. | "x+6" weeks |
| DDMG Section | Responsibility | Activity | Completed during |
| 3.5.10 | DOIS District Coordinator | Determine DOIS for Route Inspectors Training participants. | "x+7" weeks |
| 3.5.10 | DOIS District Coordinator | Provide DOIS Area Coordinator with names of participants for DOIS for Route Inspectors Training. | "x+7" weeks |
| 3.5.10 | DOIS Area Coordinator | Work with HR to obtain employee IDs for training participants. | "x+7" weeks |
| 3.5.10 | DOIS Area | Schedule and notify | "x+7" weeks |

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|---------------------|-----------------------|---|-------------------------|
| | Coordinator | participants for DOIS for Route Inspectors Training. | |
| 3.5.10 | DOIS Area Coordinator | Make reminder phone calls to training participants one week prior to their scheduled training date. Ensure training participants have received logon IDs, and have called the USPS Help Desk to obtain their passwords. | "x+8" weeks |
| 3.5.10 | DOIS Area Coordinator | Make reminder phone calls to training participants one week prior to their scheduled training date. Ensure training participants have received logon IDs, and have called the USPS Help Desk to obtain their passwords. | "x+8" weeks |
| DDMG Section | Responsibility | Activity | Completed during |
| 3.5.10 | DOIS Area Coordinator | Ensure participants attend DOIS for Route Inspectors Training. | "x+9" weeks |

Section 3.5.11

Readiness
Tracking

Audience

DOIS District Coordinator

Timeframe

Ongoing

Readiness tracking involves ensuring that all outstanding site and district issues are resolved, and district management is ready to proceed with the DOIS deployment. For example, the DOIS District Coordinator should continue to monitor progress on AOI connectivity in the district, since sites may not receive DOIS until AOI connectivity is established. The DOIS District Coordinator should make sure that all outstanding issues have been resolved prior to DOIS activations in the district.

As district and site level issues are resolved, the DOIS District Coordinator should update the readiness assessment for the site where the issue was raised. Updates to the readiness assessment are reflected in the Readiness Action Plan. When tracking issues, the DOIS District Coordinator should continue to update the Readiness Action Plan, making sure all issues are entered and the status of each is correctly indicated. The DOIS District Coordinator should proactively update the Readiness Action Plan, and as issues are resolved, should make sure the Readiness Action Plan reflects the changes in issue status.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---------------------------|--|-------------------------|
| 3.5.11 | DOIS District Coordinator | Ensure all district and site level issues on the Readiness Action Plan are being resolved. | "x-8" to "x-1" weeks |
| DDMG Section | Responsibility | Activity | Completed during |
| 3.5.11 | DOIS District Coordinator | Update the Readiness Action Plan as issues are resolved and any new issues arise. | "x-8" to "x-1" weeks |

Section 3.6

District Readiness
Update

Audience

DOIS District Coordinator
DOIS District Champion

Timeframe

“x-2” weeks

At the end of the Readiness Phase, the DOIS District Coordinator and the DOIS District Champion should make recommendations to the district management as to which sites should proceed with DOIS deployment and which sites should not. This section includes key criteria to be used to help determine the “go”/“no-go” decision.

The “go”/”no-go” decision for DOIS deployment should primarily be based on the readiness assessment results. The DOIS District Coordinator and DOIS District Champion should determine if the individual sites and the district as a whole have met readiness criteria, such as AOI connectivity, a compatible timekeeping system (ETC or TACS), and up-to-date route base data. In addition, they should re-evaluate the Readiness Action Plan and look at any remaining unresolved issues that could have a significant impact on the deployment of DOIS. The DOIS District Coordinator and DOIS District Champion should consult with the DOIS PMO District Lead for guidance on assessing the risks of activating sites with unresolved issues, as needed.

If the site fails to meet the criteria for DOIS and its status is “no-go”, the site should be moved to the end of the Activation Schedule. The site should only be given a new activation date if it can meet the criteria in the future. The DOIS District Coordinator should contact any sites that will not be activated as scheduled.

