

PHD  
**SENTINEL**

NAVAL SURFACE WARFARE CENTER, PORT HUENEME DIVISION  
MARCH 2011

Inside This Issue:  
ARAV-B Exercise  
RDML Shannon Visit  
Remote Monthly Snapshot



## A Message from the Commander



Capt. William W. DeBow

Last month at my All Hands I spoke about a few important items that I would like to reiterate now, especially for those of you who were not able to attend.

I discussed that we are living in a budget constrained environment and that we need to continue to improve our processes and establish efficiencies in everything we do. Our command goal, as stated at the All Hands, is to achieve excellence in providing in-service engineering, integrated logistics support, and test and evaluation with an enabled workforce in a budget constrained environment.

With a watchful eye on budget reductions, the maintenance of our existing fleet is vitally important.

Last month, President Obama sent Congress a proposed defense budget of \$671 billion dollars for fiscal year 2012, of which \$161.4 billion represents the Department of the Navy's budget request. The proposed budget focuses on improving capabilities to fight today's wars and investing in capabilities to counter future threats, while taking care of our most valuable resources – our Sailors, Marines, civilians and their families.

Another item I discussed at the All Hands was the need to have an effective communication plan to enhance our mission. Basically, we need to tell the story of all the great things we do for the fleet, including our terrific accomplishments and the capabilities we are testing for the future. It is important that the message is delivered both vertically and horizontally, i.e., to the people who control our

funding and programs as well as to those who need to know our capabilities.

Speaking of great accomplishments, I want to congratulate the White Sands Detachment for their efforts with the successful testing of the ARAV target vehicle at Wallops Flight Facility during the Atlantic Trident tracking exercise. The ARAV target represents the finest in engineering design at a reduced cost of other ballistic targets. There is a story and photo about this event in this issue.

Also in this issue is the story about the AN/SPS-48E(V) Radar Remote Monthly Snapshot, another recent success story, this time from the Virginia Beach Detachment. This remote monitoring system successfully completed a live testing and was given the green light in January. Congratulations to that team effort.

I also want to mention the recent visit by Rear Adm. Shannon. During his visit, we discussed the effective and efficient use of in-service support of technical resources among RMC's and ISEA's, a significant topic for future fleet support. You can read more about that visit in this issue.

In closing, I would like to say thank you again for your continued fleet focus, and your support and defense of the constitution of the United States. Keep up the great work!

*Rear Adm. James Shannon (c), Naval Surface Warfare Center commander, poses for a group photo during his tour of the Self Defense Test Ship while visiting NSWC PHD on Feb. 2, 2011. Photo by Charlie Houser.*



### PHD SENTINEL

Commander.....Capt. William W. DeBow  
 Division Technical Director ..... Timothy Troske  
 Director, Command  
 Communications.....Michelle Heaton

PHD Sentinel is published monthly. Call Command Communications at (805) 228-6150 for inquiries.

# PHD Welcomes NSWC Commander and Guests

By Nichole O'Grady, Command Communications Office

The infamous California Santa Ana winds greeted Rear Adm. James Shannon upon his arrival at PHD the morning of Feb. 2, to receive briefings on the command's latest efforts. Throughout his two-day stay, Shannon received an overall command update through a variety of briefs that included coverage of Electronically Erasable Programmable Read-Only Memory (EEPROM) Deep Dive, White Sands Missile Range (WSMR) Desert Ship, Self-Defense Test Ship (SDTS) and Combat System Ship Qualification Trials (CSSQT).

During his visit to PHD, Shannon was joined by Regional Maintenance Center's (RMC) Commander Rear Adm. David Gale and NSWC Corona Technical Director Dr. Bill Luebke to discuss effective and efficient use of in-service support of technical resources among RMC's and ISEA's. The meeting allowed key leaders to meet before the topic was open for discussion to the broader workforce during the ISEA/RMC Forum held on Feb. 3.

Overall, the day proved to be a successful meeting of the minds and an opportunity to



Rear Adm. James Shannon (r) poses for a photo with Capt. DeBow during his visit to Port Hueneme for a command update, Feb. 2, 2011. Photo by Nichole O'Grady.

make headway on important key topics.

"Thank you Capt. DeBow and Tim Troske for hosting Adm. Shannon, Adm. Gale and myself," said Luebke. "It may seem easy to get certain people together, but it's not. This meeting was much needed and appreciated."

# Ballistic Missile Tracking Exercise Completed Using ARAV-B

By Alyce Moncourtois, Command Communications Office

NSWC PHD White Sands Detachment supported the successful tracking exercise at the NASA Wallops Flight Facility in Virginia on Jan. 22, 2011. The test was part of exercise Atlantic Trident 2011.

The Aegis Readiness Assessment Vehicle (ARAV) was the short-range ballistic missile target used in the exercise and is a product of the White Sands Detachment.

All three Navy ships involved in the test event, USS Monterey (CG 61), USS Ramage (DDG 61) and USS Gonzalez (DDG 66), successfully tracked the ARAV-B, also known as Terrier-Oriole. The three ships were able to provide simulated target solutions that would have resulted in a successful intercept.

ARAV is a solid fuel rocket-based target vehicle that emulates ballistic missile threats. It is a target system that saves the government money – approximately 85 percent in cost savings over other ballistic missile targets.

NSWC PHD's efforts, as well as the efforts of the entire Aegis BMD team, were recognized by Rear Adm. Horn, Aegis BMD Office, and Rear Adm. Orzalli, NAVSEA vice commander.



ARAV-B (Terrier-Oriole) ballistic missile target is launched from Wallops Flight Facility on Jan. 22, 2011, as part of a tracking exercise.

# Command Hosts Information Exchange Workshop

By Nancy Kanter, Command Communications Office



*Amy Markowich, Deputy, Department of the Navy T&E Executive, served as the first of four keynote speakers during the M&S in T&E Technical Exchange Workshop held at NSWC PHD from Jan. 24-27, 2011. Photo by Charlie Houser.*

NSWC PHD welcomed visitors from across the country for the second annual Modeling and Simulation (M&S) in Test and Evaluation (T&E) Technical Exchange Workshop from Jan. 24-27, 2011. The meeting was jointly hosted by NSWC PHD and Program Executive Office, Integrated Warfare Systems (PEO IWS) and served as an opportunity to stimulate technical exchange between the IWS M&S and T&E communities.

Workshop organizers encouraged the 177 attendees from 53 different organizations (25 government and 28 contractor) to use extended break times to network, since one-on-one information exchanges could offer just as much value as the workshop itself.

Three tutorials were presented on the first day of the event. The ensuing days offered presentations by 27 speakers, including four keynote speakers. Three papers

were also submitted (these can be found on the portal under the M&S Community of Practice).

Participants to the workshop were encouraged to identify challenges, best practices, innovations and lessons learned across the M&S and T&E communities; to identify potential opportunities for re-use of models and simulations; and to improve the linkage between M&S supporting land-based test sites and at-sea testing.

Terry Johnson, PEO IWS 1TE5, kicked off the workshop by explaining that the Navy uses M&S to answer T&E questions and that PEO IWS is a consumer of vast amounts of M&S and T&E, only a small part of which is visible.

