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SPOTLIGHT: DOWN RANGE DURING OPERATION ALLIES REFUGE

by TSgt Michael Dawson, AETC

In November 2021, I was tasked to deploy to Al Udeid Air Base, Qatar as a Joint Enlisted Tasking/Augmentee in support of United States Forces-Afghanistan (USFOR-A) which became Defense Security Cooperation Management Office-Afghanistan (DSCMO-A). Specifically, I was assigned to the Force Structure, Resources, and Assessment (J8) Financial Management team. I first had mixed feelings when I received this tasker and began to wonder what I would do, who I would work with, and what the mission was. The information I received about what I would do downrange was vague.

Prior to deployment I completed over 60 hours of computer-based training and pre-deployment training just to be verified and fully qualified for the mission. However, after completing all the required training, I still had no real sense of what the mission was. I was finally briefed in after arriving at the deployed location. Our mission was to fund the forces in Afghanistan and support Operation FREEDOM'S SENTINEL. This was a daunting task for a brand-new Technical Sergeant, but I knew I had the background knowledge, training, and capability to accomplish it. With my Certified Defense Financial Management (CDFM) certification and years of experience as a Budget Analyst at Minot Air Force Base, North Dakota, I was confident I could support any budgetary mission no matter which branch of service I was supporting.

During the last two months of this deployment, I was in full swing: using the Army's budget system, obtaining documents for Congressional audits, and correcting errors in the system. I also functioned as the primary Defense Travel System representative for USFOR-A/DSCMO-A and made sure that team members in and around the deployed location were able to get home for emergency leave. However, the nature of the mission changed drastically when Operation ALLIES REFUGE for the



Promotion in the desert. TSgt Michael Dawson was promoted during deployment and filled the expert technician role that is expected of an Airman

SPOTLIGHT: DOWN RANGE DURING OPERATION ALLIES REFUGE (cont.)



noncombatant evacuation operations (NEO) kicked off. As a tenant unit for the deployed forces in Qatar, we were all called upon to help with this operation.


We worked with the base and newly deployed Army units to assist with providing evacuees with basic needs. Simple acts of kindness went far in their eyes and giving small things like soap, food, water, clothes, and other things we take for granted meant the world to them. To keep the mission going and maintain a positive morale, I had to be mentally strong and not show emotions, but the experience had a deep impact on me. After seeing and speaking with the evacuees, I have never been so humbled or grateful for what I have. The Soldiers, Sailors, Marines, and Airmen I worked with at the evacuee center were quick to action and had the capability and proper mindset to get the mission done. I will always be grateful for them and their dedication.

Once the chaos from the initial rush of evacuees had calmed, we were called back to our work-centers to start the task of closing the books for USFOR-A/DSCMO-A. This was not an easy assignment to complete, as five fiscal years needed to be closed out and many vendors were either nowhere to be found or were in the process of leaving the country.



Pre deployment training in full battle rattle, then SSgt Michael Dawson prepares for another day of sim rounds and extensive training

At this time regulations became my shield and “respectfully, no” became my common answer to questions like: “Can we just de-obligate the funds and accept the risk? We don’t need contract de-obligation modifications, right?” These were moments when I knew my CDFM and formal training were my greatest assets. They were moments where leadership saw my potential as I stood my ground and did not back down from what I knew was right and ethical.

This unique deployment and the J8 team at USFOR-A/DSCMO-A not only helped solidify my resolve and improve my abilities in the financial management world, but also helped me grow as an individual. These were times when one could focus and reflect on the bigger picture of the Department of Defense and the Air Force’s role in it. Was the deployment hard? Yes. Was it worth it in the end? Absolutely. 



Coined and recognized by the ARCENT J8 acting director. TSgt Michael Dawson improved processes and auditability for the J8 team

About the Author

TSgt Michael Dawson, Non-commissioned Officer in Charge for Financial Operations at the 517th Training Group, Presidio of Monterey, CA.



Coworkers and fellow volunteers, CPO Munoz (Navy) and CPL Navarro (Marine) assist with child care during the NEO

Leadership Theory in Action

by Ms. Suzanne Meyer, AFIMSC



August 24, 2021, was a fairly routine workday. With thirty-six days until closeout, the day was busy but not overwhelming, and I was looking forward to attending a high school volleyball match at my alma mater that evening. In my role as an Air Force Installation and Mission Support Center (AFIMSC) Resource Management (AFIMSC/RM) Branch Chief, I had some discussions throughout the day with one of our primary subordinate unit vice commanders from the Air Force Civil Engineer Center (AFCEC). They needed \$500K for a site survey at Joint Base Maguire-Dix-Lakehurst (JMDL), New Jersey. I gave him the available funding options, we agreed on a course of action, and he would let me know when they were ready to proceed.



