

DEFENSE LOGISTICS INFORMATION SERVICE

A DLA ACTIVITY

SERVING THE WARFIGHTER FOR 40 YEARS





MESSAGE FROM THE COMMANDER

The year 2003 marked several significant events for us. We celebrated 40 years of serving the Warfighter from Battle Creek, MI and commemorated the 100th Anniversary and renaming of the Battle Creek Federal Center to honor those wounded that persevered to make significant contributions to our Nation — we are proud to call home the Hart-Dole-Inouye Federal Center!

In a year marked by support of major military operations in Iraq and Afghanistan and increased deployments worldwide, we also transformed the way we do business. In helping to win Operation Iraqi Freedom and Operation Enduring Freedom, we implemented the Cataloging Reengineering System, went “virtual” in our Contact Center and transitioned program management

of the DOD EMALL and Joint Total Asset Visibility program to DLIS. Rick Maison, the DLIS Deputy was elected as chairman of NATO Allied Committee 135 and Lt. Colonel Frank Walker, Director of Planning and Resource Management, was recognized for Air Guard leadership for developing an atmosphere of “opportunity through diversity.”

Major changes and improvements to the DOD Supply Chain continue to be underwritten by DLIS efforts in data interoperability, data and IT systems integration, and startling improvements in data quality. Building on the power of the National Stock Number (NSN), Military Services accomplish their logistics now, and will accomplish their logistics even better in the future with the development and execution of initiatives like Radio Frequency Identification and Unique

Identifiers. DLIS has taken bold steps to become a part of the logistics transformation efforts of others to include the Army, Marines, Navy, Air Force, NATO, and increasing numbers of DOD logistics partners to improve provisioning and cataloging support to America's Warfighters.

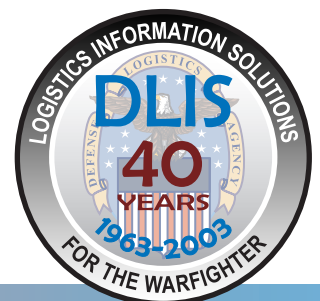
Attaining some of the highest customer support and employee satisfaction scores, our incredibly talented and dedicated workforce continue to excel, innovate, learn, and improve DOD logistics. This effort is underwritten by strong leader and employee development programs, equal opportunity, and a quality of life among the best anywhere.

Celebrating a rich past, providing superior support to forward deployed warfighters now, and transforming DOD logistics IT.... DLIS remains confident and well poised for ever increasing innovation and service in the weeks and years ahead.

Bring it on!

A handwritten signature in black ink, appearing to read 'J. Cassel'.

JOSEPH D. CASSEL, JR.
Colonel, USMC
Commander



DLIS PROFILE

Welcome to the Defense Logistics Information Service (DLIS). We are a field activity command of the Defense Logistics Agency (DLA), a Department of Defense (DOD) Agency whose mission is to manage supplies and supply chains in support of the Military Services and other DOD activities. This booklet provides you with an overview of who we are and what we do, with particular emphasis on the accomplishments of 2003.

DLIS manages the catalog system for the Armed Forces. All military supplies and equipment, from nuts and bolts to fighter jets and submarines, are listed in this catalog. The catalog plays a vital role in the huge supply chains that sustain our nation's fighting forces. It serves as the common frame of reference that enables buyers in DOD to communicate with the nation's industrial base that produces the supplies and equipment used by the military. Our role is a fairly narrow one. We do not store or issue items. However, our nation's Armed Forces use information from our databases

for virtually all logistics business, be it supply, maintenance, or transportation. Our catalog lists nearly seven million items. We provide over 100 different pieces of information on each item. The information is standardized across all Military Services to provide the utmost in interoperability. Through our significant international role, it also provides for interoperability among NATO members and other allies. Some of the information we maintain is used to help protect the environment and we specifically identify items that are environmentally friendly. Moreover, we manage information and systems that assist handlers of the internet that assist them in environmental compliance.

The technology through which we manage our large repositories of information is rapidly evolving. The speed and connectivity of the internet is creating new opportunities for business. We are partners with a number of industry groups that are exploring new ways to conduct business in the information age.

DLIS occupies the Hart-Dole-Inouye Federal Center—a historic landmark that was once the Kellogg Sanitarium. Although we boast of being a Federal Center with global responsibilities in the defense of our nation, we take pride in also being a local landmark in the small city of Battle Creek, Michigan. The community in which we live treats us well and we respond by trying to be a good neighbor. DLIS is always prominent at local events whether it's sponsoring the Special Olympics or participating in a food drive. We are proud that our employees are eager to volunteer for worthy causes. They display the same diligence and industry they devote to their professions. The American Federation of Government Employees Local 1626 represents our workforce. Management and Union work in a partnership to promote our mutual goals in providing for national security. Whether you are a customer, a business partner, a neighbor in the community or a member of the DLIS family, we hope you find this booklet both interesting and informative.





CONTENTS

<i>Managing Our Resources.....</i>	<i>1</i>
<i>Logistics Information Management.....</i>	<i>4</i>
<i>Data Integrity.....</i>	<i>6</i>
<i>Cataloging Excellence.....</i>	<i>9</i>
<i>International Support.....</i>	<i>13</i>
<i>Information Technology.....</i>	<i>16</i>
<i>Logistics Initiatives.....</i>	<i>20</i>
<i>Products and Services.....</i>	<i>24</i>
<i>Reaching Our Customers.....</i>	<i>27</i>
<i>Quality of Life Programs.....</i>	<i>29</i>
<i>Celebrating Diversity.....</i>	<i>31</i>
<i>Community Outreach.....</i>	<i>34</i>
<i>Acronym Listing.....</i>	<i>36</i>



MISSION:

To create, obtain, manage, and integrate logistics data from a variety of sources for dissemination as user-friendly information to meet or exceed the needs of DOD, Federal, and international logisticians.

VISION:

We are recognized as the premier DOD logistics information broker and as a major broker of logistics information to Federal and international agencies.

Our customer base includes the Combatant Commanders, Military Services, other DOD, Federal, state, local and non-profit agencies, private industry, international communities, and the general public. Partnering with global customers and suppliers, we create, maintain, identify, integrate data, and disseminate logistics information. We provide exceptional value by using best business practices and emerging technologies.

Our competitive advantage is the experience, talent, and diversity of our workforce. We are a customer-oriented team of logisticians and other professionals working in a knowledge-based organization focused on integrated logistics support.

Our workforce has a unique blend of expertise in integrated logistics, information systems, business process engineering, inter-agency project management, and enterprise data management.

Our core competencies are reinforced by continuous education and training, which ensure those competencies are relevant and maintained at the highest level. Our success is measured by customer satisfaction and being competitive in the global market.





MANAGING OUR RESOURCES

People are key to the success of our mission. We continue to invest in our employees and provide them with the information, training opportunities, and cultural environment needed to do their jobs.

EMPLOYEE PROFILE

Total number of employees	1,000
Average Age	48 yrs
Female	53%
People of Color	13%
Reported Disabilities	12%
High School Education	99.3%
Some college less than degree	30%
Associate's Degree	12%
Bachelor's Degree	18%
Master's Degree	5%
Doctorate Degree	0.3%

EMPLOYEES WORK FROM HOME

The Telework Program affords employees the opportunity to perform their official duties away from customary offices at alternative work sites in their homes. From a business perspective, there are many benefits derived from this program: it enhances recruitment and retention of qualified employees; reduces travel time and expenses; provides more flexibility increasing job satisfaction; and reduces traffic congestion, parking, fuel consumption, and air pollution.

Laptop computers and docking stations provide employees the technology required to work from home as the majority of job tasks performed at DLIS require a connection to the network. Technical solutions for using laptops are solved by using a Virtual Private Network connection to the Federal

Center via the teleworker's Internet Service Provider. A CITRIX Server Farm provides faster connection for dial-up users. Personal computer usage is another viable option for those employees who do not need connectivity to the DLIS network but instead perform "stand-alone" work.

Currently, 899 DLIS positions are identified as eligible for telework. Providing training to interested employees and their supervisors is a critical factor for the success of this program. To date, 505 employees and their supervisors have received training. At the end of the year, there were 238 employees working from home.

Because of the program's success at DLIS, a video on CD was produced with both supervisors and employees discussing the positive aspects of the program. Plans are being made for this to be used DLA wide.

FY03 DLIS BUDGET

Labor	\$65,866,900
Non-Labor	\$71,876,100
Total Dollars	\$137,743,000

STUDENT PROGRAMS

On February 19, 2003, DLIS employees conducted a mock interview and recruitment session with students in the Support Training Results in Valuable Employee's Program in Battle Creek, Michigan. Recruitment packets were distributed to all attendees. Detailed guidance was provided addressing the requirements of cover letters, resumes, and transcripts for part-time student employment as well as full-time employment opportunities. Open discussion was held regarding what applications should include and how to prepare for interviews.

DLIS had another successful year with the Student Program employing 7 students during the summer, 28 year-long student temporaries, and 10 students currently enrolled in our career program. We link our students with mentors that provide guidance and opportunities when working a variety of tasks while learning Government policies, procedures, and operation. Work schedules vary to ensure no impact to educational requirements. An Orientation Session was conducted on Federal policies and procedures, resume writing, and the importance of weekly work reports. Some of the feedback from departed students: "...increased knowledge and opportunities that I will take with me...; my co-workers and supervisor inspired me...; I was treated with respect as if I were a permanent Federal employee." All of our students are considered valuable assets in supporting and accomplishing the DLIS mission.



WORKFORCE DEVELOPMENT

In 2003 we continued creating an environment for shared knowledge and learning. We review both organizational and individual skills gaps and continue to seek creative solutions to close the gaps. A few key training initiatives targeted in 2003 included focusing on our knowledge and skills in data warehousing, data quality, and project management. It is to our advantage to have an organization comprised of employees knowledgeable in these key areas as we strive to increase customer satisfaction, foster internal working relationships, and to build a strong, more cohesive organization ready and able to adapt to the changing information technology environment. Our workforce development process is a strategic focus to meet the immediate as well as long term training requirements of our workforce as we sustain this high-performing organization driven by its vision and mission.

POLICIES AND PROCEDURES AUTOMATED

DLIS participated in the development of the DLA One Book. This initiative serves as the single authorized official repository of DLA policies, processes, and procedures superseding all regulations, directives and procedures. It lays the groundwork for business process improvement, leading to "best business practices." DLIS is the process owner for two chapters: The "Collaborative Configuration Management Process" and the "Cataloging Process." Additionally, we also routinely review and provide input to the other 230 relevant chapters posted on the One Book web site.





RECOGNIZING OUR EMPLOYEES

DLIS employees are high achievers and continue to receive awards and recognition for their accomplishments as individuals and team members. We have renewed our emphasis on taking time out from our busy days to celebrate these achievements.



Mr. James Moreno, an Information Technology Specialist, won the DLA Award for Achievement in EEO by a Non-Manager, which recognized a non-managerial employee who has done the most to achieve the basic goal of the DLA EEO Affirmation Action Plan of fully integrating the workforce at all levels. Mr. Moreno demonstrated exceptional support of the DLA EEO program objectives through his involvement with the Hispanic Employment Program. Under his guidance, the committee focused upon the importance of education for Hispanic youth and their pursuit of higher education.



Ms. Sherry Horton, a DLIS Supervisor was recognized as a "Woman of Achievement" at the Women of Color Magazine Conference. This award recognizes women of color who have significantly influenced the community as an engineer, researcher, scientist or technologist and whose contributions continue to advance technical career opportunities for other women of color. Ms. Horton displayed tenacity in advancing her Government career from a secretary to her current position as a Deputy Division Chief responsible for oversight of multi-million dollar IT projects.

Mr. Raul Sepulveda, while deployed as the DLIS liaison for DLA-Europe, received a Superior Civilian Service Award. Mr. Sepulveda was cited for his "exceptional DLA technical and cataloging knowledge...and his overwhelming desire to support difficult logistics problems before they became a crisis." While stationed in Wiesbaden, Germany, Mr. Sepulveda had an eye-opening experience helping identify critical supply parts for Army, Navy, and Air Force units stationed in England, Italy, and Germany.



Ms. Marlyn Smith, a receptionist in the Battle Creek Customer Contact Center, earned the Dick Alley Assistive Technology Award from NISH, an organization for disabled people. Ms. Smith, who is visually impaired, provides administrative services for DLIS in the Contact Center. The Assistive Technology Award recognizes an individual who has, through the application or development of assistive technology, contributed to the employability of people with severe disabilities. Ms. Smith utilizes assistive technology to perform her job. A special presentation was held May 1st in the Contact Center to recognize Ms. Smith's accomplishment.

The Athena Foundation is a non-profit organization dedicated to creating leadership opportunities for women. It administers the ATHENA Award Program and additional programs designed to assist women in reaching their full leadership potential. Ms. Sandra Jasper and Ms. Gail Canales were Federal Center nominees for this honor. ATHENA honorees demonstrate a proven level of excellence and growth in the business or professional arena; perseverance, initiative, and creativity in business, profession and/or community; ability to serve as a role model and advocate for women in the workplace or community and valuable service to the community.



**LOGISTICS
INFORMATION
MANAGEMENT**

Worldwide Military operations depend on DLIS- a critical source for accurate and timely information on items in the supply chain. DLIS manages not only the Federal Logistics Information System (FLIS), a system which serves as the database of record for the DOD supply chain, but many other key data systems providing information on items, suppliers, and sources.