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---|--|-------------------------|
| 3.6 | DOIS District Coordinator, DOIS District Champion | Review each of the remaining unresolved issues (if any) and determine if each site is a “go”/”no-go” for the deployment of DOIS. | “x-2” weeks |

| DDMG Section | Responsibility | Activity | Completed during |
|---------------------|---|---|-------------------------|
| 3.6 | DOIS District Coordinator, DOIS District Champion | Consult with the DOIS PMO District Lead for guidance on assessing the risks of activating a site with unresolved issues (as necessary). | “x-2” weeks |
| 3.6 | DOIS District Coordinator | If a site is a “no-go”, revise the Activation Schedule and move | “x-2” weeks |

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|-----|---------------------------|--|-------------|
| | | the site to the end of the Activation Schedule and determine a new activation date, if possible. | |
| 3.6 | DOIS District Coordinator | Contact any sites that are a "no-go" for activation and inform them that they will not be activated with DOIS on their scheduled date. | "x-2" weeks |

Section 3 Activity List

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|-------------------------|--|---------------------------|---------------------|------------------|
| "x-12" to "x-10" weeks | Determine number of sites to be scheduled for DOIS. | DOIS District Coordinator | 3.1 | |
| "x-12" to "x-10" weeks | Choose a DOIS pilot site for the district. | DOIS District Coordinator | 3.1 | |
| "x-12" to "x-10" weeks | Schedule all delivery units in the district for DOIS activation using the Activation Schedule. | DOIS District Coordinator | 3.1 | |
| "x-12" to "x-10" weeks | Review Activation Schedule with DOIS Area Coordinator. | DOIS District Coordinator | 3.1 | |
| "x-12" to "x-10" weeks | Provide a copy of the Activation Schedule to DOIS Training Lead. | DOIS District Coordinator | 3.1 | |
| "x-12" to "x-10" weeks | Ensure participants attend DOIS Deployment Team Training Phase 1. | DOIS Training Lead | 3.2 | |
| "x-12" to "x-10" weeks | Take paper-based PS Forms 1357 to DOIS Deployment Team Training Phase 1 and collect signatures. | DOIS Training Lead | 3.2 | |
| "x-12" to "x-10" weeks | Track DOIS Deployment Team Training Phase 1 attendance and expenses using the District Financial Tracking spreadsheet. | DOIS District Coordinator | 3.2 | |

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|-------------------------|---|--|---------------------|------------------|
| "x-10" weeks | Verify that the delivery unit or timekeeping data site to be assessed is correctly entered in the DOIS District Organization Structure. Enter any missing delivery units or timekeeping data sites in the DOIS District Organization Structure. | DOIS District Deployment Team member completing the assessment | 3.3.2 | |
| "x-9" weeks | Ensure PS Forms 3999X have been obtained from AMS for all routes in each delivery unit prior to conducting readiness assessments. | DOIS District Deployment Team member completing the assessment | 3.3 | |
| "x-9" weeks | Conduct the pilot site readiness assessment. | DOIS District Deployment Team member completing the assessment | 3.3.2 | |
| "x-9" weeks | Analyze readiness assessment results for the pilot site and timekeeping data sites prior to other sites in the district. | DOIS District Coordinator, DOIS Activation Lead | 3.4.1 | |
| "x-9" to "x-6" weeks | Provide delivery unit supervisors with a Supervisor Packet during readiness assessments. | DOIS District Deployment Team member completing the assessment | 3.3 | |
| "x-9" to "x-6" weeks | Collect the required data materials from the delivery unit during the site visit and send them to the DOIS Activation Lead. | DOIS District Deployment Team member completing the assessment | 3.3 | |

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|-------------------------|--|--|---------------------|------------------|
| "x-9" to "x-6" weeks | Ensure a backup of the DUC or timekeeping computer has been completed prior to installing DOIS. If a backup of the DUC or timekeeping computer has not been completed, make a backup of the computer prior to installing DOIS. | DOIS District Deployment Team member completing the assessment | 3.3.1 | |
| "x-9" to "x-6" weeks | Install DOIS on the DUC or timekeeping data site computer. | DOIS District Deployment Team member completing the assessment | 3.3.1 | |
| "x-9" to "x-6" weeks | Contact the USPS Help Desk with any non-deployment DOIS installation questions. | DOIS District Coordinator | 3.3.1 | |
| "x-9" to "x-6" weeks | Contact the National Deployment Support Desk (NDS) with any deployment related DOIS installation questions. | DOIS District Coordinator | 3.3.1 | |
| "x-9" to "x-6" weeks | Notify IS during the district staff meetings if the DOIS installation was unsuccessful. | DOIS District Coordinator | 3.3.1 | |
| "x-9" to "x-6" weeks | Conduct readiness assessments for all sites. | DOIS District Deployment Team member completing the assessment | 3.3.2 | |
| "x-9" to "x-6" weeks | Instruct delivery unit supervisors on how to use the Route Base Information Update window to view and update DSIS route data. | DOIS District Deployment Team member completing the assessment | 3.3.3 | |

