



★ U.S. ARMY

# IPPS-A Introduction

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2025

**One Soldier ★ One Record ★ One Army**

# Leadership Team

## Project Management Office (PMO)



**COL Matthew C. Paul**  
Project Manager  
ASA(ALT),  
PEO Enterprise

The IPPS-A PMO manages the development of IPPS-A. PMO is responsible for designing and developing the system, training development, testing, implementation, customer relations and lifecycle sustainment.



**LTC Ryan P. Martin**  
INC II Product Manager  
ASA(ALT),  
PEO Enterprise

The IPPS-A Increment II (IPPS-A Inc. II) Product Manager is responsible for the development of numerous capabilities that will either reside within the PeopleSoft ERP or integrate with IPPS-A.

## Functional Management Division (FMD)



**COL Rebekah S. Lust**  
Division Director  
G-1 (TBAI)



**SGM Paul J. Smith**  
Senior Enlisted Advisor  
G-1 (TBAI)

FMD is the functional sponsor for IPPS-A. FMD is responsible for functional input including requirements definition, business process mapping, deployment, training strategy and change management.

# IPPS-A Up Front



## Total Force Visibility

1.1M Soldiers from all components in a single system



## Top to Bottom View

**Common Operating Picture:**  
Accessible by every level of the Army



## Transparency

Offers transparency to Soldiers by allowing them to see where their action is



## Pay Efficiency

Personnel actions trigger pay transactions automatically, reducing pay errors or delays



## Mobile Accessibility

Accessible via Government Device or Personal Device for Self-Service Users



## Service/Assistance

The Customer Relationship Module (CRM) offers another means for Soldiers to ask questions and get help instead of physically going to their S1 shop



## Automation

Automates many manual/ paper processes (e.g., leave, awards, name changes)



## Key Functionality

Awards • Promotions • Leave • PCS Orders  
KSB Management • BI/Analytics  
Strength Management • Search/Match Talent



## Auditability

Provides auditability of transactions by logging user, date and action



## Still Yet To Come

Soldier Pay • Sponsorship  
In/Out Processing • Complete Marketplace

# Problems We Are Solving



## Disparate systems

~200+ various HR and Pay systems



## Disconnected processes

for HR and Pay systems; untimely Pay impacting readiness



## Different systems

for HR and Pay for each Component



## Labor intensive

to keep ~200+ systems cyber compliant



## System downtime

~5500+ hours of system downtime in legacy systems impacting readiness



## Pay Accuracy

causing significant Soldier debt (~\$500M total)



## Cost of doing business

for separate Pay transactions linked to HR actions (~\$200M per year)



## Audit Readiness

Army HR/Pay systems; recurring AAA/DAIG/GAO audit findings and KPMG NFRs



## Lack of visibility

for the Total Force and HR and Pay tracking/transparency for Soldiers, HR Professionals and Leaders



## Industrial Era processes

Manual Talent Management not system linked to compensation; HR and Pay processes driven by pen and paper forms

# Functional Capabilities

## Customer Relationship Management

- Help Desk
- Soldier Inquiries
- Trouble Ticket Capability
- Action Tracking

## HR Support

- Self-Service
- Internal Controls
- Readiness & Manning
- Duty Status
- Awards
- Transfers
- Assignments
- Promotions
- Action Requests
- Reductions

- Comprehensive Talent Profile
- Self-Professed/Manage KSBs
- Talent Market Place
- Search Match

## Talent Management

HR/TM

Reporting & Analytics

Strength Management

Workflow/Audit/Internal Controls

## Business Intelligence/Analytics

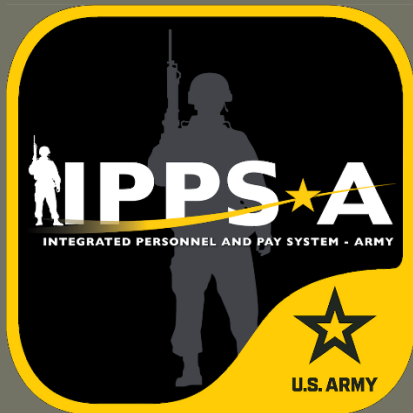


# Mobile App is Available for Download

BLUF

The IPPS-A mobile app provides IPPS-A users a convenient way of safely accessing IPPS-A self-service capabilities through DS Logon.