**CENTRAL CONTRACTOR
REGISTRY (CCR) BLAZING
A TRAIL**

As required under the Federal Acquisition Regulations, CCR serves as the official repository of vendors seeking to do business with DOD and other Federal Agencies. Vendors must provide Electronic Funds Transfer information for payment. The new Federal Acquisition Code 16 requirement for all Federal contractors to be registered in CCR by October 1, 2003 prompted a 10 percent increase in the number of "active" contractors and records increased to 250,000, the most rapid period of growth since implementation in 1998. The

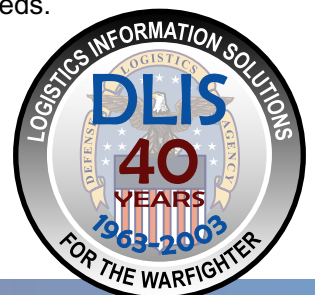
addition of banking, tax identification number, and other sensitive information.

We are proud that CCR was one of 20 selected from more than 250 nominations for the eGov 2003 Trailblazer Award. This award recognizes winners for their excellence in enabling better Government for citizens and business through their eGovernment efforts. DLIS received the award for the work done on behalf of the Small Business Administration (SBA) through combining CCR with the SBA Procurement Network (PRONET) system. The integration of CCR and PRONET sets a model for supplier systems that collect both general and



Registration Assistance Center supported over 102,000 CCR vendors this year. Additionally, CCR provides both a public and a limited access Web-based search function for information about Federal contractors. By the end of the year, the public system received over 25,000 queries per day, with normal usage peaks in the 15,000 range. Because contracting officers require a wider range of data with a higher degree of sensitivity, a Web-based product called "CCR Tools" was developed for them - providing similar data to the CCR Public Inquiry with the

mission specific information. CCR will develop the general information from authoritative sources, and the integrated system will collect and share only specific information. CCR is strengthened with validated data from PRONET. As a result, Military and Government agencies have access to better supplier information. These efforts are part of an overall DLA effort to make small businesses competitive and available to serve our Military materiel needs.





COMMERCIAL AND GOVERNMENT ENTITY (CAGE) CODES

DLIS manages the CAGE Master File containing over 1,133,000 registered U.S. and foreign government vendors, corporations, and agencies. As the file continues to increase in size, DLIS continues to improve the processing and accuracy of the recorded data. This year, the CAGE production application platform was changed, increasing the efficiency of CAGE processing and interaction with CCR. CAGE is now an integral part of the eGovernment Support Environment (ESE). The ESE is funded by the eGovernment "Integrated Acquisition Environment" initiative that provides processing and operations support capacity for related programs. The ESE will initially house CCR, the CAGE Administration and Maintenance System, and the Business Identification Number Cross-Referencing System.

AUTOMATION OF ITEM REDUCTION STUDIES (IRS)

DLIS has been an active participant in developing, testing, and utilizing the new Item Reduction Web Site Capability (IRWSC) System which enables DOD users to submit and

coordinate IRS electronically. Online access via the IRWSC System provides input, download and query capability to users, while eliminating paper and reducing coordination time. DLIS and the Air Force currently have a Memorandum of Agreement to prepare, review, and process IRS for the 56 Federal Supply Classes they are responsible for. In 2003, DLIS reviewed 59 studies initiated by the DLA Inventory Control Points and the General Services Administration involving 867 NSNs, while initiating eight more studies consisting of 5,794 NSNs. This new Web site capability assisted the coordination of a 4 percent reduction of items reviewed.

FREIGHT DATA ADDED TO FLIS

Following the Distribution Standard System (DSS) implementation and the transfer of service depots to DLA, freight data was not being submitted on DLA-managed items. DLIS is in the process of providing users the capability to electronically update freight data in FLIS. In the interim, we are manually researching the missing freight data and manually entering records into FLIS. To date, approximately 16,000 freight records were updated. This effort ensures the data integrity of FLIS and the DLA supply system.

DLIS facilitated the flow of Packaging Data in FLIS by aligning the packaging data segment with MIL-STD-2073-1D. In order to do so, approximately 6.5 million packaging data transactions were developed and processed to establish default values for new data elements and to synchronize FLIS with the DLA Standard Automated Materiel Management System and Service/Agency legacy systems. Also, in support of BSM, DLIS developed a capability to update and add DSS weight and cube data to FLIS.

ANNUAL SURCHARGE

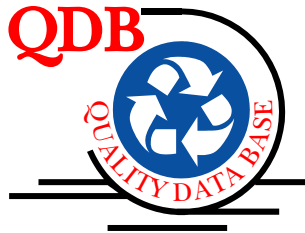
The Defense Working Capital Fund (DWCF) price stabilization or surcharge policy requires that prices on DWCF items be revised annually. DLIS completed the DWCF project in August 2003. Approximately 2.9 million items required a price change. Overall, 10.71 percent or 313,404 of the items had an increase in price and 89.27 percent or 2,612,463 of the items decreased in price. The new prices became effective in the FLIS database and were published in FLIS publications on October 1, 2003.





DATA INTEGRITY

The right data at the right time is crucial to warfighter success. DLIS strives to maintain the integrity of FLIS and other information it manages in a host of systems-arming our warfighters with combat-ready information around the clock...around the world. DLIS is working with HQ DLA and the Military Services to ensure the information from their legacy systems is properly transferred to new, more advanced systems.



REDESIGN OF THE QUALITY DATABASE (QDB)

The QDB houses NSNs and other FLIS-related data targeted for quality reviews and cleansing. We recently completed a comprehensive redesign to enhance its core functionality. The redesign creates records based on the "action" required instead of having all actions associated with an NSN be part of the same record. Thus, when multiple actions are targeted against a single NSN, each can be resolved and closed independently of the remaining discrepancies. The QDB is a secure Web-based application, with full Web-based reporting and historical functions. It has been very instrumental in the execution of the DLA data purification efforts in support of BSM initiatives. The redesign has significantly expanded the scope and value of the QDB as a data cleansing tool, and made the interaction among users more effective, straightforward, and timely.

CORE CHARACTERISTICS STUDY

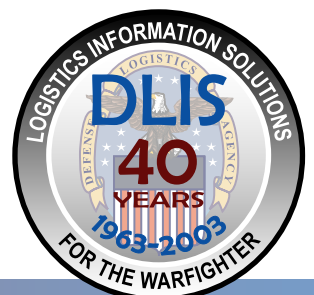
Federal Item Identification Guides (FIIGs) are used to describe the items in FLIS. The Core Characteristics Study at DLIS is determining which Master Requirements Codes in a FIIG are necessary for item differentiation. DLIS removes the MRCs that do not meet industry standards or customer requirements. This ensures a better interface between FLIS characteristic data and the commercial marketplace. As a result of this initiative, 49 new FIIGs were published this year.

IMPROVING DEMILITARIZATION (DEMIL) CODING

DLIS supports the Departments of Defense, State and Commerce, the General Accounting Office, and other Federal agencies with the goal of keeping our warfighters from facing their own technology by ensuring the proper disposal of military equipment. The DEMIL Codes assigned to every NSN are reviewed as they indicate whether an item must be destroyed, sold to a U.S. ally, put on the market for public sale or otherwise transferred or reused. After five years of successful operations, a milestone was reached this year as we completed reviews on over 2 million NSNs. Of special note this year, the results of an audit performed on over 50,000 NSNs indicated that our coding accuracy improved from 87.7 percent last year to 99.6 percent this year.

A major part of our workload is providing critical assistance to various law enforcement activities by furnishing DEMIL code findings for over 1,300 items on weapons systems such as the F-15 fighter, chemical protective equipment, and nuclear submarine components. This information was used to support export control initiatives and legal proceedings as the U.S. continues to protect the vital technology that ensures our armed forces are equipped to support national policy objectives.

During 2003, DLIS partnered with several agencies and hosted a myriad of meetings with DOD and other Government agencies to provide DEMIL coding support. We assisted



DEMIL coding support. We assisted the DOD Program Office in the development of DEMIL policy and Trade Security Controls functional processes and evaluated the revised DOD DEMIL Coding training course. Throughout the year we met with representatives from the Departments of Army, Air Force and Navy to begin collaborations and negotiations on procedures to improve DEMIL coding data quality. We discussed the feasibility of establishing Memorandums of Agreement providing DLIS the authority to effect changes to DEMIL Codes for Items of Supply managed by the Military Services. We also supported our DLA neighbor, the Defense Reutilization and Marketing Service (DRMS), on several initiatives to resolve inconsistencies in the DEMIL coding of items identified as chemical defense articles. In collaboration with DRMS, we initiated a plan of action to validate the DEMIL Codes for 71,200 NSNs recorded on the DRMS Automated Information System Master File. Other agencies supported throughout the year were: the Deputy Under Secretary of Defense Technology, Security Policy and Counter-proliferation; the

Defense Technology Security Administration; the Federal Aviation Administration; the U.S. Attorneys Office, and Canada's Department of National Defense - Control Technology Access and Transfer Office.

ACCURACY OF CONTRACTOR INFORMATION

The Government Industry Reference Data Edit and Review (GIRDER) Program continued its intensive effort to contact manufacturers to ensure the accuracy of Reference Number data in FLIS. Over 43,000 manufacturers, representing approximately 3.5 million reference numbers, responded to the reference number extracts. The GIRDER Program is an intrinsic element in maintaining accurate information for procurement and other logistics processes.

INACTIVE ITEM REVIEWS

DLIS serves as the DOD Administrator of the Defense Inactive Item Program (DIIP). Items selected for DIIP review receive consideration to ensure they

are no longer needed to support the missions of DOD, other Federal activities, or the international logistics community. During FY03, approximately 651,000 items were referred to users for review, of which approximately 49,000 items were deactivated. This was an increase of 110,000 items selected for FY02 but a 10.6 percent decrease in the number of items deactivated

CATALOGING TOOLS

DLIS develops and maintains cataloging tools that enable customers to classify (and locate) items in FLIS. Catalogers use the Federal Supply Classification (FSC) system to classify all items used by the Government. The system is comprised of Federal Supply Groups (FSGs) and Federal Supply Classes (FSCs). During FY03, DLIS created one new FSC, 1640, for Aircraft Control Cable Products required by customers to differentiate between aircraft and general use items.

The chart below shows work performed and new products developed this year.

CATALOGING TOOLS	PROPOSALS REVIEWED	ITEMS IMPLEMENTED
Approved Item Names (AINs)	395	278
Colloquial Names	3001	929
Federal Item Identification Guides	282	49

DEPARTMENT OF DEFENSE AMMUNITION CODES (DODACs)

The Services use DODACs for requisitioning and inventory purposes. The DODAC is a unique, hyphenated nine-position code, which appears on most ammunition and guided missile items. DLIS assigned 369 new DODACs in FY03.

AUTOMATED COLLABORATION

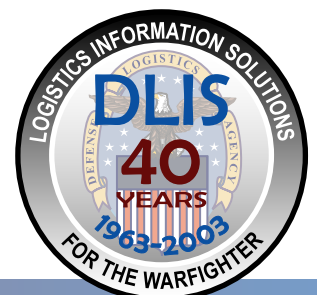
This year we automated the collaboration process with the Military Services and Agencies for proposed changes to data elements in FLIS by implementing the electronic DD Form 1685. This new E-Form, the preferable accommodation to support the process, has the capability to generate e-mail notification regarding initiation, response, and follow-up associated with the timeframes required. The Web application facilitates collaboration in a "paperless" environment while providing visibility to all impacted activities. The application accommodates file attachments and uploads from user PCs to the actual form. Users now have the capability to perform searches, edit, and delete proposed actions and responses, as well as to archive and retrieve records.



DATA QUALITY EFFORTS FOR THE ARMY LOGISTICS MODERNIZATION PROGRAM (LMP)

DLIS worked with the LMP Program Office and the Army's Major Subordinate Commands (MSCs) to ensure quality and integrity of logistics data prior to the transition of Army's Command Commodity Supply System to LMP, which is being accomplished in phases. The Communications and Electronics Command (CECOM) transferred to LMP on July 7, 2003. Prior to the CECOM transition, DLIS reviewed over 6,000 NSNs to ensure data validity. DLIS reviewed 2,000

AMCOM NSNs with a request to review an additional 30,000. For the Tank-automotive and Armaments Command, both Warren and Rock Island sites, DLIS reviewed 6,000 NSNs. For the Soldier and Biological Command DLIS has been asked to review approximately 20,000 NSNs. DLIS will ensure quality and data integrity for Army logistics data systems throughout the implementation of LMP.



CATALOGING EXCELLENCE

DLIS is dedicated to creating and preserving logistical data integrity of all the logistics information that it possesses. This first effort starts with partnering with each of the Services in the early system acquisition phase of a weapon system and ensure all potential items of supply are correctly named and in the correct Federal Stock Class. It continues through the assignment of a new National Stock Number (NSN) (for each unique Item of Supply), the initial provisioning of spare parts (for new or modified weapon systems) and the maintenance of associated descriptive data over the item's logistics life. Finally it ends with disposal/reutilization when the item is no longer required by DOD. The DLIS goal is to ensure that the 7.4 million NSNs used by DOD are assigned and maintained with the most accurate logistics information to reduce costs to the U.S. taxpayer while effectively supporting the warfighter.

CATALOGING REENGINEERING SYSTEM (CRS)

CRS integrates unique cataloging processes of the Military Services into a single, optimized system using a Commercial-off-the-shelf (COTS) software package with tailored development. Core CRS functionality was deployed in June 2003. As a result of a study conducted in 2001, the Marine Corps granted DLIS approval for the Marine Corps Legacy System (TDMS) to be subsumed by CRS. This decision facilitates cataloging for the Marine Corps and provides authorized employees the authority to perform transactions relating to freight, preservation and packaging; assignment of Marine Corps Stock Numbers; Annual Price Change processing and the Defense Inactive Item Program (DIIP). Initial TDMS deployment began last October. Complete TDMS functionality within CRS is scheduled for the end of 2004

JOINT STRIKE FIGHTER (JSF)

This is the premier weapon systems acquisition (\$300B) expected over the next decade. Over 6,000 aircraft are being acquired, in three primary versions, to meet the missions of the Air Force, Navy, Marine Corps, United Kingdom and several other international nations. The JSF will replace the current aging fleet of fighter aircraft and eventually account for about 75 percent of overall jet fighter capability. The three primary versions are: Conventional, Carrier, and Short Take Off and Vertical Landing. DLIS involvement began in 2002, shortly after the contract was awarded to a partnership of Lockheed Martin Aerospace, Northrop Grumman, and British Aerospace Enterprises. DLIS is currently working with the contractors to establish a cataloging and NSN assignment process that will meet the weapon system requirements along with Military Service and International customer requirements. Plans are to obtain online access to contractor data systems and technical data for cataloging purposes.



