



NEWS RELEASE

UNITED STATES AIR FORCE

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SSG chiefs hit the road

By Tech. Sgt. Darlene Foote

SSG Public Affairs

MAXWELL AFB, GUNTER ANNEX, Ala.--Nearly everyone in the Air Force uses their systems on a daily basis but very few people are aware of who designs these products or where they originate.

That's something the Standard Systems Group wants to change. As the designers of more than 61 standard information systems used throughout the Air Force on a wide variety of combat support systems ranging from dining facility to munitions tracking software, SSG has dispatched a team of experts to put a name with the systems. "We want users to know that there are people out here who want to hear about any major questions or concerns they might have regarding their respective systems," said Chief Master Sgt. Todd Anderson, chief enlisted manager of SSG's Software Factory.

The SSG Road Show, made up of chiefs from various functional areas, will be visiting Pacific Air Forces Feb 11-14. A mass briefing will be presented on Feb 11 at 9:30 a.m. Bldg 1102, Rm C310, the SC conference room, Hickam AB, Hawaii.

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SSG Roadshow

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During the visit the chiefs will meet with key staff and customers to explain what SSG does and get feedback on how well they are doing. The team will include experts from software development, communications/Air Force help desk, supply and maintenance. “The primary goal of these visits is to identify problems that users may be encountering and get them direct feedback,” said Anderson. According to the chief, during the team’s recent visit to Air Combat Command, some of the users were living with problems they didn’t know how to solve, but that SSG already had methodologies in place to handle. “Many problems are easy to solve, once you know who to ask.”

According to the team, the program can’t work without two-way communication. “This is not simply about us telling everyone what we do, but more importantly hearing the concerns, real or perceived, about SSG’s products and processes. The more people that attend the initial briefing and bring up issues, the better we can allocate our time and resources to help those who need it,” said Anderson.

The chiefs spend the last 2-3 days of the visit addressing specific functional area issues raised on the first day. Problems that can’t be solved immediately are taken back to SSG and worked on by the program managers who follow up personally with the POCs. The team also asks that major command managers get with representatives from the different functional areas within their command to find out whether they have any problems or needs that SSG can solve.

“By reconnecting, and in many cases establishing the initial connection with our customers, we can clarify ways to help them fix their problems,” said Anderson. “As a result,” he continued, “the overall Air Force mission will get done faster and more efficiently.”

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SSG Roadshow

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The team plans to visit all major commands this year. Upcoming visits include the United States Air Forces in Europe on March 23 and Air Mobility Command, May 12.

The Standard Systems Group provides and sustains combat support information systems for the Air Force and Department of Defense. The group procures leading edge information technology products used by virtually every organization on Air Force military bases worldwide.

For more information on the Roadshow, contact Anderson at (334) 416-5693.

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