

CAS2Net and CCAS Open Forum

Thursday
4 April 2024
1:00 PM Eastern Time

**Topic: Communicating with AcqDemo Program
Office on CAS2Net and CCAS Issues**

[TEAMS Meeting Link](#)

[Meeting ID: 231 024 528 524](#)

[Passcode: SMZdLr](#)

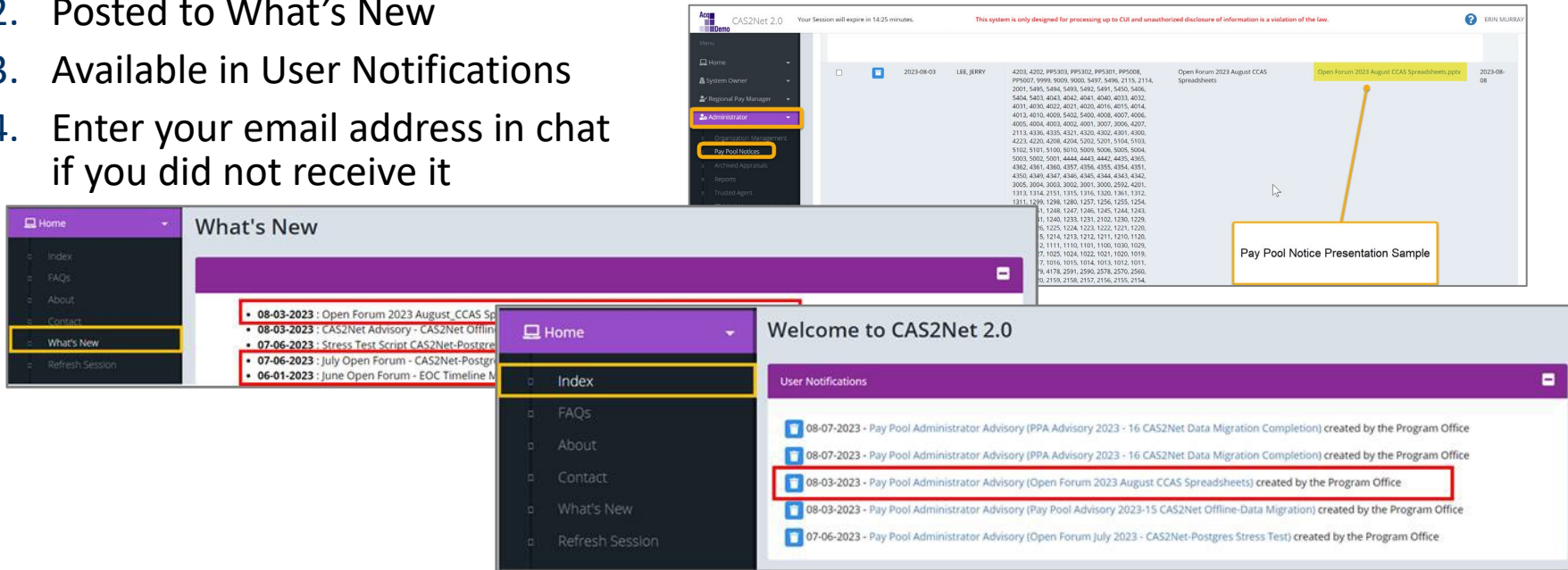
[Meeting Call in Information](#)

[+1 571-403-9146](#)

[Phone Conference ID: 989 870 18#](#)

Housekeeping Items

1. Presentations are sent in advance through the CAS2Net Pay Pool Notices
2. Posted to What's New
3. Available in User Notifications
4. Enter your email address in chat if you did not receive it



5. Please remember to “Mute” your phone to prevent any background noise and additional feedback.
6. All Open Forum Sessions will be recorded
7. Each recorded session will be posted to the AcqDemo website (including presentation slides) at <https://acqdemo.hci.mil/training.html#cas2netOpenForums>

