



★ U.S. ARMY

CRM Dashboard Metrics

16 May 2024

One Soldier ★ One Record ★ One Army

Open CRM Case Count – Legend:

The data listed only includes Active Component CRM cases in an Open Status.

Combination of HR and IT CRM cases in an open status

Total count of HR cases in an open status

Total count of IT cases in an open status

For HR Cases Only - Displays number of Critical and Pay Impacting Cases

Current
7,207
Cases

HR
6,786
Cases

IT
421
Cases

143 Critical

1,350 Pay Impacting

2 Critical

35 Pay Impacting

102 Linked to Defects

Change Past 30 Days
-16
Cases
(0000Z-2359Z)

Created
39
Cases

Closed
55
Cases

30 HR

7 Tier 1 **2 Tier 2**

0 Tier 3 **0 Other IT**

37 HR

6 Tier 1 **10 Tier 2**

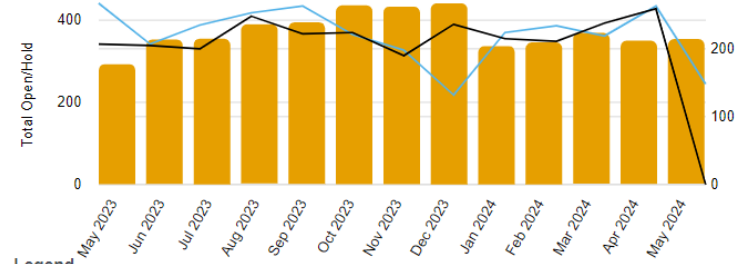
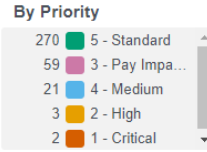
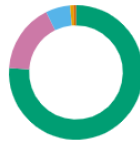
1 Tier 3 **1 Other IT**

For IT Cases Only - Displays number of Critical, Pay Impacting, & Cases with known defect identified

Bottom portion displays changes over the last 30 days

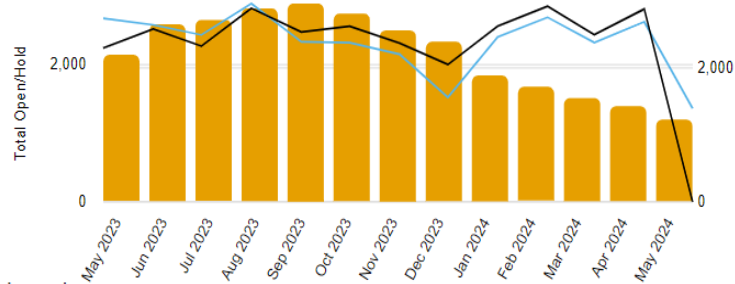
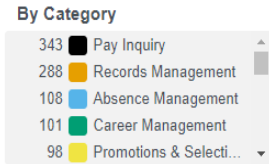
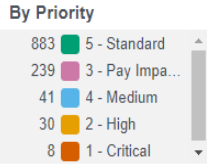
Training Units:

Current 382 Cases	HR 355 Cases	2 Critical
	IT 27 Cases	59 Pay Impacting
Change Past 30 Days 0 Cases (0000Z-2359Z)	Created 206 Cases	148 HR
	Closed 206 Cases	38 Tier 1 19 Tier 2 0 Tier 3 1 Other IT



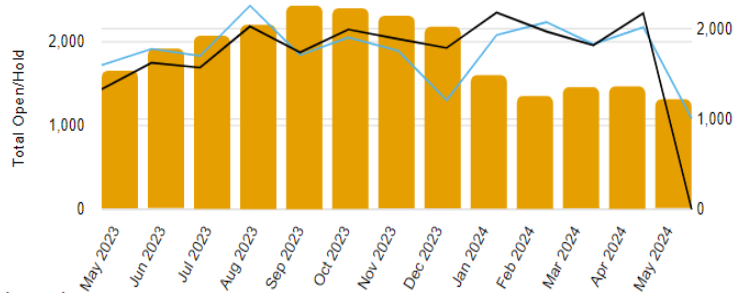
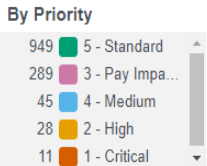
Divisions:

Current 1,286 Cases	HR 1,201 Cases	8 Critical
	IT 85 Cases	239 Pay Impacting
Change Past 30 Days -62 Cases (0000Z-2359Z)	Created 1,615 Cases	1,397 HR
	Closed 1,677 Cases	120 Tier 1 95 Tier 2 0 Tier 3 3 Other IT

