

**DISTRICT STAFF OFFICER – INFORMATION SERVICES
DISTRICT 11N**

To: Mary Kirkwood, DCO
Dean McFarren, COS
Georgieanna Scheuerman, DSO-SR

From: Anita Farnholtz, DSO-Information Services

Date: June 14, 2019

HIGHLIGHTS

- Answered questions from division and flotilla staff IS officers
- Set up and reset READ ONLY AUXDATA access for members at request of IS officers
- Forwarded information to SO-IS's and FSO-IS's from National IS staff
- Sent any requested reports to DCO and staff officers
- Information Services Officers continue to update AUXDATA with information from form 7028 completed by members. Robert Aston continues to monitor member input to Skills Bank. (See Status Report at end of this report). If members have not updated their information in AUXDATA, please encourage them to do so.
- Rob Firehock will work to update our page on District website.
- **If you are interested in training to become an Information Services Officer, please let me know, so I can send you materials and arrange a mentor for you to prepare you for the class. (Some mentors include Marilyn McBain, Rob Firehock, Pam Berger and Robert Aston).**

AUX 10 Class Dates:

19-22 August, Orland, FL (NACON)

- **All FSO-IS or SO's should run the Training Management Report for their flotilla each month. The changes in the ICS requirements and the changes in Risk Management/TCT requirements will show on this report.** A hard copy can be taken to flotilla meeting and/or emailed to members. This enables members to check the status of their certifications to see if there are any problems. It is difficult and sometimes impossible to "fix" things when DIRAUX is notified months or years after any problem has occurred.
- **Risk Management 100202 – online – AUXLMS. If member has not taken this course, they have been placed in REYR. When member takes course, he needs to notify DIRAUX.**
- **Operations Workshop 2019. Coxswain, Crew, PWC Operators need to complete course by June 30, 2019, or they will be put into REWK. When course is complete, notify DIRAUX using MT3.**
- Please see page 3 which is an email from Linda McCarty addressing recent AUXDATA problems.
- Continue to work with Marilyn McBain, past DSO-IS to learn more about the position
- Continue to provide Administrative Assistance at DIRAUX one day each week

EVENTS, DATES AND LOCATIONS

- June 15 District Board and Staff Meeting, CGI (TCT Refresher 4 hours)
- July 17 District Board and Staff Meeting, Webinar
- August 14 District board and Staff Meeting, Webinar
- August 16-September 14 NACON, Orlando, FL
- September 21-22 PCA, CGI
- October 16 District Board and Staff Meeting, Webinar
- November 16-17 Elected Officers Training, CGI

Skills Bank and & Open 7028 Status Report

As of: June 15, 2019

District	Members	Members with Skills/Occ.	% in Skills Bank	Open 7028 Webforms	% of Dist. Members†	
1NR	2007	957	48%	39	1.9%	
7	4467	2938	66%	74	1.7%	
1SR	2850	1303	46%	10	0.4%	BZ!
5NR	1777	1000	56%		0.6%	BZ!
13	993	646	65%	34	3.4%	
11NR	1231	698	57%	1	0.1%	BZ!
9CR	884	563	64%	54	6.1%	FLAG
8WR	975	647	66%	17	1.7%	
8CR	1314	869	66%	24	1.8%	
5SR	2317	1564	68%	95	4.1%	
8ER	975	626	64%	14	1.4%	
9ER	777	467	60%	1	0.1%	BZ!
9WR	959	671	70%	4	0.4%	BZ!
17	295	145	49%	10	3.4%	
11SR	1504	865	58%	89	5.9%	FLAG
14	357	185	52%	12	3.4%	
TOTALS	23682	14144	60%	478	2.02%	

PILOT DISTRICTS

District	Members	Members with Skills/Occ.	% in Skills Bank	Open 7028 Webforms	% of Dist. Members†	
13	993	646	65%	34	3.4%	
11NR	1231	698	57%	1	0.1%	
9CR	884	563	64%	54	6.1%	
5SR	2317	1564	68%	95	4.1%	

9ER	777	467	60%	1	0.1%	
9WR	959	671	70%	4	0.4%	
TOTALS	7161	4609	64%	189	2.64%	

†Open 7028 goal is 0.7% of membership or below. 5% or worse is flagged.

This report may be run any time at <http://auxofficer.cgaux.org/auxoff/status.php?pilot>

Program by Steve Johnson, 11SR

Good Morning Team IS,

Please read the following message received by Ed Duda, our Branch Chief for AuxData, and get it out to all of our people. It isn't going to fix the problem in the short term, but it will help them to know that the Coast Guard is not only aware of our access problems, but is actively seeking solutions and that our concerns are not being ignored.

From: CGCYBER-Command

Sent: Thursday, June 06, 2019 5:18 PM

Subject: Update on Degraded Services at Coast Guard Data Center

***** Please read this entire message as it pertains to the CG-Wide application/database issues *****

Coast Guard users continue to experience service disruptions and availability issues with a large number of C5I database systems and applications residing at our Operations Systems Center (OSC) in Martinsburg, WV. CG-6, the C4ITSC, and CGCYBER recently stood up a joint incident command post to aggressively pursue resolution of the long-standing CGPortal issues. However, on 30MAY2019 OSC also experienced a critical system failure of its high availability storage array, bringing nearly all Coast Guard databases and applications offline. This failure required the shifting of many mission essential systems such as MISLE to our disaster recover site in Chesapeake, VA. Recovery efforts began immediately and continue with military, civilian, contract and vendor support on a 24x7 basis.

Although the storage arrays are now operational, other persistent problems remain which are impacting users' ability to access and use many of these services. More specifically, the data center's network devices are suffering from degraded performance, which has worsened over the past two weeks, impacting the bulk of these same database services.

Although not necessary, users may continue to submit CG-Fixit tickets for these services. We are actively tracking all service degradations within CGCYBER while restoration teams work to correct the problems with this aging and complex infrastructure. Both CGCYBER and the C4ITSC will continue round the clock operations until services are fully restored.

We are fully aware of the impact to global Coast Guard operations from this service degradation, and appreciate your patience as we aggressively work to restore services.

CGCYBER Sends

It's hard to ask people to be patient when they are volunteering their limited time and seeing that time eaten up with the frustration of watching a little blue wheel spin or a little hour glass endlessly tipping itself over, but I am asking it of you. Please be patient. Please continue to support and encourage our members, and please know that your efforts are appreciated.

Very respectfully,
Linda McCarty

--

United States Coast Guard Auxiliary
Division Chief, Information Service Officers Support

linda.mccarty@cgauxnet.us