



United States Coast Guard
U.S. Department of Homeland Security

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FM: CHDIRAUX

TO: ALAUX

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Subj: AUXDATA II IS ALMOST HERE!

1. **Background and Basics:** Auxiliary-wide deployment of the new, state-of-the-art AUXDATA II system is rapidly approaching, is expected to occur on April 15, 2020, and represents an exciting new start to the Coast Guard's provision of an official system of record for all of its active and retired Auxiliarists! The system will have a completely new look and feel, and will combine the functionality of three existing systems: AUXDATA, AOMS, and AUXINFO. There will be new processes to learn and new functions the system will be able to perform that were not possible with the old system. This ALAUX provides important information and will help ensure Auxiliarists understand the basics about the system and their roles in it.

2. **Why the change?** When Admiral Karl Schultz became the Commandant of the Coast Guard two years ago, he made modernization of the Auxiliary's information system, AUXDATA, one of only a handful of high-priority items that warranted major update and investment by the Coast Guard. The current AUXDATA has been described simply as frustrating for many years. The system has been neither user friendly nor intuitive. The majority of issues and complaints with it have fallen into two categories: Usability and Adaptability. Its processes and workflows have relied heavily on individual expertise and experience with the system. Additionally, the system has been unable to keep up with the pace of change of the Auxiliary, and simple changes have taken far too long to implement and have caused the Auxiliary to create extensive work-arounds. Usability and Adaptability have been two key areas that were focused on to choose the new technology and design the new system. While there will of course be a learning curve for this new system, it has been designed to be significantly more user-friendly and not require years of experience to become an expert. Further, AUXDATA II will continuously be updated and enhanced via regular improvement cycles through a process that directly involves the Auxiliary. While there is a vendor team dedicated to

constantly improving the system, the Auxiliary will have a direct hand in prioritizing and implementing system changes and enhancements.

3. **What to Expect.**

a. **L2 Messages:** These messages are effective in keeping all Auxiliarists updated on important initiatives like the AUXDATA II rollout. They will be issued periodically to inform Auxiliarists of upcoming events, critical information regarding the transition, and new user guides and video tutorials as they become available.

b. **Targeted Messages:** Important Information needed by certain user groups will be sent out periodically in a targeted manner. These messages will contain crucial information for performing your role in the new system.

c. **Auxiliary User Demos:** Specific details for each demonstration including time and how to participate will be passed via L2 Message.

- Activity Logs
- Patrol Orders
- Reports
- Help Desk - For Tier 1 Support
- Member Tutorial

d. **USCG User Demos:** These demonstrations are targeted for the Coast Guard Active Duty and Civilian Users.

- Patrol Order Management (OIAs)
- DIRAUX User - Complete tutorial of the DIRAUX User Role. Two demonstrations will be held, and each DIRAUX primary user is expected to participate in one.

e. **Auxiliary User Town halls**

f. **USCG User Town halls**

g. **Unit Level Training:** A cadre of Auxiliary and USCG Users are being trained via instructor led modules. They will then begin to train others at the District, Division, and Flotilla levels. This trickle down training will occur over the next few months.

h. **AUXDATA II Information Page:** Accessible via a link on the Auxiliary national page (<http://cgaux.org>); key information pertinent to all Auxiliarists and the deployment of AUXDATA II will be posted here.

i. **Account Generation/User Access:** A detailed message explaining how users will receive their usernames and how to access the system (dissemination method to be determined).

j. **System Go-Live:** The new system is planned to go live Wednesday, April 15th. All users with accounts in the current AUXDATA/AOM system will be given access. The remaining users will be granted access at a later date, estimated to start about 1 month later.

4. **Key Features.** In addition to the improved usability and adaptability described above, the system will include:

a. Rich searching and reporting capabilities.

b. Extensive online training tools available as well as a cadre of trained IS officers in every district to bring training to the deck plate.

c. Robust knowledge management tools including written guides, video tutorials, and recorded demonstrations.

d. All-encompassing help desk ticketing system, managed by a team of Auxiliarists and the vendor. This will be available directly in the system, as well as over the phone and through email. It will be available to resolve issues and request improvements/enhancements.

e. Accessed from anywhere: Modern operating systems and browsers supported, including mobile devices.

5. **Significant Business Changes.**

- a. All USCG Auxiliarists will have access to the system.
 - b. All Patrol Order Management will be done in AUXDATA (no longer a separate AOM system).
 - c. All Mission Activity Reports will use the same "Form" (Activity Log).
 - d. Eventually, AUXDATA forms that are no longer needed will be phased out.
 - e. All members will be able to fill in the Member and Mission Activity Logs directly in AUXDATA for review and approval by their IS chain.
 - f. The entire facility offer-for-use process will be consolidated within AUXDATA, from offeror to inspector to DIRAUX.
 - g. All members will be able to see their hours, competencies, and awards on their own personal homepage "dashboard."
 - h. All members will be able to update their own Member Information (contact, address and emergency contact information, occupation, skills) within the system.
6. Be on the lookout for further communications! There will be plenty of opportunities to ask questions throughout the deployment process, and of course more detailed guidance will be provided along the way.
 7. Internet release is authorized.