Fast forward a few hours and I am at the volleyball match—where things were not looking good for the Cougars—when my phone started ringing off the hook. First, it was a call from one of my team members who supports AFCEC funds execution at Tyndall Air Force Base (AFB) in Florida. The Air Force Contract Augmentation Program (AFCAP) contracting officer needed \$1.5M to get three site surveys going at three different Air Force installations. AFCAP is a rapid response contingency contracting vehicle that can be quickly activated and mobilized in times of natural disasters, military operations, and humanitarian crises. When my analyst, Mr. Mike Payne, mentioned JMDL was one of the sites, I realized the Afghanistan noncombatant evacuation operation was underway. AFIMSC, AFCEC, and my team were now fully engaged in Operation ALLIES WELCOME. I asked my team to get ready to work late that night so we could get the right people lined up for the emergency operation. While I was standing in the gym foyer, successive calls came in from the Air Staff command post, the AFCEC deputy commander, and my boss, the AFIMSC budget officer. Contractors needed to be on the ground to perform site surveys the next day at JMDL, Holloman AFB, New Mexico, and Goodfellow AFB, Texas to select the best locations for the pending influx of Afghan refugees.

As I paced the gymnasium thinking about what to do next, I recalled various leadership approaches I learned in my master's degree program in Organizational Leadership. One came to mind: the Vroom-Yetton-Jago decision tree. In this model, a series of seven questions within the decision tree helps leaders arrive at the appropriate leadership style for the situation. It states that management decisions are affected by three factors: quality, collaboration potential, and time available. Quality is focused on the importance of making the correct choice. If a higher-quality decision is required, the situation may dictate the involvement of other team members and leaders. The second factor is the need for collaboration—the more complicated the issue, the more others should be brought in to provide different points of view. The last factor considered is time. If time is critical, there may not be time to consider other opinions. If there is considerable lead time, then outside consultation should be considered.

As the leader answers the seven questions, the responses direct the leader to either an autocratic or collaborative leadership style. An autocratic leadership style should be adopted when time constraints prevent consulting other members, and the leaders have the self-confidence and experience to make the decision independently, and team members are likely to accept the decision of the leader. Conversely, a collaborative style should be adopted when ample time is available to solicit input from team members, the leader needs additional inputs and opinions to make a properly informed decision, and the leader lacks clarity regarding the situation or does not understand the implications and ramifications of the decision.



THESE ARE THE SEVEN QUESTIONS FROM THE MODEL WITH MY RESPONSES FROM THAT EVENING:

- | | |
|---|---------------|
| 1. Is the quality of the decision important? | Yes |
| 2. Is team commitment important for the decision? | Yes |
| 3. Do you have enough information to decide on your own? | No |
| 4. Is the problem well-structured? | Yes |
| 5. Would the team support your decision if you made it alone? | No |
| 6. Does the team share the organization's goals? | Yes |
| 7. Is there likely to be conflict amongst the team over the decision? | Possibly, yes |

My answers to these questions indicated a collaborative leadership style was appropriate for this decision.

Once I was done with all the leadership calls, I focused on executing the tasks with my team. We had a three-way conference call to discuss the way forward. Since time was critical, we decided to fund the initial site surveys from the bottom-line available funds at AFCEC-Tyndall AFB, Florida, and clean up the sources the next day. Mr. Dani Pitt and Mr. Payne already had draft purchase requests ready and a funds certifier from the 325th Comptroller Squadron on standby. The contracting

Pictured here are seven questions posed by the Vroom-Yetton-Jago help leaders determine the best leadership style for the situation

officer was ready to coordinate in the Defense Enterprise Accounting and Management System and award as soon as funds were certified. We concluded our collaboration call in fifteen minutes and by the time the match was finished, the funds were certified and in the hands of the contracting officer from 772nd Enterprise Sourcing Squadron.

Outstanding team members and partners like these certainly make my job much easier and I am proud of my team every day. As for my beloved Clark High School Cougars, they made a monster comeback and won the third and fourth sets while I was on the phone. With my full attention on the match, I was then able to watch them win a thrilling fifth set! 🏆