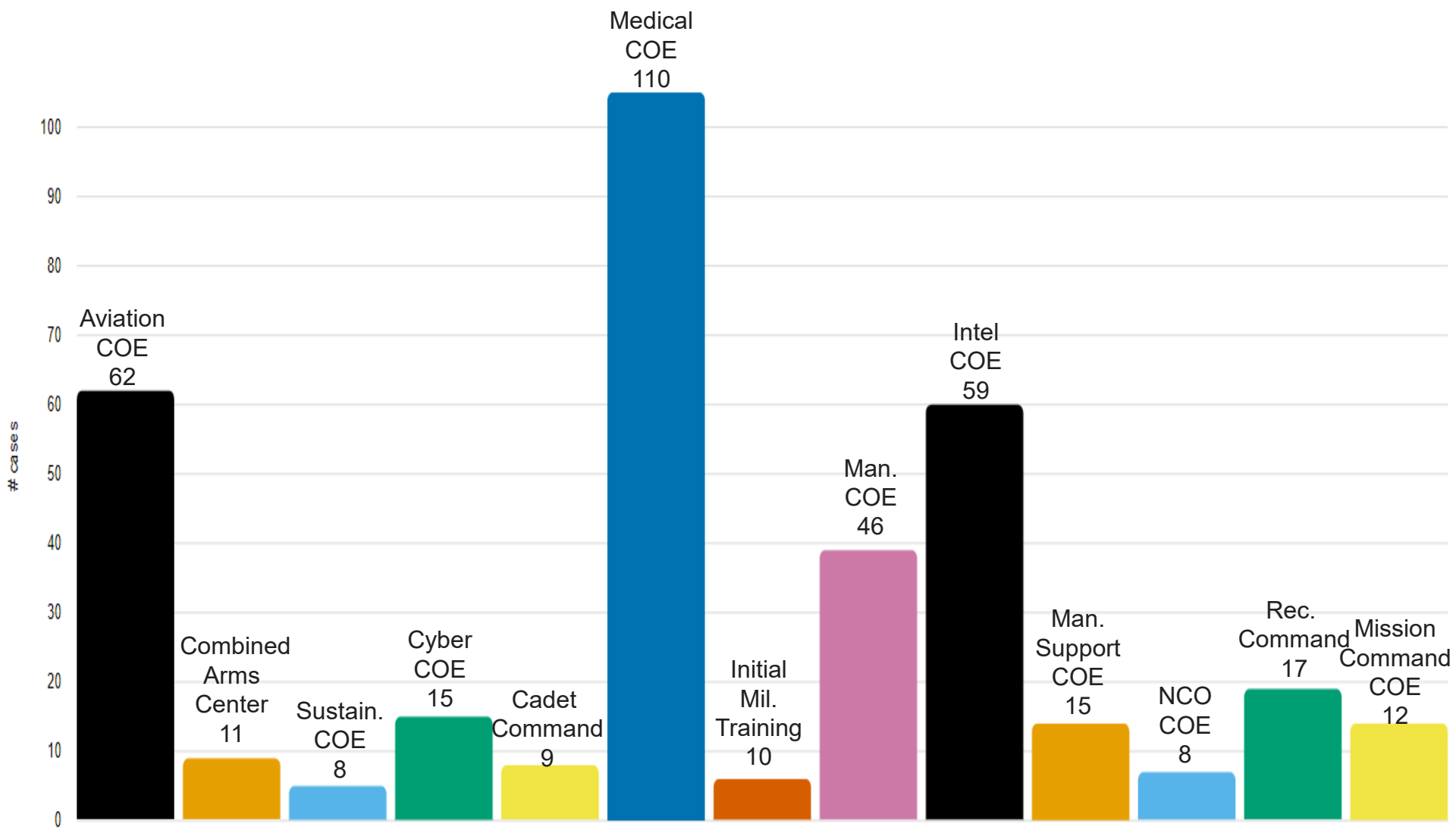


ASCCs:

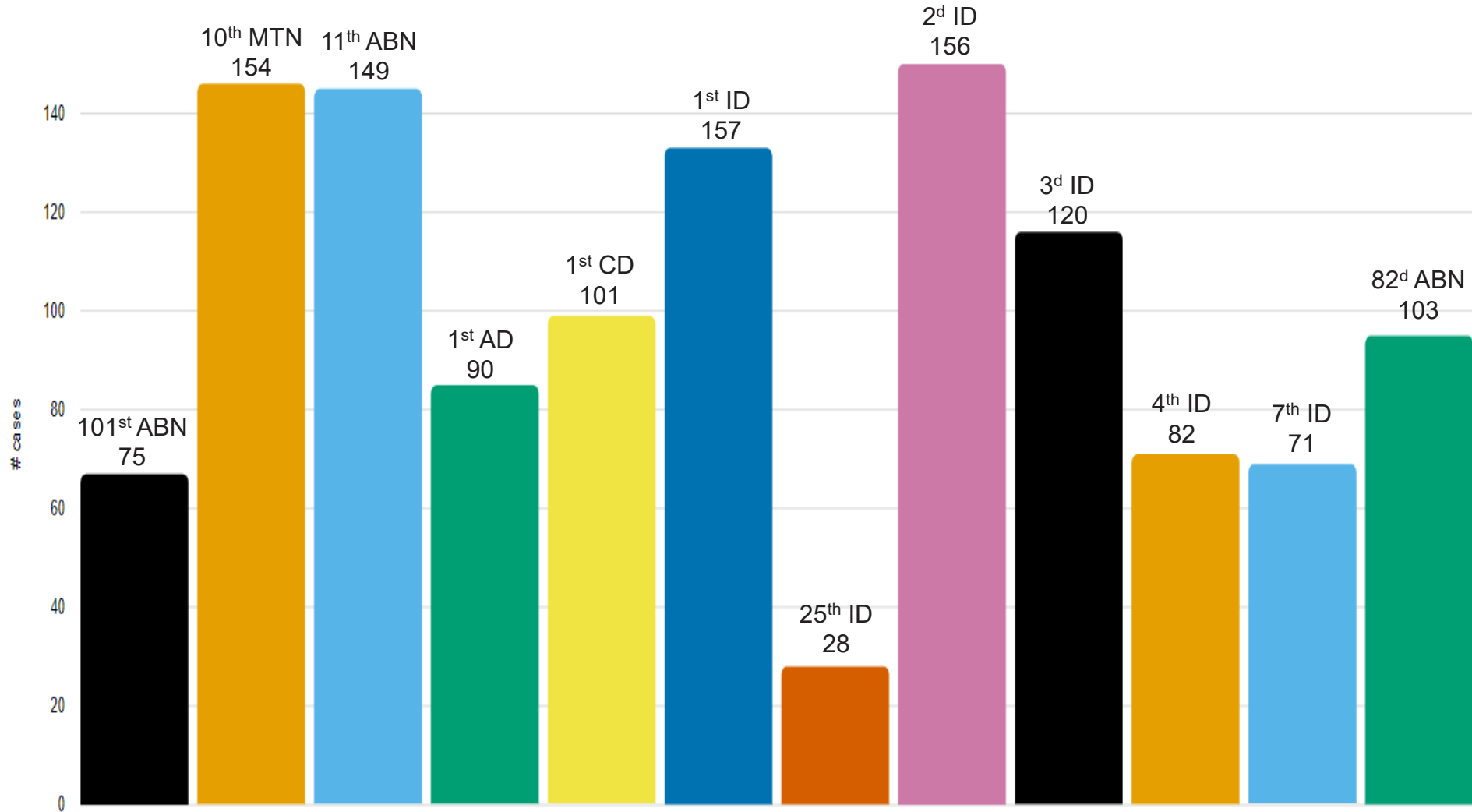
Current 1,364 Cases	HR 1,322 Cases	11 Critical
	IT 42 Cases	289 Pay Impacting
Change Past 30 Days -49 Cases (0000Z-2359Z)	Created 1,100 Cases	1,006 HR
	Closed 1,149 Cases	52 Tier 1 42 Tier 2 0 Tier 3 0 Other IT



