

September 2014

RABBIT TALES

THE OFFICIAL NEWSLETTER OF THE 13TH AIR CONTROL GROUP

End of the road

Thumpers lose championship game

INSIDE

Cyber Airmen create virtual help desk // Highlights from the August UTA

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All photographs are Air Force photographs unless otherwise indicated.

513TH UPDATE

Upcoming events

Saturday – 1100-1600 – Family Day
(38th CEIG – S.E. 59th & Douglas Boulevard)

Sunday – 1330 – Lodging briefing
(Tinker Auditorium)

Sunday – 1430 – Lodging briefing alternate
(970th AACS Auditorium)

October 5 – TBD – 1st Sgt.'s 5K run

October 5 – 1000 – Group photo
(E-3 Birdcage)

Family day 2014

It's here! Family day will be from 1100 to 1600 September 6 at the 38th Cyberspace Engineering Installation Group campus located at S.E. 59th Street and Douglas Boulevard.

Chopped BBQ pork sandwiches, hot dogs and plenty of sides and drinks are on the menu. Bottomless beer is available for \$5.

Events include a prize giveaway, inflatable games, volleyball, corn hole, a dunk tank and a kid's tattoo station.

Another main attraction at the family day will be an officers vs. enlisted dodgeball match in the cage of death, otherwise known as the basketball court.

Ten players are needed for each team.

Contact your unit representatives to sign up!

Cover photo

2nd Lt. Brian VanCuren, an air weapons officer assigned to the 970th Airborne Air Control Squadron, throws a softball back to the infield on September 4 during the base softball championship at Tinker Air Force Base.
(U.S. Air Force photo by Staff Sgt. Caleb Wanzer)



Promotions for September

Congrats to this month's promotees!

Senior Airman Kelsi Box
(513th Aircraft Maintenance Squadron)

Senior Airman Shannon Fipps
(513th Maintenance Squadron)

Staff Sergeant Erling Beck
(513th Aircraft Maintenance Squadron)

Fit to Fight MVP's

Lt. Col. Steven England	Senior Airman April Diaz
Unit: 970th AACS	Unit: 970th AACS
Score: 98.7%	Score: 97.6%

Fit to Fight hall of fame



1.5-Mile Run

Men:	7:51	8:57	Men:	TSgt Daniel McDonald
Women:	9:44	12:07	Women:	TSgt Krystal Stalder

Pushups

Men:	110	82	Men:	SrA Robert Duncan
Women:	65	48	Women:	2nd Lt. Lily Rollins

Situps

Men:	109	92	Men:	2nd Lt. Michael Doughty
Women:	84	60	Women:	2nd Lt. Amie Deal

1-Mile Walk

Men & Women:	9:15	11:22	Men:	MSgt Darrell Freel
		13:57	Women:	MSgt Elizabeth Staff



Senior Airman Marcus Robello

Unit: 513th Aircraft Maintenance Squadron

Job title: Assistant Dedicated Crew Chief

Hometown: Hughson, California

Done anything fun this summer? Celebrated my five-year anniversary in Las Vegas.

Favorite part of your job? Changing brakes and tires.

Biggest pet peeve: Lack of communication.

What did you want to be when you grew up? Motorcycle mechanic.

Little-known fact about you: I ride a 2013 Road Glide.

Favorite memory from your time in the 513th: RIMPAC.

If you had superhero ability, it would be: The ability to read minds, since people apparently think I already can.



Senior Airman Nasr Bey

Unit: 970th Airborne Air Control Squadron

Job title: Flight Engineer

Hometown: Philadelphia, Pennsylvania

What do you do outside the Reserve? I'm a full-time student at Rose State.

Favorite part of your job? Pushing up throttles on takeoff. (It never gets old.)

Biggest pet peeve: Cowboys fans. Also, flying long missions with no activity.

What did you want to be when you grew up? I wanted to be an astronaut, which later turned into "whatever job that pays a lot of money." (Guess I messed that up.)

Little-known fact about you? There aren't many little-known facts. I'm a pretty candid person. Although, if I had to say anything it would be that I enjoy cooking.

If you had superhero ability, it would be: Out of all the hero abilities, I would probably want Wolverine's healing ability.

Training flight chief preps future Airmen

by Staff Sgt. Caleb Wanzer
513th Air Control Group Public Affairs

Most people wouldn't list physical training at the top of their favorite things to do during a unit training assembly weekend, but Tech. Sgt. Christina Hymes isn't like most people.

Hymes, the noncommissioned officer in charge of the 507th Air Refueling Wing's Development and Training Flight, sees PT with her trainees each Saturday of the UTA's as the best opportunity to get to know the Reserve's newest Airmen.

