Introduction to Auxiliary Information Technology

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What We Will Cover

• Major Software applications/Uses
• How the pieces fit together; dependencies
• The AuxData->AuxDirectory bridge; what every member needs to know
• Organization: Who does what? Services offered
• Communicating with IT
• IT Online Resources: Website superficial intro.
• The National Help Desk/Knowledge Base - Walkthrough
MAJOR SOFTWARE APPLICATIONS
AuxData

• Official Auxiliary “System of Records”
• Everything known (almost) about:
  – Members (Contact, offices, awards, activities, more)
  – Facilities
  – Units
• Principal Users: Trained specialists; controlled access
• Strictly a Coast Guard System (with our data)
  – Written and owned by the Coast Guard
  – Operated by the Coast Guard (at OSC Martinsburg)
  – Maintained by the Coast Guard (ibid.)
  – Inside the Coast Guard Firewall (important)

auxdata.uscg.gov
AuxInfo

- General-purpose report generator for AuxData
- Access to most, but not all AuxData fields
- Principal users: “measurement” officials
- Like AuxData, a Coast Guard System
- Arcane, difficult interface; users are specialists

auxinfo.uscg.gov
**AuxDirectory (aka AuxOfficer)**

![AuxDirectory Image]

**AuxOfficer**

**AuxDirectory PowerSearch**

Select type of output:
- Onscreen List
- Enhanced Email List
- Directory Style
- Plain Email List
- vCards
- Email Separator

Enter Last Name, Member #, Email or Phone #

**Unit** (e.g. 114-12-04) Status Office

**Qualifications**

Administrative Procedures (apd)
Aid To Navigation (mtn) Technician
Aid To Navigation Verifier

**Sector**

Sector Anchorage
Sector Baltimore
Sector Boston

Residence City State

Zip Code

Notes:
- Each selection/entry narrows search.
- Ctrl-click for multiple selections in pull-downs.
- Multiple selections widen that category.

**Familiar Searches:**
- Last Name, Member #, or Email Only
- Unit + Office
- Unit + Qualification

[auxofficer.cgaux.org](http://auxofficer.cgaux.org)
AuxDirectory (aka AuxOfficer)

- “White” and “Yellow Pages” of the Auxiliary
  - Directory of all members and units
  - Contact information
  - Member competencies, offices, skills
- Users: all members, USCG
- Goal: put members in touch with one another.
  - Staff lists
  - Custom member lists by criteria
- Portal for Member/Unit Data Input
  - Built in 7028 “Change of Member Info”
  - Change Unit information

auxofficer.cgaux.org
7028 Webform

- Change member information
  - Contact information
  - Availability for augmentation
  - Fitness/willingness
  - Skills and occupation

- *Instantly* updates AuxDirectory

- Emails notice of change to FSO-IS
  - Goal: AuxData Entry

webforms.cgaux.org/forms/7028
**7029 Webform**

- **Record member hours**
  - Administrative hours
  - Miles driven
  - Expenses
- **Emails data to FSO-IS**
  - Goal: AuxData Entry
- **Usage: 86% of members who report hours**

webforms.cgaux.org/forms/7029
- Online examinations
  - Proctored/Unproctored
- Results are…
  - Sent to AuxData
  - Stored online
  - Viewable in NTC
  - Viewable in AuxDirectory

ntc.cgaux.org
Online Classroom

- Online training and videos
  - Public Affairs
  - Information Technology
  - New Members
  - Aux Procedures
  - Navrules
  - Operations Policy
  - Vessel Examiner
  - Program Visitor
  - more…

classroom.cgaux.org
Emergency Broadcasts

Sync Everbridge to AuxDirectory

Experimental Everbridge Automated Updates Dashboard

U.S. Coast Guard Auxiliary - For Official Use Only - Beta Test Software

All Administrators Note: New Everbridge Automated Updates documentation as of 16 July 2012. Click Link Below.

Update Everbridge from AuxData/AuxOffice:
1. Enter the district number (e.g., "114") for which you’d like to update the Everbridge database.
2. Press “Execute”. A CSV file will be created; save it to your desktop.

Once you have the CSV file:
1. Log on to the Everbridge Administrative interface at www.everbridge.net, using your Everbridge administrator credentials.
2. Follow the instructions under “Members > Add Members > Upload List of Members”. Upload the file that you just saved.

If your Everbridge Members List seems to be missing many members:
1. Click “Clear History” below, then click “Execute”.
2. On the page that appears, click “Ignore History”, and then “Execute” again.
3. Follow the instructions above for uploading a CSV file.

