

# THE ENGINEERING EDGE



## EDGEWOOD CHEMICAL BIOLOGICAL CENTER

### Inside This Month's Issue:

<b>CAC Appointment Scheduler</b>	<b>2</b>
<b>Leadership Interview Series with Do Nguyen</b>	<b>3</b>
<b>Why I Love BSC with Robin Haupt</b>	<b>4</b>
<b>HR Tip of the Month</b>	<b>4</b>
<b>Team Spotlight Series on the Technology and Systems Integration Branch</b>	<b>5</b>
<b>A Public Safety Message from the Census Bureau</b>	<b>6</b>

### Leadership Interview Series: *Do Nguyen, Branch Chief, TREB*

*In this month's Engineering Edge's Leadership Interview Series, we talked to Do Nguyen, Branch Chief, the Test, Reliability and Evaluation Branch (TREB), Engineering Test Division about his role and got him to share his thoughts on leadership.*

**EE:** How would you describe your current position at ECBC?

**DN:** I have been the Test, Reliability and Evaluation Branch (TREB) Chief since 2002.

I have many different roles and many different groups under me. My main goal is to rebuild our test capability to lead them to the next level beyond what they are currently doing. Because times change and acquisitions



*Continued on Page 3...*

### Team Spotlight Series: *Technology and Systems Integration Branch*

*Kevin Wallace, Branch Chief, The Technology and Systems Integration Branch, Advanced Design and Manufacturing Division (ADM), talked to the Edge about his team and what they provide for customers as part of ADM's overall mission support.*

**EE:** Can you give me a snapshot of what your Branch is responsible for?

**KW:** Of the nine branches/teams within ADM, I lead the Technology and

Systems Integration Branch. The beauty of this branch is that we cover the concept through sustainment functions that you would typically see in a larger organization. We have a group that does concept modeling and initial concept development. From there the next steps move into the Engineering, Design and Analysis Branches. They take those concepts and engineer them into sensible solutions.

We also have Electronic Design and Manufacturing Branches. With these combined capabilities, we are able to take all of those little pieces and form the puzzle. ADM

*Continued on Page 5...*

### WHY I LOVE BSC: *A Discussion with Robin Haupt*

**EE:** Which BSC initiative do you support?

**RH:** I am on the CC1a: Customer Segmentation for the Center-level Scorecard. I also support strategic objective P4: Institute Accountability and Responsibility Standards, on the Engineering Directorate BSC.

**EE:** How long have you been on that team?

**RH:** I am a member of the ECBC BSC core team,

*Continued on Page 4...*



This newsletter was published through the Balanced Scorecard.

For article suggestions, questions or comments please contact Ed Bowen at [ed.bowen@us.army.mil](mailto:ed.bowen@us.army.mil)

## CAC Appointment Scheduler

Engineering Directorate staff is encouraged to use the on-line Common Access Card (CAC) reissuance appointment scheduler to make renewal appointments.

The Common Access Card (CAC) on-line reissuance appointment scheduler has been operational for 45 days and has supported over 300 customers in the scheduling of their own appointment. During this period customer feedback information has been collected and analyzed, which has led to enhancing the application by adding a "**CAC Appointment Scheduler**" hot key to the APG Home Page [www.apg.army.mil](http://www.apg.army.mil).

### What does the appointment scheduler support?

- It supports the scheduling of current government and contractor employees for reissuance of expiring CACs within 90-days of their current CAC expiration date. The expiration date is displayed on the front of the CAC. Contractors are reminded that their respective "Trust Agent" must have updated the "Contractor Verification System (CVS)" prior to scheduling an appointment.

### Advantages the appointment scheduler provides to you the customer

- Capability of scheduling an appointment within 2 minutes of accessing the scheduler.
- Flexibility of scheduling an appointment based on your date and time availability, work schedule and within 90 days of current CAC expiration date.
- Flexibility of canceling appointment and rescheduling based on your work schedule variables.
- Allows Administrative Assistants to schedule an appointment for organization staff and the Trusted Agent to schedule appointment for Contractors.