Communicating with AcqDemo Program Office – Preferred Methods

- 3 preferred methods available to communicate to the AcqDemo Program Office on CAS2Net and CCAS Issues:
 1. ALTESS Help Desk
 - usarmy.radford.peo-eis.other.service-desk@mail.mil
 - 1-800-981-3234
 2. AcqDemo Program Office Mailbox
 - AcqDemo.Contact@dau.edu
 3. AcqDemo Program Office
 - Erin Murray erin.murray@dau.edu
 - Jerry Lee jerry.lee@dau.edu
 - Nicole Adams nicole.adams@dau.edu

Issue / Who to Contact	ALTESS Help Desk	AcqDemo.Contact@dau.edu (DoD AcqDemo PMO)	Administrator Command POC Component POC
CAS2Net Technical Assistance	1 st		
CAS2Net Access Assistance	3 rd	2 nd	1 st
Organization Management		2 nd	1 st
User Profiles		2 nd	1 st
Contribution Plan, Midpoint, Annual, Closeout, Additional, Feedback, ACDP	3 rd	2 nd	1 st
Reports	2 nd	1 st	
Previous Cycle Data		2 nd	1 st
Sub-Panel Meeting Online CMS Online		1 st	
Grievance Request for Reconsideration		2 nd	1 st
Macro-enabled Sub-Panel Meeting Spreadsheet, Macro-enabled CMS, Macro-enabled Pay Pool Analysis Tool		1 st	
Not Final Report / Data Complete Report		1 st	
Policy Issues		2 nd	1 st

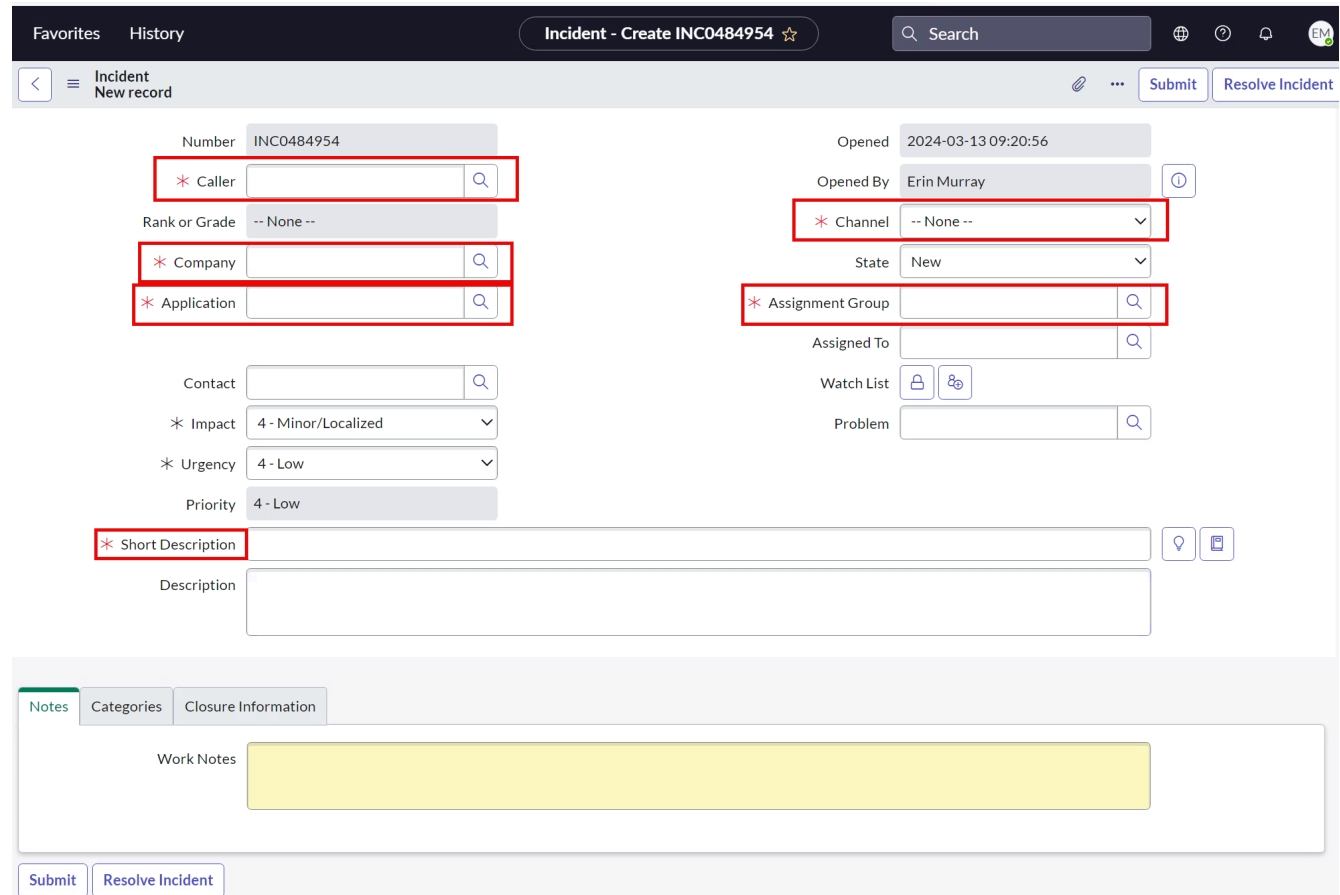
Communicating with AcqDemo Program Office – ALTESS Help Desk - Service Now