"It's in our best interest to have a community that is interconnected and working together," he said.

Amy Markowich, Deputy, Department of the Navy T&E Executive, served as the first

keynote speaker. She stated that a current issue with T&E is that when a program is over budget or doesn't meet requirements, T&E is often cited as a culprit.

"T&E should be an enabler for programs and leadership, not a barrier," she said. "Early insight ensures that systems that are deployed do what they should. We need to align our key test infrastructure and capabilities where possible into a seamless infrastructure to better support interoperability."

Bill Bray, PEO IWS Director of Integrated Combat Systems, served as the next keynote speaker. He laid out the strategic goals of PEO IWS. These include: fleet focus, affordability, system engineering principles, and workforce. He also looked at the budget challenge of ensuring that every dollar spent provides the maximum delivery of warfighting capability.

"We need a process to

close the systems engineering loop by ensuring that in-service issues are included in systems design and development," he said.

He praised NSWC PHD's Safety, Effectiveness and Affordability Reviews (SEAR), stating that SEAR is a "great tool for ISEA and we need to use it at a higher level." He further remarked that the process fits the Secretary of Defense's efficiency initiatives by maximizing the use of existing authoritative data from across the systems engineering community to close the systems engineering loop.

The next keynote speaker was Derrick Hinton. Hinton serves as Principal Deputy Director, Defense Test Resource Management Center (TRMC) within the office of the Under

Secretary of Defense (USD) for Acquisition, Technology and Logistics (AT&L). He discussed that the TRMC is a DoD field activity that directly reports to USD(AT&L). He stated that M&S is key to a seamless Live Virtual Constructive testing environment.

"M&S is an enabler for distributed testing, which is a vital element to the joint T&E solution set," he said.

The workshop's final keynote speaker was Dean Kimelheim, head of PEO IWS' T&E division. He offered a program manager's perspective on M&S. He admitted that there was a language gap and he asked members of the audience to define several M&S terms.

"Symposiums like these increase communication

amongst the M&S technical community," he said. "This facilitates the sharing of information, thereby increasing efficiency and effectiveness and helping the program office understand what you do."

On the final day of the workshop, participants had the chance to tour NSWC PHD's unique facilities, including the Surface Warfare Engineering Facility, the Self Defense Test Ship, and the LCS Mission Package Support Facility.

## Testing Complete for Remote Monthly Snapshot, Go-Ahead Given

*By Alyce Moncourtois, Chris Heier and Bill Wood*

NSWC PHD Virginia Beach Detachment recently completed live testing of the AN/SPS-48E Radar Remote Monthly Snapshot for remote monitoring onboard USS Bataan (LHD 5) and received TYCOM approval to implement this capability across all amphibious ships.

The Remote Monthly Snapshot allows Sailors to enter the results of their monthly maintenance readings into webforms, specially designed for this purpose, on the Sailor to Engineer website. As stated in the COMNAV-SURFOR message authorizing its use, the goal of this process is "to improve response time to system casualties, familiarize AN/SPS-48E(V) technicians with the function of built-in-test, gather trend data for the radar system and provide a near real-time status of AN/SPS-48E(V) Radar systems in the fleet." Once entered into the system, Virginia Beach engineers can review and analyze the information and provide quick feedback or advice to the ship for corrective actions.

An additional benefit of the Remote Monthly Snapshot is that the collection of this data will allow for fleet-wide trends to be identified so that the overall performance and reliability of the radar can be improved. Another of the planned uses of this data is to provide feedback to the SPS-48E maintenance school for improved training. Common faults across the fleet will be tracked and will be used to improve the curriculum of the SPS-48E "C" school

in order to provide additional emphasis on these faults throughout the course of instruction.

This process will also enable ships to receive timely responses from the In-Service Engineering Agents and Regional Maintenance Centers to address radar issues that in the past would not have been identified until INSURV, C5RA or response to a CASREP.

"This remote monitoring system allows for near real-time access," said Bill Wood, SPS-48E team leader in Virginia Beach. "It gives us indicators before anyone outside the lifelines is aware there is a problem."

The process of implementing this capability began in August 2010, and could not have been accomplished without the talents of many NSWC PHD employees. The Virginia Beach team was led by Bill Wood and included Kim Highsmith, Alex Gnatuik, Jeff Miller, Todd Tokarczyk and Kit Ferguson. The team at Port Hueneme consisted of Joel Timm, who led the team effort, Doug Stanley, Paul Perry, Brandon Dooley and Linda Renkowski.

# Command Hosts In-Service Engineering Agent Forum

By Nichole O'Grady, Command Communications Office

The second In-Service Engineering Agent (ISEA) Forum was held at NSWC PHD, Feb. 2-3. The forum brought together all in-service engineers to engage in an open discussion of ideas, carefully evaluate how engineering support is provided to the fleet and determine ways to improve processes to better align support.

"During this forum, we will be able to share valuable knowledge with one another so that we can improve what is already a successful engineering team," said Capt. William DeBow, NSWC PHD commander, during his opening remarks. "The Navy has made significant strides towards innovation in engineering—but we can always achieve more."

In-service engineers are responsible for system life-cycle strategies and support, design and systems engineering, providing fleet support, project management, program performance reporting and integrating logistics support functions for systems and equipment.

Keynote speakers included NSWC Commander Rear Adm. James Shannon, Rear Adm. David Gale, commander of the Navy Regional Maintenance Centers (RMC), and NSWC Co-

rona Technical Director Bill Luebke. Each presenter focused on combining the efforts of ISEA's and RMC's to improve communication and better align support during times of budget cuts.

According to Luebke, he likes to base ISEA and RMC efforts on "the three C's—communication, collaboration and carry. Communication leads to collaboration which will carry us forward."

Carrying forward efforts is essential during a difficult economy, yet the forum's underlying theme reminded the audience of constitutional responsibility, a topic both DeBow and Shannon touched upon.

"In the Constitution it says we have a responsibility to fund a Navy," said Shannon. "We must keep our nation and economy healthy by building and maintaining the Navy, which brings us all here today. Most Americans don't get to say they're doing their constitutional duty."

Key leaders, including Rear Adm. Shannon and Rear Adm. Gale, attended the second In-Service Engineering Agent Forum held at NSWC PHD. Photo by Naomi Zelaya.



Tim Troske poses for a photo at the Chinese New Year Potluck with Le Vo, Trinh Trang (back), Irene Becerra, and Randy Hoang on Feb. 1, 2011. Photo by Naomi Zelaya.



# Comms Corner

By Michelle Heaton, Director, Command Communications



The Command Communications Office, Code 03, provides public affairs, video teleconferencing and audio/visual services to the command. This section of the PHD *Sentinel* is dedicated to providing you with important information on topics related to these areas each month. I welcome your thoughts and suggestions, and can be reached at x5125.



## **Active Duty Announcement**

With Armed Forces Day and Memorial Day just around the corner, we would like to recognize the active duty family members of NSWC PHD employees in our May issue. If you would like to see your son, daughter, stepchild or any other family member honored for their uniformed service, please provide the following information via e-mail to the Command Communications Office at [nswcphd\\_cco@navy.mil](mailto:nswcphd_cco@navy.mil) no later than April 7, 2011.