### What doesn't the appointment scheduler support?

- Same day appointment scheduling. This service is provided by contacting 410-306-2404 and should be limited to employees who have lost or had their CAC stolen or their CAC certificates are no longer valid.
- Initial government "New Hire" appointment scheduling. This service is coordinated by contacting 410-306-2404.
- CAC Pin reset. This service is provided by the US Army Signal Network Enterprise Center-APG (USASNEC). A USASNEC representative is located in room 148, building 4305 on Tuesday, Wednesday and Thursday from 0830 to 1130 and 1300 to 1630 to assist in resetting your CAC Pin. For assistance during these hours, please call 410-306-2330. At all other times, please call the USASNEC HELP Desk at 410-306-4357.
- DA Civilian Identification Card, DA Form 1602 issuance. This service is provided on an appointment basis and is scheduled by contacting 410-306-2328 and the completion of the formal application located on the APG Home Page under CAC/ID Cards, Identification Cards and Service Procedures, Application for DA Civilian ID Card.
- Issuance of Family member and military retiree identification material. These services are provided on a walk-in basis at building 4305.

For questions or more information contact the DHR, Military Personnel Officer, Tom Shumate at 410-306-2303 or Ivan Willie at 410-306-2348. ⚙️

## The Engineering Edge

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Submissions: We need your stories, photographs, comments and suggestions. If interested, contact *The Engineering Edge* staff concerning ongoing and future products and submissions to *The Engineering Edge* Newsletter. Submit your stories or ideas via e-mail them to [ed.bowen@us.army.mil](mailto:ed.bowen@us.army.mil).



## Nguyen *(cont'd from page 1)*

change, a lot of our clients are unfamiliar with them. I want to bring clients up to the next level.

Before serving as Branch Chief, I supported the Collective Protection core team and Joint Program Manager-Contamination Avoidance (JPM-CA), as well as reliability, availability and maintainability (RAM).

During this time, I played two roles. One role was as a test guy for the JPM, but for the core team I was a program manager.

It was a lot to balance. I was into the test area so much that it is hard to keep up your expertise, but the program manager (PM) really needed me at that time.

**EE:** What are some of your career highlights (with ECBC, or elsewhere)?

**DN:** One highlight for me was being given the opportunity

### **The TREB team; a key factor to success**

*In September 2009, Steve Franz, Engineering Director, General Dynamics Amphibious Systems (GDAMS), the manufacturer of EFV; and Richard Hutchin, Chief Engineer, USMC EFV, expressed their thanks to Do Nguyen and the ECBC Engineering Director, Engineering Test Division Chief, Test, Reliability and Evaluation Branch (TREB) for their outstanding support of the Expeditionary Fighting Vehicle (EFV) Program.*

to lead the Advanced Chemistry Lab (ACL) in putting in the filtration system. I had an opportunity to manage the contract and technical aspects related to the filtration system to insure they were safe, operational, and that there was a timely delivery.

Test and Evaluation is deeply involved with all of the acquisition policy and represent ECBC are a part of RDECOM reliability expert group in writing policy requirements for testing.

Also, another highlight of my career was working with General Dynamics and the Marine Corps on the Expedition Fighting Vehicle (EFV) program. I've also worked with Fairchild Controls Corporation and GD on the Nuclear, Biological, and Chemical (NBC) filtration system design.

Our job was to test and validate the NBC. We corrected all the problems with the filtration system and now the vehicle is in the initial production phase, which is something we are very proud of.

We worked as a team and were able to create a good,

cohesive, teaming relationship with the Marine Corp and General Dynamics.

Another highlight was being able to continue to provide support to TACOM Rock Island Acquisition (RIA) collective protection support contracts. This gave us the opportunity to gain experience with various contracts and items.

**EE:** What challenges have you experienced throughout your career? How have they shaped you into the leader you are today?

**DN:** I think one of the biggest challenges is to truly understand customer needs and the people supporting me, what they need and balancing the workload throughout the four functional areas that I'm in charge of.

I do a lot of listening to the customer needs when we have the opportunity to work with them. To ensure that we fulfill their needs after we complete the test service, we like to get feedback from them to see how the performance was on those tasks and what areas we need to improve.

**EE:** What makes you excited about ECBC and the Engineering Directorate?

**DN:** Everyday we try to experiment and improve different test capabilities in different areas not only within the Department of Defense (DoD) but also with private industry.

We always try hard to bring new capabilities to our team. And we are making sure that we also comply with the ECBC mission in our work.

**EE:** What are some of the most critical skills needed to succeed in ECBC?

**DN:** It's required to have good technical skills, a good attitude, willingness to work, and people skills.

We are running tests in labs on a daily basis, but we also need to be able to interact with people, both among the team members and also with the customer.

The next critical thing is safety. ECBC really emphasizes safety because we have so many lab and test facilities.

**EE:** What other advice would you offer to members of the Engineering workforce that want to advance within the organization?

**DN:** Work hard. Be honest with people you interact with. Be humble in your job. Be aware of the customer needs out there so that you can position yourself to be ready to get a leadership spot.