The critical enabler for submitting leave from your phone



Download on the  
**App Store**

GET IT ON  
**Google Play**

**DoD DEM**

*First, ensure you have established a DS Logon Account (Username and Password), and verify CAC is registered.*

*To register a DS Logon account, go to DMDC Registration: <https://myaccess.dmdc.osd.mil/identitymanagement/>.*

*Visit the app stores above and search for "IPPS-A"*

## Self-Service: through your DS Logon (DoD username/password)

- Update address and contact information
- Upload your knowledge, skills and behaviors (KSBs)
- View personal profile
- View promotion points (semi-centralized)
- Submit / track personnel action requests (PARs)
- View and apply for job openings
- Assignments
- Request / view payroll absence (leave)
- Complete IPPS-A Training
- Submit / view help tickets known as Customer Relationship Management (CRM) cases

## CAC Access: by Managers/HR Professionals (card reader and software required)

- DD93 Update
- Non Self-Service Actions (HR Professional or Commander)

For more information and installation instructions, visit <https://ipps-a.army.mil/Drive-the-Change/Mobile/>

# Training: Drive the Change and Resources

BLUF

The Drive the Change Teams Channel offers weekly Over the Shoulder Support (OTSS), reinforcement training, and new release discussions.

- **OTSS:** Subject Matter Experts answer questions on Mon., Wed., and Fri. from 9 a.m. – 11 a.m. ET and Wed. from 6 p.m. – 8 p.m. ET
- **Reinforcement Training:** Training is provided on Wed. from 9 a.m. – 11 a.m. ET and 6 p.m. – 8 p.m. ET. When available, see the [Recordings folder](#).
- **New Releases:** Every other Friday at 9 a.m. ET, the Team discusses what changes have been implemented into the system during each release, as well as show screenshots and resources to assist users with the updates. These recordings/products are available in the [Drive the Change folder](#).

For more information, visit the [Drive the Change webpage](#).



Visit the [Drive the Change Teams Channel](#).



Training is also available at Soldier Support Institute [Learning Resource Center](#) online.



# Training: Videos and Demos

BLUF

Videos and demos are available on the IPPS-A YouTube page.

## YouTube Playlists:

- Release 3 Leaders Course
- Release 3 Self-Service Series
- IPPS-A Coffee Talk
- IPPS-A Podcast
- The Ippsons
- User-centric compilations:
  - ARNG
  - USAR
  - HRC
  - IMCOM
  - G1s
  - S1s
  - Commanders
  - Soldiers

**IPPS-A YouTube:** <https://youtube.com/IPPSA>

**IPPS-A Replays webpage:** <https://ipps-a.army.mil/Training/Replays-How-To-Videos/>

## IPPS-A Replays, Season 1-2:

- Add Tile to Homepage
- Add Pages to Favorites
- Arrive Member to an Assignment
- Depart Member to an Assignment
- Create a Temporary Assignment
- Update a Duty Status
- Add or Update an Award
- Create an S1 Pool
- Update a Member in an S1 Pool
- Create an Upper Echelon Group
- Update a Member in an Upper Echelon Group
- Submit an Access Request on behalf of (OBO) a Member
- Submit a Case OBO Member
- Create an Award Recommendation PAR
- Create User Defined List
- Process a Reduction
- Initiate SFPA
- Remove SFPA
- Validate Unit Level Accountability

## IPPS-A Replays, Season 3-4:

- Complete Member Elections
- Create Workflow Template
- Create POI Account Accurately
- Add POI Relationship
- Maintain POI Relationship
- Set Up Provider Group Accurately
- Manage Decentralized Promotion Roster
- Manage Semi-Centralized Promotion Roster
- Generate ETS Roster Using Ad Hoc Reporting
- Create Active Termination – Discharge Separation Assignment (MPD edition)
- Reassign Action Using Monitor Approvals
- SABIR – Force Composition
- SABIR – Unit Strength & Readiness
- SABIR – Enterprise
- SABIR – MOSI
- Submit Voluntary Retirement – Regular Army
- Submit Voluntary Retirement – ARNG & USAR



# Functional Training: Demo Server Resources

BLUF

User Productivity Kits (UPKs), Manuals/Guides, Job Aids and Leaders Program are available within the IPPS-A Demo Server.