"I get to watch them actually bond together," she said of the trainees during their monthly PT time. "You really see it when they get out on the track and encourage each other. That's my favorite part, because I'm trying to teach them wingmanship."

Development and Training Flights began with the Air National Guard and are making their way into Reserve units across the country. The flights were started to help new Airmen understand what to expect during and after their initial training.

"Being a Reservist is a lot different than being active duty," she said. "When active-duty Airmen graduate from tech school, they go directly to their new station and begin their job. New Reservists come to a UTA weekend after training and have a lot of other requirements that can take time away



Tech. Sgt. Christina Hymes, the noncommissioned officer in charge of the Development and Training Flight, stands in front of four trainees waiting to ship off to basic military training. (Air Force photo/Staff Sgt. Caleb Wanzer)

from practicing their new skills."

The program has led to more Airmen staying with the Reserve after completing their initial training, Hymes said. It also prepares new Reservists to succeed in the demanding training environments they experience.

"Our trainees tend to do better in basic training because they know what to expect," she said. "We've had some Airmen who came back with fitness awards from basic. I'd like to think that the program helped them to be better."

Trainees in the flight start their one-day UTA off at a concrete pad outside of the Tinker Airmen Leadership School building, practicing drill and facing movements as well as saluting.

Their day also includes a meet and greet with wing leadership and a simulated Fit to Fight fitness test before lunch. The afternoon is filled with briefings, discussion and team-building exercises.

Hymes' biggest challenge is keeping the material fresh.

"I don't want to repeat the same things over and over, but a lot of the trainees are only going to be in the flight one or two months," she said. "The challenge is making sure each trainee gets the information he or she needs before they go off to basic without repeating the same thing every month."

After more than a year in the job, Hymes will be returning to her former position in the equal opportunity office at the end of September.

Cyber Airmen create virtual help desk

Courtesy of:
24th Air Force Public Affairs

The Air Force Enterprise Service Desk is going virtual, and Joint Base San Antonio - Lackland will be the first to see it as it rolls out across the Air Force, starting the end of August.

Air Force Chief of Staff Gen. Mark Welsh has challenged every Airman to constantly look for smarter ways to do business. The personnel of the 67th Cyberspace Wing at Joint Base San Antonio - Lackland, Texas, are meeting that challenge with their implementation of innovative processes targeting Air Force-wide network customer service, including the new virtual Enterprise Service Desk (vESD).

Users who experienced account or network problems over the last few years have called a central customer service hub. With a customer base of over 650,000 people, the ESD's automated phone system had been significantly overburdened, which led to a cascade of inefficiencies. Not immune to the fiscal challenges so familiar across the Air Force, the 67th CW advanced on a new approach to customer service, necessary to solve this complex problem.

"At times, the average call wait time can approach 27 minutes," said Col. Chad Raduege, commander of the 690th Cyberspace Operations Group, in an interview in March 2014. "That's a 27-minute wait to



Cyber Airmen from the 24th Air Force at Joint Base San Antonio-Lackland, Texas. (Courtesy image)

tell an ESD technician that you have a problem. With the current backlog, our return to service may take up to seven days. That's unacceptable."

That waiting caller wasn't alone; at any given time there were as many as 175 callers waiting in the queue, according to Lt. Col. Mark Reith, 690th Network Support Squadron commander, the unit whose primary mission is to maintain and operate the ESD. Despite a contingent of technicians dedicated to taking telephone requests around the clock, a logjam of 13,000 requests formed, and was growing by approximately 1,500 per week.

Removing the middleman

The vESD being rolled out next week is a client-based application that allows the user to solve common issues and self-initiate trouble tickets for e-mail, desktop, laptop,

mobile devices and will eventually include network, software, hardware and other user account capabilities. The application allows for status checks of any current incident requests, feedback submission and provides further contact information for more help.

"Automation allows our users to update more information on their own, and even solve common problems at their desktop," Craig Biddington, senior communications officer for the 366th Communications Squadron at Mountain Home AFB, Idaho, said. "Now our technicians see fewer tickets, allowing us to re-capitalise resources toward more critical tasks."

"Generally, we can break the ESD's tasks into two categories: account requests and incidents," said Reith. "The more we automate the thousands of daily requests, the more manpower we can redirect to

incidents, and that means getting users back up and running far more quickly than ever before."

The application was beta tested by JBSA - Lackland members on May 16, and suggestions and comments from that test have been implemented in this first production version. The roll out starts the second week of August.

Automating the ESD system through the creation of the vESD will allow users to troubleshoot and solve common issues with a few clicks, ESD officials have said. Requests are aligned with specific mission areas to ensure that the technicians are working towards solutions for high priority requests. An incident is high priority if it causes a full work stoppage.