If possible, please provide a photograph of your loved one in uniform for publication. Digital photos may be attached to the e-mail and must be a minimum resolution of 150 dpi. Contact the Command Communications Office at 228-6150 for assistance in scanning hard copy photos.

Active Duty Personnel Information:

- ~ Name & rank of active duty person
- ~ PHD employee name, code & relation to active duty person
- ~ Years in service of active duty person
- ~ Current duty station
- ~ Unit assigned to
- ~ Branch of service

## **NSWC PHD is now on Facebook!**



Take a look and see all the great things the command is doing. This is an official corporate fan page, maintained and controlled by the PHD Command Communications Office, so log on with your Facebook account and "LIKE" us, or just click on the link below and view the page without a Facebook account.

Save it to your "Favorites" and stay informed!

<http://www.facebook.com/pages/Naval-Surface-Warfare-Center-Port-Hueneme-Division/119917488062349?sk=wall>

# Employees Earn Prestigious Award

Congratulations to three NSWC PHD employees and one contractor for earning National Defense Industrial Association 2010 Awards. The award recognizes outstanding achievement in the field of test and evaluation.

- Lt. Cmdr. John Arnaud, Military Tester of the Year Runner-Up, Code S20
- Donald Nelson, Civilian Tester of the Year, Code A05
- Harold "Joe" Norton, Civilian Tester of the Year Runner-Up, Code A25
- Douglas Cornell, Contractor Tester of the Year (not pictured)

The winners will receive their awards at the annual Test and Evaluation Conference in Tampa, Fla., March 14-17.



Don Nelson



Lt. Cmdr. John Arnaud



Harold "Joe" Norton

# NAVSEA Enterprise Resource Planning

## Preparations for Navy ERP

We are seven months away from our “Go Live” for the NAVSEA Warfare Center’s (WFC) implementation of Navy Enterprise Resource Planning (ERP) on October 1, 2011. In February, WFC Supervisors will begin Role-Mapping their employees to determine if you will be a Basic User or a Power User and what training courses will be required. Most WFC employees will be Role-Mapped as Basic Users and be required to complete approximately 4 hours of Web-Based Training (WBT) prior to “Go Live.” Power Users will be required to take additional School-House training prior to “Go-Live”. School-House training is often referred to as Instructor Led Training (ILT).

Workforce readiness is critical to a successful transition to Navy ERP and you may be wondering: “What else should I be doing to prepare for Go Live?” Employees and affected contractors should be paying attention to messages from their leadership about Navy ERP, reading articles and browsing the iNAVSEA ERP website: <https://inavsea.navy.mil/function/ERP>. Key milestones include:

**February:** Supervisors Role-Map employees as Basic Users or Power Users. Volunteer WFC employees at each division are identified to be Schoolhouse Instructors (SHIs). SHIs will help teach other WFC employees who have been identified as Power Users how to use ERP.

**March:** Role-Mapping is complete by March 11

**April-June:** Schoolhouse Instructors (SHIs) complete Web-Based Training (WBT). WFC employees will receive an email from Navy ERP notifying you that your account has been created (late June). WFC employees (Basic and Power Users) begin WBT

**July:** SHIs are certified to conduct ERP training. All Power Users will be required to complete WBT. Basic Users continue WBT

**August:** Schoolhouse Training for Power Users begins. Basic Users continue WBT.

**September:** Power Users continue Schoolhouse training. Basic Users continue WBT.

**October 1:** Navy ERP Go-Live

**“Blackout Period” (October – December)** - During the “Blackout Period,” the data from our legacy systems is converted into ERP. The Blackout Period will last until mid-November. As the data is loaded and validated in ERP, we will begin to sunset legacy systems. During this time, we can expect a reduced amount of business transactions and day-to-day operations because our workforce will be focusing on the transition instead of on the normal workload.

- Training for Basic Users (WBT) and Power Users (WBT/ILT) continues to ensure the workforce is learning how to use ERP.
- All Basic Users will be required to complete WBT NO LATER THAN 18 Nov as this will affect the ability to enter/approve time cards.
- All Basic Users and Power Users will continue to enter their Time and Attendance in SLDCA-DA (Standard Labor Data Collection and Distribution Application). We anticipate Basic Users and Power Users will begin to enter time and attendance in Navy ERP by mid-November.

**December 16:** Goal for NAVSEA Warfare Centers to resume Full Operational Tempo (FOT)

In addition to understanding the key milestones, WFC employees must have current training and background records on file in order for your ERP account to be created. The records include:

- Annual Information Assurance Awareness Training;
- System Authorization Access Request (SAAR-N);
- Background investigation; minimum requirement is completion of SF85P/86 for NACI;
- U.S. citizenship; exceptions handled on case-by-case basis.

If you have any questions, please contact your local ERP site lead, Wayne Honea, at (805) 228-0365 or select the “ERP Drumbeat” rectangular icon on the lower right side of the PHD portal main page.

# Command Engineers Judge Hueneme High Science Fair

By Alyce Moncourtois, Command Communications Office

NSWC PHD engineers volunteered their time to give back to the community by participating as judges at the Hueneme High School Science Fair Feb. 8, 2011.

Each judge carefully examined their respective projects prior to the students arriving so they would be prepared with appropriate questions.

"I looked over all the projects and they seem to be very well done for the ninth grade level," said electronics engineer Adham Taher, Code L31.

Once the flood of students poured through the venue doors, the judges set out to quiz the students about their projects.

Electrical engineer Tad Dougherty, Code S51, asked ninth grader Erica Dabao about her project titled "Ultra-violet Index." She explained her research in great detail and said the tricky part

about her project was "collecting the data because it was dependent on the weather."

Other students commented on why they chose a particular topic.

"I'm very interested in baseball; in fact, I play on the high school varsity team," said Matthew Valencia, a ninth grader whose project was "What Works Best – Maple, White Ash or Bamboo Wooden Bats?" His findings revealed...bamboo.

Summing up her experience, mechanical engineer Lizbeth Figueroa, Code L31 said, "The students did a great

job with their research and explaining their processes. I hope to see some of these projects at the Ventura County Science Fair."

The command is an avid supporter of community-related, science and technology events and champions a variety of programs involving local schools, such as the Pre-engineering Program for high school students and the National Engineers Week rocket building competition for middle school students.



Electrical engineer Adham Taher (r), Code L31, asks Hueneme High School ninth grader Lyka Adrales about her science project "Electromagnets" during the school's science fair Feb. 8, 2011. Photo by Alyce Moncourtois.