## IPPS-A Demo Server:

<https://hr.ippsa.army.mil/upk/r3/demoserver/index.html>

## Select a button from the UPK Instructions main menu:

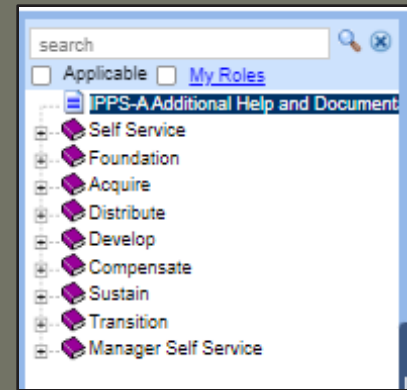
- R3 Overview Epic/Capability area overviews
- R3 UPKs Step by step instructional training aids
- R3 User Manual User Manual, Guides, and Job Aids
- R3 Leaders Program Individual leader videos on demand

## IPPS-A Help File URL:

[Help File](#)

## Deselect the Applicable check box on the main menu:

All Training UPKs may be found in this searchable library  
 \*Select + symbol to find desired subjects



## References and Field Input

Guides and Manuals	Comment Sheets
<a href="#">IPPS-A User Manual</a>	<a href="#">IPPS-A User Manual Comment Tracker</a>
<a href="#">Army National Guard Error Resolution</a>	
<a href="#">AORS Integration User Guide</a>	
<a href="#">CRM User Manual</a>	
<a href="#">Error Resolution Foundation (HCM)</a>	
<a href="#">HRC Master Workflow Template - UDL List</a>	
<a href="#">Internal Control Compliance Guide</a>	<a href="#">Internal Control Compliance Guide Comment Tracker</a>
<a href="#">IPPS-A Cutover Guide</a>	
<a href="#">IPPS-A Cutover Guides Summary of Changes</a>	
<a href="#">IPPS-A ELM User Guide</a>	
<a href="#">IPPS-A Interfaces (SV8)</a>	
<a href="#">IPPS-A Subcategory Infographics</a>	
<a href="#">IPPS-A TRA User Guide</a>	
<a href="#">MOBCOP Integration User Guide</a>	
<a href="#">Provider Group Reference Guide</a>	
<a href="#">R3 Training Glossary</a>	
<a href="#">RLAS Integration User Guide</a>	
<a href="#">SFARS Integration User Guide</a>	
<a href="#">MILPAY User Manual</a>	

Job Aids
<a href="#">Assignment Deferment Process - Cutover</a>
<a href="#">Automated Accession Business Process</a>
<a href="#">Deletion of User Defined List</a>
<a href="#">Enlisted Accession Assignment Job Aid</a>
<a href="#">IPPS-A Example Task-Integrated Soldier from PCR to PRR</a>
<a href="#">Manually Create Provider Group and Switch Business Unit to an IT Case</a>
<a href="#">MPC Change - Mass Update</a>
<a href="#">PSC_PPA_202212</a>
<a href="#">Separation and Transfer Assignments Job Aid</a>
<a href="#">IPPS-A MPD SmartBook</a>
<a href="#">Canceled Absence Job Aid</a>
<a href="#">HRC Jr Enlisted Promotions Job Aid</a>
<a href="#">IPPS-A Self Service Guide</a>
<a href="#">Self Service Personnel Record Review Job Aid</a>
<a href="#">REDCAT Job Aid</a>
<a href="#">OBIEE Job Aid</a>
<a href="#">Re-Initiate Member Elections Job Aid</a>

Resources are also available on the [Training Aids](#) page.

