

DEFENSE TECHNICAL INFORMATION CENTER

A DoD Field Activity Providing Access to Defense Information Since 1945

2011 DTIC CONFERENCE

DTIC: Your Authoritative Source of Defense Information for the Front Line and the Homeland

April 4-5, 2011

Customer Centric Seamless Registration

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Information for the Defense Community 



Customer Centric Seamless Registration

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Agenda

- **DTIC's Listening**
- **Seamless Registration Access**
- **Federal Government Initiative**
- **SIPRNet* Registration**
- **Questions**

*Secure Internet Protocol Router Network



DTIC's Listening

- **Improving Customer Experience: Resolving past issues**
 - Difficult access to DTIC information
 - Complicated registration process
- **New Registration Process**
 - Used Common Access Card (CAC) for an invisible process for immediate access to DTIC
 - Eliminated requirement for supervisor's approval for unclassified access for Federal Government employees
 - Used the "White List" for approved federal agencies & departments
- **Way forward**
 - Electronic employment verification for federal employees
 - Personal Identity Verification (PIV) access for federal employees
 - Separate platform for classified access eligible registration



Seamless Registration Access

- **DTIC's Seamless/Invisible Registration**
 - First of its kind in DoD
- **Benefits to our Customers**
 - CAC holders have an transparent process for immediate access to DTIC
 - DTIC collects the required information from the CAC, without effort from customer
 - CAC holders have the option to set a password (for use when off site or TDY)
 - CAC holders without passwords no longer receive password reset notices every 60 days



Federal Government Initiative

- **First of its kind**
- **Statement of Work (SOW) with Office of Personnel Management (OPM)**
- **Electronic verification of Federal Government (non-DoD)**
- **Eliminate need for SF-50 (Notification of Personnel Action)**



SIPR Registration

- Registration specific to the SIPRNet
- Instant access for Defense Manpower Database Center (DMDC) verified users





Dedicated to Excellence in Customer Service

- DTIC registration: Evolving to meet the needs of customers and contributors
- Security: Managing behind the scenes
- Formal agreement: Memorandum of Understanding (MOU) with DMDC
- PIV cards: Coordinating with DMDC to test
- OPM database: Using approved access to verify employment

With the implementation of seamless registration, “DTIC has gone where no other DoD Organization has gone before.”



Questions





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