1. A Service Desk Analyst creates a ticket with the information in the email.
2. If there is a solution the Service Desk has for the issue (i.e. EDIPI not registered) they will close the ticket with instructions to follow to resolve the issue.
3. If there is more information needed, an email through the ticket will be sent to the end user for the needed information.
4. For any application issue the ticket is assigned to the CAS2NET Support group (Adam Lasley and Gabriel Porter) to review and they will reassign the ticket to the ACQDEMO Program Office group.
5. Once the ticket is assigned to the ACQDEMO Program Office group and email will be sent from ServiceNow to the members of that group (Nicole, Erin, Jerry, Judy, and Rupali) notifying the members that there is a ticket for them

Communicating with AcqDemo Program Office – ALTESS Help Desk - Service Now

The template for a new Incident report will open, complete the New record with the following information:

- Required Information is annotated with *
- An incident number is automatically generated and found at the top of the screen
INC _____
- **Caller:** Name
- **Company:** ACQDEMO-T
- **Application:** CAS2NET1.0



Incident - Create INC0484954

Number: INC0484954

* Caller: [Search]

Rank or Grade: -- None --

* Company: [Search]

* Application: [Search]

Contact: [Search]

* Impact: 4 - Minor/Localized

* Urgency: 4 - Low

Priority: 4 - Low

* Short Description: [Search]

Description: [Text Area]

Opened: 2024-03-13 09:20:56

Opened By: Erin Murray

* Channel: -- None --

State: New

* Assignment Group: [Search]

Assigned To: [Search]

Watch List: [Lock] [Add]

Problem: [Search]

Submit | Resolve Incident

Communicating with AcqDemo Program Office – ALTESS Help Desk - Service Now

The template for a new Incident report will open, complete the New record with the following information:

- **Channel**

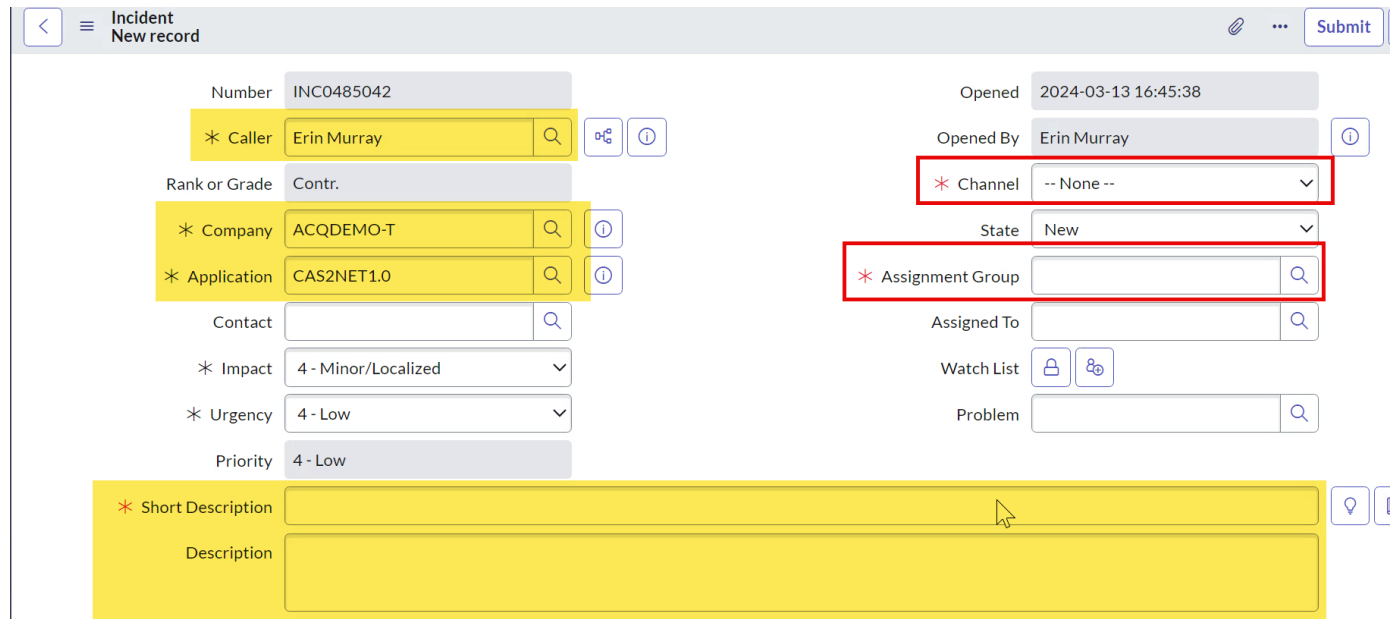
- Direct Input
- Email
- Phone
- Instant Manager
- Monitoring Event
- Walk-In
- Other

- **Assignment Group**

- ACQDEMO Program Office

- **Short Description** – Title of Inquiry

- **Description** – Additional information on the issue/problem being experienced



Incident New record

Number INC0485042

* Caller Erin Murray

Rank or Grade Contr.