Note: This Everbridge Automated Updates System uses a history file to determine which records to update and which records to delete. If there is not yet a history file, you will be given the opportunity to create one manually in Everbridge, and read it in here. Until you perform this step one time (called the “first-time initialization procedure”), Automation has no way of determining which records in the Everbridge database are “ stale”, and should be deleted. See documentation for further discussion.

Latest Documentation:
1. Everbridge Automated Update System (This program). NEW 16 July 2012 (updated program link address).
Interpreter Database

- Find Aux Interpreters
  - By language
  - By city
  - By sector

- Used by USCG, Navy
Skills Bank

U.S. Coast Guard Auxiliary Skills Bank Dashboard v1.2

Unit (e.g., "114-12-04")

Select Filter Criteria - Option Click for multiple choices in scrolling lists

Occupation

Select & Category

clearance Required

Availability

Travel OK

Admin Work OK

Physically Capable

Have Photo ID

Zip Code Search Radius

States (Territories at bottom)

Alabama

Alaska

Arizona

Arkansas


controls

Execute

Clear All

Export

PDF Report

Email List

Skills Bank designed and built by Steve Johnson, U.S. Coast Guard Auxiliary Information Technology Group.
Skills Bank

- AuxOfficer search on steroids
- Find members by
  - Unit
  - Sector
  - Office
  - Department
  - Qualifications
  - Occupation
  - Skills
  - Availability/Security Status
  - City, State, Zip Code/Distance
- Export email list
- Export spreadsheet
  - Compatible with Everbridge

auxofficer.cgaux.org/skills_bank
WOW Pushbutton Websites
Content Management System

- “Instant” websites
  - Units
  - Directorates
  - C-Schools

- Suits any skill level
  - None to vast
  - Focus is on content, not programming

- WOW to date:
  - 52% (492) Units Approved
  - 80% (750) Units Operational

- So easy, even a FC can do!

wow.uscgaux.info
Other Applications

- **Internet Site Request/Site Approval System**
  - Request conventional site (AIRS)
  - Request National Site Approval (all sites; optional)
  - Used by DSO/ADSO-CS

- **Certificate System**
  - Prints color certificates for all situations
  - Used by elected leaders, DIRAUX, CHDIRAUX
HOW THE PIECES FIT
COAST GUARD FIREWALL

AUXINFO

WEEKLY EXTRACT

AUXDATA

IS OFFICER DIRAUX

WEEKLY EXTRACT

MANUAL UPDATE

AUXOFFICER DATABASE

7028 RECORDS

OFFICER RECORDS
UNIT RECORDS
INTERPRETER RECS.

 AuxOfficer AuxDirectory

MEMBER AND OFFICER DATA

MEMBER IDENTITY AND VALIDATION

TEST CONTENT

NATIONAL TESTING CENTER

TEST ANSWERS

ANYONE IN THE WORLD

TEST RESULTS
Takeaways:

• Integrity/currency of AuxOfficer DB is crucial to all systems.

• Weekly updates (Mondays) are the weak point.

• Strategy: Automate all data exchange!
The “AuxBridge” Project

AuxBridge:
- Fully automated data exchange
- As often as wanted
- Bi-directional
- Downloads:
  - Member data
  - Officer data
- Uploads
  - Test Results
  - 7028 Information
  - 7029 Information
  - 70xx Information?
ANYONE IN THE WORLD INTERPRETER CORPS DATABASE

WEEKLY EXTRACT AUXINFO

MEMBER RECORDS OFFICER RECORDS UNIT RECORDS INTERPRETER RECS.

7028 RECORDS

WEBFORM

WOW WEBSITES WEBSITE CONTENT NATIONAL TESTING CENTER TEST CONTENT TEST ANSWERS

AuxOfficer AuxDirectory AuxDirectory Server (API)

Member and Officer Data Skills Bank

Member Zone Validation Server (API)

Coast Guard Firewall

2014

- **Webform:** Member enters own data
- **Email** IS Officer get alert
- **Dashboard** IS Officer approves
- **AuxBridge** Data goes immediately to AuxData
- **IS Officer data entry is eliminated!**
WHO DOES WHAT?
Auxiliary IT Directorate
“We Make Your Job Easier”

IT USER SUPPORT & SERVICES (U Directorate)

DVC-UM
- MEMBER SUPPORT
  - National Help Desk
  - National Knowledge Base
  - Customer Service
  - National WebEx Support

DVC-UG
- IT USER GUIDES
  - Online IT Training Guides
  - Audio/Video Content
  - Website & Print Graphics
  - Liaison with Training

DVC-UA
- AUX04 TRAINING
  - WOW Classroom Training
  - PowerPoint Training

DVC-UI
- AUXDATA SUPPORT
  - AuxData/AuxInfo C-School
  - Forms Design
  - AuxData Management
  - AuxInfo Management