"Specialization always proves to be most efficient," Lt. Col. Eric Trias, 690th Network Support Squadron Detachment 2 commander, said. The 690th NSS Det. 2 is located at Maxwell Air Force Base's Gunter Annex in Montgomery, Alabama. "We align requests with specific mission areas ensuring the right technicians are working the solutions for issues that warrant higher priority. Incidents resulting in full work stoppage are given higher priority than routine service requests. Automation is allowing us to implement this concept more and more, ultimately resulting in much faster processing of incident requests."

"So though we are diligently working to vastly reduce wait times, that's not the end goal," said Reith. "We're implementing multiple solutions to get users back to productivity in pursuit of their respective mis-

sions."

"We knew our customers were tired of the wait times, and frankly, so were we," he added. "Even though we have reduced the wait time significantly, it's important for our customers to know we're committed to putting the right people on the right tasks with the overarching goal of return-to-service for the customer."

"The ESD innovations have empowered us to do the things our customers had grown accustomed to and provided us the tools to directly respond to our customers' needs in a way that only a local support function can," Biddington explained.

Innovation through automation

The ESD had been transforming its operations over the past year through continuous innovation. To reduce the queues and wait time, the ESD initiated several successful automation initiatives. One of these was the digital tool known as IAO Express. This tool was specifically developed to help address the three most common requests made to the ESD.

"We determined that three specific requests constituted a full 28 percent of the ESD's overall workload," said Reith. "The three most common requests were creating new user accounts, known as provisioning; moving a user account between bases of assignment; and removing unneeded accounts from the Air Force network, known as de-provisioning," he explained. "IAO Express addresses all three. De-provisioning alone accounts for nearly 150,000 transactions per year." Currently

IAO Express, in a partnership with Air Force Directory Services and the Air Force Network Information Center, allows the information assurance officer at the base to put in standardized information and have that work be automatically completed without a phone call or a ticket.

Through a web-based portal, information assurance officers from every Air Force location can access IAO Express to submit any of a number of common requests without the need to pick up the telephone. Once submitted, the request is prioritized and inserted into a batch file which is then automatically processed by Air Force Directory Services (AFDS).

"The tool is designed to gather all the necessary information to ensure the request is executable by AFDS computers," said Reith.

According to Reith, IAO Express has been online since Dec. 16, 2013, and has been well-received by the information assurance community across the Air Force, already handling more than 14,000 requests per week.

The way ahead

Two town hall meetings will be held at JBSA - Lackland in the next couple of weeks to provide a demonstration and information on the vESD. These sessions will also be available virtually via Defense Connect Online. All base personnel will receive links to these online sessions through e-mail. As the roll out continues, these demonstrations will be conducted at each base where the vESD is being implemented.

Thumper run ends at base finals

After a strong season, the 2014 Thumpers were cut just short of softball glory in two decisive losses in the championship game



In this shot dated August 14, the Thumpers celebrate after easy wins against the 507th Air Refueling Wing Okies and said goodbye to Michael Rosenthal, far left, who deployed shortly after.



Nearing the end of the final game, the sheer force of Angel Cervantes's swing was too much for the bat, which landed in front of the Thumpers dugout.



Cervantes quickly realized the situation as the bat was in midair, summing up his feelings in a concerned expression.



The Thumpers were quick to encourage Angel and retrieved his bat, which Cervantes used for a strong hit shortly after.

Thumper pitcher Lloyd Palmer played valiantly throughout the challenging innings.



Fielder Jim Gasaway did not lose spirit, refusing to let the outer fence come between him and a softball.



Brian VanCuren looks on as Angel Cervantes attempts to sneak by the Swinger's first baseman.



Highlights from the August UTA

Master Sgt. Carla Barber poses with Chief Master Sgt. Michael Sulanke on August 2 after her retirement ceremony at the 970th Airborne Air Control Squadron auditorium.

Barber, the administration superintendent for the 513th Air Control Group, retired last UTA after five years in the 513th. She now works as a civilian at the 76th Commodities Maintenance Group here at Tinker Air Force Base.



Senior Airman Alicia Hall, assigned to the 513th Operations Support Squadron, looks on in the background August 2 as Chief Master Sgt. of the Air Force James A. Cody speaks.

Cody emphasized the importance of the Active, Reserve, Guard and civilian components August 2 during a visit with Reservists from the 513th Air Control Group and the 507th Air Refueling Wing at Tinker Air Force Base.

“Anything that affects one component affects us all,” the top enlisted leader for the Air Force said. “We are one Air Force.”

Cody also spoke on the future mix of active, Reserve and Guard missions, and the high level of operations the Air Force has seen in the past few years.



Have photos or a story you want to share with the unit? Message us on Facebook at facebook.com/513thAirControlGroup or email 513ACG.PublicAffairs@us.af.mil.