



THE *LEAST* YOU NEED TO KNOW ABOUT AMPS

AMPS Team Reference for the Defense Logistics
Agency's Account Management and Provisioning
System (AMPS)

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Introduction and Overview

1. **What is AMPS?** The DLA AMPS system has been designed to automate the manual 2875 processes currently involved in the creation and maintenance of end user DLA accounts. Basically, AMPS is a role request system to provide access to numerous DLA systems.
2. **Who are the players in AMPS?** The AMPS system involves the application owners who define roles are required for their users and what access the roles provide, the AMPS Team who builds these roles in AMPS and makes them available for selection, the users who request these roles, the approvers who verify that a user should have a certain role and the accesses it provides, and the system administrators who provision the accounts.
3. **The basic AMPS flow:** The basic AMPS role request (or role removal request) follows a specific flow in processing. Generally the flow follows a path similar to the one below:
 - a. The user logs into AMPS
 - b. The user requests a role or role removal
 - c. The request passes to numerous approvers, one at a time, who verify your need and security level for each role requested. This usually includes approval by a supervisor, security officer, and data owner but may also include other approvals. In some cases, other specific data such as a DODAAC may be required to complete the request.
 - d. Once all approvals have passed, the request goes through one of several provisioning processes.
 - e. Once provisioning is completed, the user should have their access and should receive an email stating so. At that point their task is complete.
4. **The basic AMPS Provisioning Types:** AMPS does NOT always provision system accounts directly. Account provisioning occurs based on decisions made by the system owners outside of the AMPS Team, not by the AMPS Team. There are currently several provisioning types in AMPS:
 - a. Direct provisioning: Upon completion of all approvals, AMPS will actually create the user accounts automatically on the system. Once the provisioning step completes, AMPS notifies the user.
 - b. Manual Provisioning: Upon completion of all approvals, AMPS will create a Remedy ticket for system administrators to manually provision systems. Once that Remedy ticket is closed, AMPS notifies the user.
 - c. Total AMPS Provisioning: Similar to manual provisioning, upon completion of all approvals, AMPS will create an internal AMPS work task for system administrators to manually provision systems. Once the associated tasks are completed, AMPS notifies the user.

5. **What are roles and resources in AMPS:** Resources in AMPS may be separate such as access to Fusion or MEBS, or may be part of a role. Basically, they represent a system access of some sort. Roles are basically groups of resources required for a specific job. Some application such as BSM, CRM, and PDMI only allow a user to have a single PRIMARY role within the application (defined by the application owners) and multiple ADDITIONAL roles within the application after obtaining the primary role. Other applications have a ‘container role’ that the user requests that when approved will allow a provisioner to add multiple roles to their account. Some applications, like Fusion and MEBS, are provided automatically to all users. Basically, the application owner defines how their specific roles work.
6. **Current Systems in AMPS:** The following table represents some of the DLA systems currently in AMPS and how they are provisioned:

System	Provisioning Type	Role Types
EBS (BSM, CRM, and PDMI)	Manual Provisioning for End User roles, Total AMPS Provisioning for Development Roles	Single Role Request, Primary and Secondary Types
Fusion	Direct Provisioning	Auto-assigned by AMPS
Energy and Fuels roles (BSM-E)	Manual Provisioning	Assignable, Selectable and Assignable, Single Role Request
Local Richmond “V” Apps (BRGTS, CSWS, MBRT, MSDS, RDT, RPPOB, VESTARS)	Direct Provisioning	Single Role Request, Primary and Secondary Types
MEBS (Enterprise System)	Direct Provisioning	Auto-assigned by AMPS
eProcurement	Manual Provisioning for End User roles, Total AMPS Provisioning for Development Roles	
Local Richmond Applications (DASK, DDD, DSS, EEO, EPMT, Hazmat, Ozone, PPS, RHold, Sardata, Vetrak, etc.)	Typically Direct Provisioning	Single Role Request, Primary and Secondary Types
AMPS Administrative Roles	Either requested or assigned by AMPS Team, depending on role	Admin Roles

Frequently Asked Questions (FAQ)

1. General AMPS Questions.

Why do I have to use AMPS to get access to roles needed to perform my job?

Before AMPS existed, all system access was accomplished using a paper form 2875. DLA determined to replace that paper form with an automated system (AMPS) to provide better tracking of system accesses and separation of duties.

I'm not sure which role to request. Why can't the AMPS team help me with that?

The AMPS Team simply builds the role definitions and provide the workflow to request the roles. We have no way of knowing which of the hundreds of available roles a specific users needs. Managers, coworkers, or local BPAs may be able to provide you with a list of required roles for your specific job position.

Why does my request show up as suspended?

"Suspended" is a term the product uses to define that a task is waiting on something – a human approver, a completed task, etc. Although the term sounds bad, it is a typical state for the requests and should not concern you.

Why does AMPS take so long to provide me my role?

AMPS itself is not typically the cause of longer wait times. The longest wait times tend to be from approvers such as managers, security officers, data owners, etc. who also have other duties and tasks or who may need to research the user status before approving a role request. In some cases, invalid manager selections by the user or other invalid data will cause the task to wait long periods.

I received an AMPS email stating my role request had been disapproved. Why did AMPS disapprove it?

AMPS doesn't approve or disapprove role requests on its own. If a request failed, it is because one of the approvers denied you. This could be because your security rating is lower than necessary or that your supervisor doesn't believe you need a certain role.