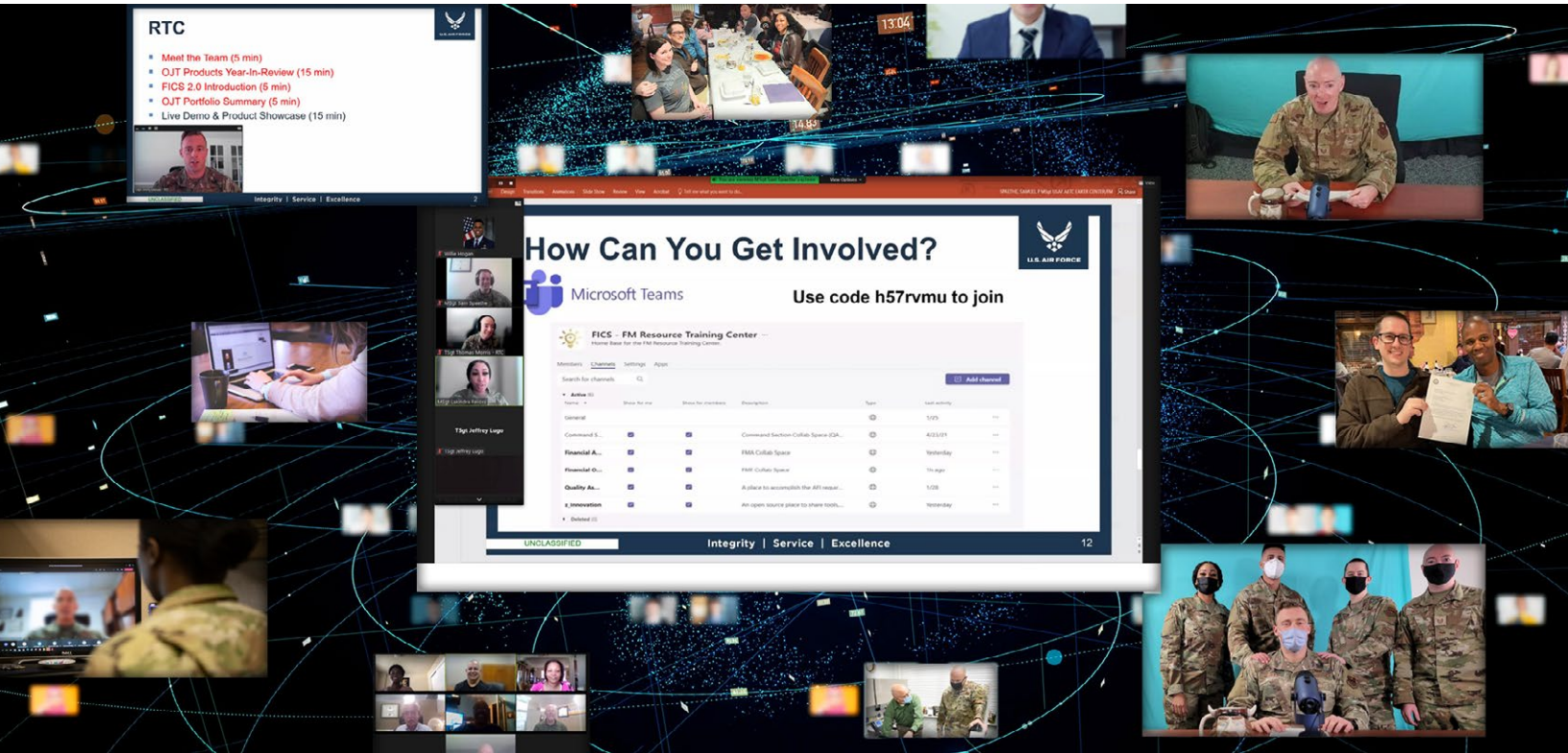
About the Author

Ms. Suzanne Meyer is the branch chief for the Air Force Installation and Mission Support Center Resource Management division located at Joint Base San Antonio, TX.

Staying Connected When Fully Connected: Building Relationships while Teleworking



by MSgt Samuel Spaethe, RTC



HOW ARE YOU DOING? DO YOU NEED ANY HELP MEETING YOUR CAREER GOALS? DO YOU HAVE ANY FUN PLANS COMING UP?

(Photo illustration of photos supplied by MSgt Samuel Spaethe and U.S. Air Force)
(Additional graphic was added to the original images)

As the physical location of work shifted, a telework environment became the standard to keep Airmen safe. This physical change disrupted the norms and culture personnel relied on in day-to-day operations to maintain relationships. Naturally, the mission was prioritized first. Whether we drove to work or worked remotely from home, we had to get the job done. After we figured out the remote-work battle rhythm, we then began growing our proficiency as digital workers. We became skilled with cameras, headsets, and other peripheral gadgets so we could effectively meet, communicate requirements, check-in, and ensure the mission continued smoothly.

However, in this context, what does “check-in” actually mean? It’s ironic to think that, **in a world where we are constantly connected to accomplish our work, we can easily become disconnected from each other as individuals and as a team.** Sure, the small talk may be there, but how often are we having real conversations with each other? Over the last two years, you may have fallen away from the organic relationship building that happens within a physical office environment. If so, here are a few tricks I applied to help me stay better connected with my team.

