

Pilot Testing for Extended CSC Coverage

The Customer Service Center (CSC) is scheduled to be open between the hours of 1000 and 1600 EST on the following weekends:

21-22 Jan, 28-29 Jan, 4-5 Feb, 11-12 Feb

This is an effort to help the CoE access the customer support needs of our Army National Guard, Army Reserve, and Pacific region customers.

PSIP Email Addresses to Transition to DISA

The current @conus.army.mil email addresses that the PSI-CoE uses for PSIP are transitioning to DISA (@mail.mil). You will receive notification when to begin using the new addresses. Please remember that the PSIP email address is used by the PSIP server to send automated emails and is not monitored.

- psip@conus.army.mil becomes usarmy.apg.inscom.mbx.psip-center-of-excellence@mail.mil.
- imneapgesi@conus.army.mil becomes usarmy.apg.inscom.mbx.psip-correspondence@mail.mil. All written correspondence should be sent here, i.e. subject signature pages and resumes.
- imneapgesi2@conus.army.mil becomes usarmy.apg.inscom.mbx.psip-corrections@mail.mil. This box is used by the PSI-CoE corrections team.
- imneapgesi5@conus.army.mil becomes usarmy.apg.inscom.mbx.psip-questions@mail.mil. This address is for any one who has a question for the PSI-CoE staff. The address is monitored by the Operations Branch who will ensure the question is directed at the correct section.
- imneapgesi6@conus.army.mil becomes usarmy.apg.inscom.mbx.psip-requesters@mail.mil. This address is for the use of our requesters for issues involving the PSIP website.
- imneapgesi8@conus.army.mil becomes usarmy.apg.inscom.mbx.psip-fingerprints@mail.mil. This box is monitored by the PSI-CoE fingerprint section. Please do not email scanned fingerprint cards to this address as they are unusable.

AIES Module 1 Released On The DSS Website

The course can be located at <http://www.dss.mil/seta/enrol/stepp.html>

You will need to have an active STEPP account in DSS. If you do not have a STEPP account, follow the instructions to create one on the STEPP login screen. The course can be located in the Catalog under the "Personnel Security, eLearning Courses, The Army Investigative Enterprise Solution (AIES) Module 1" (Course # PS151.06). Module 1 is an overview of the Army Investigative Enterprise Solution (AIES), and Personnel Security Investigation Portal. It introduces the functionality, processes and roles of AIES through discussing topics such as its history, mission and guiding principles, roles and stakeholders, and the process and individual tasks accomplished through this portal. Module 2 is currently in production.

Customer Service Center 0600-2400 EST Mon-Fri

Phone 410-278-4194 DSN 298
Fax 410-306-3858 DSN 458

Questions and comments may be addressed to the following leadership points of contact:

Keith Young, Director
keith.e.young.civ@mail.mil

Bobby Cunningham, Deputy Director
robert.f.cunningham4.civ@mail.mil

Peter Sheairs
Chief, Operations Branch A
peter.p.sheairs.civ@mail.mil

Paula Kreitz
Chief, Operations Branch B
paula.a.kreitz.civ@mail.mil

Monique Augusta
Chief, Sustainment, Research, and
Transformation Branch
monique.m.augusta.civ@mail.mil

Customer Satisfaction Survey Launched

Over the next few days PSI-CoE will administer its first customer satisfaction survey. The goal for this initiative is to use the survey results to help us continue to improve services to our customers. In order to do this we need to understand our customers' expectations and document where there are gaps between those expectations and their actual experiences.