While requesting a role, I received an error on the form similar to `` with a named field inside? What is wrong?

The AMPS workflows require specific information to complete a request. These fields are marked with a red asterisk (). The field within the tags above will define what is missing in your request. For example, if the displayed error is `country`, you have probably failed to complete the "Country" field.*

I had the wrong supervisor selected. Why can't I change my supervisor after requesting a role?

AMPS is built on a workflow product that maintains data through the workflow. Therefore, once the supervisor (or other data) is selected for a role request, it stays with that specific request throughout the completion of the request.

I received an AMPS email stating a role request had been made by one of my employees but I can't see it can't approve it. Why?

All DLA managers should apply for the role names "PROD DLA Supervisor". This provides you with the capability to approve roles and protects DLA from just anyone approving requests.

2. Role Request Issues

I can't see the role I need to request? Why?

There are several reasons you may not be able to see a role you are trying to request. It could be that the wrong application (BSM, Fuels, etc.) was selected for the role. Also, the role may be 'hidden'. This occurs when the application owners ask us to make it hidden to limit the requests for a specific role. Finally, if the role is defined as a primary role and you already have a primary role for that application, you will not see other primary roles. However, you can change your primary role at the top of the role request page.

AMPS approved my role but I only have part of the accesses I need. What happened and what do I do?

When this occurs, it is typically related to several things. Either, the user has requested the wrong role for what they need, a manually provisioned role was completed by a system administrator incorrectly, or there was an account issue for a directly provisioned role. If the wrong role was requested, the user should request the correct role. If a directly provisioned role failed, the AMPS team will likely catch it through an exception email, resolve it, and notify you. If the role was incorrectly manually provisioned, you will need to contact the application owners so that they can contact their systems administration personnel.

I received an exception email stating that my request had an issue. What do I need to do?

Exception emails are courtesy emails to notify the users that a problem MAY have occurred. These are typically caused by locked or problem accounts in AMPS. The AMPS Team and Helpdesk also receive and monitor these emails and attempt to resolve them with as limited impact to the user as possible. If you do not receive an email from someone regarding your exception within two weeks, you should email the AMPS Helpdesk for review.

I received an email stating that my role had been changed. What does the email mean? Why do the roles change so often? I think AMPS has the role built wrong.

From time to time, roles are updated by the application owners to add, modify, or remove functionality. The AMPS Team makes these changes (as well as creates new roles and deletes old roles), but the changes are defined by the application owners. For example, if a new transaction is required in a BSM screen, that change may be added to one (or numerous) BSM roles. The email is just a notification and nothing further should be required by the user.

3. Expiries, User Revalidations, User Identity Changes, etc.

Why is AMPS forcing me to revalidate my roles? Why am I getting an Expiry notice?

DLA has required that all DLA users be revalidated as valid on an annual basis. AMPS was chosen to automate this process. Additionally, some roles have been designated as being available to the user for only a certain amount of time before validation is required that the user still needs the roles. These roles initiate expiry notifications to validate need.

I was doing just fine but when I changed my job (DLA ID, etc.), I lost my access. Why do I need to request the role again if I am doing the same job?

DLA requires that roles be assigned and approved based on your current position and need. Therefore, if you were a contractor who changed to a Government FTE (or vice versa) OR you changed job positions, you are considered a different user for the purpose of access and all those items need to be evaluated by the Security officers, Data owners, etc. Even though you are the same person, there may be conditions that limit your continuing access.

4. Misc Questions

I would like to be able to run reports in AMPS. Why are the reports so slow?

Because AMPS and its infrastructure are build more for requests than for reporting, AMPS limits the reporting capability to administrators and some approvers. Reporting in AMPS is being moved to a separate system in preparation for all users to do the reporting they need.

I can't even get to AMPS or I'm getting a "Lighthouse Login" message. What is wrong?

There are a number of software and firewall requirements needed to access AMPS. If you have been employed for at least a week, check with the AMPS helpdesk for a detailed end user access self-check.

What can I do to limit the issues I have in AMPS?

To make the best attempt to successfully we suggest the following items:

- 1. Verify your AMPS profile, specifically but not limited to your email, your manager, and your IT level.*
- 2. Have your last IA training date available*
- 3. Make sure you know which role you need*
- 4. When requesting a change, make sure all items with red asterisks have completed data*
- 5. Keep track of approvals as your task goes through the workflow. If necessary, email approvers to ask status.*
- 6. If you receive an email, make sure you understand what is going on and whether you need to do anything or not.*

More Resources

Email us: DSCR.helpdesk@dla.mil

Your local Help Desk and the AMPS Help Desk can assist in many areas.

AMPS Users Guides are available for download based on whether you are an internal (DLA) end user, supervisor, external (Non-DLA) user, security officer, etc.

The AMPS Help desk has several brief snapshot PDFs to assist you with typical needs.

- Snapshot - AMPS End User Access Self Check.pdf
- Snapshot - Approving an AMPS request.pdf
- Snapshot - Approving Requests as a Data Owner.pdf
- Snapshot - Changing Your Primary Role.pdf
- Snapshot - Checking on an AMPS request.pdf
- Snapshot - Requesting Prod DLA Supervisor Role.pdf
- Snapshot - Running Reports in AMPS.pdf
- Snapshot - Updating Your Supervisor.pdf