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|-------------------------|---|--|---------------------|------------------|
| | | | | |
| "x-9" to "x-6" weeks | Emphasize the importance of delivery unit supervisors viewing and updating the DSIS route data. | DOIS District Deployment Team member completing the assessment | 3.3.3 | |
| "x-9" to "x-6" weeks | Instruct delivery unit supervisors that the DOIS Activation Lead will collect the updated DSIS route data during the "x-5" weeks timeframe. | DOIS District Deployment Team member completing the assessment | 3.3.3 | |
| "x-9" to "x-6" weeks | Provide delivery unit supervisor with the PS Forms 3999X for all routes in their delivery units. | DOIS District Deployment Team member completing the assessment | 3.3.4 | |
| "x-9" to "x-6" weeks | Instruct delivery unit supervisor on how to create a pivot plan using the PS Forms 3999X. | DOIS District Deployment Team member completing the assessment | 3.3.4 | |
| "x-9" to "x-6" weeks | Emphasize that delivery unit supervisors is responsible for creating pivot plans for the rest of the routes, using the PS Forms 3999X. | DOIS District Deployment Team member completing the assessment | 3.3.4 | |
| "x-9" to "x-6" weeks | Instruct delivery unit supervisors to bring the completed pivot plans to DOIS End Users and DOIS for Managers Training for loading into DOIS. | DOIS District Deployment Team member completing the assessment | 3.3.4 | |
| "x-9" to "x-6" weeks | Instruct delivery unit supervisors to update AMS Red Books and send any changes to AMS prior to DOIS activation. | DOIS District Deployment Team member completing the assessment | 3.3.4 | |

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|-------------------------|--|---------------------------|---------------------|------------------|
| | | | | |
| "x-9" to "x-6" weeks | Provide each group of the district staff a copy of the district level issues and denote the issues for which each group is responsible. | DOIS District Coordinator | 3.4.2 | |
| "x-9" to "x-5" weeks | Meet with district staff groups to present an overview of DOIS (see the National Presentation – Module 1). | DOIS District Coordinator | 3.5.3 | |
| "x-9" to "x-5" weeks | Review the responsibilities of each district staff group. | DOIS District Coordinator | 3.5.3 | |
| "x-9" to "x-5" weeks | Discuss any district issues raised by the readiness assessments with the appropriate district staff group. | DOIS District Coordinator | 3.5.3 | |
| "x-9" to "x-6" weeks | Conduct meeting with finance group at a timekeeping data site, if possible. | DOIS District Coordinator | 3.5.4 | |
| "x-9" to "x-6" weeks | Provide timekeeping data site personnel with copies of the Readiness Action Plan for their sites. Discuss how the issues will be resolved. | DOIS District Coordinator | 3.5.4 | |
| "x-9" to "x-6" weeks | Discuss the importance of standard timekeeping procedures with timekeeping personnel. | DOIS District Coordinator | 3.5.4 | |
| "x-9" to "x-6" weeks | Demonstrate the DOIS timekeeping functionality. | DOIS District Coordinator | 3.5.4 | |