SET CALENDAR REMINDERS FOR IMPORTANT LIFE EVENTS

I won’t pretend that I know everything that goes on in the lives of my team and that I remember upcoming events that are important to them. That is why I cheat a little. I have an Excel spreadsheet that contains birthdays for everyone on my team, and various notes in that same file with reminders of other upcoming important things in their lives.

Staying Connected When Fully Connected: Building Relationships while Teleworking (cont.)



I do care about these events, but I have trouble remembering to ask about or celebrate them when the time comes. For that, I use my Outlook calendar to remind me. This allows me to reach out to that person at the right time, **share some genuine joy or encouragement**, and prove that I truly do care about them.


CREATE EVENTS FOR PERSONAL CELEBRATIONS

We have managed to do well by adapting work-related celebrations such as promotions and going-away events, into the digital sphere through hosting formal virtual celebrations. But things like birthdays, potlucks, or other morale events have either been reduced to a quick comment in a work meeting or altogether eliminated. To help this, be careful to separate work from morale.

A complex coordinated event doesn't need to be planned, but a ten-minute virtual gathering to exclusively wish someone a happy birthday can help make them feel valued as a person and allow the team to socialize about something other than the next task. However, before throwing a surprise birthday virtual celebration for your next colleague, learn that person's preferred way to be highlighted. While one person would love a full camera-on meeting to see smiling faces celebrating, another may appreciate a simple group text full of well wishes and emojis. The main thing is that the person feels celebrated in a way that suits them.

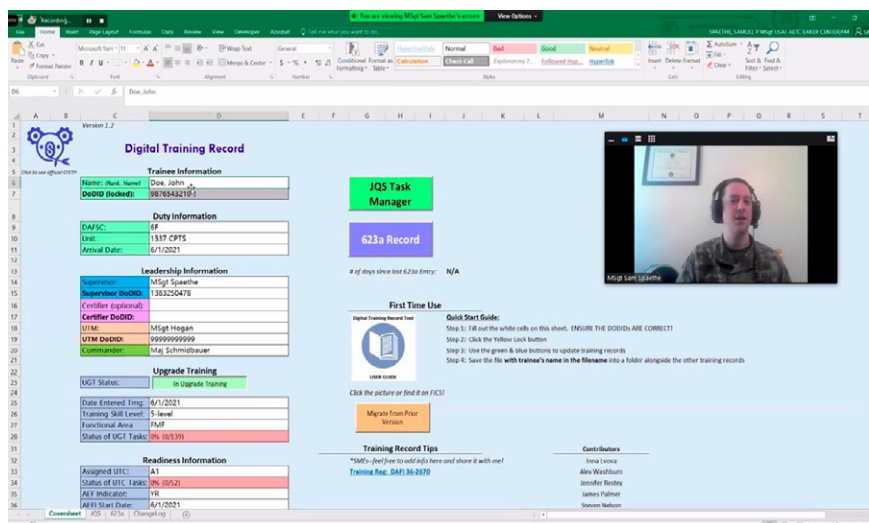
SHARE MY LIFE EVENTS WITH MY TEAM

On the flip side, I cannot expect my team to know about my personal life unless I am open with them about it. If I feel like nobody is reaching out to me, I need to do a self-assessment to see if I have shared anything personal recently giving them a reason to check-in with me. I also need an opportunity to share these events about myself in a natural way. I like to use Microsoft Teams chat to carry on informal, but important, conversations. In addition, our team used to meet twice a week to synchronize our projects and discuss work-related items. Recently, however, we converted one of those days (Friday) from a work-centered meeting to a relational-focused meeting, where we just talk with one another. We share our weekend plans, talk about current events, or connect on various hobbies or personal interests we have. Sure, work may still come up, especially if there are deadlines at hand, but **we deliberately prioritize a meeting where we can simply socialize and be human together**.

At first, taking actions like these may feel insincere, awkward, or artificial, and you may get eye-rolls behind the screens from some of your team, but I encourage you to try anyway. Personally, I would be delighted to get a birthday email even if I knew that person had me on a list; it proves that they care enough to keep such a list...with me on it! Stepping outside of the box may feel awkward and uncomfortable at first, but if you stick with the habit, these efforts will strengthen your team bonds, add a human factor back into your virtual tasks, and make your team seem more like just that: **a team**. 

About the Author

MSgt Samuel Spaethe is the Flight Chief, Financial Operations Training Development at the Financial Management Resource Training Center, Maxwell AFB, AL. His birthday is 11 February, and he likes to text chat on Teams.