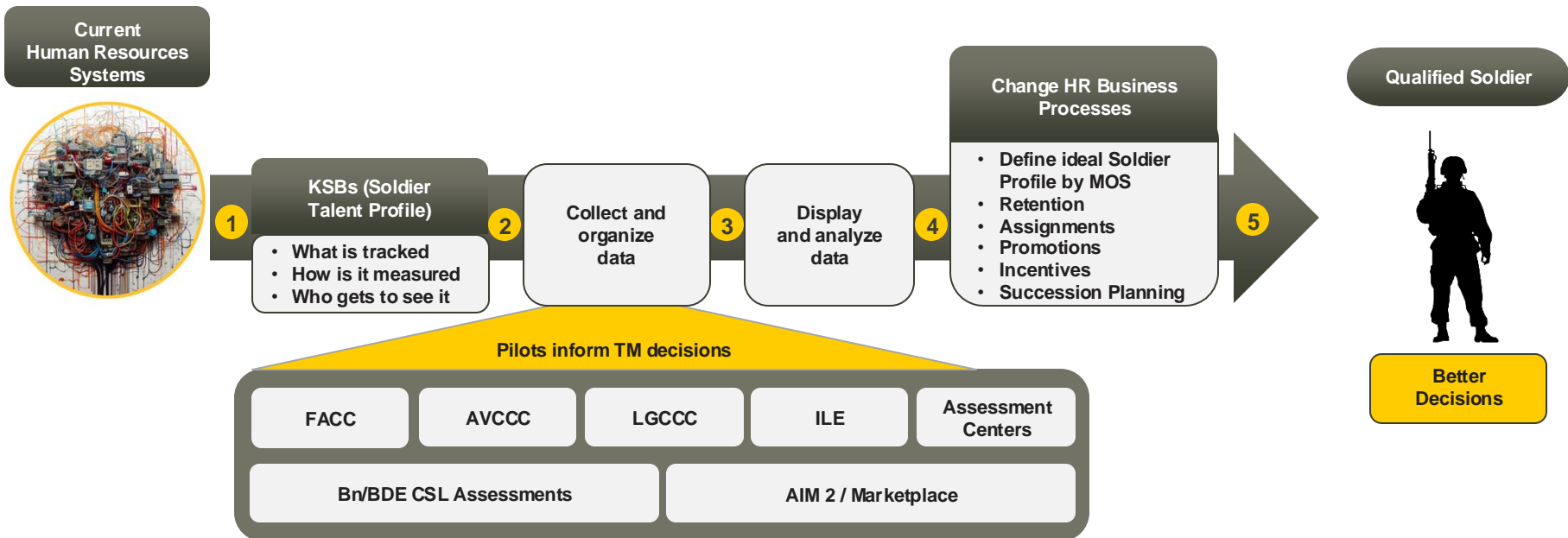
# Talent Management Way Ahead with IPPS-A

BLUF

IPPS-A is the critical enabler for the transition to a Talent Management system and a data-rich environment.

Data is the center of gravity to facilitate change

Continued pilots by Army & Talent Management Task Force are critical and provide visibility that will change decision making



# How Does IPPS-A Change MILPAY Processing?

## HR TRIGGERS PAY

Eliminating separate manual pay transactions



HR Transactions on Soldier's record trigger pay



### EXAMPLE

Soldier arrives to Afghanistan; Hardship Duty Pay-Location (HDP-L) starts for Soldier once they serve 30 consecutive days in country (IAW business rules); retroactively paid from arrival

## BUSINESS RULES EMBEDDED

Eliminating primarily manual interpretation



Business Rules embedded within IPPS-A support "If / Then" scenarios electronically



### EXAMPLE

If Soldier is involuntarily separated from Family (deployed) for more than 30 days, Soldier is eligible for Family Separation Allowance (DoD FMR)

## SELF-SERVICE

Eliminating manual pay transactions/packets for Soldier



Allows Soldiers to request pay – impacting Personnel Actions (PARs) electronically via Self-Service



### EXAMPLE

Absence Request (Leave) requested by Soldier via Mobile Self-Service. Leave taken upon approval (default) vs. after

