

DDYJ's Harada selected as DDC Employee of the Quarter

By Stacy L. Umstead, DDC Command Affairs

Seiji Harada, primary information technology help desk technician at Defense Distribution Depot Yokosuka, Japan, was selected as the Defense Distribution Center Employee of the Quarter, first quarter, fiscal year 2007.

Harada works directly with customers to address system-related trouble calls throughout DDYJ and Map Support Office - Atsugi. He is also the project lead for system



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configuration changes that require implementation affecting the Standard System Build. His experience working with the Yokosuka-based supply and storage operations gives him unique skill in prioritizing fix actions to best support DDYJ's mission in times of system outage.

Harada's professional manner and customer service focus sets the

example for the DDYJ IT team, said Dean A. Bias, DDYJ Information Systems Director. Harada is also responsible for many of the innovative ideas and standards based improvements in the underlying infrastructure that keeps DDYJ's systems processing. His work demonstrates a longstanding dedication to the mission of DDC and DDYJ.

Recently, DDYJ employees were unable to logon and begin work due to software problems, Bias said. Harada knew the importance of getting out to the warehouse and communicating directly to the customer about the workaround in progress. With his background, he also knows which workers need to get the fix first for the best overall DDYJ effect. He immediately went into the warehouses and began enabling workers' systems. His customer service approach ensures he never leaves the customer until the fix is verified. He personally resolved the problem on most of the warehousing workstation by noon. This is approximately 150 of DDYJ's 370 computers.

When new security requirements caused changes to remote email access, several DDYJ employees had to switch from personal computers to laptops, Bias said. Harada immediately began the painstaking process to accommodate the new laptops. Once complete, he built all 17 laptops in a span of two days. Again, he scheduled and organized the entire deployment on an appointment basis to ease the amount of change required for each laptop user.

Harada's organizational skill again played a part in the system refresh for DDC's MSO in Atsugi. He planned the most efficient process to retrieve the new systems, build, configure and test them prior to deployment and finally deliver the systems so that the actual time at the site and customer interruption was less than half a day. The Director of MSO Atsugi praised his professionalism and attention to detail as the entire upgrade went flawlessly.

Harada's customer focus and dedication make him a valuable asset to DDYJ.

DDRV MEO Development Team selected as DDC Team of the Quarter

The Defense Distribution Depot Richmond, Va., Most Efficient Organization, or MEO, Development Team was selected as the Defense Distribution Center's Team of the Quarter, first quarter, fiscal year 2007.

The DDRV MEO Development Team distinguished themselves by exceptional professionalism and commitment to mission excellence in the planning and development of the DDRV Agency Tender, said John Yost, Deputy Director, DDC Acquisition Management.

The DDRV warehousing and material distribution services were initially announced for public-private recompetition in February 2005. This marked the first recompetition of a winning MEO under the revised Office of Management and Budget Circular A-76, the circular which establishes federal policy for competition of commercial activities. The revised circular implemented a new way of doing business and presented the development team with unique challenges, Yost said.

The DDRV MEO Development Team was determined to develop an Agency Tender that was strengthened by the lessons learned from the initial 2002 DDRV public-private competition, Yost said. The 2002 tender focused on successful phase-in and performance initiatives, and ensured the best value for the war fighter and the taxpayer.

The team proved to be a cohesive blend of knowledge, talent, skills and experience, Yost said. Each individual