Screenshot of MSgt Sam Spaethe, RTC, conducting an online training session on how to use the Digital Training Record tool

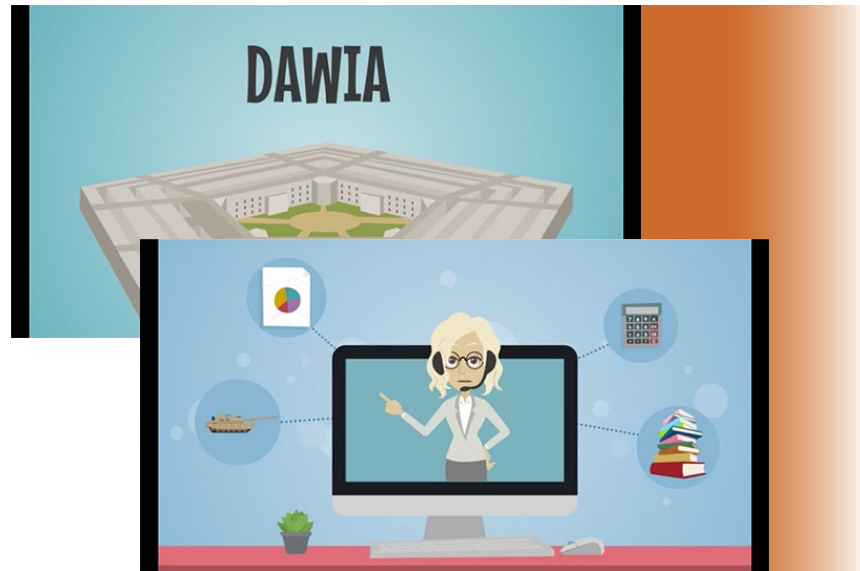
Back to Basics: The Defense Acquisition Community's New Certification Framework is Here!



by Mr. CJ Mulligan, SAF/FME

Beginning in September of 2020,

the Under Secretary of Defense for Acquisition and Sustainment directed that the Defense Acquisition Workforce Improvement Act (DAWIA) program be evaluated and updated for the 21st Century; the initiative was called “Back-to-Basics.” In a video describing Back-to-Basics (BtB) on Defense Acquisition University’s (DAU) website, the narrator compares DAWIA to the cell phone, as Motorola’s first phone was produced around the time of DAWIA’s initial mandate. The cell phone industry is depicted responding to the marketplace and producing cheaper, faster, and more powerful products. DAWIA, alternatively, is described as driven by the “added complexity of weapon systems and increased political interest [...] necessitat[ing] more and more content.” In a dramatic visual, the Acquisition community is depicted holding up a huge bolder while the narrator states “the framework of more, more, more does not support just-in-time learning, and we must get back to basics.” As a result of this evaluation, the Acquisition Professional Development Program (APDP) has been re-imagined. Some within the acquisition community may welcome this change, while others may have numerous questions.



Click on the graphic to link to the "Why Modernize?" Video

Across the Department of Defense (DoD), BtB revamps the existing acquisition certification process and drastically reduces the hours of required certification training. The new program does this by:

- Removing “one size fits all” DAWIA certification standards
- Restructuring/Consolidating acquisition 'Career Fields' into six 'Functional Areas': Program Management, Engineering, Test and Evaluation, Contracting, Life Cycle Logistics, and Business Financial Management/Cost Estimating
- Instituting ‘lean’ requirements for the six newly created functional areas aligned with certification tiers. Reductions of certification training requirements range from 25% to 73%
- Empowering component acquisition leaders, program managers, supervisors, and workforce members to tailor training and development requirements with specialty training and credentials”¹
- Using the additional time savings from the leaner certification requirements for just-in-time, on-the-job, and functionally approved credentials

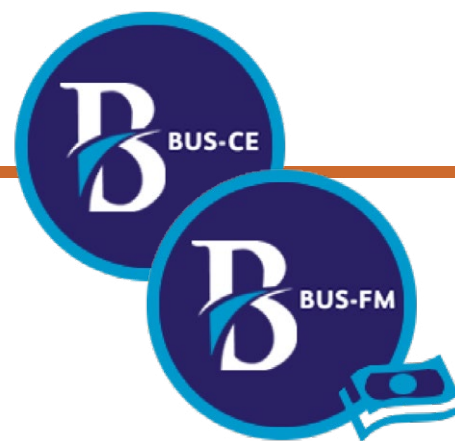
So, what does this mean for the Air Force Financial Management practitioner? The two BtB Certification Tiers for Business-Financial Management (Bus-FM) and Business-Cost Estimating (Bus-CE) professionals are Practitioner and Advanced and each tier has specific training courses tied to it. DAWIA certification due dates are being reset and grace periods are being extended beyond the current two years to accommodate changes to the program. Practitioners are encouraged to review their current individual development plan (IDP) and training plan with their supervisor to see how they may be impacted by the framework

Back to Basics: The Defense Acquisition Community's New Certification Framework is Here! (cont.)




changes. Below are a few helpful tools to help guide your research.