MINUTEMAN III UPGRADE PROGRAM

DLIS is a member of the Intercontinental Ballistic Missiles (ICBM) Parts, Materiel, and Processes Working Group (PMPWG). The group's primary purpose is to ensure DLA-managed parts are properly identified, retained, procured, and provided to the Prime Contractor in support of the Minuteman III Upgrade and life cycle extension. Many challenges have confronted this working group due to the age of the Weapon System and extension of its life cycle. This year, DLIS reviewed over 10,000 parts to properly identify Nuclear Hardness Critical (HCI) criteria, weapon systems coding, and other pertinent management data. These reviews have improved DLA's ability to provide the Air Force with qualified parts in a timely and efficient manner.

WWW CONSORTIUM (W3C)

An active member in the W3C, DLIS attended the semi-annual Advisory Committee (AC) meetings held in various countries around the world. These meetings are held to discuss current and future issues surrounding the Web and its related technologies such as HTML, XML, accessibility initiatives, architecture, and domains. Also covered are specific issues of concern to the W3C that might have a significant future impact on the World Wide Web itself. Information garnered from these meetings is of immense benefit as we develop improved methods of using both new and existing Web technologies to meet the growing information needs of today's warfighter.

JOINT TASK FORCE FOR FULL ACCOUNTING (JTF-FA) - CAMP SMITH

As part of an ongoing effort, DLIS supported the JTF-FA office headquartered at Camp Smith, HI, in identifying missing servicemen through investigation of aircraft crash sites in Southeast Asia. The task force investigating crash sites in Vietnam, Laos, and Cambodia use information provided by DLIS to verify whether recovered artifacts found are from specific models of aircraft flown during the war. During 2003, DLIS processed 24 such requests for assistance, of which 23 did verify the type of aircraft or weapon system found at the site. To date, DLIS processed over 1,146 requests positively identifying over 300 aircraft which helped confirm the identity of more than 53 American MIAs.

RAPID AND INCLUSIVE LOGISTICS SUPPORT FOR THE FLEET

The Navy Inventory Control Point (NAVICP) Mechanicsburg developed a Performance Based Logistics (PBL) contract with A.W. Chesterton Corp. to provide the fleet with the most rapid, inclusive logistics support possible. NAVICP-Mechanicsburg provisioned and cataloged approximately 10,000 items by assigning temporary Navy Item Control Numbers (NICNs) to each item. To provide visibility of these products to both the Navy and other DOD activities, DLIS assigned NSNs and cross-referenced them to the temporary NICNs. DLIS assigned 9,747 NSNs for this project.

PROVISIONING ACCOMPLISHMENTS

The provisioning process supports the Military Services by facilitating the selection, procurement, and cataloging of supply items required for sustaining weapon systems. DLIS processed 5,830,539 provisioning and pre-procurement transactions, of which 3,130,306 reference numbers were screened. Of the part numbers screened, 41 percent matched existing NSNs. This screening is the first line of defense to prevent duplicate items of supply in the Federal inventory. DLIS participated in 50 provisioning conferences this year, which resulted in a cost savings from performing item entry control prior to NSN assignment. A total of 118,511 items were reviewed during the provisioning process. DLIS offered 4,944 substitutes that were approved for use by the Services in lieu of parts offered by the contractor. There were 13,779 Federal Supply Class (FSC) and Item Name changes made and 69,357 discrepancies on the contractor provided Provisioning Parts Lists (PPLs). Utilizing a rapid provisioning process, a total of 2,132 NSNs were assigned and maintenance actions were performed to add Army as a user and DLA management data to 480 NATO NSNs. DLIS also provided provisioning support to many Marine Corps weapons system programs, including the Medium Tactical Vehicle Replacement, Expeditionary Fighting Vehicle and the 155LW Howitzer.





CATALOGING SUPPORT EARLIER IN THE WEAPON SYSTEM LIFE CYCLE

In 2003, DLIS was more actively engaged earlier in the weapon system life cycle. Recent Industrial College for the Armed Forces (ICAF) studies supported the theory that DLIS can benefit the acquisition phase as the weapon system progresses through its life cycle. DLIS recently participated on life cycle working Integrated Product Teams (IPTs). For example, DLIS has been involved with the Joint Strike Fighter (JSF) or the F35. An NSN Trade Study was conducted by Lockheed Martin to determine the best value cataloging approach for supporting the JSF, and whether NSNs would be required by F35 user groups. Baseline assumptions were that cataloging data was required, one supply system was needed to support all Military Services as well as the UK, and that legacy systems interface would be necessary. The study concluded that NSNs were a derived requirement in order to integrate with legacy data and/or processes. DLIS was determined to be the best value provider of cataloging data.

the life cycle working IPT for the Marine Corps' Advanced Amphibious Assault Vehicle (AAAV), a high-dollar contract which has been renamed the Expeditionary Fighting Vehicle (EFV), and has been involved during the Planning, Guidance, and the Provisioning conference for the MK-44 gun. DLIS has been an active participant of the IPT supporting the EFV by sharing our cataloging expertise and knowledge of weapon system support.

FURTHERING RELATIONSHIPS WITH ARMY CUSTOMERS

DLIS hosted several events to further our involvement and improve communications with Army customers. There were two visits from staff members at Soldiers, Biological and Chemical Command which helped the newly-hired Item Managers better understand our cataloging products and services. The Tank-automotive and Armaments Command (TACOM) at Warren, MI held two provisioning conferences at our site because it provided them immediate access to the necessary resources. We hosted representatives from the Joint Munitions Command at Rock Island to resolve some data routing issues and work on their legacy system data purification project. Representatives from TACOM at Rock Island and Warren met with catalogers to discuss upcoming data purification efforts, resolve some processing issues, and prepare for pending provisioning conferences. In addition, DLIS held discussions with DSCC concerning data cleanup in support of the m9 ACE Recapitalization Program which will enable the Army to update their Technical Manuals for printing.

DLIS catalogers worked with the Program Manager's Office on the 155LW Howitzer contract. Several pre-provisioning and weekly Logistics IPT teleconference meetings were held to ensure the contractor and sub-contractor are adhering to their contractual agreements. DLIS assisted by identifying cataloging discrepancies made in the provisioning and engineering technical data. With Joint Vision 2020, Future Logistics Enterprise (FLE), Performance Based Logistics (PBL), and Contractor Logistics Support (CLS) in the acquisition community, DLIS is prepared to step up to the plate to share our lessons learned earlier in the weapon system life cycle.



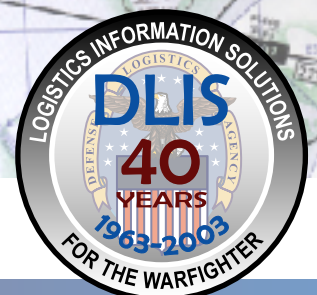
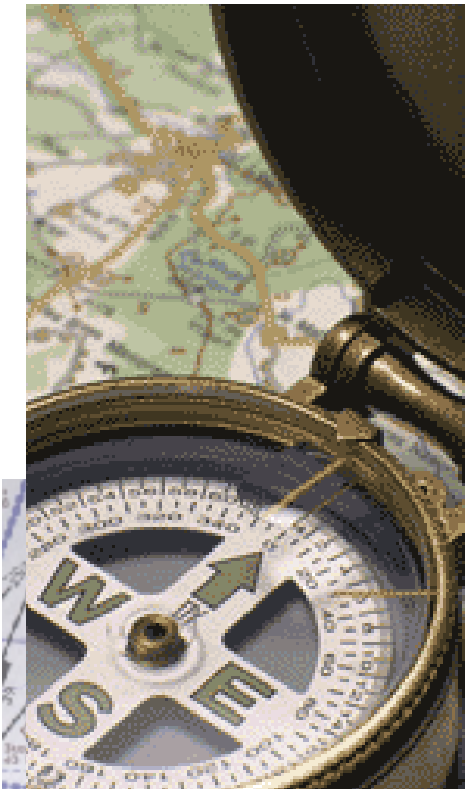
CATALOGING WORKLOAD

- Processed 143,000 requests for new items and 1,227,108 maintenance requests
- Cataloged items in support of the A10, B1, B2, C-5, C-17, C-130J, F-15, F-16, F/A-22, E-8, and C-135 Air Force aircraft
- Coordinated 70,445 cataloging requests with other organizations and allied nations
- Processed over 51,000 transactions for the Federal Aviation Administration and the National Weather Service
- Processed 2,500 transactions for the Cryptological Systems Group responsible for the management and repair of all DOD Communications Security (COMSEC) items
- Responded to 18,667 customer inquiries about existing NSNs
- Located several hundred Skin Decontaminating Kits for the Army
- Provided a list of NSNs for Cargo Nets and Slings
- Reviewed 4,500 NSNs for inclusion in the Navy Afloat Shopping Guide
- Reviewed approximately 280,000 items for the Procurement Item Description (PID)

CENTRAL DATA LIBRARY (CDL)

The CDL contains technical data essential to catalogers processing NSN assignments and maintenance requests. Information and technical data received are scanned and readily available via the Cataloging Workload Tracking (CWT) System. The CDL also houses historical compact disks (CDs), technical orders, manuals,

vendor catalogs, and NATO drawings. In 2003, the CDL digitally scanned over 134,000 historical file folders, an increase from 10,000 in 2002, containing technical data/historical information for its internal customers, thereby eliminating hard copy files. NIIN history scanning enables data to be viewed by all catalogers and allows the interchange of information when processing cataloging requests.





INTERNATIONAL SUPPORT

DLIS serves as the National Codification Bureau (NCB) for the United States. In this capacity, we are the focal point for logistics data exchange and cataloging actions between nations. We identify and catalog U.S. manufactured items for NATO and other allied governments. Our responsibilities include arranging for cataloging of NATO manufactured items, providing training and technical support in international codification, and representing the U.S. on NATO and Pacific Area Cataloging committees. For more information about DLIS's international mission go to: www.dlis.dla.mil/nato/default.asp.

THE U.S. NATIONAL CODIFICATION BUREAU (NCB)

Cataloging requests are processed from the Military Services and Supply Centers for all items manufactured overseas, which require NSN assignment by an allied nation. DLIS catalogs U.S. items for NATO nations, and for other allies who request this service under a Foreign Military Sales case. One-quarter to one-third of the new U.S.-assigned NSNs support our allies. This volume reflects the significant place in the worldwide defense market held by U.S. equipment. Over the past year, 38,053 requests for U.S. NSN assignments were processed, as well as over 3,767 U.S. requests for NATO NSN assignments. A special project for Turkey involved processing cataloging requests on over 4,000 items.



Collaboration with our counterparts in allied nations has expedited the provisioning of such foreign source equipment as the Dry Support Bridge (produced in the United Kingdom and Germany), the Improved Ribbon Bridge (Germany), the Interim Armored Vehicle (Canada), and the Interim High Mobility Engineering Excavator (Australia). Early collaboration is also taking place on such significant future systems as the Joint Strike Fighter, which also has major multinational suppliers and will

be purchased by several NATO countries. The NCB of each NATO nation is responsible for assigning Commercial and Government Entity (CAGE) Codes to their national companies. A major project was initiated this year adding 30,000 foreign suppliers that do business with the U.S. Government to the CAGE/Central Contractor Registry file.

THE NATO CODIFICATION SYSTEM (NCS) CONTINUES TO EXPAND

The NCS is the cataloging system shared by the 19 NATO member countries, as well as the 28 non-NATO sponsored member countries. Based on the U.S. Federal Catalog System (FCS), the NCS is governed by the NATO Allied Committee 135 (AC/135). DLIS represents the United States on the NATO Group of National Directors on Codification, as well as on the Pacific Area Catalog System (PACS) Forum. In 2003, the DLIS Deputy was elected for a two-year term as the Chairman of AC/135.

The NCS benefits the U.S. by increasing the market for its products and services and by promoting defense cooperation with allies around the world. It also supports FMS because it provides the common logistics language that all parties can use in this process. During 2003, Russia signed a sponsorship agreement and started participating in AC/135 and PACS Forum meetings. Applications for sponsorship by Indonesia and Finland were approved, and Ukraine and Albania are in the process of being approved. DLIS takes a leading role in encouraging the use of the system outside the NATO alliance.



NORWEGIAN NCB CHIEF PRESENTS CEREMONIAL NORWEGIAN HATCHET TO COL. CASSEL

Left to Right: Mr. Rick Maison, DLIS, Mr. Kim Jarner and Jan Hansen, Danish Air Materiel Command, Col. Joseph D. Cassel Jr., USMC, DLIS Commander, Mr. Tor Edmund Thorsen, Norwegian Defense Logistics Organization, and Chris Yoder, DLIS.

NEW NATIONS BEGAN DATA EXCHANGE WITH THE UNITED STATES

During 2003, Bulgaria, Poland, and South Africa joined the nations involved in direct data exchange with DLIS through the NATO Mailbox System (NMBS). The NMBS is used by the NATO countries and other users of the NCS to exchange data through telecommunications. Approximately 30 million cataloging data updates are sent each year from the Federal Catalog file to maintain the national cataloging records of Allied users of U.S. items.

TRAINING PROVIDED TO INTERNATIONAL STUDENTS

Working with the Theater Commands, DLIS continued its program of FMS-sponsored events with 2003 cataloging seminars held in the Czech Republic and Poland. During these events, DLIS provided a comprehensive overview of the NCS standards and how cataloging fits into the logistics system. Furthermore, DLIS trained representatives from New Zealand, NATO Maintenance and Supply Agency (NAMSA), the NCBs of the UK, Canada, Denmark, and the chief of the Norwegian NCB.

