

# FY01 DON Pilot Project Summary

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**Project Name:** Smart Web Move - SWM (#20)

**Command:** NAVSUP

**Functional Area Manager (FAM):** Manpower & Personnel

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## **Pilot Summary:**

Smart Web Move is an internet-based application designed to allow Navy service members with Permanent Change of Station (PCS) orders to receive customized household goods entitlements counseling, and make their move arrangements in less than one hour. SWM enables the user to schedule a household goods move without an appointment and/or visit to a Personal Property Shipping Office (PPSO). The service member is only presented with the information applicable to his/her individual situation. By leveraging the web, the system offers twenty-four hour a day, seven day a week service from any internet-connected PC. The scope of the project encompasses all regulatory and mandatory counseling requirements providing the functionality necessary to handle 80% of all Navy moves, without physically visiting a PPSO.

## **Business Value Added:**

- 75% reduction in time required to arrange PCS household goods moves
- Improved quality of life for service members and dependents (24 x 7 x 365 accessibility)
- Less paperwork
- Provides capability to more efficiently address seasonal spikes in the number of moves (summer), and the associated PPSO workload
- Offers improved workload management through the use of electronic workflow and visibility of individual counselor assignments at the PPSO

## **Other Considerations:**

- Honored by Government Executive Magazine as a winner of the 2001 Travel Manager of the Year Award
- System being implemented Navy-wide and is being adopted by the Air Force
- Extensible throughout the DoD

## **Pilot Participants:**

- NAVSUP
- FISC San Diego

## **Targeted Users:**

- Active duty service members and their dependents
- PPSO personnel