Electrical engineer Tad Dougherty (r), Code S51, asks Hueneme High School ninth grader Gerardo Landeros about his science project "Bat Sweetspot" during the school's science fair Feb. 8, 2011. Photo by Alyce Moncourtois.



video on  
portal



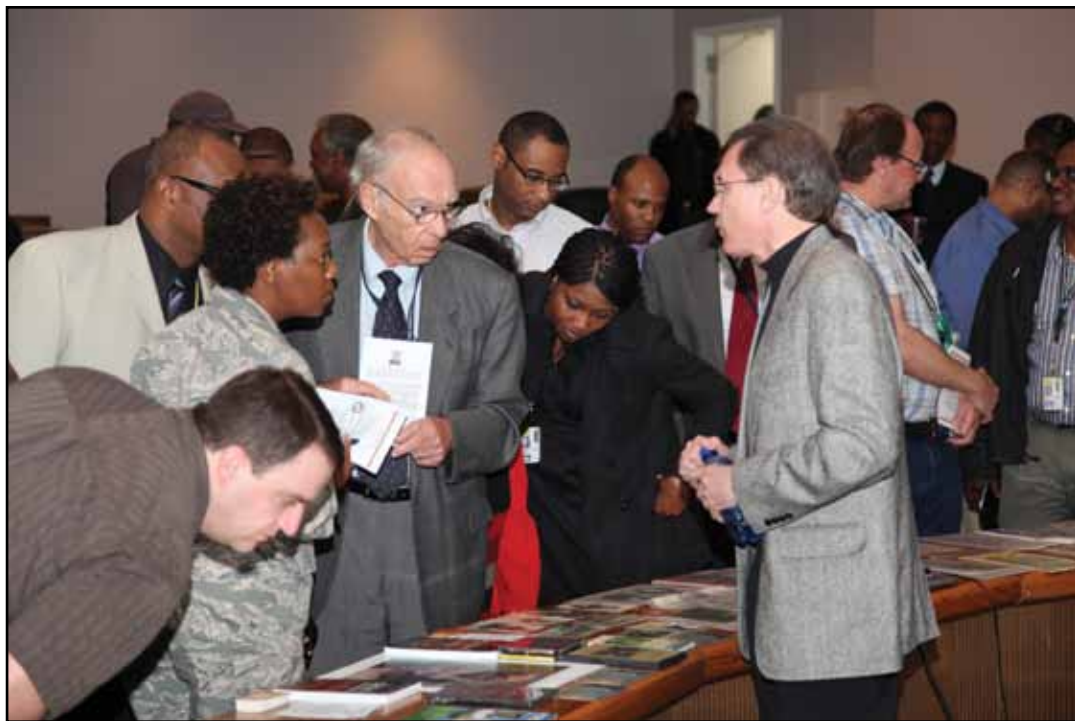
## EEO/Diversity Corner

By Suzanne Nicolas, Deputy Equal Employment Opportunity Officer

This section of the PHD *Sentinel* will be used to deliver important EEO and diversity information to our workforce. I feel it is important for me to get the word out in as many venues as possible concerning items and events that are significant for the employees of this command. If you have any questions, you can reach me at x8155.

## Command Celebrates Black History Month

By Nichole O'Grady, Command Communications Office



Guest speaker Dr. Joel A. Freeman stands behind his personal collection of African American artifacts after presenting "A White Man's Journey into Black History," and discusses the items with participants on Feb. 7, 2011. Photo by Charlie Houser.

"Seek to understand before seeking to be understood." Successful author, world traveler and seasoned entrepreneur, Dr. Joel Freeman, imparted these words of wisdom to NSWC PHD audience members during a Black History Month joint command celebration that shed light on "A White Man's Journey into Black History," on Feb. 7.

Co-sponsored by PHD's African American Focus Group and Naval Base Ventura County, the event honored Black History Month in a unique way, inviting a white man to share his experiences and personal insight on African American history. Port Hueneme Division Commander Capt. William DeBow, opened the event remarking on the diversity of the Navy and the role of African Americans.

"Today we celebrate the contributions of African Americans to our Navy and our country," said DeBow. "African Americans have served bravely in the Navy through every war

and conflict since the American Revolution resulting in nearly 89,000 African American sailors and civilians in today's naval work force."

Following the captain's remarks, Freeman began to tell his personal journey of racial tolerance beginning in 1979 after being hired as a mentor and chaplain to the NBA's Washington Bullets. According to Freeman, the basketball players often questioned him to verify his sincerity, which in turn, pushed him to research African American history so that he could fully understand and provide better guidance.

In addition to sharing his life journey, Freeman presented the audience with historical anecdotes and a thought-provoking analogy, relating strong individuals as blades of grass emerging from concrete. He referenced abolitionist Harriet Tubman as a blade of grass that inspired a meadow and encouraged audience members to follow her lead.

"Concrete is a metaphor for fugitives, slave laws, racism, bigotry—anything that adds weight to an individual," said Freeman. "You could cover the whole world in concrete, yet there will always be a blade of grass strong enough to break through."

Afterwards, NBVC Chief Staff Officer Capt. David Sasek, concluded the presentation thanking Freeman for his words of wisdom and inspirational story.

"I think I can speak for everyone in saying

that was amazing," said Sasek. "In naval history, we've always been on the multicultural edge of diversity. Our navy is stronger due to diversity from which we can all benefit, just as we can all benefit from Dr. Freeman's words today."

## Command Hosts Volunteer Vet

NSWC PHD welcomed Navy veteran Michael Callanan to the command on Jan. 26. Voluntarily working with the Air Dominance Department, he is the most recent veteran to be sponsored under the VA's Coming Home to Work (CHTW) program.

Callanan will be learning various support efforts provided by NSWC PHD, such as combat system supportability; reliability, maintainability and availability; maintenance assessment; continuous joint assessment of maintainability; and overall integrated logistics support for the Aegis Weapon System. He will be with the command for approximately three to six months.

Through the CHTW initiative, participants work with a vocational rehabilitation counselor to obtain volunteer or work experience in a government facility. For more information on this program, please visit [www.vetsuccess.gov](http://www.vetsuccess.gov).



*Michael Callanan (second from right) poses for a group photo on his first day. Photo by Naomi Zelaya.*



*John Black, Code L32, briefs meeting participants on his code's Idea Board at a transformation briefout on Feb. 11, 2011. He is the first employee to brief on the Idea board and his presentation was praised as "awesome" by Division Technical Director Tim Troske. Photo by Charlie Houser.*

## December Employee of the Month



Congratulations to Connie Tran of Code S33 for earning December's Employee of the Month.

Tran, a senior electronics engineer, has been contributing to the command and Control Switchboard Branch for more than 20 years. She dedicates her time and attention to switchboard modification in both combat systems (CS) and interior communications (IC). Tran's system designs, upgrades and recommendations, are often implemented without question. While her job performance is exemplary, it's her attention to detail that sets her apart from others, which is why numerous ships specifically request her support in resolving switchboard issues.

One of Tran's admirable qualities is her ability to teach and mentor junior/senior engineers and technicians. She has acquired fleet-wide expertise in the areas of switchboards and other related systems. On numerous occasions, when forming an Alteration Installation Team (AIT), Tran requested accompaniment from either junior engineers or technicians in an effort to help them acquire the needed experience to effectively service switchboards for the fleet.

Tran fully embraces her role as the In-Service Engineering Agent (ISEA) and maintains that

posture with all her fleet interactions. While many AITs focus on the actual equipment, Tran ensures the changes are documented and incorporated into the final Technical Manual. Additionally, she spends time with the ship's force ensuring they understand the upgrades, equipment and technical documentation.