NCB COLLEGE

The premier training event of the year was the fourth annual DLIS "NCB College." Thirteen allied logisticians representing nine nations attended this eight week program. The program included training in provisioning, cataloging, retail, wholesale U.S. logistics operations, and detailed reviews of the major functions of a National Cataloging Center. In addition to DLIS personnel, support was received from various service schools, DLA,

Defense Reutilization and Marketing Service (DRMS), Michigan Air National Guard, and NAMSA as well as instructors from the Danish, Canadian, and United Kingdom NCBs. Nations represented in 2003 were: Bulgaria, Estonia, Korea, Macedonia, Malaysia, Poland, Philippines, Taiwan, and the United Kingdom. During the past four years, 47 students representing 24 allied nations have participated in this program.





WEBLINK INTERNATIONAL -- A SELF-HELP DATA RESEARCH TOOL

WEBLINK International enables international logisticians to identify an item of supply, search for available assets, track status of requisitions, submit Supply Assistance Requests (SARs), and locate other DOD logistics systems. Since its establishment in 2001, over 100 users from 24 countries have registered. New to the Web site this year are links to the Logistics Toolbox, DLA's Distribution Standard System (DSS), Web Visual Logistics Information Processing System (WEBVLIPS), and SAR submittal. The DSS Materiel Release Order tracking system provides status and shipping information of items released from DLA Depots. WEBVLIPS provides requisition, supply, and shipping status information for all requisitions processed through the Defense Automatic Addressing System (DAAS). New to the DLA Standard Automated Materiel Management System (SAMMS) queries are lists of Reports of Discrepancy, Contract Technical Data, backorders by NSN, asset visibility and status of items processed under DLA's BSM. To enable customers to better understand WEBLINK International, DLIS developed a new Computer Based Training course, providing users the flexibility to learn at their own pace. For more information on WEBLINK International, go to: www.dlis.dla.mil/link_international.asp

INTERNATIONAL STANDARDS

DLIS deepened its involvement in implementing international standards along with its NATO partners. This occurred through representation on the NATO Allied Committee 135. DLIS participated in a meeting of the International Standards Organization Parts Library (PLIB) Working Group in March. The PLIB is an international standard for publishing electronic catalogs (ISO Standard 13584). DLIS also took the lead within NATO in collaboration with the Electronic Commerce Code Management Association (ECCMA). The goal of these initiatives is to make the NATO Codification System (NCS) compatible with a worldwide commercial standard for electronic cataloging.

MULTILINGUAL ACODP-2/3

The first edition of the Multilingual Allied Codification Publication (ACodP)-2/3 was produced in April 2003. This CD product is a logistics tool many countries have long anticipated. Historically, the classification and naming standards of the NATO Codification System were only published in the two official NATO languages of English and French. Working with the national cataloging centers of eight other nations, this new product contains standards in nine languages: Czech, Dutch, English, French, German, Hungarian, Italian, Polish, and Spanish. Plans are underway to incorporate many other languages into future products. This

new CD-ROM product includes both the NATO Supply Classification Handbook (ACodP-2) and the NATO Item Name Directory (ACodP-3) and is published semi-annually, in April and October.

NATO COMMERCIAL AND GOVERNMENT ENTITY (NCAGE) CODE

DLIS implemented an expanded NCAGE cataloging maintenance electronic transaction process. Capitalizing on data elements contained in the CCR database, the revised NCAGE transaction is now updated and forwarded to NAMSA daily. This updated transaction will help enhance the NCS and assist international countries in developing an application to better identify U.S. service providers. The new U.S. vendor data added were: Dun and Bradstreet Number; e-mail; Web site address; and the North American Industrial Classification System Codes. In addition to standard production processes, the State Department requested all their vendors become registered in the CCR database by October 2003. As a result, DLIS received a listing of over 30,000 foreign vendors. Prior to registering in CCR, foreign vendors must have an NCAGE Code. Australia, New Zealand, Turkey, and Singapore vendors were assigned NCAGE Codes, and letters were mailed to each vendor requesting CCR registration.



INFORMATION TECHNOLOGY (IT)

Our goal is to develop, maintain, and implement a secure IT computing environment that supports DLA and DLIS business and customer needs. The specific focus of several DLA enterprise solutions and initiatives is to standardize the IT computing environment for both hardware and software configurations. We are ideally suited to support DLA due to our knowledge and ability in configuration management, quality assurance testing, information assurance and telecommunications. We continually train our employees in data security, testing, communications, and configuration management to ensure we have the skills needed to fulfill our mission. We keep abreast of the latest technological advances in systems and communications so that we can offer the best services possible to provide the warfighter information superiority.

MIGRATION OF NINE CRITICAL APPLICATIONS TO THE HEWLETT PACKARDS (HP) USING ORACLE

Over the course of many months, DLIS reprogrammed databases and moved the following applications from an IBM/DB2 platform to a HP/Oracle platform: Central Contractor Registration; Military Engineering Drawing Asset Locator System; U.S./Canada Joint Certification Program; Business Identification Number Cross-reference System; Interactive Government Industry Reference Data Edit and Review; Commercial and Government Entity (CAGE) Codes; CAGE Administration and Maintenance System; NATO Codification Codes and Security Control and Administration Tool. This transition was crucial for DLIS as it aligned us with the current enterprise architecture standard which will ultimately significantly reduce operational and sustainment costs.

PASS-THROUGH FOR LOGISTICS MODERNIZATION PROGRAM (LMP)

Pass-through is the application utilized for interactive, system-to-system transfer of FLIS data. DLIS applied IBM's Message Queueing Series (MQSeries) as the transport mechanism for the Pass-through transactions in support of Army's LMP. This support to Army's LMP ensured data quality and accuracy to this emerging ERP. Use of MQSeries is essential because of data interoperability requirements between Government and industry. It enables more customers to utilize Pass-through and provides increased levels and rates of the transfer of FLIS data from one system to another.

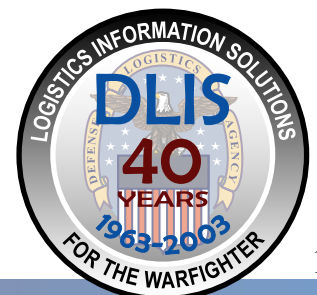
ENTERPRISE TELECOMMUNICATIONS NETWORK (ETN) AND WIDE AREA NETWORK (WAN)

In 2003, DLIS was able to exploit the inherent technology within the ETN to deliver an annual cost avoidance of more than \$400K. The Defense Information Systems Agency (DISA) technology which had linked the four DLA Virtual Contact Centers (VCCs) was costly and out of date. Leveraging the ETN to combine voice and data services put DLIS and the VCC at the forefront of technology and provides a proving ground for DISA. The transition saved taxpayers dollars and is providing a more robust, secure, and cost-effective support to the customer.



QUALITY ASSURANCE

Our Quality Assurance Testing arena implemented a variety of testing tools this year to include: TestDirector, WinRunner, Bobby and SNAG-IT. The implementation of these testing tools has led to improvements in software testing speed, continuity, data sharing, consistency and real-time reporting of defects. Test tool integration has created a centralized object repository, allowing testers to reuse previously created scripts. These tools assist in a more efficient and effective enterprise.



DATA ADMINISTRATION PREPARATIONS

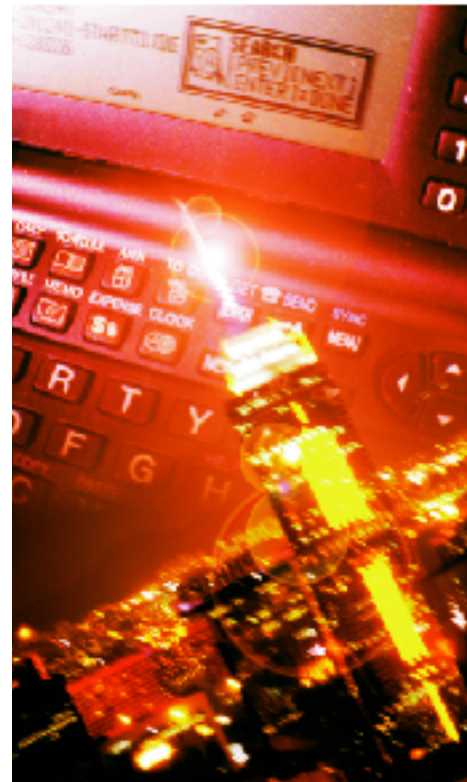
The new DOD metadata strategy focuses on visibility and accessibility rather than standardization. In line with this new direction, a concerted effort was made to create and/or update data models for all DLIS managed systems. Currently, ten data models have been created or updated, which provide an at-a-glance picture of the systems data content and relationships. This has identified data elements in some systems needing to be mapped to existing DLIS data elements or entered into the DLIS metadata repository. These preparations enable DLIS to readily respond to data calls for systems data modeling and metadata documentation involving existing systems or new initiatives.



INFORMATION ASSURANCE (IA) AWARENESS TRAINING & EDUCATION

Annual education is necessary to increase the user's awareness and knowledge of DLA systems, networks, and web sites, arming them with sufficient information to implement security policies and recommended best practices. The awareness training is mandatory for all DLIS employees and contractors with a separate additional module required for all Information Technology (IT) professionals performing IA functions. Successful training plan execution facilitates risk mitigation through improved IA workforce knowledge and skill sets, providing the warfighter with a predictable and available suite of information systems, networks and web sites. It enhances the awareness of all DLA personnel ensuring protection of systems information, resources, and capabilities, providing basic competence levels among system users, administrators, and network operations personnel. A training certification process is achieved through a combination of resident courses, on-the-job training, local contracted courses, and applicable computer-based training modules. DLIS was recognized as the first large (over 1,000 employees) DLA activity to achieve 100 percent completion of the 2003 Information Assurance End User Refresher Training.

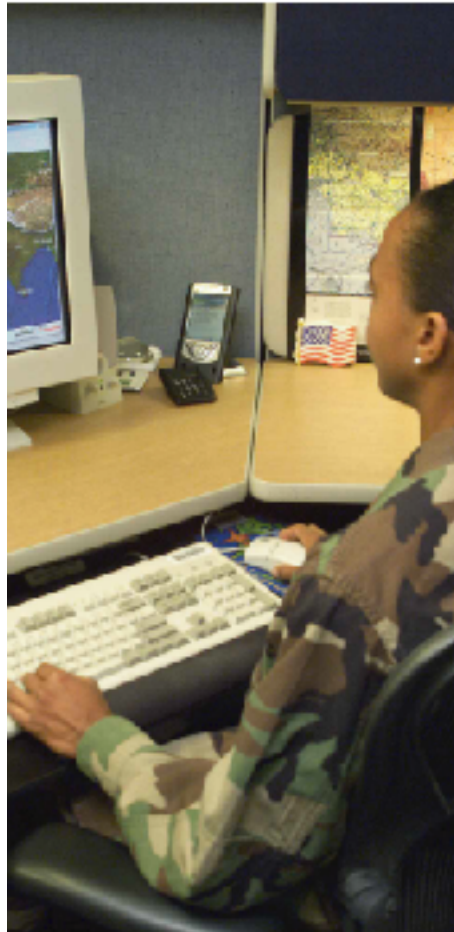
Additionally, last December a special four-hour class was conducted for all Program Managers (PMs), offering an IA overview



and a detailed program covering IA principles and specific DOD Information Technology Security Certification and Accreditation Process (DITSCAP) requirements. This special class was offered due to a marked change in the DITSCAP System Security Accreditation and Access (SSAA) package reviews. The new SSAA reviews require the PMs to provide a more detailed system configuration and system design specifics than was previously required. The SSAA packages are essential for each system application before an Interim Authority To Operate (IATO) or an Authority To Operate (ATO) is signed and approved releasing the application into production. Next year we plan to develop additional IA training classes for the database administrators, programmers, user representatives and developers.

**COMPREHENSIVE
INFORMATION
ASSURANCE
KNOWLEDGE BASE
(CIAK) REPORT CARD
TASKS**

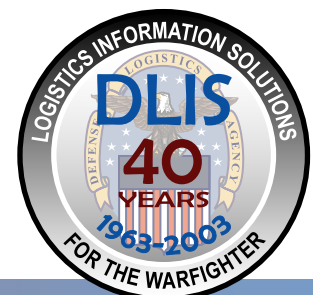
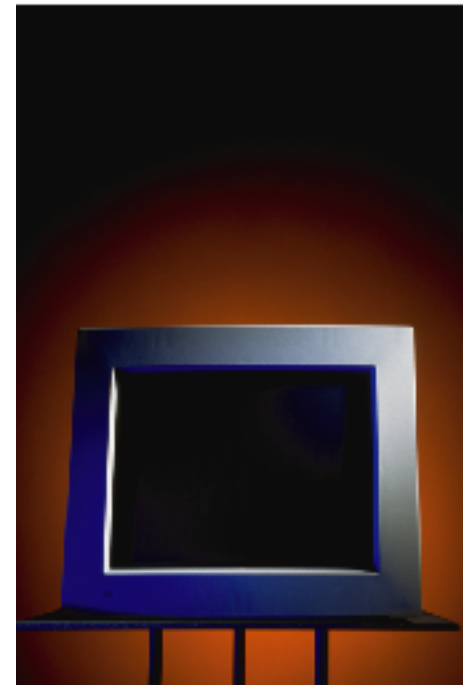
The CIAK is a secure, password-protected database used by all DLA activities to store, update and maintain the data and information related to DLA information systems, networks, and web sites. The CIAK is administered by the DLA Computer Emergency Response Team (CERT) located in Columbus, OH. The CERT uses the CIAK to keep current on DLA systems or networks configuration status and changes, and to deliver critical bulletins and advisories to Information Assurance Officers (IAOs) and Information Assurance Managers (IAMs). The IAOs and IAMs can access the CIAK and update the systems' data for their respective environments. The CERT also administers a CIAK report card which lists all the essential tasks required to ensure best security practices and equipment are installed and working at each activity. Each week the activity's report card(s) are graded according to how many of the tasks are 100 percent completed and confirmed by a CERT scan of green status. The most difficult 2003 report card tasks were those related to the network enclave and exterior boundary configurations and the System Security Certification and Accreditation (SSCA) packages. For the report card tasks from January - October 2003, DLIS reported 100 percent completion or compliance on all CIAK tasks, and requested a CERT confirmation network scan and review. The review confirmed that DLIS was the first activity to achieve all report card tasks as green, an outstanding accomplishment.