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|----------------------|---|---|--------------|-----------|
| | | | | |
| "x-9" to "x-6" weeks | Provide timekeeping personnel with either the DOIS ETC Loading Procedures or the DOIS TACS Loading Procedures quick reference guide (depends on timekeeping system in use). | DOIS District Coordinator | 3.5.4 | |
| "x-9" to "x-4" weeks | Create and monitor requests for all DOIS users. | DOIS Training Lead | 3.5.2 | |
| "x-8" to "x-6" weeks | Analyze assessment results for each delivery unit using the Assessment Analysis Report. | DOIS District Coordinator, DOIS Activation Lead | 3.4.1 | |
| "x-8" to "x-6" weeks | Print copies of the Delivery Unit Summary tab of the Assessment Analysis Report for each delivery unit to include in the data preparation binders for DOIS Site Activators. | DOIS Activation Lead | 3.4.1 | |
| "x-8" to "x-6" weeks | Review unresolved issues for each delivery unit and timekeeping data site on the Readiness Action Plan at the end of the Assessment Analysis Report. | DOIS District Coordinator, DOIS Activation Lead | 3.4.2 | |
| "x-8" to "x-1" weeks | Ensure all district and site issues on the Readiness Action Plan are being resolved. | DOIS District Coordinator | 3.5.11 | |
| "x-8" to "x-1" weeks | Update the Readiness | DOIS District Coordinator | 3.5.11 | |

| Completed during weeks | Activity | Responsibility | DDMG Section | Completed |
|-------------------------------|---|---------------------------|---------------------|------------------|
| | Action Plan as issues are resolved and any new issues arise. | | | |
| "x-6" weeks | Provide DOIS Training Lead with site-specific action lists generated from the Readiness Action Plan to inclusion with the Delivery Unit Notification Letter. | DOIS District Coordinator | 3.4.2 | |
| "x-6" weeks | Ensure pilot site and timekeeping data site DOIS users have received logon IDs, and have called the USPS Help Desk to obtain their password prior to DOIS Deployment Team Training Phase 2. | DOIS Training Lead | 3.5.2 | |
| "x-6" weeks | Collect all paper-based data gathered by DOIS District Deployment Team members during the readiness assessment process. | DOIS Activation Lead | 3.5.9 | |
| "x-6" weeks | Review paper-based data to ensure each delivery unit has provided the requested documentation. | DOIS Activation Lead | 3.5.9 | |
| "x-6" weeks | Contact the delivery units that did not provide the requested data (if any). | DOIS Activation Lead | 3.5.9 | |
| "x-6" weeks | Organize paper-based data by delivery unit and put into binders for each DOIS Site Activator. | DOIS Activation Lead | 3.5.9 | |
| "x-5" weeks | Collect updated data | DOIS Activation Lead | 3.3.3 | |

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|-------------------------|--|---------------------------|---------------------|------------------|
| | extract for all delivery units scheduled for DOIS (see Section 3.5.10 for more details). | | | |
| "x-5" weeks | Review the Activation Schedule to ensure the activation date for each site is still feasible based on the outstanding issues. | DOIS District Coordinator | 3.5.1 | |
| "x-5" weeks | Evaluate sites that have received AOI connectivity since the initial activation scheduling. | DOIS District Coordinator | 3.5.1 | |
| "x-5" weeks | Update the Activation Schedule as necessary. | DOIS District Coordinator | 3.5.1 | |
| "x-5" weeks | Notify the DOIS Area Coordinator of any changes in the Activation Schedule. | DOIS District Coordinator | 3.5.1 | |
| "x-5" weeks | Provide a copy of the Activation Schedule to the DOIS Training Lead for use in scheduling participants for DOIS End Users and DOIS for Managers Training scheduling. | DOIS District Coordinator | 3.5.1 | |
| "x-5" weeks | Take paper-based copies of PS Forms 1357 to DOIS Deployment Team Training Phase 2 and collect signatures. | DOIS Training Lead | 3.5.2, 4.1 | |
| "x-5" weeks | Collect updated route data extracts from each delivery unit using PcAnywhere. Place each extract on a | DOIS Activation Lead | 3.5.9 | |