* Company ACQDEMO-T

* Application CAS2NET1.0

Contact

* Impact 4 - Minor/Localized

* Urgency 4 - Low

Priority 4 - Low

Opened 2024-03-13 16:45:38

Opened By Erin Murray

* Channel -- None --

State New

* Assignment Group

Assigned To

Watch List

Problem

* Short Description

Description

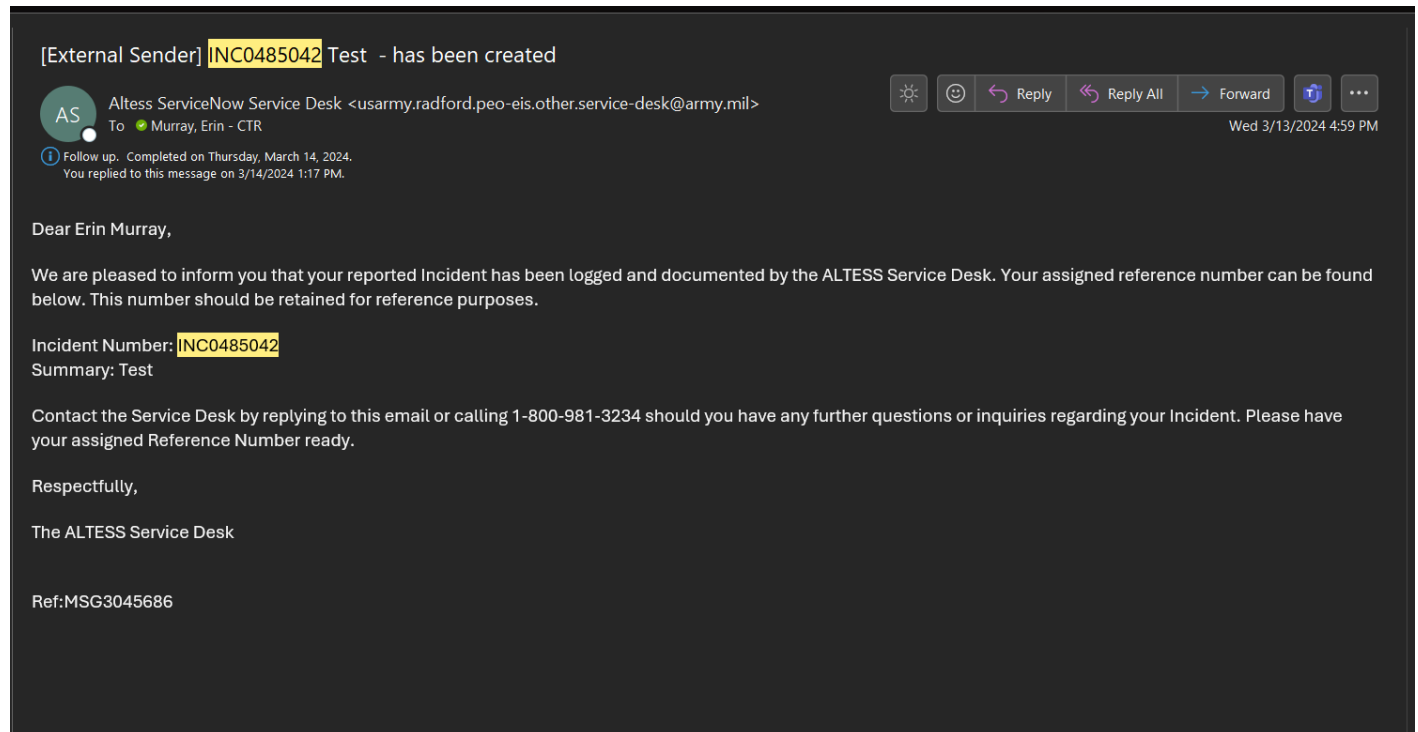
Submit

Communicating with AcqDemo Program Office – ALTESS Help Desk - Service Now

Once the incident has been entered and saved with the ServiceNow system, an email confirmation is sent confirming the creation and content of the message.

Sender: Altess
ServiceNow Service
Desk

Subject:
INC_____ - has
been created



[External Sender] INC0485042 Test - has been created

AS Altess ServiceNow Service Desk <usarmy.radford.peo-eis.other.service-desk@army.mil>
To Murray, Erin - CTR

Follow up. Completed on Thursday, March 14, 2024.
You replied to this message on 3/14/2024 1:17 PM.

Dear Erin Murray,

We are pleased to inform you that your reported Incident has been logged and documented by the ALTESS Service Desk. Your assigned reference number can be found below. This number should be retained for reference purposes.

Incident Number: INC0485042
Summary: Test

Contact the Service Desk by replying to this email or calling 1-800-981-3234 should you have any further questions or inquiries regarding your Incident. Please have your assigned Reference Number ready.

Respectfully,
The ALTESS Service Desk

Ref:MSG3045686

Wed 3/13/2024 4:59 PM

Communicating with AcqDemo Program Office – ALTESS Help Desk - Service Now

Direct messages can be sent by responding directly to the ServiceNow email address. As the processor makes updates, an email notification is also sent to the caller letting them know of the progress.

Incident - INC0485042

Ref:MSG3053141

CW Chris Warfe Work Notes • 2024-03-20 09:08:31

From: Murray, Erin - CTR <Erin.Murray@dau.edu>
 Sent: Wednesday, March 20, 2024 9:07 AM
 To: USARMY Radford AAP PEO EIS Other Service Desk <usarmy.radford.peo-eis.other.service-desk@army.mil>
 Subject: RE: [External Sender] INC0485042 Test - has been created

Thank you for letting me know the ticket has been created.

Thank you and have a great day!

Erin Murray
 RGG System Admin/Agile Process Support CAS2NET Contractor,
 AcqDemo Program Office
 Email: erin.murray@dau.edu

The AcqDemo Program is organizationally aligned under the Human Capital Initiatives Directorate (<https://www.hci.mil/>), which reports to OUSD(A&S) Defense Acquisition University (DAU). For more information about DAU visit <https://www.dau.edu> and follow @DAUNow on all social media platforms.

