

INFORMATION PAPER

SUBJECT: Army Learning Management System (ALMS) scheduled downtime for system upgrade 10-15 Mar 11

1. **Purpose.** To provide status of ALMS 3.0 upgrade

2. **Facts.**

a. The ALMS is the Army's approved system for training management and delivery of dL training, serving Soldiers and DA Civilians. In coordination with the combat developer, TRADOC Capability Manager for The Army's Distributed Learning Program (TCM-TADLP), the ALMS was developed, fielded, and is sustained by the material developer, Project Director for the Distributed Learning System (PD DLS).

b. PD DLS has been engaged since the 4th Quarter, FY10 in a planned upgrade the ALMS, which has been online since July 2007. The upgrade was planned in advance, to include adequate time for system development, and appropriate testing by the user community.

c. During the period from 4Q FY10 to the downtime event, PD DLS operated the ALMS from the remote Continuity of Operations (COOP) site, while upgrading equipment and software at Ft. Eustis, VA where the ALMS 3.0 Production Environment is located. To provide a backup option, the COOP instance of ALMS 2.0 will be kept available in standby in order for the ALMS to revert back to that capability in the event ALMS 3.0 capabilities malfunction. ALMS 3.0 system development, contractor testing and Government Acceptance Testing (GAT) were completed according to schedule. A stakeholder-wide Readiness Review was conducted on 9 March to review GAT results, and all parties agreed to proceed with the upgrade.

d. The upgrade activities culminated with the termination of training operations for ALMS 2.0, at 1700, 10 March 2011. As scheduled, the ALMS 3.0, went online at 07:50, 15 Mar 11. During the scheduled downtime, PD DLS updated the ALMS's database, changed Domain Name Server registration names, and relocated the system from its COOP site to Fort Eustis.

e. Key stakeholders were kept informed of the decision to upgrade, the dates, the impact and the status during the upgrade development and testing. The training community at large was notified of the pending upgrade by announcements posted 1 March 11 on the ALMS homepage, AKO Self-Service My Education page, AKO Self Service My Training page, and the Army Training Help Desk home page. Notification included the requirement to complete any on-going training lesson to prevent data loss. It is possible that some users did not see that message and will need to repeat any uncompleted lesson.

f. The ALMS Help Desk and the Army Training Help Desk support ALMS users with problems with training on the system. Both these organizations were included in planning for the upgrade, and both have been primed with system characteristics for support of ALMS 3.0 users. These organizations are also in continuous communication with system managers and support staff to keep abreast of emerging issues. All ALMS-related help desk activities are monitored for trends that may need resolution.

g. The ALMS interfaces with the Army Training Requirements and Resources System and General Fund Enterprise Business System; these organizations were included in planning activities as well as notification of restored ALMS availability. Interface communications were suspended at ALMS 2.0 termination and are now restored and functional within ALMS 3.0. Interface performance is monitored for emerging issues.

h. Since coming on-line at the new location, the ALMS 3.0 has experienced slow response times and periodic loss of connectivity. This is due to internal and external factors. Internally the system is having intermittent problems with its application server software settings and externally with the DOD/Army network. PD DLS is working to resolve the internal issues and coordinating with appropriate authorities at DISA and NETCOM. The upgrade team continues to monitor the system and make adjustments as necessary to improve stability and optimize performance. Users of the community are engaged to assist in monitoring ALMS 3.0 conditions and provide detailed feedback during the initial operating period. These users report steady improvement.

i. In a related matter, on 15 March, a new circuit that was two years in planning was successfully installed with an upgraded capacity of 155 Mb/s from 100 Mb/s. This circuit increases the bandwidth available for the ALMS. Bandwidth will continue to be monitored to identify additional requirements and provide for growth in system utilization.

j. TCM TADLP will continue coordination with PD DLS to monitor the upgrade, and report critical ALMS concerns to Army senior leadership.

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