I'm lucky to be where I am today, because I not only worked hard but I had a good manager who recognized my potential and gave me the opportunity to make a difference, especially in the Test Evaluation area. ⚙️

## BSC *(cont'd from page 1)*

**RH:** meaning for well over a year and a half I was part of the new strategic group that developed ECBC's management system using the BSC.

**EE:** Why did you choose to join?

I requested a meeting with Ed Bowen to learn about BSC before I was on the core team because it interested me. There is nowhere on BSC that you can't find yourself [involved] and the big kicker for me was that no one is excluded. All you have to do is find something a BSC area interesting to you, find Ed or Sandy, and say "I'd like to join."

What appealed to me was that you could be a part of something [special] and work to make a change for the better.

Don't just bring a problem to your Directorate's attention, be proactive, and come up with a solution to make something better.

Don't just talk and complain [about things], actually take action, anyone can take part in this.

I personally believe that all the different types of people here -- government, matrixed, contract personnel -- have something to contribute to the BSC for any number of reasons. All of these different working groups bring different perspectives, both old and new. Everybody is given value.

**EE:** Why did you join these teams specifically?

**RH:** I went to the teams who needed participation. I got to meet people that I would not meet in my normal day-to-day work. You get to expand your network right here at the Center with people you would probably never otherwise meet or collaborate with on a daily basis. The Balanced Scorecard really gets an interesting mix of people together to come up with solutions and improvements for the Center.

***"What appealed to me was that you could be a part of something [special] and work to make a change for the better."***

**EE:** What is the most rewarding part about being on a BSC team?

**RH:** I love it. Don't get me wrong, sometimes you tackle things that are daunting, but it's still a rewarding feeling when you're working towards a solution. You're not just lamenting about a problem, you're actually making it better. Another

rewarding thing is meeting all of these new people.

I have also been able to develop a much deeper, keener understanding of how the Center and [Engineering] Directorate works. I became so much more aware of the inner workings, and have been able to see all of the things that we do in the Center and the Directorate.

If a lot of people decided to jump on board we could make huge strides for the Center. We already do great stuff, but I can't even imagine the impact if a lot more people got on board. ⚙️

## ECBC Engineering Directorate HR Tip of the Month: *Retiring*

If you are planning to retire, the Army Benefits Center-Civilian (ABC-C) strongly recommends you submit your retirement application package to them within 90-120 days of your intended retirement date.

You should also obtain an annuity estimate from ABC-C prior to retirement. To obtain an estimate, call the ABC-C at 1-877-276-9287. ⚙️



**Sabre Harper,  
Engineering HR  
Representative**

**BSC NEEDS YOU!**

**P2 Initiative 5:**  
Develop a Recruiting Process to Hire Quality People

*To join this initiative team please contact Ed Bowen at ext. 4091*

**TSIB** (cont'd from page 1)

is big on integrated product teams that are able to incorporate all the different aspects of product development. Really, that's been a huge success story for ADM because they are able to sit down, come up with an idea, and eventually field something. My Branch is one of nine so it is necessary for a lot of interaction and collaboration to occur between teams in order for us to get our job done.

**EE:** What are the main drives of the Technology and Systems Integration Branch?

**KW:** Well there are two sides to our Branch: the technology side and the integration side. The technology side has its caveats. The technology end deals with some development but is more focused on the science side of things. On that portion on the team there is a lot of interaction with customers within ECBC. Also as a part of the technology area, there is a focus on the exploration of technologies in their infancy. It is our job to go out and investigate possible new technologies that may have an impact on military operations.

We partner with academia, government agencies and industry to transition that newly discovered technology into a military application.

Right now, the integration side of the house is more focused on supporting two vehicle platforms, Buffalo Surrogate Vehicle (BSV) and the Joint EOD (Explosive Ordnance Disposal) Rapid Response Vehicle (JERRV) Surrogate Vehicle (JSV). We are heavily involved with the BSV and JSV, and we also provide sustainment and training support on those vehicles as well.

Another portion of integration, beyond the support phase, is providing the internal team support when it comes to assembly work. We are more involved with building the products that will be shipped to theatre and used by the warfighter. Integration receives the kits and builds them. The kits are shipped out and provide support and sustainment in theatre as well.

We also have a robot deployment system for the BSV. This system is going through the same basic scenario. It was designed and manufactured in house and we're actually sending guys over with the kits to train the soldiers over there on how to install it and use it. All that work is done by the different ADM branches.