Note: This message may contain information covered by the Privacy Act of 1974 and should only be viewed by those with an official "need to know." If you are not the intended recipient, be aware any disclosure, copying, distribution or use of the content of this information is prohibited. If you have received this communication in error, please notify me immediately by e-mail and delete the original message.

EM Erin Murray Field changes • 2024-03-20 09:07:20

Assigned To Erin Murray



EM Erin Murray Field changes • 2024-03-20 09:07:10








Incident state In Progress was New
 State In Progress was New

Communicating with AcqDemo Program Office – ALTESS Help Desk - Service Now

Once the incident has been resolved and closed, a confirmation email will be sent confirming the incident has been resolved.

[External Sender] INC0485042 has been Resolved

 Altess ServiceNow Service Desk <usarmy.radford.peo-eis.other.service-desk@army.mil>
To  Murray, Erin - CTR

   Reply  Reply All  Forward  

Wed 3/20/2024 9:18 AM

Please see the response provided below, as this message may carry further instructions. If this response does not resolve this incident or you have further inquiries, please do not hesitate to contact the Service Desk by either replying to this email or calling us at 1-800-981-3234 (24 hours-a-day, 7 days-a-week). Please provide your assigned Incident Number.

Incident: INC0485042
Short Description: Test
Resolution Note:
Thank you for helping!
Everything is okay!

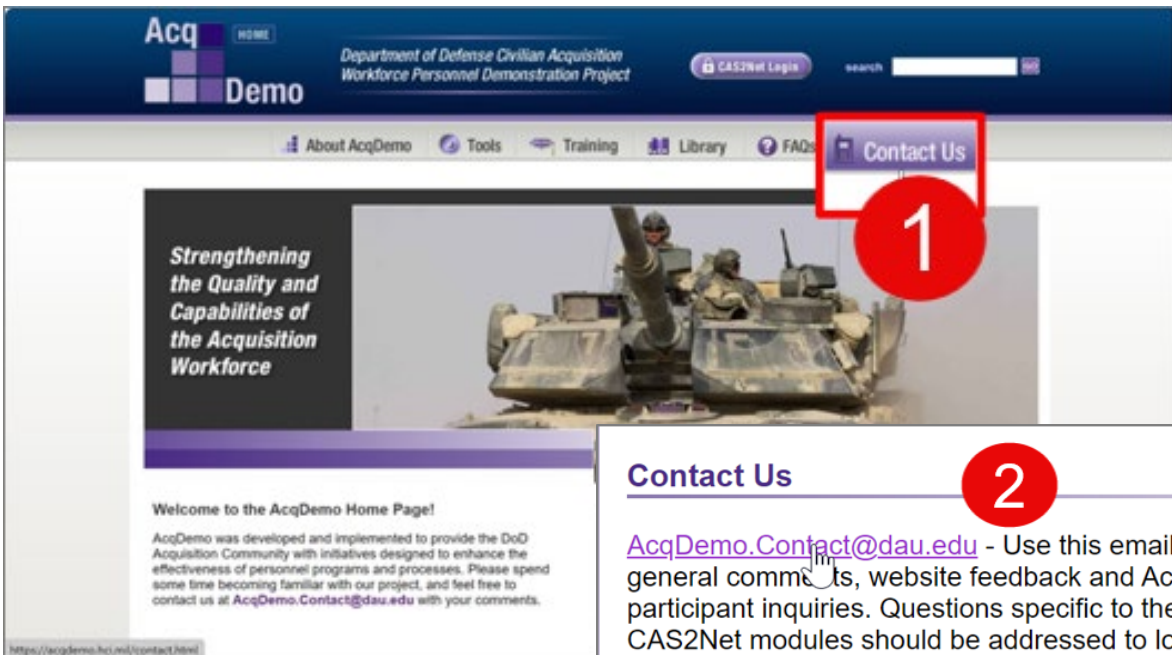
Respectfully,

ALTESS Service Desk

Ref:MSG3053167

Communicating with AcqDemo Program Office – [AcqDemo Website - AcqDemo.Contact@dau.edu](mailto:AcqDemo.Contact@dau.edu)

The AcqDemo mailbox can be contacted directly through the AcqDemo website.