## ACTIVITY GUIDES

Eliminating manual pay transactions for Soldier



Guides Soldiers to complete certain tasks in specific order as applicable



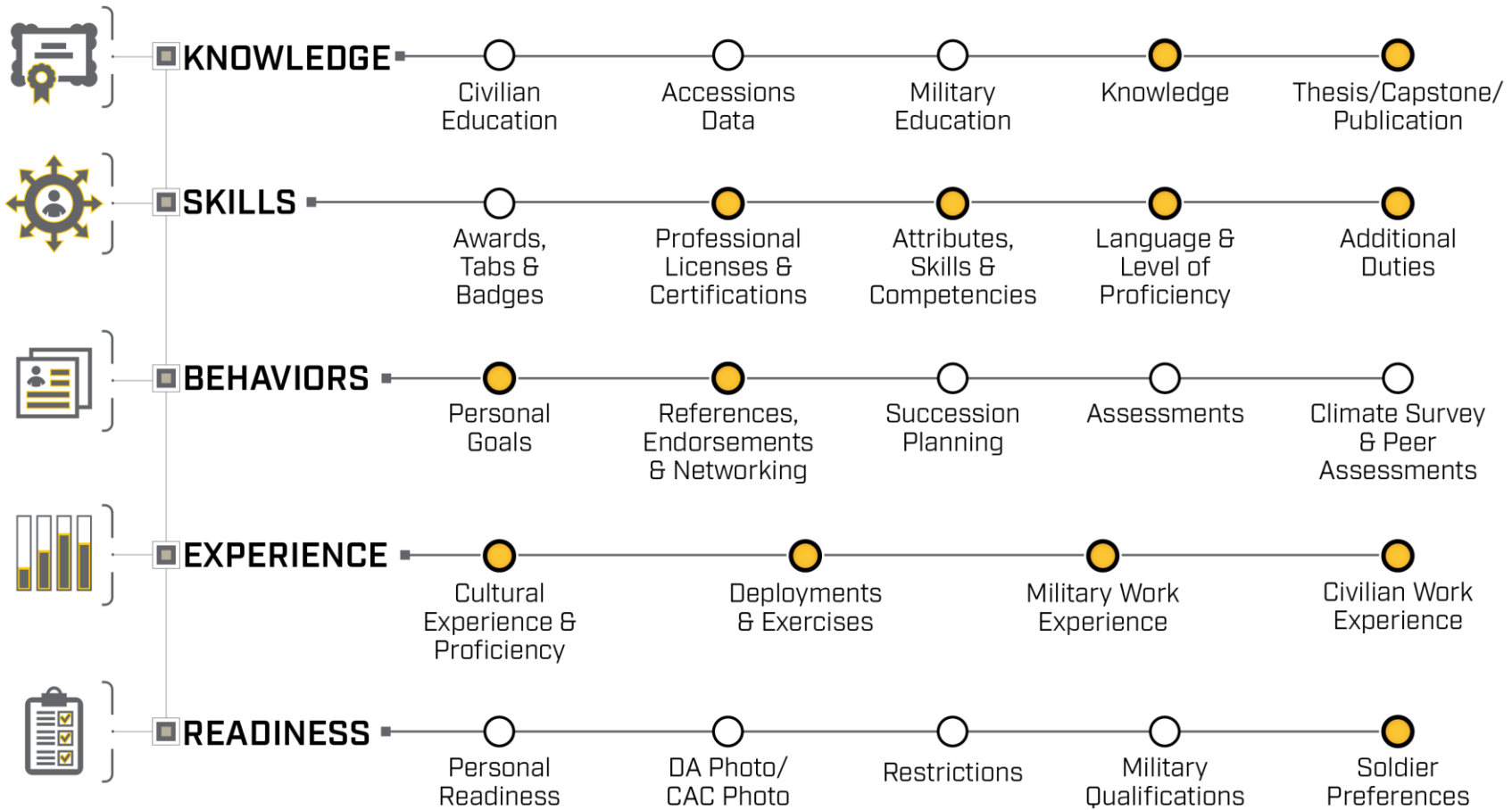
### EXAMPLE

In-processing/onboarding process for a new hire that can include multiple users and numerous tasks or steps

# The Soldier Talent Profile (STP)

**BLUF**

IPPS-A will deliver improved talent information flow and greater transparency between all Components of the Army to employ and retain its very best. The STP provides a detailed level of workplace characteristics on each Soldier in our force. This includes hundreds of data elements regarding knowledge, skills, behaviors, experiences and readiness. When pieced together, the data provides a holistic talent profile of a Soldier.