**EE:** What are some of the challenges your team faces on a daily basis?

**KW:** Balancing the workload is our biggest feat. We're

extremely busy with a lot of different programs. Also, our Branch is getting into the fielding and sustainment arenas, which is fairly new to ADM. On top of that we're becoming more involved in vehicle based systems, and these systems all fall under the E portion of Chemical, Biological, Radiological, Nuclear and Explosives (CBRNE). With this being a new venture, you get your normal growing pains. We're trying to learn lessons and use best practices, but it takes time. We are extremely busy, which a very good thing.

**EE:** What is the most satisfying aspect of working on this Branch?

**KW:** I take a lot of pride in my work, and the most satisfying thing for me is knowing what I do makes a difference for the warfighter. I want to make sure we are able to make the most beneficial impact for the men and women out there. It's good to see the product make its way into their hands, making their job easier and ultimately saving lives.

**EE:** What are some of the skills necessary for survival within your Branch?

**KW:** Flexibility. ADM is - typically within a fiscal year - involved in up to 300-400 different projects. So the ability to adapt to new projects, deadlines, technologies and so forth are key to us getting our job done and on time. We don't focus on one item; what we're working on changes daily. Now as a branch chief I need to be able to balance the cost of the schedule performance for a whole bunch of different programs. Adaptability and self motivation are also important. We are so

busy with all of our programs that it takes a lot of self motivating to get things done. Also, innovative thinking is a key aspect for the guys; innovation can go from how you look at a project to how you do your work on a daily basis.

**EE:** What does the future look like for your Branch?

**KW:** As we go through the next couple of years, we have to be aware of the defense budget and where the funding will be for us to maintain our team. We are trying to go out and meet with other government agencies and see how ADM can support them in the coming years.

Some of that work is not quite CB related; however, it is RDECOM related work so we are doing our best to go out and seize opportunities that are beneficial [to sustaining the program].



Buffalo Surrogate Vehicle (BSV) is a mine clearing equipment developed by the Edgewood Chemical Biological Center and is used for training by route clearing teams.

## U.S. Census Bureau: Fraudulent Activity and Scams

### *A Public Safety Message from the US Census Bureau*

Ms. Bonnie Lasley RDECOM Crime Prevention Officer, and the US Census Bureau.

The Census Bureau uses a workforce of trained federal employees to conduct a variety of household and business surveys by telephone, in-person interviews, through the mail, and in limited cases through the Internet.

Although the U.S. Census Bureau cannot stop or warn against all bogus or false collections of data -- here are some tips to help you recognize fraudulent activity or unofficial data collections.

If you are contacted for any of the following reasons -- Do Not Participate. It is NOT the U.S. Census Bureau.

Phishing is the criminally fraudulent process of attempting to acquire sensitive information such as usernames, passwords, social security numbers, and bank account or credit card details by masquerading as a trustworthy entity in an electronic communication.

Phishing is typically carried out by email and it often directs users to enter sensitive information at a fake web site whose look and feel are almost identical to the legitimate one.

#### **Other Scams:**

- The Census Bureau does NOT conduct the 2010 Census via the Internet
- The Census Bureau does NOT send emails about participating in the 2010 Census

#### **The Census Bureau never:**

- Asks for your full social security number
- Asks for money or a donation
- Sends requests on behalf of a political party
- Requests PIN codes, passwords or similar access information for credit cards, banks or other financial accounts.

#### **How to Report Scams and Bogus Census Web Sites**

##### **In Person Scam**

- Check for a valid Census ID badge
- Call your regional office (<http://www.census.gov/regions/>) to verify you are in a survey



#### **Email Scams**

- If you think it is a bogus email, do not reply or click on any links within the email.
- Do not open any attachments. Attachments may contain code that could infect your computer
- Forward the email or web site URL to the Census Bureau at [ITSO.Fraud.Reporting@census.gov](mailto:ITSO.Fraud.Reporting@census.gov).
- After you forward the email, delete the message. You will not receive a confirmation email after forwarding the information; however, the Census Bureau will investigate the information and notify you of its findings.

#### **Mail Scams**

- Contact the United States Postal Inspection Service at: <https://postalinspectors.uspis.gov/investigations/MailFraud/MailFraud.aspx>

#### **Is your survey legitimate?**

You may further verify if a collection activity is legitimate by calling your census office regarding mail surveys, and our National Processing Center for phone surveys.

Source:

[http://www.census.gov/survey\\_participants/related\\_information/phishing\\_email\\_scams\\_bogus\\_census\\_web\\_sites.html](http://www.census.gov/survey_participants/related_information/phishing_email_scams_bogus_census_web_sites.html) ⚙