



RMS NEWS

~ RESIDENT MANAGEMENT SYSTEM ~



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FROM THE PROGRAM MANAGER

By Kerry Gates, Construction Management AIS PMO, Program Manager, USACE-HNC

Welcome to the very first issue of the RMS Newsletter, designed to keep you informed of changes, improvements, and pertinent information regarding RMS. The RMS PMO has been renamed the Construction Management Automated Information Systems (AIS) Program Management Office (PMO). The PMO is located at the Huntsville Engineering and Support Center in Huntsville, AL.

It is important to let you know that as the PMO continues to receive your feedback that we are working to not only fix problems within RMS, but to also implement enhancements submitted by the RMS users and approved by the CCB and Steering Committee.

What is the difference in a “fix” and an “enhancement”?

A “fix” is something you would normally submit a help desk ticket for because something isn’t working properly.

An “enhancement” is a ‘nice to have’ item that you wish RMS had the capability to do.

The process for submitting an enhancement is as follows:

Contact your Configuration Control Board (CCB) Representative so that they can upload the request in the CCB/Steering Committee Sharepoint for voting. The CCB members votes on requests. The approved requests then go to the CCB for voting. Approved SC items go to the PMO to have implemented into RMS.

If you do not know who your CCB Representative is please contact the PMO.

UPCOMING TRAINING OPPORTUNITIES

- The Construction AIS PMO will hold 2 Question and Answer (Q&A) sessions in FY20. Both sessions are for government employees only. Contractor training will be held at a later date.
 - * The first session will be held on Friday, 28 August 2020, 10:00-12:00 AM CST and is designed for beginners up to 2 years of RMS experience.
 - * The second session will be held on Friday, 4 Sept 2020 11:00AM—1300PM CST and is designed for users with greater than 2 years of RMS experience.
- Training is first come first serve as WebEx does limit the number of attendees.
- Training will be recorded for those who cannot attend. A link to the recordings will be added to the RMS website.
- Thank you to everyone who submitted feedback on topics they would like to have presented in the training. We will try our best to touch on every topic, but please be aware that the topics varied greatly.
- The PMO may set up additional Q&A sessions at a later date if needed in order to drill down into some of the specific topics or examples provided.

If you need the meeting information for the Q&A sessions, email Kerry Gates at the PMO.



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RECENT FIXES AND ENHANCEMENTS (NOT A COMPLETE LIST)

- Implemented the 1 click transmittal process (formerly the 40 step process) in RMS 3.0.
- Approx. 90% less RMS 3.0 downtime due to RMS caused issues.
- Contract archive capability now in RMS 3.0.
- Batch download now possible in RMS 3.0.
- 24 hour/7 days a week RMS Help Desk is available to accommodate all CONUS and OCONUS personnel. The phone number for the 24 hour help desk is (210) 473-8658.
- Updates have been made to both the RMS Government and Contractor User Manuals. Final review of the Government Manual is currently being conducted. The updated Contractor Manual can be found on the RMS website.
- New RMS Training videos have been added to the RMS website (<https://rms.usace.army.mil>).
- Patch Release notes are now available on the RMS Website. Just click the top red button on the right side of the website titled “RMS 3.0 Release Notes”.
- Groups have been established for the purpose of testing pre-releases of updates (to include enhancements) and to review documentation in order to provide better quality updates upon release.
- The PMO is aware that the Placement module in RMS 3.0 does not work properly. The PMO is working with HQUSACE on developing criteria for how placement should function, what it should report, how it should look visually (i.e. graphs), etc.
- Archiving and un-archiving for RMS 3.0 contracts is now available.
- The ability to click on a map to choose the project location, and have the Lat./Long. coordinates automatically populate for you has been added in RMS 3.0. However, you can still enter the coordinates yourself if you choose to.
- PMO is working with the GIS Department at HQUSACE to link Survey123 to RMS.
- COVID-19 Delay codes have been added.
- Banners have been added to the RMS website and application regarding CE-IT updates schedule, possible RMS downtime, and restrictions to PII information in RMS 3.0.
- Continuing to map RMS 3.0 to ACWS and CEFMS.

RESOURCES/HELPFUL INFORMATION

- RMS Website: rms.usace.army.mil
- RMS Support Center Normal Business Hours: M-F 0630-1500 Pacific Standard Time
- RMS Help Desk (normal hours): (760)-247-0217
- After Hours RMS Help Desk Phone number: (210)-473-8658 Or submit an online help desk ticket via e-mail to tickets@rmssupport.com.
- Construction AIS PMO POC: Kerry Gates, Program Manager at Kerry.p.gates@usace.army.mil
- General RMS Questions can be sent to RMS_PMO_INBOX@usace.army.mil.



FREQUENTLY ASKED QUESTIONS

Q: How do I get added to the RMS distribution list so that I receive emails from the PMO?

A: Request through your District to have your name added to the correct DLL in your District OR email your request to PMO PgM (Kerry Gates) and your name will be manually added to a separate RMS distribution list in outlook.

Q: Who do I contact if I'm having an issue in RMS?

A: It depends. If you are having issues with something such as an invoice not adding up correctly, then you can contact the PMO and someone at the PMO will try to assist you. However, if the issue pertains to something in RMS 3.0 not working, then you should contact the RMS Help Desk.

DO NOT CONTACT THE DEVELOPERS AT THE RMS CENTER DIRECTLY.

Q. If PII is not allowed in RMS, then how should I process payroll?

A. You will need to process it the same way you would if there was a RMS outage. The PMO, HQ, and RMS contractor are working to implement a new process for payroll. More to follow on this in the near future.

Q. Why hasn't RMS been moved to a cloud environment? Is that being considered?

A. RMS has not been approved to move to a cloud environment. This is being considered and will ultimately be decided by the CIO G6 upon the outcome of a study conducted by the Cloud Management Team and PMO.