DVC-UC
- UNIT WEBSITE SUPPORT
  - Web Standards & Practices
  - Unit Liaison (CS // Chain)
  - Unit Site Review & Support
  - Site Compliance

CG-BSX-1 (CHDIRAUX) OSC
- DSO-IS/SO-IS/FSO-IS
- DSO-CS/SO-CS/FSO-CS

C-DEPT SOFTWARE ENGINEERING
Auxiliary IT Directorate
“We Make Your Job Easier”

COMPUTER SOFTWARE & SYSTEMS (C Directorate)

DVC-CE
SOFTWARE ENGINEERING
- Program New IT Apps
- Program Department Apps
- Maintain Existing Apps
- Liaison with OSC at USCG
- Recruiting; Source Control

DVC-CH
HOSTING SERVICES
- Capabilities Planning
- Server Management
- Unit/Nat’l Website Hosting
- Network Security
- Open Source Support

DVC-CQ
ADVANCED DEVELOPMENT
- “Skunk Works”
- Self-Directed Projects
- New Approaches

DVC-CD
DOCUMENT CTRL SYSTEMS
- Research Doc Ctrl Systems
- Develop Taxonomies
- Develop Workflows
- Collect all Documents

DVC-CN
NAT’L SYSTEMS SUPPORT
- National Website
- Unit Website Design
- Content Management Systems (WOW)
- Directorate W/S Coord.

ALL NATIONAL DIRECTORATES

NEXCOM NATIONAL DIRECTORATES
Quick Look

ONLINE IT RESOURCES
Online IT Resources

- IT Directorate Website
  http://itgroup.cgaux.org
- WOW websites
  “Configure” Mode > Documentation
Welcome to the Information Technology Group

What is Information Technology in the Auxiliary?

In most any organization the role of IT, whatever it may be called, is to conscientiously select and apply those aspects of the entire range of information technologies that can most be expected to maximize benefits to the organization as a whole, in cost-effective ways.

Our Departments

Computer Software & Systems (C)

The mission of the Computer Software & Systems Department (C) is primarily involved with the underlying technologies, equipment, and developmental techniques to produce solutions necessary to meeting Auxiliary mission criteria. This department has a number of on going projects that interface and are supported by the U Department such as: WOW (units without webmasters) system; wcms systems; database administration; soap clients; and aux officer. The Computer Software & Systems Department is also the home of the national website division, along with the research & development division.

User Support & Services Department (U)

The mission of the IT User Support & Services Department (U) is to deliver support for Information Services employed to meet the needs of Auxiliary support missions.

Help Desk Support System

Have a question, or need support? You can submit questions, comments, website errors, or any other type of feedback to the U.S. Coast Guard Auxiliary National Staff via the Help Desk. Look for the National Help Desk in the footer, it’s also available from the left hand navigation in the national web sites. All website errors, or system errors (such as learning platform, aux officer log ins and more) must be routed via this system.

Any location in which the question mark icon is show, you must submit inquires via the Help Desk. Even in some locations not displaying the icon you maybe asked to do so.
What is at itgroup.cgaux.org?

- Focus mainly on the CS chain
- IT Group News blog/feed ("What’s new in IT")
- Links to the C and U department websites
- Quick Website Checklists
- WOW/AIRS Platforms explained
- Site Approval/Request portal for DSO-CS
- Aux04 (WOW) C-School Website access
- Aux10 (AuxData) C-School Website access
- More: let’s take a look…
IT Group Website: Bottom Line

• Virtually all of what a CS Officer needs to know is available
• Every CS officer should have a working familiarity with everything the site covers – “One Saturday…”
WOW Websites Documentation

• Available on the WOW site in “Configure” mode

• Titles:
  – WOW II User’s Guide (40p)
  – WOW II Quick Start Guide (1-1/2p)
  – 1-Hour Conversion Guide (Old site to new) (5p)
  – Creating Role-based Pages (3p)
  – Creating Email Forms (7p)
  – Using Hidden Pages (4p)
  – WOW “Smart” Tags (11p)
  – WOW Presentations (4 ea.)
Quick Look

THE NATIONAL HELP DESK
let's take a look…
IT Introduction Takeaways

• IT is source of all Auxiliary software except AuxData/AuxInfo
• The AuxOfficer database is central to all applications
• When info in an Aux application is wrong, its wrong in AuxData or an update is needed
• An electronic bridge is in development: daily updates or better; reduced IS data entry
• IT is a service organization, and is organized to support unit staff officers directly
Takeaways, continued

- All IS and CS officers should read and be familiar with the entire IT Directorate website.
- WOW documentation is extensive, helpful and readily available.
- The National Knowledge Base is for use by all members, but especially for getting CS and IS problems solved.
Auxiliary Information Technology

WE MAKE YOUR JOB EASIER