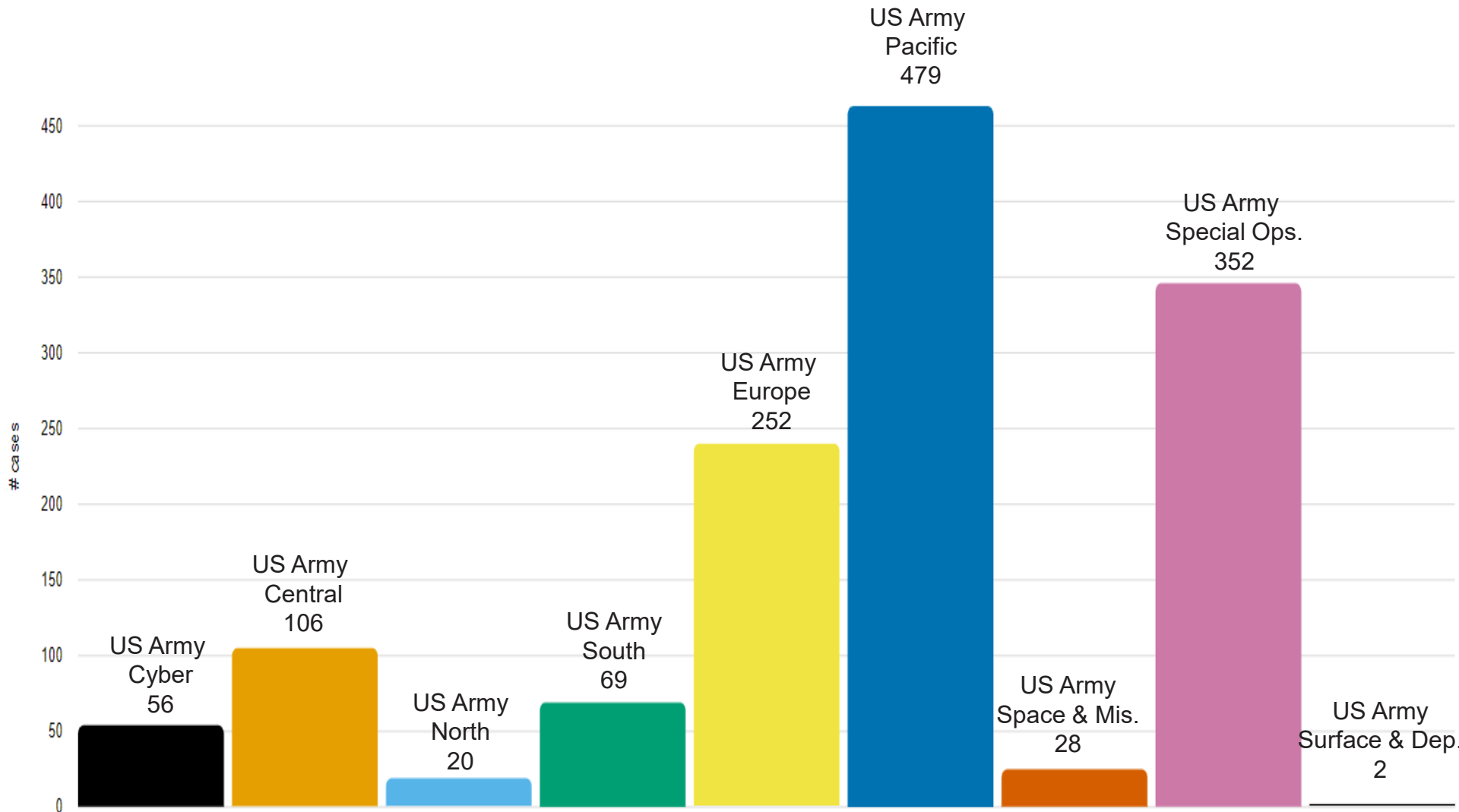
CRM Case Metrics - Training Units



CRM Case Metrics - Divisions



CRM Case Metrics - ASCCs



CRM Case Metrics - Divisions



INTEGRATED PERSONNEL AND PAY SYSTEM - ARMY

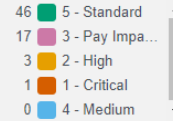
One Soldier ★ One Record ★ One Army

101st Airborne Division:

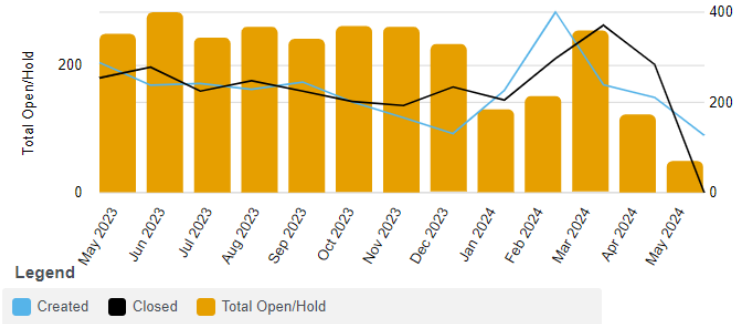
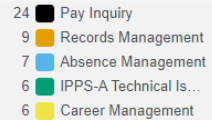
Current 75 Cases	HR 67 Cases	1 Critical
	IT 8 Cases	17 Pay Impacting
Change Past 30 Days + 12 Cases (0000Z-2359Z)	Created 153 Cases	0 Critical
	Closed 141 Cases	1 Pay Impacting
		0 Linked to Defects
		127 HR
		13 Tier 1 12 Tier 2
		0 Tier 3 1 Other IT
		110 HR
		13 Tier 1 16 Tier 2
		1 Tier 3 1 Other IT



By Priority



By Category

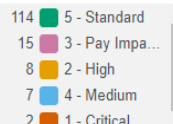


10th Mountain Division:

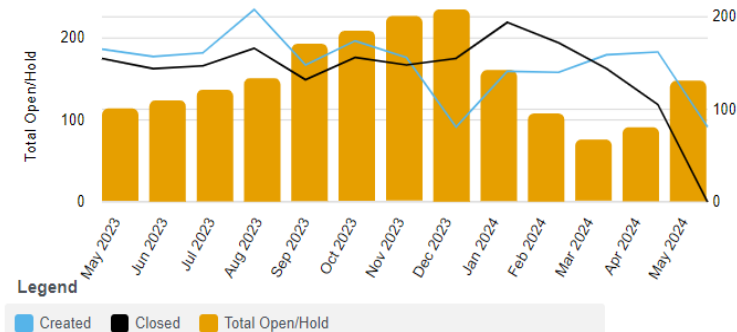
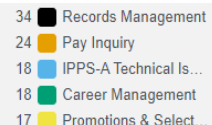
Current 154 Cases	HR 146 Cases	2 Critical
	IT 8 Cases	15 Pay Impacting
Change Past 30 Days - 8 Cases (0000Z-2359Z)	Created 105 Cases	0 Critical
	Closed 113 Cases	1 Pay Impacting
		0 Linked to Defects
		81 HR
		15 Tier 1 9 Tier 2
		0 Tier 3 0 Other IT
		83 HR
		18 Tier 1 11 Tier 2
		0 Tier 3 1 Other IT



By Priority

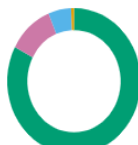


By Category

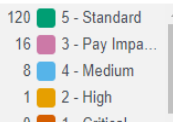


11st Airborne Division:

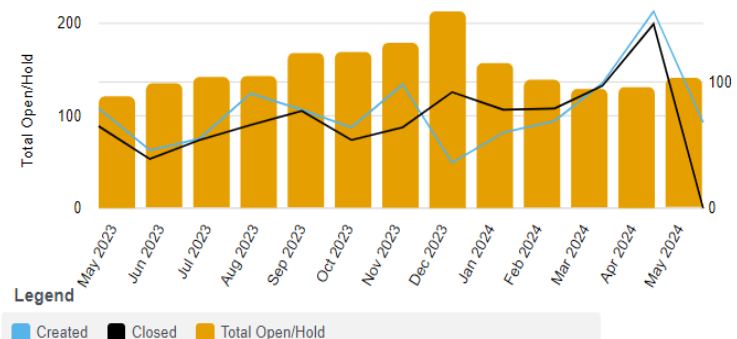
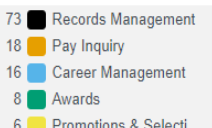
Current 149 Cases	HR 145 Cases	0 Critical
	IT 4 Cases	16 Pay Impacting
Change Past 30 Days + 4 Cases (0000Z-2359Z)	Created 75 Cases	0 Critical
	Closed 71 Cases	0 Pay Impacting
		0 Linked to Defects
		68 HR
		1 Tier 1 6 Tier 2
		0 Tier 3 0 Other IT
		64 HR
		3 Tier 1 4 Tier 2
		0 Tier 3 0 Other IT



By Priority

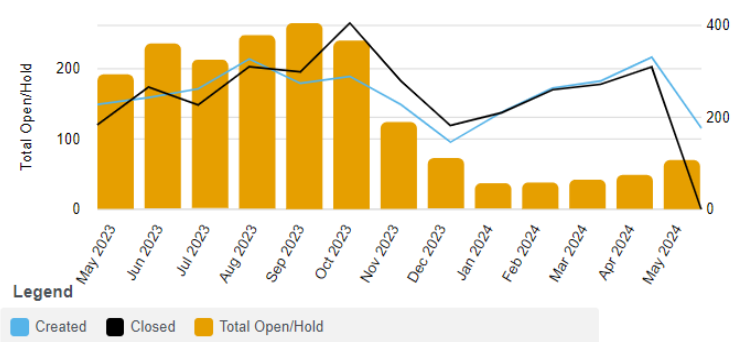
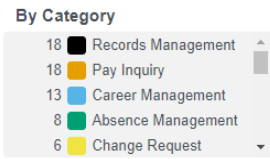
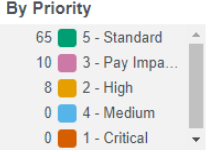


By Category



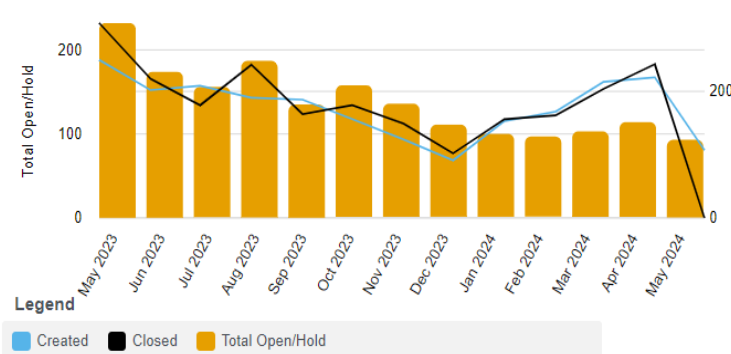
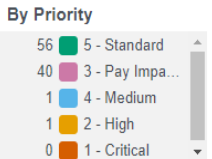
1st Armored Division:

Current 90 Cases	HR 83 Cases	0 Critical
	IT 7 Cases	10 Pay Impacting
Change Past 30 Days +15 Cases (0000Z-2359Z)	Created 199 Cases	177 HR
	Closed 184 Cases	164 HR
	11 Tier 1	11 Tier 2
	0 Tier 3	0 Other IT
	13 Tier 1	7 Tier 2
	0 Tier 3	0 Other IT



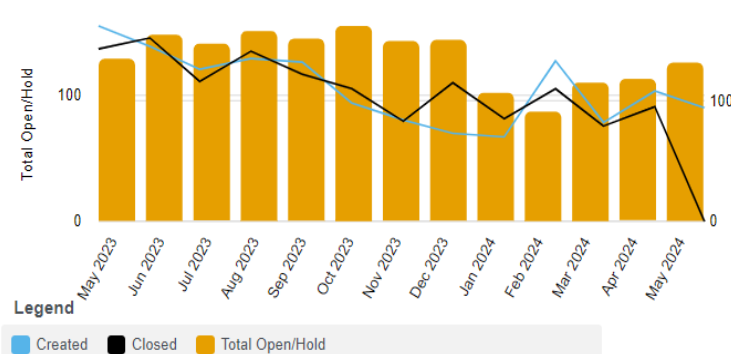
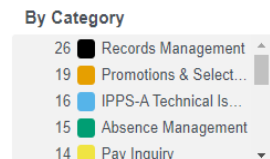
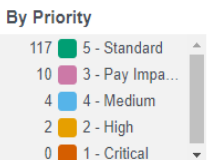
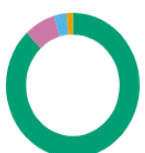
1st Cavalry Division:

Current 101 Cases	HR 98 Cases	0 Critical
	IT 3 Cases	40 Pay Impacting
Change Past 30 Days -13 Cases (0000Z-2359Z)	Created 123 Cases	107 HR
	Closed 136 Cases	102 HR
	8 Tier 1	7 Tier 2
	0 Tier 3	1 Other IT
	11 Tier 1	21 Tier 2
	2 Tier 3	0 Other IT



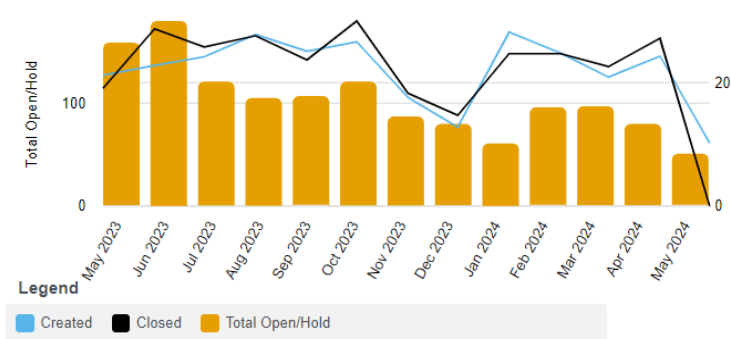
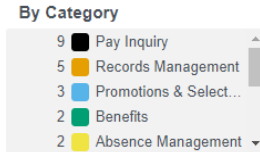
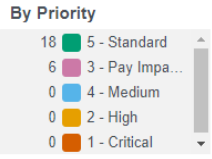
1st Infantry Division:

Current 157 Cases	HR 133 Cases	0 Critical
	IT 24 Cases	10 Pay Impacting
Change Past 30 Days -3 Cases (0000Z-2359Z)	Created 115 Cases	94 HR
	Closed 118 Cases	87 HR
	8 Tier 1	12 Tier 2
	0 Tier 3	1 Other IT
	10 Tier 1	21 Tier 2
	0 Tier 3	0 Other IT



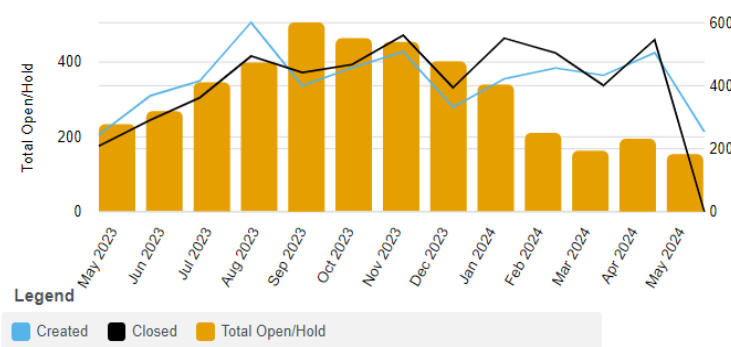
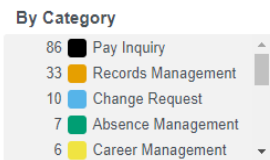
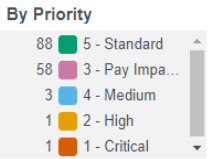
25th Infantry Division:

Current 28 Cases	HR 24 Cases	0 Critical
	IT 4 Cases	6 Pay Impacting
Change Past 30 Days -35 Cases (0000Z-2359Z)	Created 125 Cases	102 HR
	Closed 160 Cases	129 HR



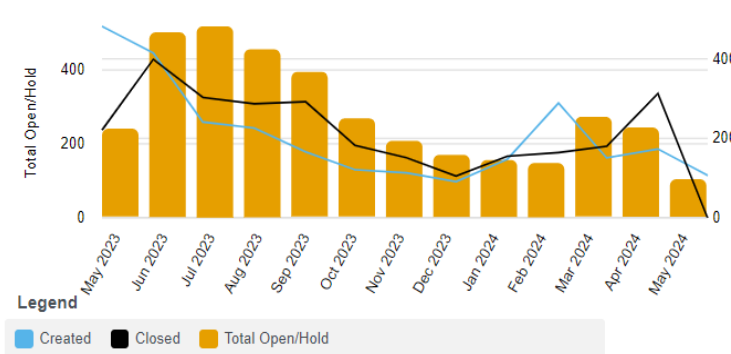
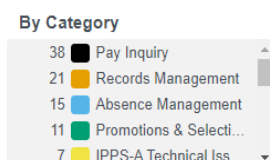
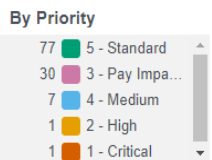
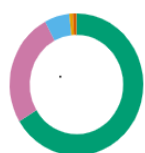
2d Infantry Division:

Current 156 Cases	HR 151 Cases	1 Critical
	IT 5 Cases	58 Pay Impacting
Change Past 30 Days -3 Cases (0000Z-2359Z)	Created 264 Cases	254 HR
	Closed 267 Cases	257 HR



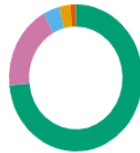
3d Infantry Division:

Current 120 Cases	HR 116 Cases	1 Critical
	IT 4 Cases	30 Pay Impacting
Change Past 30 Days +6 Cases (0000Z-2359Z)	Created 125 Cases	107 HR
	Closed 119 Cases	95 HR

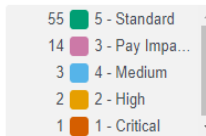


4th Infantry Division:

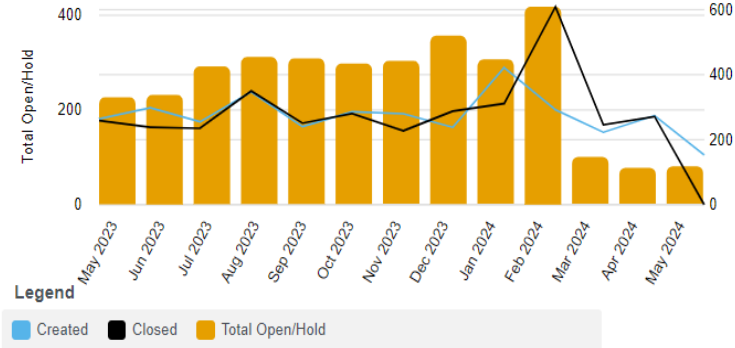
Current 82 Cases	HR 75 Cases	1 Critical
		14 Pay Impacting
	IT 7 Cases	0 Critical
		1 Pay Impacting
		0 Linked to Defects
Change Past 30 Days -9 Cases (0000Z-2359Z)	Created 170 Cases	153 HR
		10 Tier 1 7 Tier 2
		0 Tier 3 0 Other IT
	Closed 179 Cases	159 HR
		11 Tier 1 9 Tier 2
		0 Tier 3 0 Other IT



By Priority



By Category

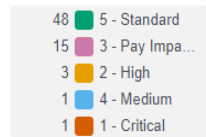


7th Infantry Division:

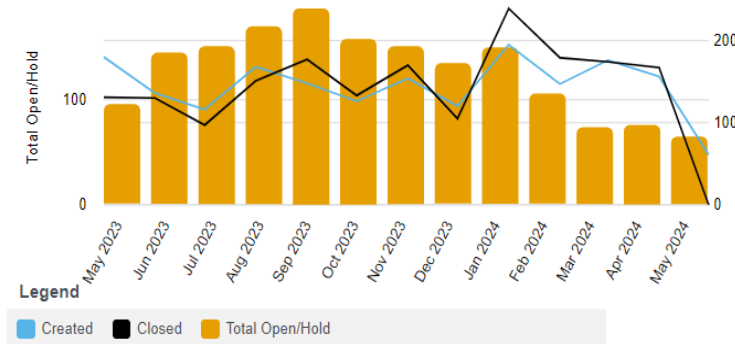
Current 71 Cases	HR 68 Cases	1 Critical
		15 Pay Impacting
	IT 3 Cases	0 Critical
		0 Pay Impacting
		0 Linked to Defects
Change Past 30 Days 0 Cases (0000Z-2359Z)	Created 72 Cases	61 HR
		6 Tier 1 5 Tier 2
		0 Tier 3 0 Other IT
	Closed 72 Cases	58 HR
		8 Tier 1 5 Tier 2
		0 Tier 3 1 Other IT



By Priority



By Category

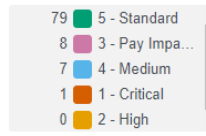


82d Airborne Division:

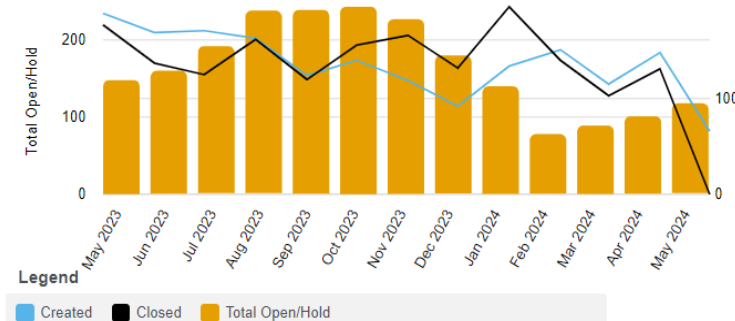
Current 103 Cases	HR 95 Cases	1 Critical
		8 Pay Impacting
	IT 8 Cases	0 Critical
		0 Pay Impacting
		0 Linked to Defects
Change Past 30 Days -28 Cases (0000Z-2359Z)	Created 89 Cases	66 HR
		16 Tier 1 7 Tier 2
		0 Tier 3 0 Other IT
	Closed 117 Cases	89 HR
		17 Tier 1 11 Tier 2
		0 Tier 3 0 Other IT



By Priority



By Category



CRM Case Metrics - ASCCs

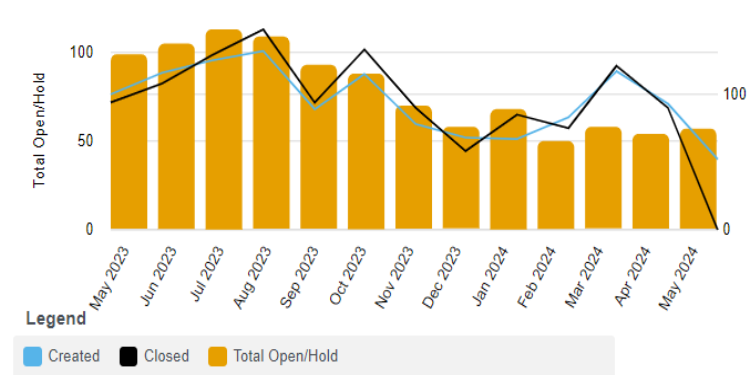
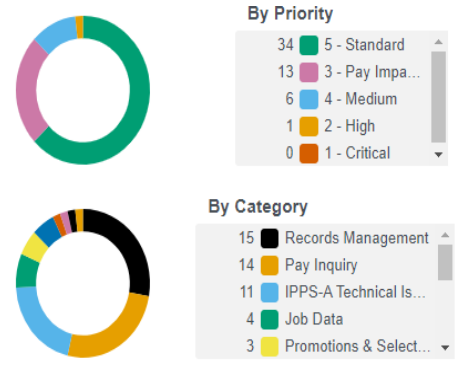