EXISTING DAWIA CERTIFICATION	NO EXISTING CERTIFICATION	BTB CERTIFICATION ACHIEVED
<ul style="list-style-type: none"> Previously earned BUS-FM and BUS-CE Certifications will remain on an individual's training history and in their records Workforce members may be eligible to be 'grandfathered in' to a BtB Tier if they are currently certified Additional documents can be found in the APDP SharePoint Functional Library 	<ul style="list-style-type: none"> Check the APDP SharePoint Functional Library for updated information on BUS-FM and BUS-CE certification requirements Visit the DAU iCatalog to review BtB courses for BUS-FM and BUS-CE certification Some courses remain in development 	<ul style="list-style-type: none"> 80 hours of continuous learning points (CLPs) every two years Consider DAU credentials as a component of your CLP plan Review the frequently asked questions



As you research how this change affects your professional development, be sure to reference the BtB Fact Sheets for BUS-FM and BUS-CE, the Framework and Functional Area Summary Charts, and the Transition Memos for each track. If you are new to the DAWIA certification program, you may also find the cross-walk helpful. For personnel pending DoD FM Certification award under a shortened DAWIA curriculum, your due date stays the same.

Remember, there is work ongoing for each of these areas and to check with your supervisor and your command APDP Manager as you develop your plan. **Best of luck as you begin this exciting new journey!** 

¹ https://www.dau.edu/pdfviewer/Source/Guidebooks/Back-to-Basics/2020Sept_BacktoBasicsArticle.pdf

About the Author

Mr. CJ Mulligan is a Booz Allen Hamilton contractor supporting the Secretary of the Air Force for Financial Management, Workforce Management and Executive Services at the Pentagon, Washington D.C.

Listen Up!

Hosted by the Center for Strategic and International Studies (CSIS), **Russian Roulette** looks at the politics, economics, and culture of Russia and Eurasia through both interviews and lively discussion with experts from CSIS and around the world. The latest episode features a discussion with Masha Gessen, a Russian-American journalist, author, translator and activist, and staff writer for The New Yorker. They discuss Masha's piece "Can Russia's Press Ever Be Free?" as well as the current state and future of journalism, society, and freedom of expression in Russia. Masha's latest article and other pieces can be found here: <https://www.newyorker.com/contributors/masha-gessen>.





DEAMS FMO Update

by Mr. Todd M. Baker, DEAMS Functional Manager

THE LIGHT AT THE END OF THE TUNNEL IS NOT THE TRAIN

It is no secret that Defense Enterprise Accounting and Management System (DEAMS) has had some performance issues lately. These issues began with the posting of several large civilian payroll files and was compounded by Air Force-wide network and hardware issues. The result was system access and latency problems for many DEAMS users. It took a dedicated team, comprised of subject matter experts from the Functional Management Office (FMO), Program Management Office, Defense Information Services Agency (DISA), and Oracle® technicians, working through the holidays and into the New Year, to troubleshoot, isolate, and finally resolve the problems. The team traced the system “footsteps” back through to the first system releases of Fiscal Year (FY) 2022. Several system and security patches were methodically removed and reinstalled and, ultimately, it was determined that one of DEAMS four application servers was particularly unstable. That server was taken off-line with DISA performing the necessary maintenance to bring it back online. Fortunately, being one server down does not pose a problem, as DEAMS can run comfortably on three “engines.” Since taking this action, system performance stabilized and civilian payroll processing is back on track. The bad news is, during this time we lost the ability to update the Application Development Framework (ADF) reports that run off the Material View (MV) software in the system for several weeks. The good news is, we were already preparing to install a permanent replacement for those reports, so a solution is imminent. In the interim, the PowerBI reports are always available through the [Data Analytics SharePoint page](#). These reports are updating as scheduled and are available 24/7.



VIRTUAL (BECOMES) REALITY

When the DEAMS Deployment and Training Team began the implementation of miscellaneous payments across the Air Force, they had no idea they would become “virtual reality” experts. Last month was a good example as their ability to be flexible in training delivery methods was tested when several locations, scheduled for on-site training and support moved to Health Protection Condition Delta. This happened as team members were on their way to each of the sites. Going virtual at the last minute however, has not proven to be a problem. Even as the schedule changes, our plan to have miscellaneous payments fully implemented in FY 2022 has not.



