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If your question is not included in this list of FAQs, please contact DCCC and open a TT. The DISA Direct and Storefront teams will address your questions and include the answer in future FAQ updates, if appropriate.



GENERAL INFORMATION

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Q: What is the schedule for DDOE Sunset?

A: Orders in DDOE will be transitioned to DDSF in a phased shutdown. The dates for key near term milestones and actions will be communicated in the DDOE Sunset News. The planned completion for all services from DDOE to DDSF is the end of August 2016.

Phase 1: Mobility DMCC /DMUC and Wireless Devices & Services (16 Jan – 11 Apr)

Phase 2: COMSATCOM, DREN, DRSN, DSN, Equip Only (28 Mar – 20 Jun)

Phase 3: CBL, EMSS, Networx (02 May – 25 Jul)

Phase 4: CSSS, Dedicated, SIPR, NIPR, Backbone, VPN (13 Jun – 31 Aug)

Q: What happens to TSRs created in DDOE?

A: After the Service is disabled in DDOE, all approved TSRS which are not obsolete will be migrated to DDSF and current active orders will be available for import into DDSF. Until DDOE is completely sunset after all of the services have transitioned to DDSF, you will be able to view orders in DDOE, but you will not be able to take any actions in DDOE. Per DISA PMO direction, all TR requirements that have been CANCELLED or DISCONTINUED for more than 210 days will NOT be avail to view or import into DDSF.

DURING TRANSITION FROM DDOE TO DDSF

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Q: What happens to my orders in DDOE during the phase transition?

A: In each of the 4 phases, the ability to initiate STARTS in DDOE will be disabled first, and all NEW starts for those services will be created in DDSF. Following a period of a few weeks, all other actions (AMENDS, CANCELS, CHANGES, DISCONTINUES, REAWARDS) will be disabled in DDOE. All order initiated before the deactivation dates will be allowed to be submitted and approved up until the final cutoff date for each Phase. All upcoming deactivation and final approval dates are publicized on the DDOE Sunset News.

Q: What happens to my draft orders after DDOE service deactivation?

A: Per DISA PMO direction, only approved TSRs will be available for import in DDSF as the basis for subsequent actions. The direction is to start any new orders within DDSF. Individuals with orders in DRAFT status are encouraged to either delete the draft orders if not needed, or submit the order for approval before the cutoff date.

Q: What happens if my order is in the approval cycle?

A: Per DISA PMO direction, only approved TSRs will be available for import in DDSF as the basis for subsequent actions. Orders that do not complete the approval cycle by the end of the phase will not be available for import in DDSF. At this time the direction is to start any new orders within DDSF. If you have an order that has not reach final approval by the cut-off time frame, the order will be deleted in DDOE, and you will need to re-create and submit it in DDSF. At this time any valid orders that have been languishing in the approval process within DDOE for more than a few weeks should be "shepherded" thru the approval offices.



Any orders in the approval process which are NOT valid should be recalled by the originator or rejected by the approvers, and deleted.

Q: How do I access DDOE Orders in DDSF?

- A. From My Tracking, enter the search criteria to locate your latest approved DDOE orders. Select the “Import” button to import the DDOE Order data and make that order available for subsequent actions. See the My Tracking Order Import Walk Through, available via a link on the DISA Direct Welcome Page – DDOE Sunset News, for detailed instructions.

Q: What do I do if I need to take action during the transition phase?

- A. As noted in the schedule, during the transition of the order data from DDOE to DDSF, there will be a period of about a week when those TSRs from DDOE will not be available in DDSF. Ample notification is provided to minimize the possibility that a customer cannot initiate a needed order in either DDOE before shutdown, or wait until the order is available in DDSF. If you need to initiate an emergency order, contact the DCCC to open a ticket to request assistance in created an emergency order on your behalf.

QUERIES AND REPORTS

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Q: Will my orders still be available for queries in DDOE?

- A: Yes, you will still be able to see legacy orders in DDOE via Track TR or the Ad Hoc Query, but you will not be able to initiate any new orders in DDOE.

Q: When will DDOE Queries no longer be available?

- A: Approximately one month after all Services has transitioned to DDSF and DDOE is retired, the remaining query and reporting functions will also be disabled in DISA Direct.

Q: Will Orders available for import or DDOE orders be included in DDSF reports?

- A: Yes, orders imported into DDSF will be included in DDSF reports. All active orders and any orders which have NOT be cancelled or discontinued more than 210 days from the current date will be available to view and import in DDSF.

SPECIAL CASES AND ERRORS

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Q: My order failed to import into DDSF. What do I do?

- A: Contact the DISA CONUS Customer Focus team, at DSN 770-9922, or Commercial, at 618-220-9922 for assistance.

Q: I cannot find a DDOE order I am searching for in DDSF My Tracking. Why might that be?

- A: As with DDOE today, sometimes an order may not have the current CSA or CCSD associated with the original request, and therefore you may not be able to locate the original order. Search using the known TSR, CJON, or PDC searches. Also, requirements which are no longer active, such as those that have been Discontinued or Cancelled for more than 210 days, are archived and are not available for viewing or importing into DDSF.