**PUBLIC KEY
INFRASTRUCTURE
(PKI)/PUBLIC KEY
ENABLING
(PKE)/COMMON ACCESS
CARD (CAC)/ AND (CAC)
READER DEVICES**

The protection of DLA information systems, web sites, and networks is integral to achieving the DOD's Defense-in-Depth objective, creating layers of Information Assurance (IA) solutions. PKI is an enabling technology for enhanced information systems security and secure electronic commerce. Public key cryptography using digital certificates offers the best available technology for secure transmission of data across public and private networks.

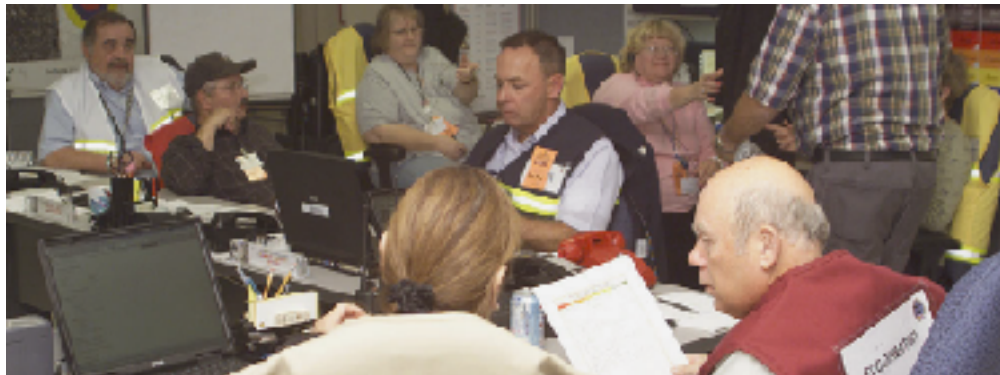
PKI provides a high degree of assurance of data confidentiality, integrity, access control, and user identification for networked applications, including e-mail, web-based information services and transactions. From January to April 2003, individual PKI capabilities were distributed to all DLIS employees and contractors via floppy diskettes and passwords. Effective July 25, 2003, all DLIS employees and contractors were issued CACs, PKI (Spyrus) middleware, and the CAC hubs and readers. By year's end, there were approximately 200 DLIS users fully CAC-equipped and successfully published in the Active Directory Global Address List (GAL). These users can now digitally sign, encrypt and decrypt sent and received e-mail.



EMERGENCY EXERCISE

Last fall, DLIS and other Federal Center tenants partnered with local emergency response agencies in a successful large scale emergency exercise entitled OCTOBER FROST. During this exercise a truck bomb explosion outside the building was simulated to determine the necessary preparations for a real disaster of this magnitude. Several hundred people spent numerous hours planning and training for a disaster they hope never happens. The drill began by evacuating 1,800 employees and continued through much of the day after workers returned to the building.

Ambulances, fire trucks and police moved about as though it were a real disaster. Local police waited on top of nearby buildings and searched the area after reports of gunmen on the loose. Medical personnel treated the injured. This exercise tested specific criteria within our emergency plans and procedures from start to finish. These full-scale drills, held every two years, are a test of communications, both inside the Federal Center and among community agencies involved.



In conjunction with this major disaster drill, all of the DLA Field Activities in Battle Creek, MI conducted a Continuity of Operations (COOP) exercise the rest of the week. A total of 48 employees/contractors from DLIS, Defense Reutilization and Marketing Service and DLA Systems Integration Office (DSIO-J) participated, as well as observers from Defense Distribution Center, Defense Supply Center Philadelphia, Defense Supply Center Richmond, DLA Information Support Office, Columbus and J-6. In a DLA first, this exercise linked the simultaneous recovery of critical Information Technology (IT) applications at the DLA Resource Center (DRC) with reconstitution of critical business functions at the Defense Supply Center Columbus Alternate Business Recovery Center (BRC).



ENHANCED EMERGENCY OPERATIONS

After two years of planning, in August 2003, the Command and Control Function and the Emergency Services functions were combined into a new Command Control Center/ Emergency Operations Center (CCC/EOC). The CCC/EOC, a state-of-the-art facility used for emergency management and business continuity operations, is in an 800 MHz radio communications loop with 111 EOCs state-wide, including the State of Michigan. Nationwide communications is provided by a High Frequency radio and contact with city and county emergency services is provided through a number of VHF and UHF radio networks. Enhanced communications capabilities are necessary to ensure the Hart-Dole-Inouye Federal Center stands ready to uphold occupant safety and able to continue to operate our business in the face of disaster.





LOGISTICS INITIATIVES

We work on managing the life cycle management of a project, from initial feasibility through implementation and post evaluation. Through the streamlining of business processes and utilization of technology, we strive for continuous improvements in quality, productivity, customer responsiveness, and cost effectiveness. Paramount is the business practice of linking information systems and creating user applications spanning a variety of hardware platforms using several data types and information sources from various worldwide locations.

BSM AND ENTERPRISE RESOURCE PLANNING (ERP)

In support of the DLA modernization effort to replace SAMMS and the Defense Information Subsistence Materiel System with a commercial software package, DLIS developed new user identifications for the Military Services/Agencies and a new Activity Code (GX), which changes the six DLA Defense Centers into the single BSM Source of Supply, SMS. The DLIS effort leads the way in ensuring DLA's evolving functionality in FLIS and the highest quality interfaces.

Since July 2002, DLIS has provided production support for the BSM Concept Demo. The support includes interfaces to many DLIS-managed systems: CCR; FLIS; DESX; EMALL; and ERLS. DLIS has initiated System Change Requests to support Release 2.0 functionality, with implementation scheduled for April 2004. BSM process teams for Release 2.0 have transitioned from Design to Build. DLIS is supporting the Planning, Tech Quality, Knowledge Transfer and Training (KT&T), Procurement, and Change Management teams.

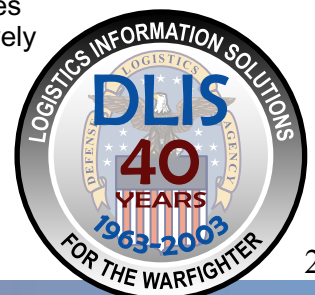
DLIS worked with DSCR on a cleansing project that entails the review and appropriate cleanup action on 362,891 non-critical NSNs. Approximately 295,000 critical items were reviewed. We are obtaining extracts of the Federal Logistics Information System (FLIS) to identify data discrepancies on 32 Data Record Numbers (DRN) or data elements. FLIS is the database of record for these DRNs for the BSM effort. We are responsible for ensuring that existing data discrepancies are corrected in FLIS and that edits work as intended to prohibit erroneous data from being added to FLIS.



DEFENSE SUPPLY EXPERT SYSTEM (DESX)

DESX is an automated computer system accessed through telephone, web, or e-mail that enables submission, tracking, and modification of supply requisitions. Initially established in 1991 to improve customer service at the DLA Supply Centers' Emergency Supply Operations Centers, DESX was adopted by the Joint Logistics Systems Center as a standard system established throughout DOD. In January 2000, DLIS assumed Program Management of DESX. In 2003, over 5 million telephone calls, web and e-mail requests were processed through DESX. By using DESX, customers are able to independently check asset availability at 15 DOD Inventory Control Points 24 hours a day, 365 days a year, or speak to a Contact Center representative.

The new DESX will be implemented in 3rd quarter 2004. With this implementation there will be a requirement for all users to register and obtain a new user ID, password, and PIN in order to access the new system. These new changes will allow us to provide the user with the type of system they need for processing their supply queries more effectively and timely.



CONTRACTOR LOGISTICS SUPPORT (CLS) PARTNERSHIPS

DLIS and the DLA Customer Account Manager for Air Force Materiel Command (AFMC) met with Government and contractor representatives from the Aeronautical Systems Center, HQ AFMC, F/A-22 Raptor program office, C-130J Hercules program office, RQ-4A Global Hawk Unmanned Aerial Vehicle program office, RQ-1A/1B and MQ-1B Predator UAV to discuss DLIS cataloging services. The meeting resulted in agreements to further develop partnerships improving DLIS access to contractor technical data. This will result in improved overall support to the warfighter for both DLA and contractor supplied spare parts under the AF Reformed Supply Support Program.

UNIQUE IDENTIFICATION (UID) PARTICIPATION

The UID serves two purposes: it provides valuable business intelligence throughout the life cycle of an item and acts as the accurate source of data for valuation of property and equipment. It means a minimum set of globally-unique and unambiguous data marked on items that is robust enough to ensure data information quality throughout life and to support multi-faceted business applications and users.

DLIS personnel were actively engaged with this fast-tracked DOD initiative. The UID policy applies to tangible items - new equipment, major modifications, and re-procurements of equipment and spares. The constructs of the UID are based on the data requirements of the financial, acquisition, and logistics communities. As members



of the Technical Infrastructure Working Group, DLIS developed a UID Repository "proof of concept" in mid-July and was subsequently recognized for our contributions during the July UID Policy Rollout Session. DLIS delivered an updated version to the group. Once completed, the UID Registry will capture and house all UIDs and related data for use in the acquisition, financial, and logistics communities throughout DOD.

The UID data elements include: Serialization within the part number - - issuing agency code, enterprise identifier, original part number and the serial number; and serialization within the enterprise identifier -- issuing agency code, enterprise identifier and unique serial number within the enterprise.

STANDARDIZING DATA IN PARTNERSHIP WITH THE ELECTRONIC COMMERCE CODE MANAGEMENT ASSOCIATION (ECCMA)

If you build it....they will come! The latest DLIS/ECCMA joint effort to develop a globally-recognized standard for identifying and describing products and services is well underway. A dictionary, known as the ECCMA Open Technical

Dictionary or eOTD, containing over 60,000 standard Item Names and 30,000 descriptive attributes, based on the Federal and NATO Cataloging System (FCS/NCS), was developed and is being adopted as a best practice. The eOTD received industry support from over 400 companies, most celebrated is the General Motors Corporation, as well as international support from 50 countries, including NATO. If the eOTD is adopted as a standard, benefits in military logistics will be received by the reduction of duplicate items, improved item descriptions, and the possibility of electronic transfer of descriptive data to and from suppliers. Recent developments included an "eOTD Searcher," which enables users to interrogate the eOTD, along with a prototype "eOTD Catalog Builder" providing suppliers the capability to build online catalogs. For more information on this e-Commerce initiative visit the ECCMA Web site: www.ecma.org.



PERFORMANCE BASED LOGISTICS (PBL)

DLIS engaged earlier and more inclusively in weapon system acquisitions. PBL, very simply defined, means that DOD establishes performance metrics for weapon systems, and in essence, pays for weapon system performance or capabilities based on performance agreements. These agreements are arranged through a Product Support Integrator, which signs up and manages various service and product providers to the weapon system. PBL does not mean that weapon systems are totally being supported by contractors. Rather, there is a range of possibilities and each weapon system Program Manager must decide the best fit for their weapon system, and so PBL generally results in some mix of Government and contractor support based on the best value in terms of cost and performance.

DLIS rose to the challenge of PBL by working with the DLA team, the Military Services and their Program Managers, and major Defense contractors in support of a number of weapon systems. In the last year, we worked with key weapon systems - the Expeditionary Fighting Vehicle for the Marine Corps, the F/A-22 RAPTOR for the Air Force, the Army's Family of Military Vehicles, and the Navy's Jet Engine Test Instrumentation system.

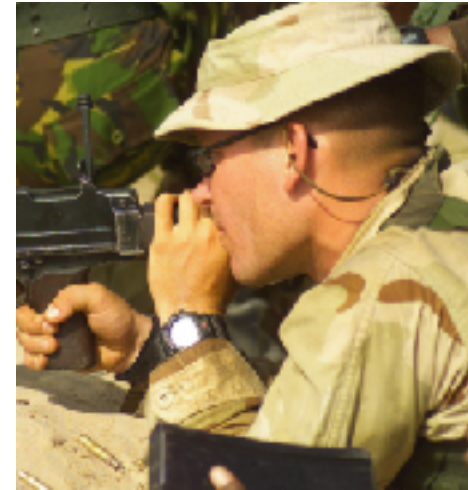
To raise DOD and contractor awareness, DLIS made presentations at the Society of Logistics Engineers (SOLE) Annual Conference, the National Defense Industrial Association, The Institute for Defense and Government Advancement, and other conferences. In addition, we worked with the Defense education community via the Defense

Acquisition University, the Industrial College of the Armed Forces and Military Service schools, raising awareness and educating program managers.

REPORTS, INTERFACES, CONVERSIONS AND EXTENSIONS (RICE)

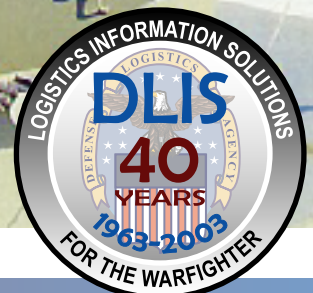
The Deputy Under Secretary of Defense (Logistics and Materiel Readiness) created the Program Implementation Group (PIG) to provide a collaborative forum to facilitate and encourage the integration of the DOD's Logistics Enterprise. The adoption of Commercial-Off-The-Shelf (COTS) enterprise solutions and best practices are key to assure enterprise integration and support the realization of the Joint Logistics Board's Future Logistics Enterprise.