One of our primary objectives in transferring miscellaneous payments to the Air Force is to reduce the number of Invoices on Hold (IOH), as well as the time spent waiting for Departmental Accountable Official (DAO) approval. While we have made great progress over the last year in reducing the IOH, as of 31 January 2022 the Air Force still has over 800 invoices requiring action and the data shows DAOs are taking just over 20 days to approve. To mitigate this condition, miscellaneous payments training is available for financial managers new to the process through a two-part webinar sponsored by the Air Force Accounting Operations Center (AFAOC), as well as through monthly *Train It* sessions. *Train It* sessions are two-hour classes, offered via Teams over the course of four days, with a different topic scheduled for each day. Attendees can select which topics they would like to attend—one, two, three, or all four. Topics are: Supplier, Requisition and Purchase Order, Receipt and Invoice, and DAO Review and Troubleshooting. These sessions were developed based on the lessons learned by the Deployment and Training Team during miscellaneous payments implementations to the field. The next series begins on 22 February 2022. For details on attending training, visit the [AFAOC Financial Management Systems Training calendar](#).



DEAMS FMO Update *(cont.)*

"SOC" IT TO ME

As the DEAMS program continues to work through the closure of Corrective Action Plans (CAPs) for the remaining Notice of Findings and Recommendations (NFRs) from the FY 2021 Service Organization Controls (SOC) 1 Examination, the auditors held the SOC 1 Kickoff Conference for FY 2022. Again for this year, the Department of Defense has contracted with the independent public accounting firm of Ernst and Young (EY), to perform the examination of DEAMS. The objective of EY's examination is to issue an opinion on the Department of the Air Force's description of services provided by the DEAMS program and the suitability of the design of controls to achieve its control objectives.

The DEAMS environment and controls continue to evolve each year which creates unique challenges in completing the SOC 1 exam. For example, in FY 2020, DEAMS pushed through challenges related to the Oracle® R12 Upgrade and in FY 2021, the program transitioned to an Agile development methodology which dramatically changed the way the DEAMS program develops and tests software changes. DEAMS will continue to evolve throughout FY 2022 as existing capabilities are refined and new capabilities introduced, however, the team is postured to continue their positive progress with the development of effective controls as they strive for an unmodified audit opinion.

For more information on this article, please contact the DEAMS Strategic Communications Team at SAF.DEAMS.StratComms@us.af.mil.

Read All About it in YOUR FM Morning Paper!

by Ms. Jeannette Beer, AFAOC

Do you enjoy spending hours gathering information, then organizing it to analyze issues or prepare a response to a question? Do you have time to do that? I can hear you yelling "No!" at the screen right now. Our days are filled with enough tasks and commitments as it is.

One more question—would you use tools that significantly reduce the time you spend data gathering and organizing, and even analyzing? I'd hope so! In that case, the Air Force Accounting Operations Center (AFAOC) Data Analytics PowerBI applications are for you. This month, I'd like to highlight what started it all for AFAOC Data Analytics, the FM Morning Paper.

What is the FM Morning Paper? The FM Morning Paper is a compilation of reports intended to give users a daily update on a wide variety of reporting items which provide background and perspective on their data. Monitoring these reports daily allows users to consistently review data, analyze trends, correct errors, and help you take proactive steps to prevent common issues from occurring. This application compiles a wide assortment of reporting that may impact the "truth" in your status of funds, and includes:

- **Defense Enterprise Accounting and Management System (DEAMS) Interface Metrics, Error Handling, and Status:** These are unprocessed transactions that are trying to pay, post, or credit accounts and documents. They may or may not be initial obligations, but they do affect the accuracy of your status of funds.





Read All About it in YOUR FM Morning Paper! (cont.)

- **Critical Task List Items:** This list is not all-inclusive, but most recommended validations for your critical task list can be confirmed within the app. These ensure the documents you think are posted are available for execution, and that you are spending within your means. If there are problems with documents, it helps you see those and correct them.
- **Other Reporting interfaces:** Some may be bills owed but not recorded (i.e., Defense Central Billing System [DCBS]). Other reports will help you identify where you will or can have a problem with interfaces to support proactive correction to avoid interfacing errors.
- **Your Status of Funds** is a record of all POSTED transactions, it is not a reflection of where you actually stand unless you can ensure all transactions that have not been posted, but are known, are recorded.

It is extremely beneficial for users to consistently monitor these items throughout the year, and not just at closeout; unfortunately, user level metrics continue to show less involvement during this time of the year. Stay vigilant and read your FM Morning Paper every day!