The screenshot shows the AcqDemo website interface. The top navigation bar includes the AcqDemo logo, a search bar, and a 'CAS2Net Login' button. Below the navigation bar, there are links for 'About AcqDemo', 'Tools', 'Training', 'Library', and 'FAQs'. The 'Contact Us' link is highlighted with a red box and a red circle containing the number 1. The main content area features a banner with the text 'Strengthening the Quality and Capabilities of the Acquisition Workforce' and an image of a tank. Below the banner, there is a 'Welcome to the AcqDemo Home Page!' message and a paragraph of text.

AcqDemo was developed and implemented to provide the DoD Acquisition Community with initiatives designed to enhance the effectiveness of personnel programs and processes. Please spend some time becoming familiar with our project, and feel free to contact us at AcqDemo.Contact@dau.edu with your comments.

Contact Us

2

AcqDemo.Contact@dau.edu - Use this email address for general comments, website feedback and AcqDemo participant inquiries. Questions specific to the operation of CAS2Net modules should be addressed to local Pay Pool Administrators. The Administrator will refer the issue as required to reach a solution.



Communicating with AcqDemo Program Office – AcqDemo Website - AcqDemo.Contact@dau.edu

Be sure to include the following information within request/communication to the AcqDemo Program Office:

- Name of Organization/Pay Pool
- Exact Problem and how often the issue has occurred
- Any previous history of issue, if applicable

Midpoint Status

Midpoint Status

To check the status of pay pool midpoints

- Administrator
- Reports
- Fiscal Year Reports
- 2024
- Appraisal Status
- Select Appraisal Status Options
- Continue

✕

Select Appraisal Status Options

Select Fields to Include Check All

<input checked="" type="checkbox"/> Employee Id <input checked="" type="checkbox"/> Employee Name <input type="checkbox"/> Office Symbol <input type="checkbox"/> Broadband Level <input type="checkbox"/> Supervisor 1 <input type="checkbox"/> Supervisor 2 <input type="checkbox"/> Functional Reviewer <input type="checkbox"/> Sub-Panel <input checked="" type="checkbox"/> Pay Pool <input checked="" type="checkbox"/> Component Level <input type="checkbox"/> Organization Start Date <input type="checkbox"/> Presumptive Status <input type="checkbox"/> Contribution Plan Date Communicated <input checked="" type="checkbox"/> Midpoint Employee Factor Char Counts <input checked="" type="checkbox"/> Midpoint Date Communicated <input checked="" type="checkbox"/> Midpoint Sup Target Date <input type="checkbox"/> Annual Employee Factor Char Counts <input type="checkbox"/> Annual Date Communicated <input type="checkbox"/> Annual Emp Target Date <input type="checkbox"/> Closeout Status <input type="checkbox"/> Grievances <input type="checkbox"/> Mandatory Obj	<input checked="" type="checkbox"/> EDIPI <input type="checkbox"/> Email <input type="checkbox"/> Career Path <input type="checkbox"/> Occupational Series <input type="checkbox"/> Supervisor 1 Email <input type="checkbox"/> Supervisor 2 Email <input type="checkbox"/> Functional Reviewer Email <input type="checkbox"/> Sub-Panel Manager <input type="checkbox"/> Pay Pool Manager <input type="checkbox"/> AcqDemo Start Date <input type="checkbox"/> Position Start Date <input checked="" type="checkbox"/> Contribution Plan Status <input checked="" type="checkbox"/> Midpoint Status <input checked="" type="checkbox"/> Midpoint Supervisor Factor Char Counts <input checked="" type="checkbox"/> Midpoint Emp Target Date <input type="checkbox"/> Annual Status <input type="checkbox"/> Annual Supervisor Factor Char Counts <input type="checkbox"/> Annual Employee Sign Date <input type="checkbox"/> Annual Sup Target Date <input type="checkbox"/> Closeout Date Communicated <input type="checkbox"/> ACDP Assessments
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Cancel
Continue