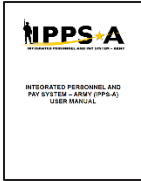


● Self-Professed: Soldiers upload/validate in IPPS-A STP    ○ Army-Captured

# Customer Support Resources

BLUF

S1 shops are your first line on IPPS-A. In addition, IPPS-A resources are also available within the system and online to assist users in learning the system.



## REVIEW MANUALS, GUIDES, JOB AIDS and UPKS

1. Login to IPPS-A at Self-Service: <https://my.ippsa.army.mil> or Elevated Access: <https://hr.ippsa.army.mil/>.
2. Click Actions Menu in the upper right corner and select “Help.”
3. Uncheck the “Applicable” box to access “IPPS-A Additional Help and Documentation.”
4. Resource links are listed; find and click the appropriate resource.



## UTILIZE THE ONLINE/MOBILE HELP CENTER

1. Login to IPPS-A at <https://my.ippsa.army.mil> or Elevated Access: <https://hr.ippsa.army.mil/>.
2. Click the “IPPS-A Help Center” tile.
  - 2a. To search for a question (FAQ), enter a keyword(s) into the top search field.
  - 2b. To create a help ticket (known as a CRM case), click on “Create a Case” tile.
3. Cases are automatically routed to the lowest level provider group (BN S1) for faster service.
4. To check on the status of your CRM case, click on the “My Cases” tile.



## CONTACT THE IPPS-A HELP DESK

1-844-HR-IPPS-A (1-844-474-7772)

Email: [usarmy.belvoir.peo-enterprise.mbx.ipps-a-help-desk@army.mil](mailto:usarmy.belvoir.peo-enterprise.mbx.ipps-a-help-desk@army.mil)



## JOIN THE DRIVE THE CHANGE TEAMS CHANNEL 1

- Do a keyword search to see if your question has been asked and answered. If not, post your question.
- Over the Shoulder Support is also available.
- For updates on latest releases, join on Fridays after a release at 9 a.m. ET.



## JOIN THE CLOSED FACEBOOK GROUP (Peer-to-Peer Support)

- Do a keyword search to see if your question has been asked and answered.
- If not, post your question.

# How Can Soldiers Learn about IPPS-A?

To follow IPPS-A:



[facebook.com/armyippsa/](https://facebook.com/armyippsa/)



[youtube.com/c/IPPSA](https://youtube.com/c/IPPSA)



[instagram.com/usarmy\\_ippsa](https://instagram.com/usarmy_ippsa)



[x.com/IPPSArmy](https://x.com/IPPSArmy)



[linkedin.com/company/ipps-a/](https://linkedin.com/company/ipps-a/)



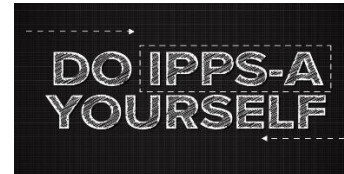
Podcast on Apple, Spotify, Google, Castbox, and more!



[usarmy.pentagon.hqda-ipps-a.mbx.ipps-a@mail.mil](mailto:usarmy.pentagon.hqda-ipps-a.mbx.ipps-a@mail.mil)



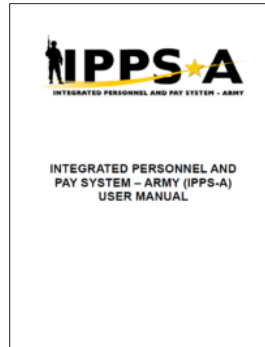
Soldier/Self-Service Course



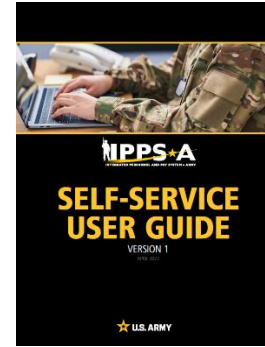
D.I.Y Series



Replays: How-to Demos



User Manual



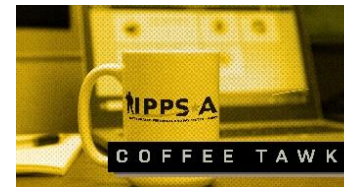
User Guide



Fact Sheets



IPPS-A Podcast



Coffee Talk



Ippsons