While aboard ship, Tran provides maintenance and equipment upgrades. She inspects the equipment to rectify imminent "safety threats" contained within switchboard equipment. These threats are not always visible to general AITs, but due to Tran's abundant experience with switchboard equipment configurations, she can instantly identify safety issues, including circuit overloads, unauthorized patch panels, wrong switch-bell locations and incorrect wire size prohibiting safe current carrying capacity.

More recently, Tran visited Italy to perform maintenance on IC switchboards. The ship force sought her expertise to investigate switchboard problems arising from an outside system. Tran and her team quickly resolved the problem. As a result of her workmanship, the sponsor requested that she return in September to upgrade other switching configurations throughout the ship.

In the switchboard community, Tran is known as a pleasant workaholic who thrives on knowledge-sharing in addition to completing her installs timely and thoroughly. Tran is the epitome of good team leadership and is a valuable asset to the Navy.

*Jocelyne Eberstein, licensed acupuncturist and doctor of Chinese medicine, shared secrets to permanent weight loss with NSWC PHD employees at a wellness event on Jan. 18, 2011. Photo by Nichole O'Grady.*



# Hueneme High School Students Graduate from FLAG Program

By Nichole O'Grady, Command Communications Office



*FLAG graduates display their certificates of achievement at their graduation ceremony on Jan. 19, 2011. Photo by Charlie Houser.*

NSWC PHD celebrated the graduation of 21 Hueneme High School students from its Financial Literacy Advocates in Government (FLAG) program during a ceremony on Jan. 19, 2010.

Taught by NSWC PHD employees, the FLAG program requires students to complete a 5-week course on financial literacy, including financial planning, budgeting, credit, career planning and the use of financial services. The command's technical director, Timothy Troske, spoke at the graduation, recognizing the importance of being financially savvy.

"Financial security provides you with the independence to take care of the necessities, and the freedom to treat yourself to the fun stuff," said Troske. "This knowledge will serve you well over the years, whether you're working in short-term jobs or throughout your chosen careers."

Students were able to participate in the pro-

gram through the high school's Advancement Via Individual Determination (AVID) classes, a college preparatory program for students falling in the academic middle. The FLAG program was offered at no cost to the schools, and course materials were provided by the National Endowment for Financial Education.

"I enjoy volunteering for the program and teaching the classes," said FLAG instructor Alberto Comia, Code A36. "The students are very interested in learning the material and how to get into college."

To commemorate the occasion, graduates received certificates of recognition and toured the command's Self Defense Test Ship and Surface Warfare Engineering Facility.



*Jim Vallas gathers with employees from Code S33 on Jan. 18, 2011, for a Fireside Chat. Photo by Nichole O'Grady.*

## Engineer in the Spotlight



Dan Wade is an electrical engineer in the Land Attack Department, Code L43, supporting the Harpoon Program, where he began working in 1985.

Wade is the FMS team lead responsible for responding to requests from PMA 201 re-

garding data, information, engineering investigations and customers' budgets.

He leads the Harpoon FMS team in the development of milestone schedules for customers as they upgrade their systems or acquire new Harpoon Weapon Systems. He assists with training new technicians and engineers to develop and review documents as required for each FMS customer. He is also responsible for reviewing ECPs, ORDALT instructions, technical manuals, technical bulletins, technical letters, and other technical documents.

Wade is responsible for keeping status reports current. The status reports are required to document that customers' products are delivered as scheduled. He assists with budget development for the 18 existing FMS customers, and he attends Program Management Reviews and status meetings for future product development.

Wade earned his Bachelor of Science Degree in electrical engineering from North Carolina Agricultural and Technical State University located in Greensboro, North Carolina.

## Engineering Intern in the Spotlight



Davidson Sim began working at NSWC PHD as an engineering intern through the Naval Acquisition Intern Program in July 2009. He will be graduating from the program in January 2012.

Sim works in the NATO Seasparrow Missile System/Target Acquisition System In-Service

Equipment Engineering Branch, Code S54, as an electronics engineer. His current duties are to support the NATO Seasparrow Missile System by assisting in troubleshooting and fault isolation on the system, operating the consoles and acquiring data during exercises on the Self-Defense Test Ship. He also responds to Technical Feedback Reports, creates Engineering Change Proposals, and modifies Ordinance Alteration (ORDALT) Instructions, ensuring the most correct data is available.

His work also includes support in Directed Energy efforts. He completed a rota-

tion through NSWC Dahlgren Division working on Laser Weapon System (LaWS) & Counter Rockets Artillery & Mortar (C-RAM), gathering and analyzing laser firing data during lethality testing. He is also working on the Differential Image Motion Monitor project for the Maritime Laser Demo (MLD) testing and High Energy Laser (HEL) modeling & simulation efforts to extend PHD's HEL Test and Evaluation capabilities.

Sim earned a Bachelor of Science Degree in electrical engineering from the University of California, Santa Barbara.

## Technician in the Spotlight



Joseph Burdette was a Sailor at White Sands Detachment from March 2003 to October 2006. He retired from the Navy in 2009, worked for a contractor, and ultimately came onboard as a government em-

ployee in April 2010.

Burdette works in the Land and Sea Test Department, Code T51, as a missile systems engineering technician, providing weapon system technical expertise. He writes and maintains the Standard Operating Procedures for the Aegis Readiness Assessment Vehicle (ARAV)/BQM and gun programs. He is an ordnance handler and trainer for various programs. He assists with ordnance inspections of motors and the shipment of motors and ordnance-related items to

various locations.

His duties also include helping to maintain launching systems and building, weight testing and maintaining of transport carts that are used for the transportation of rocket motors and ordnance.

Burdette earned a bachelor's degree in criminal justice from Colorado Technical University and served in the Navy as a small arms instructor, weapons instructor, ordnance motor inspector and ARAV/BQM quality assurance/safety officer.

## Financial Intern in the Spotlight



Christina Pool, March's financial intern in the spotlight, entered the Navy's Financial Management Trainee Program (FMTP) in July 2010 and is scheduled to graduate in November 2012. Under this program, she will complete a 28-month curriculum of professional development through academic and on-the-job training. Assignments include all aspects of financial management associated with Navy and Marine Corps commands and academic training in a variety of Navy financial management operations.

Pool came across the internship upon graduating in May 2010 from San Diego State University with a bachelor's in Business Administration and emphasis in Business Management. She has completed rotations with both NSWC PHD and Naval Base Ventura County (NBVC), including human resources, Office of Corporate Business and Air Dominance Department. While working with NBVC's Human Resource Office, Pool became familiar with staffing, merit promotion, position classification policies and procedures, and Equal Employment Opportu-

nity (EEO) programs. She also implemented a few programs of her own that human resources staff use today, including updating an excel sheet purposed for EEO that reduces the probability of human error while saving input time.

Afterwards, Pool rotated through the Air Dominance Department at PHD, where she learned the life cycle of funding documents and its movement from sponsor to project. A large portion of her job consisted of studying the accruals portion of the Monthly Workbook, a monthly departmental report that monitors accruals, receipts and balances, in order to resolve ongoing issues.