Midpoint Status

- Appraisal Status report

Employee Id	EDIPI	Employee Name	Pay Pool	Component Level	Contribution Plan Status	Midpoint Status	Midpoint Employee Factor 1 Char Count	Midpoint Employee Factor 2 Char Count	Midpoint Employee Factor 3 Char Count	Midpoint Supervisor Factor 1 Char Count	Midpoint Supervisor Factor 2 Char Count	Midpoint Supervisor Factor 3 Char Count	Midpoint Date Communicated	Midpoint Emp Target Date	Midpoint Sup Target Date
89031			2111	NV	Submitted	Not Started	0	0	0	0	0	0			4/30/2024
218137			1312	AR	Approved	Submitted	3885	3492	3833	0	0	0		4/1/2024	4/8/2024
213387			1248	AR	Approved	Not Started	0	0	0	0	0	0			
73475			1014	AR	Approved	Submitted	3970	2292	2944	0	0	0		4/1/2024	4/30/2024
34826			4014	DAF	Approved	Submitted	2212	2405	2179	0	0	0			5/31/2024
246126			2113	NV	Approved	Draft - In Progress	0	0	0	0	0	0			4/30/2024
125972			2106	NV	Approved	Not Started	0	0	0	0	0	0			4/30/2024
262282			4344	DAF	Not Started	Not Started	0	0	0	0	0	0		4/1/2025	4/15/2025

- As of 9:45 am, 04-04-2024

Employees	Approved - Completed	Draft - In Progress	Not Required	Not Started	Pending Supervisor 2 Approval	Returned by Supervisor 1	Returned by Supervisor 2	Submitted to Supervisor 1
57,242								
Contribution Plan	53,690	701		1,255	15	244		1,342
Midpoint	3,448	8,644	295	25,374	29	125	11	19,123

2024 Open Forum Schedule

- ✓ 04 January, 1pm – 2:30pm ET: CCAS Pay Transactions
- ✓ 01 February, 1pm – 2:30pm ET: CCAS Grievance, (T) Next Higher Official Process, and Archive/Transfer
- ✓ 07 March, 1pm – 2:30pm ET: Assigning Mandatory Objectives, Mid-Point Review, Additional Feedback, and Closeout Assessment
- ✓ 04 April, 1pm – 2:30pm ET: Communicating with AcqDemo Program Office on CAS2Net and CCAS Issues
 - 02 May, 1pm – 2:30pm ET: Reports – FY-based Reports & Current Settings Reports
 - 06 June, 1pm – 2:30pm ET: Creating Sub-Organization Levels and Assigning Sub-Panel Managers, and User Role Assignments
 - 11 July, 1pm – 2:30pm ET: Macro Free Sub Panel Spreadsheet and Compensation Management Spreadsheet (CMS) Introduction
 - 01 August, 1pm – 2:30pm ET: CCAS Spreadsheet Test Schedule (Offline Sub-Panel Meeting Spreadsheet, Offline CMS, Macro Free versions, and CAS2Net Online versions)
 - 05 September, 1pm – 2:30pm ET: Post Cycle Modules (Appraisal Status, Offline Interface, Previous Cycle Data, Sub-Panel Meeting, CMS Online, and Macro-Free CMS)
 - 12 September, 1pm – 2:30pm ET: Transfer, Archive and Post Cycle Activities
 - 19 September, 1pm-2:30pm ET End of Cycle Checklist
 - 26 September, 1pm-2:30pm ET: Sub Panel Spreadsheet and CMS (Offline, Online, and Macro-Free)
 - 03 October, 1pm-2:30pm ET: Discrepancy Reports
 - 10 October, 1pm-2:30pm ET: Lock/Unlock Supervisor 1, Sub-Pay Pool and Pay Pool
 - 17 October, 1pm-2:30pm ET: Pay Pool Analysis Tool (PPAT)
 - 07 November, 1pm-2:30pm ET: Initial and Final Upload
 - 21 November, 1pm-2:30pm ET: Not Final Reports and Data Complete Reports
 - 05 December, 1pm-2:30pm ET: Grievance/Grievance Window

Open Forum Questions?

AcqDemo.Contact@dau.edu

Erin.Murray@dau.edu

Jerry.lee@dau.edu