The PIG membership has chartered the RICE team to eliminate unwarranted RICE objects; minimize duplication across programs, increase efficiency, and reduce risk. RICE object development is an extensive process starting with the conceptual design of the ERP functionality. Initial development requires analysis from the implementation team as well as owners of the requirements, data, and legacy systems. The RICE repository is a source to obtain information to decrease the required effort and to ultimately decrease the time and cost of development.



ENTERPRISE DATA MANAGEMENT ENVIRONMENT (EDME)

The Defense Logistics Agency (DLA) is considering a need for a consolidated enterprise reporting capability to support new Information Technology (IT) initiatives as they are developed and to take the place of decision support systems being phased out as DLA's Standard Automated Materiel Management System (SAMMS) capability is transitioned to Business Systems Modernization (BSM). DLIS, a field activity of DLA, is analyzing alternatives and benefits of implementing a scalable EDME that would access non-logistics data directly and would use existing Integrated Data Environment (IDE) and BSM logistics data access capabilities to provide a fused view of enterprise-wide data in support of DLA's reporting and analysis needs.



JOINT TOTAL ASSET VISIBILITY (JTAV)

JTAV was born as a product of the frustration of the logistics operation during the Gulf War. Approximately 40,000 MilVan containers were dropped off in the port in Bahrain, but no one had any idea on their contents. Over 26,000 containers were inventoried and materiel dispersed. The other 14,000 containers never were identified during the contingency. JTAV and many Automated Identification Technology (AIT) initiatives resulted. Following rapid prototyping, the JTAV capability was pressed into service to support the EUCOM effort in Bosnia.

Initially, program management for JTAV rested with the Army. In June 1998 JTAV was brought under the umbrella of DLA. In November 2003 program management was transferred to DLIS.

The JTAV Program is expected to be replaced by the IDE Asset Visibility (AV) Module in FY05. The future capability of JTAV will focus on supporting Combatant Commanders and Joint Task Force commanders in mobility plans and contingency mobility plans. Using JTAV asset data and customized user applications, the logistics planners can shorten the logistics planning cycle while enhancing support. JTAV will ensure the data used for managing and monitoring joint operations accurately reflects the pertinent logistics information, including real-time situations, status and readiness of all units, personnel, equipment, and supplies associated with the joint operations being planned and executed.

INTEGRATED DATA ENVIRONMENT (IDE)

The Focused Logistics Wargames (1999) identified the need for a joint logistics capability with a trusted real-time logistics information environment/capability. Since April 2000, DLIS has been associated with the DLA IDE Program. DLA has the responsibility of providing logistics "community services" to the entire DOD community. These services include: DAASC's management of the flow of transactional data; Defense Logistics Management Standards Office's management of the business rules associated with logistics information exchange; and DLIS's management of logistics reference data repositories. DLIS also manages the JTAV program. The IDE program will facilitate improved data sharing capabilities throughout DOD by upgrading the ability to deliver "community services" and by replacing the existing JTAV

capability. The program will deliver enterprise-wide logistics data to support Global Combat Support System (GCSS) requirements.

From February to August, DLIS acted as IDE Program Manager. In that time, the Request for Quote (RFQ) for the initial operational capabilities was finalized, released, proposals were received, evaluated, and source selection recommendation was made. DLIS will continue to support the IDE Program Manager in several ways: manage the JTAV program as it sunsets and transitions to IDE; develop the reference data environment (RDE) to provide reference data for the IDE; metadata management support; serve as the Government lead for the Information Management and Business Services Integrated Process Teams (IPTs), and participate in the remaining IPTs to support the requirements determination and development process.



PRODUCTS AND SERVICES

DLIS provides ongoing "full-up round" support for all of our products and services through customized training in a variety of media, 24/7 contact center and online virtual support, and on-site representatives in both Europe and the Pacific. We accomplished several "firsts" in 2003, providing many more customers access to logistics data. About 43,150 customers accessed 15 different logistics information systems. We processed 4,262 new registrations from customers requesting access to systems such as DOD EMALL, LOGRUN, MEDALS, HMIRS, WEBFLIS, and others. In addition, DLIS distributed a total of 1,767,343 CD/DVDs to 2,673 agencies which included products such as FED LOG, UDR, H-Series, NIMA Catalogs, etc. Our goal is to provide customers with quality data when needed, in the media desired, and at the best value, while maintaining secure systems.



FED LOG-- OUR MOST POPULAR PRODUCT

FED LOG is an important tool used for researching part numbers, NSNs, and all other related logistics data. It is especially critical to deployed warfighters who often have no other research capability. The value of FED LOG was apparent this past year as our warfighters were being deployed to Iraq. DLIS arranged for 500 extra CD sets of FED LOG to be express delivered to the Army and 335 extra DVDs to the Marine Corps. A number of enhancements were made to FED LOG in 2003 including: the addition of photographs of items on the Marines' Table of Authorized Materiel; a new search capability by common medical name; and historical data on items canceled since 1997. Additionally, DVD subscriptions increased by 55 percent this year.

NEW CD PRODUCT DEVELOPED

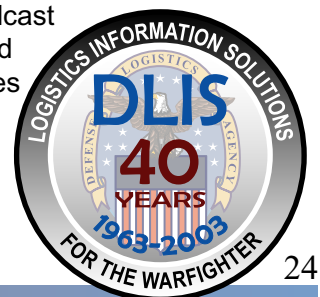
At the request of the DOD Unique Item Tracking (UIT) Committee, DLIS developed a CD-ROM that contains a consolidated data view of all items requiring serialized tracking designated by the committee. This product will be used by the Military Services for "cradle-to-grave" tracking of serialized items within the designated programs. The DLA Distribution Standard System will also use this product to load the UIT Designator into their database to assist the Military Services in identifying a UIT item. This new CD-ROM provides visibility on items in eight UIT programs including those in the DOD Small Arms Serialization Program.

TRAINING SERVICES

DLIS provides training to support our products and services for our customers. 2003 was a record year for training as we conducted 478 classes and trained 4,622 students, either at the Federal Center or the customers' site. Additionally, the number of classes provided to members of the Military Services increased by 49 percent. Our largest demand was for Logistics Exchange training with 286 classes held for nearly 3,000 students. Second was Federal Catalog System training with 96 classes held for 1,578 students. Two classes were conducted for Business Systems Modernization (BSM) training. Several specialized, tailored courses were presented to interns at the U.S. Army Tank Automotive and Armaments Command. Courses included Logistics Information Fundamentals and Operations Training, as well as system courses, such as LOGRUN, LINK, and FED LOG.



DLIS entered into a strategic partnership agreement with the Defense Acquisition University to broadcast a "live" satellite training class on Support Magic software to Wiesbaden, Germany. The Xtreme Marketing E-card, a small multimedia disc was developed to market our products and services. In a coordinated effort with DRMS and the DLA Training Center, we designed and presented a curriculum to acquaint the 79 DLA interns about the missions of DLIS and DRMS. Our training program is flexible--we held two classes via satellite broadcast and distributed 10,649 courses on CD-ROM.



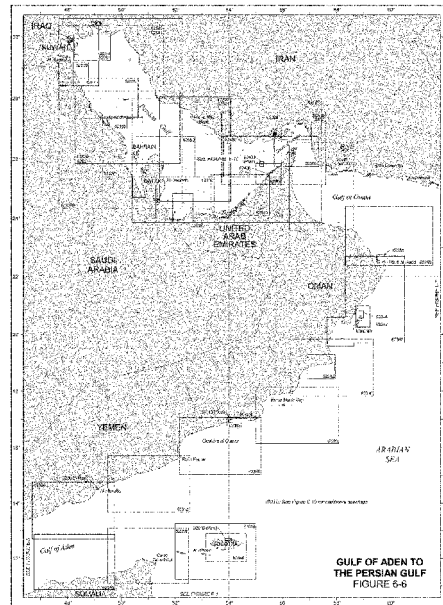
ENHANCEMENTS TO THE DLA MAP CATALOG

We continue to partner with the National Imagery and Mapping Agency (NIMA), the Defense Supply Center Richmond (DSCR), the Defense Automatic Addressing System Center (DAASC), and the Defense Distribution Mapping Activity in Richmond to provide warfighters with the right map at the right time for mission planning and execution. DLIS assigns NSNs to maps and creates the DLA Map Catalog that contains all DLA-issued map items. NIMA produces maps, charts, and digital products that are distributed by DLA. DSCR handles all item management for the geospatial items of supply (maps, charts, etc.). DAASC validates map orders submitted through its Web Requisitioning program, WEBREQ. DDMA actually houses the maps in its vast warehouse, and ships map orders.

Some highlights of the year include production of a classified DLA Map Catalog that enables warfighters to locate, identify, and order both classified and unclassified map products. We accomplished our goal of eliminating hard copy Map Catalogs with the final publication of the 8th Edition classified Hydrographic Products Catalog.



DLIS is now better poised to support the map mission with its recent connection to the Secret Internet Protocol Router Network (SIPRNet). With the SIPRNet, DLIS can better communicate and support the warfighter by providing updates to classified and limited distribution product catalogs via a secure File Transfer Protocol server. The DLA Map Catalog played a vital role in supporting Operation Iraqi Freedom, by providing an easy "point-and-click" technology to simplify the ordering of more than 33 million maps distributed throughout the year.



SHOPPING – JUST A CLICK AWAY ON THE DOD EMALL

EMALL is a DOD developed electronic mall that provides customers a single point of entry for their purchase needs. It provides off-the-shelf finished items from commercial suppliers as well as NSN items from the Depots.

Customers have the capability of cross-store comparison shopping for best value. In 2003, program management transitioned to DLIS. At the same time, EMALL was officially identified as the Web-ordering front-end for the DLA Business Systems Modernization Program. EMALL was also chosen as the standard Web-based ordering tool for the Naval Facilities single-sign-on with Navy One-Touch was implemented. The number of new catalogs increased this year by over 250% and two major system releases were fielded driven by customer requests for enhancements. A "Just in Time" Bushings Catalog for aircraft repair was added through a collaborative effort with the Naval Aviation Depot (NADEP) Jacksonville and DSCR. Additionally, the Department of the Army designated DOD EMALL as their mandatory office supply source as well as their Internet Ordering Space (Army A-Mart).

A major transformation occurred in the EMALL business model as it expanded to include service-based contracts. We partnered with the Command (NAVFAC) to create contracts enabling Navy users to order facilities services for the ashore community. Working with DSCR and Lockheed Martin, contracts were identified where beneficial to buy Government Furnished Materials through the DOD EMALL. In support of the Joint Military Forces and States for Homeland Defense, the U.S. Marine Corps utilized DOD EMALL discovering it to be a fast and easy method for purchasing. EMALL has the potential of huge savings for DOD. But, the real measure of its success has been in customer acceptance, as seen through skyrocketing sales of over \$214 million for FY03.



LOGISTICS INFORMATION NETWORK (LINK)

LINK provides a single point of entry to multiple logistics systems operated by the Military Services, DLA, and GSA. It provides supply and maintenance personnel the capability to identify items, check assets, and track status in the supply pipeline. This year was another stellar year for LINK, processing over 15 million queries. The addition of RapidLINK capabilities to the Web version enables users to obtain instantaneous responses to their queries. New versions include the Army's Logistics Integrated Data Base, DLA's Standard Automated Materiel Management System and the U.S. Transportation Command's World Wide Port System (WPS).

Several new databases were added to WEBLINK capabilities including the Defense Supply Center Philadelphia's Inventory Locator Network (DILNET) and the Navy Inventory Control Point Asset Visibility System providing users more tools in finding assets. A link to the Web Visual Logistics Information Processing System (WEBVLIPS) was added to the WEBLINK menu with no additional sign-on required. With over 5,000 customers worldwide, LINK continues to be a valuable asset to supply and maintenance personnel.



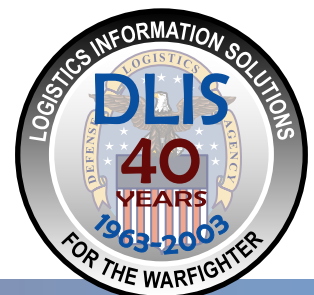
TAILORED DATA PRODUCTS (TDPs)

Customers routinely need information on supplies and suppliers in formats and combinations not available in other products. DLIS meets these customer needs by developing and distributing TDPs in multiple media including File Transfer Protocol, CD-ROM, e-mail, spreadsheets, databases, and tape. Customers frequently use TDPs to update their databases. Over 500 TDPs were prepared in support of BSM efforts and the Army and Navy Enterprise Resource Planning (ERP) Programs. Systems widely used throughout DOD, such as EMALL and the Web-based Customer Account Tracking System, update information on supply items using TDPs. DLIS delivered several TDPs in support of Operation Iraqi Freedom used for tracking critical supply items. TDPs continue to be an important tool in improving data quality. A prime example is when the Air Force Materiel Command utilized TDPs to close two of five Air Logistics Centers resulting in the change of item managers on 1.4 million NSNs and the correction of over 60,000 NSNs.

ENHANCED WEB SERVICES

DLIS continued its pursuit to remain on the leading edge of technology by implementing a web application for the Universal Data Repository (UDR) Medical Program. The UDR Web enables users to search for pharmaceutical and medical/surgical items and provides detailed logistics information, equivalent items, and images. Prime vendor pricing is also available, based on contracts between the Government and qualified vendors.

We continued to improve customer responsiveness by augmenting our Virtual Representative (vRep), "Phyllis" a Web-based technology for the delivery of logistics information using a Natural Language query. Phyllis provides customers with accurate, detailed, and consistent information in response to their questions. Additionally, a continuous review of the conversation logs provides us valuable insight about customer needs which is consolidated in the vRep knowledge base. This year "Phyllis" provided information on over 6,000 different topics by responding to over 65,000 questions with an overall success rate of 93 percent. This technology tool also siphons off and responds more efficiently to customer queries that might have been directed to the Customer Contact Center, thereby saving resources.