Last month, I briefly talked about how the team updated the backend data modeling process for faster refreshes and future expansion, which resulted in some visible improvements for users. Mr. Joshua Johnson, AFAOC Data Analytics, produced an excellent video of the recent changes as part of the January 2022 AFAOC Monthly Users Forum in the DEAMS Users Group on milBook, [available here](#). The updated “look and feel” presents a terrific opportunity to reacquaint yourself with the several dynamic Cloud-based PowerBI applications, available on the [Data Analytics](#) page, before we release even more applications in the future.

MYCONTRACTS, MYMIPRS/MORDS RESEARCH TOOLS ARE NOW AVAILABLE

Speaking of more... *Two new applications* have been released since the first of the year that provide even more research capability on some of our favorite subjects—**Military Interdepartmental Purchase Request (MIPRs)/Miscellaneous Obligation Reimbursement Documents (MORDs) and Contracts!**

Mr. Johnson returns to walk you through the new applications, [available here](#). If you have any questions, access the February AFAOC Monthly Users Forum content in the DEAMS Users Group, beginning the week of 14 February.

IMPORTANT NOTE: PowerBI services offered to the Department of Defense (DoD) stopped supporting Internet Explorer 11 (IE11) on 24 January 2022. Instead of using IE11, access PowerBI with Microsoft Edge or Google Chrome browsers.

Video presentations on use these PowerBI applications are hosted on milBook, and can be accessed from on the Data Analytics page and on the [DEAMS Users Group](#). Questions? Contact the [DEAMS Strategic Communications Team](#).

SERVICENOW SELF SERVICE PORTAL NOW AVAILABLE FOR SAF/FM

The AFAOC is excited to announce that as of 27 January 2022, the **SAF/FM ServiceNow Self-Service Portal (SSP)** is now live. The SSP allows any user to submit an incident ticket (DEAMS, FMSuite, Commanders Resource Integration System, FM Workflow Account Maintenance) directly into the ServiceNow system and maintain visibility of those tickets throughout their lifecycle. For more information, please review the [DEAMS Help Desk's January Monthly User Forum Presentation on SSP](#), or search the [Knowledge Base](#) for articles on how to use the SSP.

IMPORTANT NOTE: Defense Finance and Accounting System (DFAS) users will not submit DEAMS tickets via SSP. Per established guidelines, DEAMS issues for DFAS users must first be routed through the DFAS DEAMS Tier 1 Help Desk and be assigned a DFAS Automated Routing and Tracking System (DARTS) ID beginning with ED or OX, prior to the DFAS Tier 1 team opening a ticket with the [DEAMS Help Desk](#).

Need assistance with Self Service Portal? Contact the [DEAMS Help Desk](#) or [AFFSO Customer Service \(Legacy\)](#). 



FOMO? We Got You

Miss the second session of this year's SAF/FM Leadership Series, "Empowering Airmen to Solve Any Problem"? No problem!

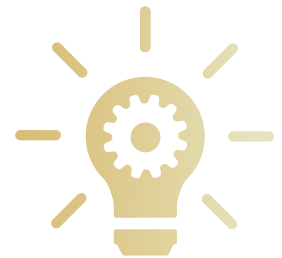
Click [here](#) to view Col Brent Hatch, Deputy Director of Resource Management, Air Force Installation and Mission Support Center (AFIMSC), and CMSgt Jennifer Britton, Chief Enlisted Manager for Resource Management, as they discuss their strategies for empowering teams.

Remember to earn your 1.5 continuing education credits by clicking [here](#) and inputting your email address. If you have any questions or concerns regarding this, or any of the other leadership series entries, please contact Capt Tony Muscarella at anthony.muscarella@us.af.mil.

Find It on FICS!

Looking for a standard practice or a vetted on-the-job training plan? Find it on FICS! The Financial Information Collaboration Space (FICS) is powered by the Resource Training Center (RTC) and YOUR best practices.

Check out the latest additions, including:



- **AFMIST Tech and Process Explained:** This video explains how three forms of technology (Robotic Process Automation [RPA], Visual Basic for Applications [VBA], and SharePoint) are combined to augment the MIS process.
- **AFFSO DMAS Team Webinar - Robotic Process Automation (RPA):** On 11 January, the RTC partnered with the DMAS team to host an overview of RPA, what automations they create and manage to our benefit, and how FMers can get involved. The slides and recording can be accessed on FICS.
- **QA Playbook:** The RTC is in the process of developing this OJT product. We are soliciting feedback from the FM community to deliver the best possible product. If a member is a SME in this area, or interested in providing feedback, please contact Capt James Manuel, james.manuel.4@us.af.mil.

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CONGRATULATIONS!

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