INTEGRATED PERSONNEL AND PAY SYSTEM - ARMY

One Soldier ★ One Record ★ One Army

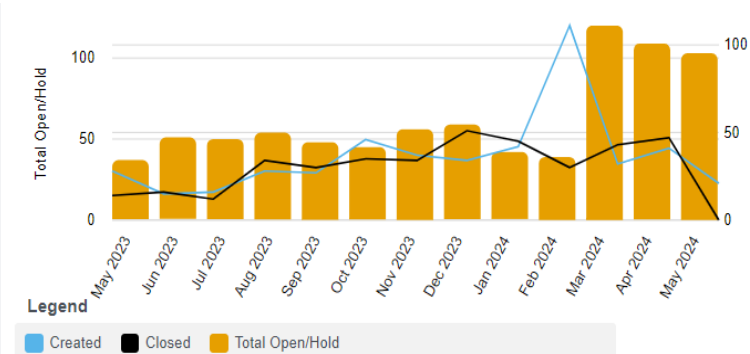
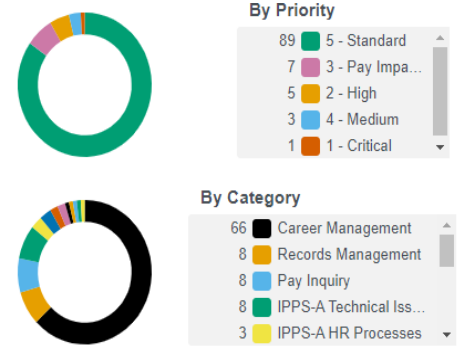
U.S. Army Cyber Command:

Current 56 Cases	HR 54 Cases	0 Critical
	IT 2 Cases	13 Pay Impacting
Change Past 30 Days -5 Cases (0000Z-2359Z)	Created 55 Cases	0 Critical
	Closed 60 Cases	0 Pay Impacting
		0 Linked to Defects
	52 HR	
	2 Tier 1	1 Tier 2
	0 Tier 3	0 Other IT
	55 HR	
	2 Tier 1	2 Tier 2
	1 Tier 3	0 Other IT



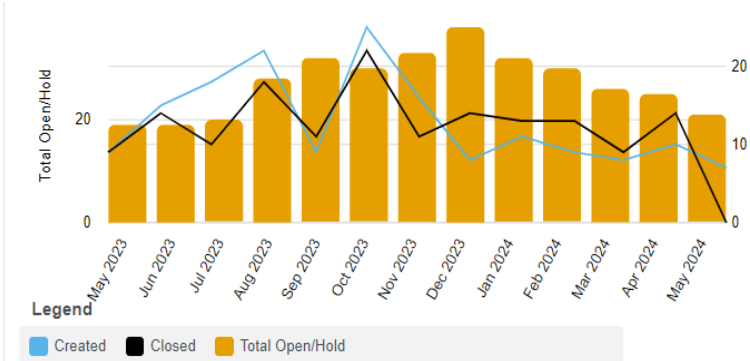
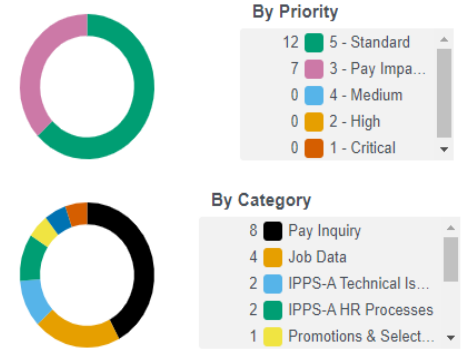
U.S. Army Central Command:

Current 106 Cases	HR 105 Cases	1 Critical
	IT 1 Cases	7 Pay Impacting
Change Past 30 Days +1 Cases (0000Z-2359Z)	Created 25 Cases	0 Critical
	Closed 24 Cases	0 Pay Impacting
		0 Linked to Defects
	21 HR	
	3 Tier 1	1 Tier 2
	0 Tier 3	0 Other IT
	19 HR	
	2 Tier 1	3 Tier 2
	0 Tier 3	0 Other IT



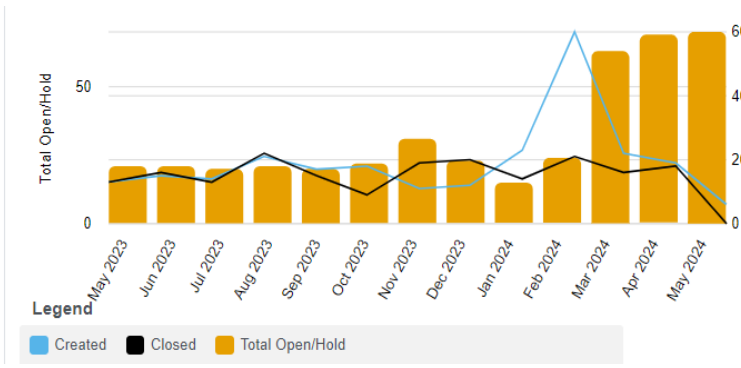
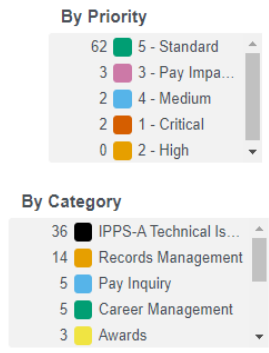
U.S. Army North Command:

Current 20 Cases	HR 19 Cases	0 Critical
	IT 1 Cases	7 Pay Impacting
Change Past 30 Days -1 Cases (0000Z-2359Z)	Created 9 Cases	0 Critical
	Closed 10 Cases	0 Pay Impacting
		0 Linked to Defects
	7 HR	
	0 Tier 1	2 Tier 2
	0 Tier 3	0 Other IT
	9 HR	
	0 Tier 1	1 Tier 2
	0 Tier 3	0 Other IT



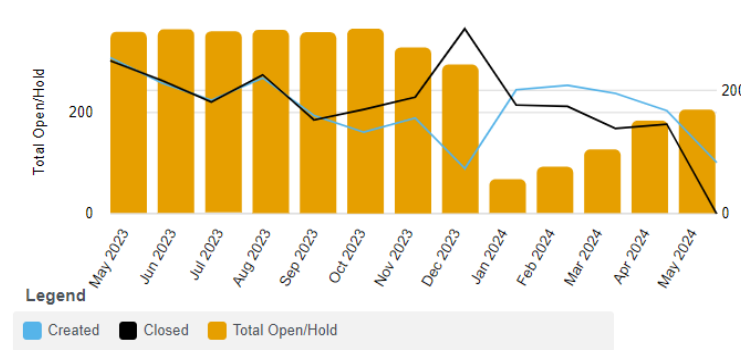
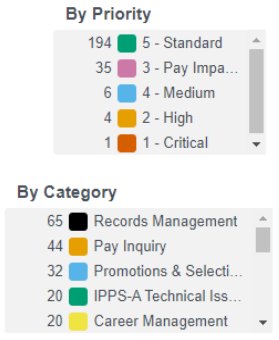
U.S. Army South Command:

Current 69 Cases	HR 69 Cases	2 Critical
	IT 0 Cases	3 Pay Impacting
Change Past 30 Days -3 Cases (0000Z-2359Z)	Created 6 Cases	0 Critical
	Closed 9 Cases	0 Pay Impacting
		0 Linked to Defects
	6 HR	
	0 Tier 1	0 Tier 2
	0 Tier 3	0 Other IT
	7 HR	
	1 Tier 1	1 Tier 2
	0 Tier 3	0 Other IT



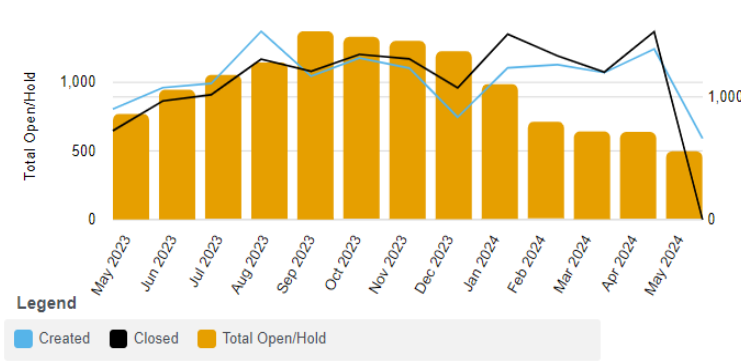
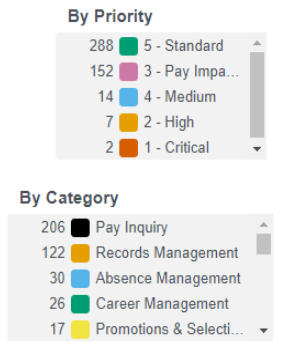
U.S. Army Europe Command:

Current 252 Cases	HR 240 Cases	1 Critical
	IT 12 Cases	35 Pay Impacting
Change Past 30 Days +30 Cases (0000Z-2359Z)	Created 95 Cases	0 Critical
	Closed 65 Cases	0 Pay Impacting
		0 Linked to Defects
	83 HR	
	6 Tier 1	6 Tier 2
	0 Tier 3	0 Other IT
	49 HR	
	4 Tier 1	10 Tier 2
	2 Tier 3	0 Other IT



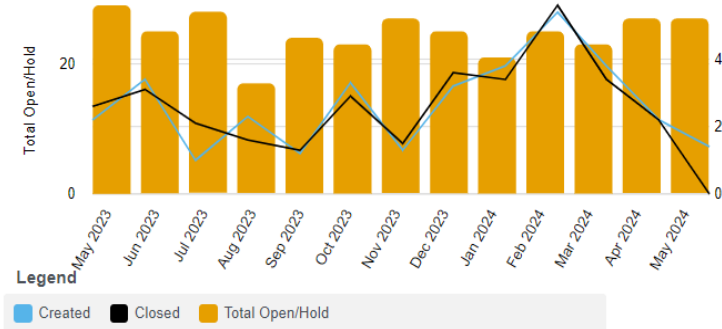
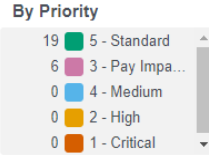
U.S. Army Pacific Command:

Current 479 Cases	HR 463 Cases	2 Critical
	IT 16 Cases	152 Pay Impacting
Change Past 30 Days -57 Cases (0000Z-2359Z)	Created 712 Cases	0 Critical
	Closed 769 Cases	1 Pay Impacting
		0 Linked to Defects
	661 HR	
	27 Tier 1	24 Tier 2
	0 Tier 3	0 Other IT
	696 HR	
	31 Tier 1	41 Tier 2
	1 Tier 3	0 Other IT



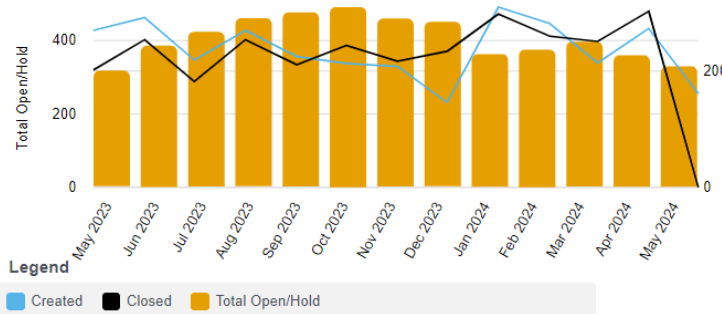
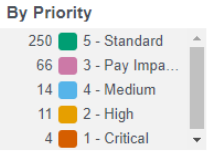
U.S. Army Space & Missile Defense Command:

Current 28 Cases	HR 25 Cases	0 Critical
	IT 3 Cases	6 Pay Impacting
Change Past 30 Days -3 Cases (0000Z-2359Z)	Created 18 Cases	0 Critical
	Closed 21 Cases	0 Pay Impacting
		0 Linked to Defects
		14 HR
		2 Tier 1
		2 Tier 2
		0 Tier 3
		0 Other IT
		16 HR
		2 Tier 1
		2 Tier 2
		0 Tier 3
		1 Other IT



U.S. Army Special Operations Command:

Current 352 Cases	HR 345 Cases	4 Critical
	IT 7 Cases	66 Pay Impacting
Change Past 30 Days -11 Cases (0000Z-2359Z)	Created 178 Cases	0 Critical
	Closed 189 Cases	0 Pay Impacting
		0 Linked to Defects
		161 HR
		11 Tier 1
		6 Tier 2
		0 Tier 3
		0 Other IT
		146 HR
		13 Tier 1
		29 Tier 2
		1 Tier 3
		0 Other IT



U.S. Army Surface Deployment & Distribution Command :

Current 2 Cases	HR 2 Cases	1 Critical
	IT 0 Cases	0 Pay Impacting
Change Past 30 Days 0 Cases (0000Z-2359Z)	Created 2 Cases	0 Critical
	Closed 2 Cases	0 Pay Impacting
		0 Linked to Defects
		1 HR
		1 Tier 1
		0 Tier 2
		0 Tier 3
		0 Other IT
		1 HR
		1 Tier 1
		0 Tier 2
		0 Tier 3
		0 Other IT