REACHING OUR CUSTOMERS

Our goal is to provide responsive, best-value products and services consistently to our customer. This is accomplished by structuring internal processes to deliver customer outcomes effectively and efficiently.

**The VCC
HANDLES
OVER 50K
CALLS PER
MONTH**

BATTLE CREEK CUSTOMER CONTACT CENTER (BCCCC) GOES VIRTUAL

January 2003 all four DLA Contact Centers went online and operational using voice over ATM and increased bandwidth from 512KB to 1.344MB. The Virtual Contact Center (VCC) handles over 50,000 calls per month while providing 24-hour, 7 days a week support for DRMS, AFMC, DLIS, and DSIO. On June 20, 2003 the BCCCC began taking supply and transportation calls in support of the Defense Distribution Center, the Defense Supply Center Philadelphia, and the Defense Supply Center Richmond. As a result, the BCCCC became the first DLA Customer Contact Center to be truly virtual, answering customer queries covering the total spectrum of DLA business processes. Call transfers were accomplished utilizing the technology employed in the DLA VCC, making the call routing completely invisible to the warfighter. Under the VCC, DLA customers worldwide have only to call 1-877-DLA CALL to reach any DLA activity, 24 hours a day, 7 days a week.

SUPPORT TO SPACE SHUTTLE COLUMBIA RECOVERY OPERATIONS

As NASA crews began searching for debris from shuttle Columbia, they

requested assistance from DLIS in obtaining Battle Dress Uniforms (BDUs) to outfit search crews. Recognizing the importance of the operation, the Contact Center immediately searched the DRMS Web site, located BDUs at the DRMO at Keesler Air Force Base, MS, and contacted DRMS personnel to assist. The DOD EMALL helpdesk was also contacted for guidance in obtaining new items. NASA personnel elected to obtain used BDUs, so experts at DRMS arranged for next-day pick up from the DRMO at Keesler, ensuring search teams were properly equipped for the demanding task ahead.



CUSTOMER SURVEYS

Customer surveys continue to be a prime tool to measure customer satisfaction with DLIS products and services. In partnership with Western Michigan University, we completed a comprehensive survey of usage patterns and customer satisfaction with the DOD EMALL. This survey determined that 68.5 percent of the 784 active EMALL users that completed the survey were either very satisfied or satisfied. Results from this survey are thoroughly analyzed for improvement opportunities. Two other surveys were completed this year. One collected information to plan purchase cycles for PC equipment over the next three to five years. The second survey obtained information to improve internal DLIS communications. Research consultation was provided to assist in the design and operation of the overall DLA customer satisfaction measurement program.

WARFIGHTER SUPPORT

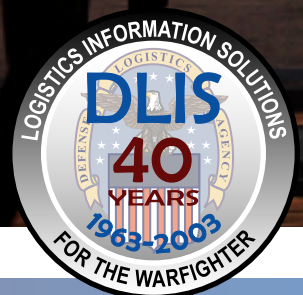
As elements of the United States-led coalition began military action against Iraq, the BCCCC noted a dramatic increase in calls from the warfighter. In support of Operations Enduring and Iraqi Freedom, DLIS provided various types of assistance to the Military Services in 2003, some typical examples are cited below. Customer requirements dictated the need for emergency NSN assignments, replacement/substitution location, and researching service-specific challenges for a solution. As the conflict continues, the BCCCC stands ready to meet the needs of the warfighter by providing real world logistics solutions 24 hours a day, 7 days a week.

TYPICAL EXAMPLES OF SUPPORT PROVIDED FOR OPERATIONS ENDURING AND IRAQI FREEDOM

NSN Assignments or identified substitutable items for:

- the M40A3 barrel wrench for the Marines
- an upgrade of helmet headsets for the Advanced Combat Vehicle Crewman
- a 40mm Cartridge for the M203 Grenade Launcher
- Seals for the Chinook Helicopter
- a starter motor, wheel and tire assemblies for Army vehicles
- a generator test stand for the F-15 and F-16 aircraft
- new polyester and wool tropical cloth
- 16 new NSNs for the Joint Service Lightweight Integrated Suit

- Technology Coat and Trouser with chemical protective coating
- 56 NSNs for Air Force aircraft including a battery and spacer sleeve
- a wiring harness for an Army helicopter
- a battery box and cover used on a Howitzer
- a water pump assembly used on a float dock
- a cartridge used on a grenade launcher
- Semi-trailers and tactical vehicles for the Army
- Clamps for a C-130 and a bolt used on the B-52
- a brake spring used on a trailer and refrigerator to transport blood
- a reducing tee and a cable assembly used on an Air Force aircraft
- a decontaminating apparatus
- range finder-target designators for the OH-58 D Army Helicopter





QUALITY OF LIFE (QOL)

An ongoing DLIS objective continues to be providing opportunities that support the well being of the Hart-Dole-Inouye Federal Center workforce and their families by creating a supportive work environment through QOL programs.

FAMILY SUPPORT INITIATIVES

In 2003, the Relocation Assistance Program (RAP) Manager helped 60 employees to relocate to Battle Creek and new jobs in the Hart-Dole-Inouye Federal Center. This program is designed to raise awareness about relocation through education, counseling, stress management workshops, relocation planning information, and referrals to community organizations that can best fit their needs. The process of relocating and dealing with change is always the number one priority for the Relocation Assistance Manager. Support continued to grow and deployment programs expanded with outreach provided to the active duty military and their families from the surrounding community military bases. Deployment packets were available containing monthly financial worksheets and a separation and readiness checklist. Deployment and/or reunion briefings were provided to over 1,500 active duty military in the area.

A wide array of prevention education was provided to the Federal Center community by the Family Advocacy Program. In collaboration with agencies within the tri-county area, awareness was raised on the severity of Domestic and Workplace Violence in the community utilizing the theme of "Know Excuses." Other programs

addressing the total needs of families ranged from "Redirecting Children," "Bullying," "Community Care Options for the Elderly," "Learning Disabilities and the Law," "Emotional Intelligence," "The Michigan Education and Savings Program" to the "Identification and Reporting of Child Abuse." The ongoing successful initiative entitled "The Kinship Care Network" for those employees raising another family member's child was held in partnership with the Calhoun County Intermediate School District and Family Court. The success of all of these programs in 2003 was evident by the participation of over 2,500 Federal Center employees in 77 classes.

ON-SITE CHILD CARE CENTER

A major emphasis of the Quality of Life Program is providing Federal Center employees and their families assistance in meeting their childcare needs. The Stars and Stripes Learning Station, located on the Federal Center grounds, provides day care programs for children from six weeks to 12 years. 2003 was another successful year with all programs full. Fifteen children graduated from the Kindergarten class and 60 Federal Government families participated in the Tuition Assistance Program enjoying quality child care at an affordable and competitive price.



INFORMATION, TICKETING, AND REGISTRATION (ITR)

Established in 1994, the ITR Office offers low-cost specialty gifts with the Federal Center logo, balloon bouquets, shirts, personalized business cards, and special gifts for holiday promotions. Also offered is promotional information on Federal Center sponsored events and tickets to resorts and attractions within the area, the United States, and Canada, with special emphasis on Florida, Disney, and Busch Gardens. Additionally, the ITR office earned over \$2,600 from Book Fairs, Art Fairs, Purse Peddler and Flower Sales in 2003 to sponsor the various Morale, Welfare and Recreation Programs for Federal Center tenants such as annual family picnics and ice-cream socials.



HEALTH, FITNESS, AND RECREATIONAL ACTIVITIES

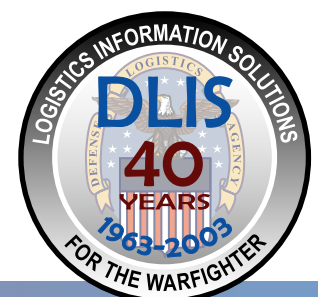
The goal of the Fitness Program is to be viewed by the Federal Center workforce as a valued investment in their daily lives by providing health promotion services designed to enhance their quality of life. Significant increases in employee participation were the best indicator of a successful Fitness Program this year. Total program enrollment increased to 1,400 members this year, an increase of 100 over the



previous year, with daily program usage averaging 330 participants. Efforts to increase employee participation included various sponsored fitness classes, programs, and events. Back by popular demand this year were aerobics, Pilates, and yoga classes. Services offered by the Fitness Program included towel rental, spousal membership, massage therapy, and intramural activities for softball, volleyball, and basketball. Approximately 450 employees took part in the annual Federal Employee Fitness Day; another 85 employees participated in the second annual Combined Federal Campaign 1 mile/5k Walk/Run, and 135 helped the Federal Center win first place in the annual city-wide Cereal City Corporate Cup. New this summer was a leisure activity called "Walk Michigan!"-- A non-competitive walking program that enabled employees and their families to improve their health and fitness while enjoying the great outdoors. This kick-off year had over 60 walkers participating in four different walks offered: a Lunch Brunch Walk; a Doggy Walk; a Family Fun & Fitness Walk; and a Concert Walk.

The Recreation Program strives to provide a variety of quality leisure opportunities and activities for employees and their families which aim to improve employee morale, productivity, recruitment and retention, and reduce absenteeism. Summer provided the opportunity for over 1,000 employees, retirees, and family members to enjoy the DLIS Annual Picnic with games, prizes, fun and food for everyone! A Holiday Craft show exhibiting the crafts and talents of 25 employees enabled over 500 Federal Center employees to get a head start on their holiday shopping. We also sponsored a bus trip to Chicago for some power shopping. To get employees in the holiday spirit and help decorate our building, 150 employees participated in the door decorating contest held this year also for the second time. The highlight of the holidays continues to be the Annual Children's Christmas Party co-sponsored by the AFGE Local 1626, entertaining over 250 children and their families.

Other year round ongoing programs sponsored were: Weight Watchers 'At Work', discounted tickets to Miller Auditorium Broadway Plays and Shows and free leisure skills lessons in golf, horseback riding, canoeing/ kayaking, cross-country skiing, snowshoeing, ice skating, indoor climbing and much more. This year our programs experienced an overall growth of 10 percent, a good indication that we continue to meet the needs of our employees.





CELEBRATING DIVERSITY

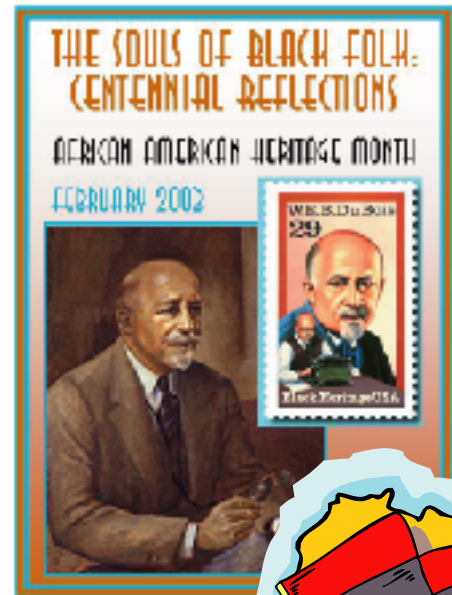
Throughout the year, we celebrated our workforce by sharing our diverse cultures in an educational, fun-filled, inspirational manner through a variety of programs and events. We recognize that each culturally diverse background brings with it a unique perspective and that we must foster an appreciation of how this diversity enriches our workplace.



JANUARY

DR. MARTIN LUTHER KING, JR. OBSERVANCE

Mayor Marcia W. Glenn, City of Lithonia, GA, spoke to a capacity audience on January 17, 2003, about the life and legacy of Dr. Martin L. King, Jr. The Maranatha Praise Team of the Maranatha Original Church of God provided inspirational musical selections. The Honorable Brian Kirkham, Mayor of Battle Creek, presented a proclamation to the Hart-Dole-Inouye Federal Center designating the National Holiday as Dr. Martin Luther King, Jr. Day.



FEBRUARY

AFRICAN-AMERICAN HERITAGE MONTH

On February 6, 2003 a program was held at the Federal Center to increase awareness of African-American history. Mrs. Mamie Cotton Davis presented her collection of unique African quilts. She emphasized how quilts, along with the spoken word, not only passed down the history of slave families but also served as an important source of visual messages for slaves escaping along the Underground Railroad. The month's observance concluded on February 28, 2003 at the African-American Community Luncheon featuring Mrs. Ramona Truss as the keynote speaker. Mrs. Truss, a renowned speaker, motivates and inspires change through promoting the development of the total mind, spirit, soul, and body. She is a pastor, evangelist, leadership trainer, consultant, conference coordinator, and businesswoman.



MAY

ASIAN/PACIFIC AMERICAN HERITAGE MONTH

The kick-off event for Asian/Pacific American Heritage month, May 1, 2003, featured Ms. Rebecca Porter demonstrating Hatha Yoga. Employees enjoyed the opportunity to sample Desserts of Asia from China, India, Japan, Philippines, and Korea. The celebrations culminated on May 22nd with a program focusing on India featuring keynote speaker, Ms. Pearl D'Mello, who provided reflections on the theme - "Salute to Liberty." To conclude the program, the Hindu Temple Dance Troupe performed four dances from India.

MARCH

NATIONAL WOMEN'S HISTORY MONTH

In recognition of National Women's History Month, the Federal Women's Program sponsored a seminar on March 6, 2003. Through a costume layering presentation, keynote speaker, Sandra Hansen, founder of Women's History Alive!, brought to life these famous women: Sojourner Truth, Amelia Bloomer, Elizabeth Cady Stanton, and Mrs. Sydney Savory Buckman.