Port Hueneme Division's Office of Corporate Business was Pool's next stop for rotation. While there, she worked with each analyst providing her an overview of individual office processes. Opportunely, Pool was able to give back by designing macros to aid them with data analysis processes, inevitably providing her with a deeper understanding of the department.

Currently, Pool is stationed in San Diego completing a rotation with Naval Audit Services. She is thankful for the opportunity to be a financial intern and enjoys forming strong working relationships within every rotation she serves.

"Building and maintaining positive work relationships during every rotation not only are a benefit to me today, but will certainly benefit my work in the future," said Pool. "These relationships build pathways to achieving solutions. We are, and will be more so in the future, a more integrated business community."



*Capt. DeBow, Tim Troske and Jim Vallas meet with employees from Code L41 for a group photo prior to their Fireside Chat on Feb. 9, 2011. Topics discussed: configuration control, key processes and the All Hands ceremony. Photo by Naomi Zelaya.*

# ERP Spelled Out During Town Hall

By Nancy Kanter, Command Communications Office



Wayne Honea, Enterprise Resource Planning (ERP) Site Lead, discusses the upcoming transition to the new ERP system during a town hall event held Feb. 10, 2011. Photo by Naomi Zelaya.

The command held a town hall event on Feb. 10, 2011, to inform the workforce about the upcoming transition to the new ERP system. ERP, or Enterprise Resource Planning, is an end-to-end business management system that transforms and standardizes Navy business practices to better serve Sailors, Marines and the American taxpayer. This event was the first in a series of town halls that will communicate NSWC PHD's implementation of the system and facilitate collaboration with other Warfare Centers.

ERP is expected to integrate business functions, improve and standardize business processes; provide real-time information exchange and reporting; streamline operations; and provide transparency, accessibility and accuracy of data. The purpose of ERP implementation is to have one integrated system throughout the Navy.

The ERP system integrates five functional business management areas: workforce, contract, financial, program and supply and logistics. The new system will impact all government employees via management of time and attendance tracking.

"There will be 50,000 users throughout NAVSEA," said Wayne Honea, ERP Site Lead. "Unfortunately, the system is complex and not necessarily intuitive." He explained that there will be new terminology, new time and attendance processes, new business processes and a new reporting capability.

One new process involves "role-mapping," which determines ERP roles required by end users

to perform assigned responsibilities. These roles will be divided into Basic Users (all employees) and Power Users (those employees who hold supervisory roles). Basic Users will be required to have four hours of web-based training, while Power Users will have one to two weeks of instructor-led training.

Honea discussed the transition schedule, including identifying subject matter experts and training the trainers. The timeframe for implementation requires several steps:

- ERP Town Halls
- Employee completion of Information Assurance Training
- Supervisor validation of employee ERP roles
- Employees notified of ERP roles
- Employees notified of web-based/instructor-led training schedules
- Employees completion of training and certification
- ERP implementation in place

Honea discussed that ERP information will be communicated to employees via transformation brief-outs, the "ERP Drumbeat" found on the portal, upcoming ERP town halls, supervisor talking points, and Communities of Practice and forums.

Honea closed the meeting by addressing rumors and taking questions from the audience.

# NSWC PHD Program ‘In-Spires’ Senior Logistics Intern

By Stephanie Burson, Naval Acquisition Intern Program Senior Expose



I graduated from the Naval Acquisition Internship Program as a logistics management specialist on Feb. 26, 2011. During my three-year journey, I spent most of my rotations within NSWC PHD’s Land Attack and Air Dominance Departments supporting post development supportability, hardware engineering, fleet systems engineering, fleet operations and configuration management. During the full length of my internship, I maintained a position as the supply support portal manager while completing DAWIA Level II certification for acquisition logistics.

My external rotations included SPAWAR Pa-

cific, San Diego, working with the Installation Management Office (IMO) for three months. For the second rotation, lasting two months, I was at SPAWAR Headquarters, PEO C4I, working with the Assistant Program Executive Officer, Logistics in 4.0.

During my time as an intern, I participated in an innovation trip with the Office of Engineering and Technology and began implementing a data analysis software program, In-Spire, for NSWC PHD. This guided me to my senior project—“Innovation in Data Analysis and Trending (In-Spire Data Analysis Tool Assessment).”

Currently, I work in the Air Dominance Department as an operational cycle planner where I am responsible for verifying configuration for Aegis Weapon System (AWS) ships, and submitting and verifying all push-to-pull reports and Combat System Supportability Assessment (CSSA) reports for approximately 14 destroyers and cruisers. I also work on the Integrated Class Maintenance Plan team supporting the A30 Division System engineers to encompass modernization driven assessments.

In addition to my role at PHD, I volunteer with the Advancement Via Individual Determination (AVID) program inspiring junior high and high school students to attend college.

## Logistics Intern in the Spotlight



Rebecca Woods began her internship at NSWC PHD on May 10, 2010, and will complete the program on May 18, 2013.

Her home code is A60, but she is currently rotating through Code A35 Technical Documentation. She recently conducted a Publications Support Assistance Team (PUBSAT) for DDG 102 and CG 59. While on rotation in this code, she

is responsible for quality assurance checks for PUBSAT manuals provided to the ship librarian. She was trained on the Technical Data Management Information System website and technical manual deficiency reporting.

Woods has participated in a Maintenance Assistance Modules/Operational Space Item validation process for Aegis Weapon System and Vertical Launching System on DDG 55.

While on rotation in Code A66 Supply Support, one of her duties included contacting after-market suppliers to conduct procurement research by requesting formal budgetary estimates and spare parts procurement.

Woods has also assisted in the development of the Product Support Integration Guidebook for the NAVSEA Product Support Integrator Working Group, specifically in the area of performance-based agreements.

Woods has a Bachelor of Arts Degree in psychology from the University of Washington. She is DAWIA Level 1 certified in life cycle logistics.

## Logistician in the Spotlight



Stan Hill is a logistics element manager supporting surveillance radars at NSWC PHD's Virginia Beach Detachment. Hill was introduced to government service during a college co-op program and entered government service at Naval Sea Combat Systems Engineering Station in 1986. He transitioned to NSWC PHD in 2004.

For the past seven years, Hill has supported surveillance radar variants of the AN/SPS-40, AN/SPS-48, AN/SPS-49, AN/BPS-15, AN/BPS-16, AN/SPS-55, AN/SPS-64, AN/SPS-67, AN/SPS-73, AN/SPS-74, AN/SYS-2, and Voyage Management System.

Hill set up the Virginia Beach Commercial Asset Visibility Program and served as the integrated logistics support coordinator for the Surface Radar Integrated Product Team. Hill is the surveillance radar detachment's lead provisioner and the detachment training logistics element manager. In addition, he is responsible for all surveillance radar Automated Consolidated Shipboard Allowance List Improvement Program and Engineering Technical Referral (DLA-339) inquiries. By leveraging his extensive experience in supply support and training, Hill is integral to logistics requirements definition and codification in surveillance radar Contract Data Requirements Lists and Logistic Statements of Work. He is active in the Provisioning Conference of Excellence and has an ongoing contribution to logistics successes across a variety of logistics elements and surveillance radar programs.