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|-------------------------|---|---|---------------------|------------------|
| | disk labeled with the delivery unit name. Put the disks in the appropriate data binders. | | | |
| "x-5" weeks | Distribute the data binders to DOIS Site Activators during DOIS Deployment Team Training Phase 2. | DOIS Activation Lead | 3.5.9 | |
| "x-4" weeks | Determine DOIS End Users and DOIS for Managers Training participants. | DOIS Training Lead | 3.5.7 | |
| "x-4" weeks | Coordinate scheduling of DOIS End Users and DOIS for Managers Training with Activation Schedule. | DOIS District Coordinator, DOIS Training Lead | 3.5.7 | |
| "x-4" weeks | Work with HR group to obtain employee IDs for training participants. | DOIS Training Lead | 3.5.7 | |
| "x-4" weeks | Schedule participants for DOIS End Users and DOIS for Managers Training using the Training Tracking spreadsheet. | DOIS Training Lead | 3.5.7 | |
| "x-4" weeks | Notify DOIS End Users and DOIS for Managers Training participants of their training and activation dates using the Delivery Unit Notification Letter. | DOIS Training Lead | 3.5.8 | |
| "x-4" to "x-2" weeks | Follow up with delivery units to ensure their site-specific issues are being resolved in preparation for | DOIS Site Activator | 3.4.2 | |

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|-------------------------|---|---|---------------------|------------------|
| | DOIS activation. | | | |
| "x-2" weeks | Review each of the remaining unresolved issues (if any) and determine if each site is a "go"/"no-go" for the deployment of DOIS. | DOIS District Coordinator, DOIS District Champion | 3.6 | |
| "x-2" weeks | Consult with the DOIS PMO District Lead for guidance on assessing the risks of activating a site with unresolved issues (as necessary). | DOIS District Coordinator, DOIS District Champion | 3.6 | |
| "x-2" weeks | If a site is a "no-go", revise the Activation Schedule and move the site to the end of the Activation Schedule and determine a new activation date, if possible. | DOIS District Coordinator | 3.6 | |
| "x-2" weeks | Contact any sites that are a "no-go" for activation and inform them that they will not be activated with DOIS on their scheduled date. | DOIS District Coordinator | 3.6 | |
| "x-2" to "x+7" weeks | Make reminder phone calls to training participants one week prior to their scheduled training date. Ensure all DOIS users have received a logon ID, and have called the USPS Help Desk to obtain their password prior to DOIS for End Users and DOIS for Managers Training. | DOIS Training Lead | 3.5.2 | |
| "x-1" to "x+8" | Take paper-based copies | DOIS Training Lead | 3.5.2 | |

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|-------------------------|---|---------------------------|---------------------|------------------|
| weeks | of PS Forms 1357 to DOIS for End Users and DOIS for Managers Training and collect signatures. | | | |
| "x-1" to "x+8" weeks | Ensure participants attend DOIS End Users and DOIS for Managers Training. | DOIS Training Lead | 3.5.7 | |
| "x+6" weeks | Contact the DOIS PMO to schedule DOIS for Route Inspectors Training. | DOIS District Coordinator | 3.5.10 | |
| "x+7" weeks | Determine DOIS for Route Inspectors Training participants. | DOIS District Coordinator | 3.5.10 | |
| "x+7" weeks | Provide DOIS Area Coordinator with names of participants for DOIS for Route Inspectors Training. | DOIS District Coordinator | 3.5.10 | |
| "x+7" weeks | Work with HR to obtain employee IDs for training participants. | DOIS Area Coordinator | 3.5.10 | |
| "x+7" weeks | Schedule and notify participants for DOIS for Route Inspectors Training. | DOIS Area Coordinator | 3.5.10 | |
| "x+8" weeks | Make reminder phone calls to training participants one week prior to their scheduled training date. Ensure training participants have received logon IDs, and have called the USPS Help Desk to obtain their passwords. | DOIS Area Coordinator | 3.5.10 | |
| "x+9" weeks | Ensure participants attend DOIS for Route Inspectors Training. | DOIS Area Coordinator | 3.5.10 | |

| Completed during | Activity | Responsibility | DDMG Section | Completed |
|--------------------------------------|--|---|---------------------|------------------|
| At the end of each accounting period | Provide the DOIS Area Coordinator with total hours and expenses for the accounting period. | DOIS District Coordinator | 3.2 | |
| At the end of each accounting period | Submit total hours and expenses to the DOIS PMO in accordance with Section 2.4.6. | DOIS Area Coordinator | 3.2 | |
| Ongoing | Update the readiness assessments as issues are resolved and regenerate the Readiness Action Plan to view any remaining issues. | DOIS District Coordinator, DOIS Activation Lead | 3.4.2 | |
| Ongoing | Schedule any follow-up meetings with district staff groups or send additional communications, if necessary. | DOIS District Coordinator | 3.5.6 | |