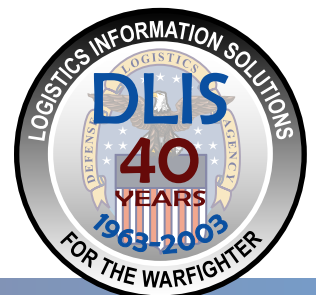
MOREHOUSE COLLEGE GLEE CLUB CONCERT CHOIR

In partnership with the Battle Creek Community, the internationally famous Morehouse College Glee Club Concert Choir from Atlanta, GA. presented a concert at the Federal Center on March 12, 2003. Under the direction of Dr. David Morrow, 92 young male voices inspired the audience with their musical excellence. The event was an outstanding success performing to a "standing room only" audience.

JUNE

MULTICULTURAL DIVERSITY DAY

In collaboration with the Veterans Administration Medical Center, we celebrated Multicultural Diversity Day with a festival on June 12, 2003. The festival provided all attendees the opportunity to partake in ethnic dancing, dining, and food sampling. Over 500 Federal employees attended the VA Medical Center event to learn about different cultures by viewing the displays highlighting people with disabilities, famous women, veterans, and diversity.





HEP

HISPANIC EMPLOYMENT PROGRAM

SEPTEMBER

NATIONAL HISPANIC HERITAGE MONTH

The Federal Center HEP kicked off the month's celebration on September 15, 2003, inviting employees to attend "A Taste of Puerto Rico" during their lunch hour. Employees had the opportunity to sample various Puerto Rican culinary delights including: Puerto Rican coffee, non-alcoholic Piña Coladas, thick Chicken Soup, Arroz con Gandules, Flan, Tembleque, Brazo Gitano, Guayaba and Pilonos de Fresa y Ajonjoli. The room was transformed into Puerto Rico with murals, little roadside stands of food and beverage, and a video. This year's Hispanic Heritage Month celebration culminated on September 26, 2003, with keynote speaker, Encarnita Figueroa Santiago, a Puerto Rican actress, mime, writer, and educator. Personal Growth Awards were presented to 10 local area elementary, middle, and high

school students for overcoming any type of obstacle, event, or experience that has helped them grow, not only scholastically, but also as a person. In addition, the HEP sponsored scholarships for three high school seniors.

OCTOBER

SIGN LANGUAGE CLASSES OFFERED

During the months of October and November, two beginner sign language classes and one intermediate level class were offered to Federal Center employees. Students in both classes conversed with the hearing impaired with reasonable fluency using finger spelling, hand shapes,

facial expressions, and simple sentences. Basic informational aspects of Deaf culture were introduced before all classes. Consistent attendance for the beginner classes totaled 23 students and 11 students for the intermediate class.

NOVEMBER

NATIVE AMERICAN HERITAGE MONTH

In honor of Native American Heritage Month, two workshops were held. On November 12, 2003, keynote speaker, John Warren, Cultural Coordinator/Presenter for the Pokagon Band, presented "Through Native Eyes." The Pine Creek Singers represented tribes of Michigan presented the "Drum" to over 400 community and Federal Center attendees. A Lunch and Learn session, "Ghost Supper - Traditional Teaching," was held on November 26, 2003. Attendees were enlightened on traditional teachings passed on from elders highlighting how Native Americans pay respect to their deceased ancestors. A feast of traditional foods was shared by participants along with preparation and recipe techniques.





COMMUNITY OUTREACH

DLIS recognizes its important role in the Battle Creek community. Employees are involved in numerous volunteer efforts and charitable activities big and small.



HELPING OTHERS THROUGH THE COMBINED FEDERAL CAMPAIGN (CFC)

The 2003 CFC concluded with contributions from DLIS employees of more than \$120,000, exceeding our goal by eight percent. In addition, Federal Center employees participated in numerous special fundraising activities raising an additional \$6,500, which was donated to the local United Way of Greater Battle Creek.

A TIME FOR SHARING AND CARING

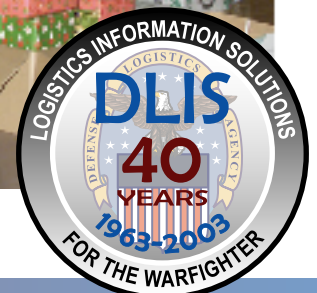
To make the Holiday season a little brighter, DLIS employees provided baskets of food and gifts to 97 needy local families (146 adults and 170 children) in support of the Battle Creek Salvation Army Adopt-a-Family Program.

BLOOD DONATIONS

During five blood drives this past year, DLIS employees continued the tradition of providing excellent participation and support to the American Red Cross by donating over 433 pints of blood.

EMPLOYEES SERVE AS MENTORS

Each year, the Adopt-a-School Program provides DLIS employees an opportunity to tutor students from local area schools. This DOD sanctioned program benefits both the Government and the community. Employees serve as role models, motivating students and enhancing their reading and math skills, while being a "good neighbor." During the 2002-2003 school year, 118 DLIS employees participated in the program helping community youth.



REMEMBERING OUR POW/MIAs

The Battle Creek community joined Federal Center employees for the annual Prisoner of War/Missing in Action (POW/MIA) Recognition Day program Friday, September 19. Two former POWs from World War II participated in the ceremony and received standing ovations following moving speeches about their experiences. Both Jack Curtis and Larry Jenkins suffered injuries during the war and spent two years recovering at the Percy Jones Hospital, now the Hart-Dole-Inouye Federal Center. Many audience members participated in the traditional candle lighting ceremony, each lighting a candle as a name of a Michigan serviceman still missing in action from the Vietnam War was read.

HONORING VETERANS

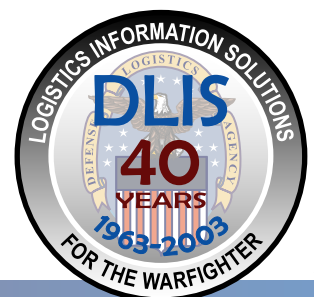
A standing-room-only audience filled the Palm Garden Room at the Hart-Dole-Inouye Federal Center November 7th for the annual Veterans Day Program. The ceremony was one of the first in the area to honor veterans in advance of the traditional November 11th Veterans Day national holiday. Highlights of the program included remarks from former Korean Prisoner of War (POW) Douglas Hall and two short videos produced through the Veterans History Project, featuring local veterans Jack Curtis and Norman Knight. A Federal Center "Veterans Honor Roll" video concluded the ceremony. The well-received video featured the names and photographs of more than 150 employees who served, or currently serve, in the armed forces.

ENVIRONMENTAL STEWARDSHIP

DLIS continued to be a leader in protecting the environment through an active recycling/reuse and hazardous waste minimization program, which eliminated the generation of hazardous waste at the Federal Center and reduced solid waste generation by 40 percent. In addition, DLIS is an active partner in the DOD/Michigan Pollution Prevention Alliance, with a goal to reduce pollution at DOD/Federal facilities. DLIS partnered with the County in the collection and recycling of personal cell phones that were used by local charitable organizations and also serves on the Calhoun County Solid Waste Management Board.



AAAV	- Advanced Amphibious Assault Vehicle	DODACs	- Department of Defense Ammunition Codes
AC	- Advisory Committee	DOE	- Department of Energy
AC/135	- NATO Allied Committee 135	DRC	- DLA Resource Center
ACD	- Automatic Call Distributor	DRMS	- Defense Reutilization and Marketing Service
ACodP	- Allied Codification Publication	DRN	- Data Record Numbers
ACVCH	- Advanced Combat Vehicle Crewman Helmet	DSCC	- Defense Supply Center Columbus
AINs	- Approved Item Names	DSCP	- Defense Supply Center Philadelphia
AIT	- Automated Identification Technology	DSCR	- Defense Supply Center Richmond
ALCs	- Air Logistics Centers	DSIO-J	- DLA Systems Integration Office
AMCOM	- Air and Missile Command	DSS	- Distribution Standard System
BCCCC	- Battle Creek Customer Contact Center	DTSA	- Defense Technology Security Administration
BDU	- Battle Dress Uniform	DUSD	- Deputy Under Secretary of Defense
BINCS	- Business Identification Number Cross- reference System	DWCF	- Defense Working Capital Fund
BRC	- Business Recovery Center	ECCMA	- Electronic Commerce Code Management Association
BSM	- Business Systems Modernization	EFT	- Electronic Funds Transfer
CAGE	- Commercial and Government Entity	EFV	- Expeditionary Fighting Vehicle
CAMS	- CAGE Administration and Maintenance System	ENACs	- Environmental Attribute Codes
CBT	- Computer Based Training	EPA	- Environmental Protection Agency
CCC/EOC	- Command Control Center/ Emergency Operations Center	EPP	- Environmentally Preferable Products
CCR	- Central Contractor Registration	ERLS	- Environmental Reporting Logistics System
CCSS	- Command Commodity Supply System	ERP	- Enterprise Resource Planning
CDL	- Central Data Library	ESE	- eGovernment Support Environment
CECOM	- Communications and Electronics Command	FAA	- Federal Aviation Administration
CFC	- Combined Federal Campaign	FAC	- Federal Acquisition Code
CIIC	- Controlled Inventory Item Code	FAR	- Federal Acquisition Regulations
CLS	- Contractor Logistics Support	FCS	- Federal Catalog System
CM	- Configuration Management	FED LOG	- Federal Logistics Data
COMSEC	- Communications Security	FIIGs	- Federal Item Identification Guides
COOP	- Continuity of Operations	FLE	- Future Logistics Enterprise
COTS	- Commercial-Off-The-Shelf	FLIS	- Federal Logistics Information System
CPSG	- Cryptological Systems Group	FMS	- Foreign Military Sales
CRM	- Customer Relationship Management	FSC	- Federal Supply Classification
CRS	- Cataloging Reengineering System	FSGs	- Federal Supply Groups
CWT	- Cataloging Workload Tracking	FTP	- File Transfer Protocol
DAAS	- Defense Automatic Addressing System	GCSS	- Global Combat Support System
DAASC	- Defense Automated Address System Center	GIRDER	- Government Industry Reference Data Edit and Review
DAISY	- DRMS Automated Information System	GPR	- Green Procurement Report
DAU	- Defense Acquisition University	HCI	- Nuclear Hardness Critical
DTC	- Distribution and Transportation Center	HEP	- Hispanic Employment Program
DDMA	- Defense Distribution Mapping Activity	HMIRS	- Hazardous Materials Information Resource System
DEMIL	- Demilitarization	IA	- Information Assurance
DESX	- Defense Supply Expert System	IAE	- Integrated Acquisition Environment
DIIP	- Defense Inactive Item Program	ICAF	- Industrial College for the Armed Forces
DILNET	- Defense Inventory Locator Network	ICPs	- Inventory Control Points
DISMS	- Defense Information Subsistence Material System		
DLA	- Defense Logistics Agency		
DLSC	- Defense Logistics Service Center		
DODAAC	- Department of Defense Activity Address Codes		



IDE	- Integrated Data Environment	QOL	- Quality of Life
IDGA	- Institute for Defense and Government Advancement	RAP	- Relocation Assistance Program
I-GIRDER	- Interactive Government Industry Reference Data Edit and Review	RDE	- Reference Data Environment
IPTs	- Integrated Product/Process Teams	RfQ	- Request for Quote
IRS	- Item Reduction Studies	SAR	- Supply Assistance Requests
IRWSC	- Item Reductions Web-site Capability	SCR	- System Change Request
ISP	- Internet Service Provider	SAMMS	- Standard Automated Material Management System
IT	- Information Technology	SBA	- Small Business Administration
ITR	- Information, Ticketing and Registration	SBCCOM	- Soldiers, Biological and Chemical Command
JSF	- Joint Strike Fighter	SCAT	- Security Control and Administration Tool
JSLIST	- Joint Service Lightweight Integrated Suit Technology	SIPRNet	- Secret Internet Protocol Router Network
JTAV	- Joint Total Asset Visibility	SSAA	- System Security and Accreditation
JTF-FA	- Joint Task Force for Full Accounting	S.T.R.I.V.E.	- Support Training Results in Valuable Employee's
LIDB	- Logistics Integrated Data Base	TACOM	- Tank-automotive and Armaments Command
LINK	- Logistics Information Network	TAM	- Table of Authorized Material
LMP	- Logistics Modernization Program	TCN	- Transportation Control Number
MEDALS	- Military Engineering Drawing Asset Locator System	TDMS	- Technical Data Management System
MQSeries	- Message Queueing Series	TDPs	- Tailored Data Products
MRCs	- Master Requirements Codes	UDR	- Universal Data Repository
MSCs	- Major Subordinate Commands	UID	- Unique Identification
MSDS	- Material Safety Data Sheets	UIT	- Unique Item Tracking
NAICS	- North American Industrial Classification System	VCC	- Virtual Contact Center
NAMSA	- NATO Maintenance and Supply Agency	VPN	- Virtual Private Network
NATO	- North Atlantic Treaty Organization	vRep	- Virtual Representative
NAVICP	- Navy Inventory Control Point	W3C	- World Wide Web Consortium
NCB	- National Codification Bureau	WebCATS	- Web-based Customer Account Tracking System
NCC	- NATO Codification Code	WEBREQ	- Web Requisitioning program
NCS	- NATO Codification System	WEBVLIPS	- Web Visual Logistics Information Processing System
NDIA	- National Defense Industrial Association	WPS	- World Wide Port System
NeMO	- Network Management and Operations	WSSM	- Weapon System Support Managers
NICNs	- Navy Item Control Numbers		
NIMA	- National Imagery and Mapping Agency		
NMBS	- NATO Mailbox System		
NSN	- National Stock Number		
NWS	- National Weather Service		
PACS	- Pacific Area Catalog System		
PBL	- Performance Based Logistics		
PID	- Procurement Item Description		
PLIB	- Parts Library		
PMPWG	- Parts, Materials, and Processes Working Group		
POL	- Petroleum, Oils, and Lubricant		
POW/MIA	- Prisoner of War/Missing in Action		
PPLs	- Provisioning Parts lists		
PRONET	- Procurement Network		
QDB	- Quality Database		



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