Hill earned a Bachelor of Science Degree in electronic engineering from Norfolk State University. He also has a Master of Science Degree in systems engineering from Naval Postgraduate School in Monterey, Calif.

Hill is DAWIA Level III certified in systems planning, research, development and engineering – systems engineering.

## Nation Strengthened by Women's History

The month of March marks the celebration of Women's History Month and a time to recognize the contributions women have made to the growth of the country. Considering that women currently outnumber men in the United States by approximately four million (154.7 million females to 150.6 million males), it is high time that we note that this minority group now constitutes the majority of the nation's population and has contributed a great deal to the growth, accomplishments and prosperity. Learning about women's achievements is integral to knowing the complete story of American history – and history has many examples of women's tenacity, courage and creativity throughout the centuries.

The theme for 2011 is "Our History is our Strength." Knowing women's stories provides essential role models for everyone, and role models are genuinely needed to face the extraordinary changes and unrelenting challenges of the 21st century. The knowledge of women's history provides an expansive vision of what a woman can do. This perspective encourages women to think larger and bolder and at the same time, offers men a fuller understanding of the female experience and involvement in the development of the

country.

The public celebration of women's history in this country began in 1978 as "Women's History Week" in Sonoma County, Calif. It was the week that included March 8, which was "International Women's Day." In 1981, Sen. Orrin Hatch (R-Utah) and Rep. Barbara Mikulski (D-Md.) co-sponsored a joint congressional resolution proclaiming a national Women's History Week. In 1987, the National Women's History Project petitioned Congress to expand the celebration to the entire month of March. Since then, the National Women's History Month Resolution has been approved with bipartisan support in both the House and Senate.

*Every year since, the President has issued a special Women's History Month Proclamation. The Proclamations credit American women for their numerous contributions to the growth and strength of the country.*

Sources:

<http://www.census.gov/popest/national/asrh/2007-nat-res.html>

<http://www.nwhp.org/whm/index.php>

<http://www.infoplease.com/spot/womensintro1.html>

# NSWC PHD Team Prepares to “SNIPP” Inefficiencies Nationally

By Nancy Kanter, Command Communications Office



*Team members participate in a Value Stream Analysis involving the Standard NAVSEA Integrated Publishing Process (SNIPP) during an event held the week of Jan. 17, 2011. The event was held in order to improve the NAVSEA Technical Manual Management Program (TMMP). Photo by Naomi Zelaya.*

NSWC PHD completed a Value Stream Analysis (VSA) on its Standard NAVSEA Integrated Publishing Process (SNIPP) on Jan. 21, 2011. The SNIPP was identified as an area that needed improvement in order to be in accordance with NAVSEA instruction. This instruction, the Technical Manual Management Program (TMMP), is intended to standardize the use of new technologies, streamline best business practices, promote the use of common tools, and provide more effective support to the fleet.

The SNIPP VSA team gathered inputs from across the command, and then mapped out the current and future state of the NAVSEA TMMP, including the life cycle processes of acquisition, development, distribution and disposal. They then incorporated Lean Six Sigma tools to identify waste or non-valued added activities in the TMMP processes.

The team developed a

Rapid Improvement Plan (RIP) that included 12 Just Do its, five Projects, and 11 Rapid Improvement Events. Their goals include eliminating the cost of multiple sources of data and management infrastructure; improve quality by standardizing tools, format, and data access and increase data availability in support of fleet maintainability/readiness; improve data management, streamline production, increase availability and reusability of data, decrease delay of delivery caused by CD replication/ mailing/ inoperable data deliveries, and develop a documented SNIPP process.

This event will serve as the foundation to a national-level implementation with the hopes of reducing costs across the Navy in the application to all Navy programs. The projected benefits of this event and the subsequent completion of its RIP are to have a single, seamless, and controlled technical manual development,

management, and distribution environment that may result in saving the Navy several million dollars.

SNIPP VSA team members included: Warren McConnell (Value Stream Champion), Tom Mellring (Value Stream Sub-Champion), James Schwartz (Master Black Belt/Sensei), Lisa Gilroy (Team Lead), Lamont Hollins (Black Belt), Paul Wheeler (Green Belt), Sue Blake, Debbie Lane, Norma Rivera, Veronica Scheja, Barbara Wilson, Michael Heath, Karen Christ, Kathy Scharf, Jerry Larson, Vickie Dibble, Blanca Ramirez-Alvarez, Victoria Woods, Heather Douglas, Robin Wellesley, Breanna Newton and Vincent Downs.

# Employees Support Local Science Fair

By Alyce Moncourtois, Command Communications Office

Several NSWC PHD employees graciously participated as judges for the Santa Clara Elementary School Science Fair Feb. 2, 2011. They presided over the sixth through eighth grade science projects, and were extremely impressed with the quality of the work.

"I couldn't believe how talented and innovative the students were," said electrical engineer Christine Delgado, Code L32. "There were many unique ideas."

All of the volunteer judges

were more than happy to support this event as it advances the study of science and technology in young students.

"I was amazed at their interest in science," said Michael Heath, Naval Systems Data Support Activity, Code 311.

The students were eager to tell the judges about their individual projects and answered their questions with insightful knowledge.

"I was very impressed with their explanations and attention to detail," said Heath.

When asked, "What was

the hardest thing about your project?" students responded in the following ways:

"The hardest thing was working with the apples as they spoiled," said Antonio Ramirez, a sixth grader whose project was titled "Apple Spoilage."

Scott Borel, a seventh grader with a project called "Colored LEDs Evaporating Alcohol," responded, "I think the environment affected my project."

And, Athena Giron, also a seventh grader, replied, "Finding out why my energy saving lightbulb wasn't working." Her project was titled "Do Different Lightbulbs Generate Different Amounts of Voltage?"

"All of the projects were remarkable," commented FC1 Darryl Cooper, Code A63.

"These community outreach events are very important because these youngsters are the engineers and innovators of tomorrow, and we want to cultivate that environment."

*Christine Delgado questions Antonio Ramirez about his project during the Santa Clara Elementary School Science Fair Feb. 2, 2011. Photo by Alyce Moncourtois.*



*Michael Heath asks Athena Giron to demonstrate her project during the Santa Clara Elementary School Science Fair Feb. 2, 2011. Photo by Alyce Moncourtois.*



*FC1 Darryl Cooper asks seventh grader Scott Borel questions about his project during the Santa Clara Elementary School Science Fair Feb. 2, 2011. Photo by Alyce Moncourtois.*

# Logistics Intern Offers College Guidance to Local Students

By Alyce Moncourtois, Command Communications Office



Brandon Will, Code S51, talks to the AVID class about preparing for college on Feb. 9, at Anacapa Middle School in Ventura. Photo by Alyce Moncourtois.

The Anacapa Middle School class of approximately 40 students listened attentively as NSWC PHD Logistics Intern Brandon Will shared his thoughts on what to study in high school and how to prepare for college on Feb. 9, 2011.

"High school is a good time to improve your study habits," said Will in his introductory remarks. "It's also important to choose your electives wisely."

The class, comprised of seventh and eighth grade students, is a part of the Advancement Via Individual Determination (AVID) Program, a Ventura County school program that encourages young students to seek a higher education and ultimately graduate with a college degree. NSWC PHD has partnered with AVID to promote this effort and offers its young junior professionals the opportunity to give back to the community.

"By sharing our experiences, we hope to inspire the students to challenge themselves and see that college is an attainable goal and a rewarding experience," said Will.

The AVID course is a rigorous program of instruction in academic "survival skills," and students in the program commit themselves to

improvement and preparation for college. For one period each day, they learn organizational and study skills, work on critical thinking, obtain academic help from peers and college tutors, and participate in enrichment and motivational activities that make college seem more achievable.

At the beginning of the class, the students stood up one at a time to state their name and their college of choice. Although many were undecided, there were several who reached to great heights naming Harvard and Yale as their preference.

"It is terrific to see the students get excited about college and to have a dream and a goal," said Will. "That's what this program is all about."

Will went through a series of slides and touched on all college-bound topics from what types of classes to take in high school to how to prepare for entrance exams. He also handed out a copy of the presentation so the students could take the information home and discuss it with their parents.

"I have been involved in AVID for the past two years," said Will. "And I plan to continue to motivate and excite students about the benefits of higher education."

# NSWC PHD Welcomes First Intern from SMART Program

By Nancy Kanter, Command Communications Office



Nicholas Child, a senior at Boston University, is NSWC PHD's first recruit from the Science, Mathematics and Research for Transformation (SMART) program. SMART offers scholarships through the National Defense Education Program and are awarded to applicants who are pursuing degrees in science, technology, engineering and mathematics (STEM) disciplines.

STEM education is a federal initiative to promote and encourage math and science achievement. It addresses the growing concern that the United States is not preparing a sufficient number of professionals in STEM disciplines. In a recent international assessment, the U.S. ranked 28th in math literacy and 24th in science literacy among 15-year-old students, and 20th among all nations in the proportion of 24-year-olds who earn degrees in natural science or engineering.

Those awarded SMART scholarships are placed in internships in DoD facilities and upon graduation, are placed in civilian jobs. Child recently began his winter internship in the Land and Sea Test Department. He will graduate college in May and then begin his

employment with the command in June.

Child believes that this program is important because it offers students opportunities that would not have been there otherwise. He considered joining the armed services and even applied to the Naval Academy, but he said that he never knew about the possibility of working as a civilian or contractor in the military sector.

"Most students just know about private sector jobs," said Child. "Now that I have been given this amazing opportunity, I think every college student should know that there are a lot of openings in the federal sector as well. The SMART Program is helping to close this gap of the unknown and is giving students with technical majors an opportunity to pursue careers with the federal government."

Child is from Connecticut and he welcomed the chance to come out to the West Coast. He was able to specify the region he wanted to work in and chose to apply to bases in the area. He had an interview with a panel from NSWC PHD and was notified that the command was interested in taking him on as a new Junior Professional. In January, he toured the base, Self Defense Test Ship, and Remote Control Center. During his visit, the SDTS was actually doing testing, so he was excited to be able to observe and be a part of the test preparation and the testing itself.

"I am very glad I had the opportunity to work with NSWC PHD," said Child. "It is an amazing base with so much going on, and I have the opportunity to work on projects that most people couldn't even dream of doing. It really is an opportunity of a lifetime, and I cannot wait to come out and start this upcoming June."

## Safety:

For information on "How to Take Care of Your Back," please see the Military Sealift Command's fourth quarter 2010 issue of "Safety on Ships" at the following address:

<http://www.msc.navy.mil/n7/SOSs/SOS404.pdf>

VOLUME 4, ISSUE 4

FOURTH QUARTER 2010

S  
O  
S

## SAFETY ON SHIPS

Newsletter of the Safety, Occupational Health and Environmental Programs for ships and ashore



MILITARY SEALIFT COMMAND

## How to Take Care of Your Back

# FBI Los Angeles CI Strategic Partnership Newsletter

## Smishing and Vishing and Other Cyber Scams to Watch Out For

[http://www.fbi.gov/news/stories/2010/november/cyber\\_112410/cyber\\_112410](http://www.fbi.gov/news/stories/2010/november/cyber_112410/cyber_112410)

You receive a text message or an automated phone call on your cell phone saying there's a problem with your bank account. You're given a phone number to call or a website to log into and asked to provide personal identifiable information—like a bank account number, PIN or credit card number—to fix the problem.

But beware: It could be a smishing or vishing scam...and criminals on the other end of the phone or website could be attempting to collect your personal information in order to help themselves to your money. While most cyber scams target your computer, smishing and vishing scams target your mobile phone, and they're becoming a growing threat as a growing number of Americans own mobile phones. (Vishing scams also target land-line phones.)

Smishing—a combination of SMS texting and phishing—and Vishing—voice and phishing—are two of the scams the FBI's Internet Crime Complaint Center (IC3) is warning consumers about as we head into the holiday shopping season. These scams are also a reminder that cyber crimes aren't just for computers anymore.

Here's how smishing and vishing scams work: criminals set up an automated dialing system to text or call people in a particular region or area code (or sometimes they use stolen customer phone numbers from banks or credit unions). The victims receive messages like: There's a problem with your account, or your ATM card needs to be reactivated, and are directed to a phone number or website asking for personal information. Armed with that information, criminals can steal from victims' bank accounts, charge purchases on their charge cards, create a phony ATM card, etc.

Sometimes, if a victim logs onto one of the phony websites with a smartphone, they could also end up downloading malicious software that could give criminals access to anything on the phone. With the growth of mobile banking and the ability to conduct financial transactions online, smishing and vishing attacks may become even more attractive and lucrative for cyber criminals. Here are a couple of recent smishing case examples:

- Account holders at one particular credit union, after receiving a text about an account problem, called the phone number in the text, gave out their personal information, and had money withdrawn from their bank accounts within 10 minutes of their calls.
- Customers at a bank received a text saying they needed to reactivate their ATM card. Some called the phone number in the text and were prompted to provide their ATM card number, PIN, and expiration date. Thousands of fraudulent withdrawals followed.

Other holiday cyber scams to watch out for, according to IC3, include:

- Phishing schemes using e-mails that direct victims to spoofed merchant websites misleading them into providing personal information.
- Online auction and classified ad fraud, where Internet criminals post products they don't have but charge the consumer's credit card anyway and pocket the money.
- Delivery fraud, where online criminals posing as legitimate delivery services offer reduced or free shipping labels for a fee. When the customer tries to ship a package using a phony label, the legitimate delivery service flags it and requests payment from the customer.

For more information about the latest cyber crime scams, visit [IC3's website](#).

In conclusion, please report any attempts to compromise not only your classified systems, but your unclassified systems as well.



Naval Surface Warfare Center  
Port Hueneme Division, Code 03  
4363 Missile Way  
Port Hueneme, CA 93043-4307

**ARAV-B (Terrier-Oriole) ballistic missile target is prepared for launch from Wallops Flight Facility on Jan. 22, 2011 as part of a tracking exercise.**

