The 78th Communications Squadron and the Warner Robins Air Logistics Center’s Information Technology Directorate will team up to provide better services to customers. The two organizations will informally stand up Oct. 1 as the 78th Communications and Information Group. The new organization as a whole will fall under the 78th Air Base Wing. The Front offices for the 78th-CS and the WR-ALC will remain in Bldg. 228, while workers in the two organizations will remain scattered throughout the base.

Col. Unsleth, currently the director of the WR-ALC, will become the group director when the two organizations join. Mr. Unsleth said the goal is the newest Air Force approval as it officially stands up. The change is a big move for the two organizations.

“This restructure is one of the more significant changes that is taking place as part of the Air Force Materiel Command’s center standardization effort,” he said. This has been something that has been worked and planned for, all at least a year’s time frame. We have taken steps to posture ourselves for the stand up of this group. Mr. Unsleth said the ground work for the merge was laid years before its birth. In 2001, Robins began working on standing up the IT Directorate. The directorate was to fulfill mission needs outside of the 78th-CS realm, such as information management and comptroller functions.

Mr. Unsleth said the two organizations envisioned merging in the future, but they had to find a way to show their customers that service would remain top notch.

Currently, IT directorates and communications squadrons are merging at all other AFMC bases as well, Mr. Unsleth said. “On FT and WS, the two had to always work together as a team and there was always a level of overlap,” he said. “So merging allowed for better efficiency. The big mission though was Program Budget Request 210 which eliminated 24 civilian positions in FT and stood up military positions being eliminated from the 78th-CS, including a majority of leadership and officer positions.”

While the Warner Robins Logistics Center is a large place with individual and team programs, keeping our recent Logistics Standardization Evaluation Team inspection, the results served as a “wake-up call” for the Warner Robins Air Logistics Center.

“I am extremely disappointed in the overall ratings because I know our WR-ALC team is better than the score reflect,” said Maj. Gen. Tom Owen, Center commander. “Our near-term game plan is for the Center’s leadership to first analyze the report and detailed findings, then compare and contrast with our own knowledge of the status of our organizations.

The Center’s overall grade was Marginal, on a 20-point scale with highest ratings being Marginal, Excellent, Satisfactory, Marginal and Unsatisfactory. Our near-term game plan, a long list of superior performers was cited for their near-perfect scores. The Warner Robins Air Sustainment Wing received an overall overall Marginal score.

“What’s important to note is that we continue to outperform Air Force and Air Force Materiel Command standards in aircraft on-time delivery, reducing parts back ordered – resulting in quality air assets being delivered to the warfighter,” said General Owen. The report analysis will include taking a look at documented issues found in preparing for the LSET inspection, and test inspections, the August 2006 Unit Compliance Inspection and the other assessments, General Owen said. Most of the units are doing well, with 92 percent receiving a satisfactory or better, but some have problems that the Center needs to address.
Immediately, General Owen said, “We will address not just the most critical analysis of our problems, but put in place a more comprehensive plan to get to work.” He said that “this will include more intensive executive action and then work to improve workforce ‘people’ issues.”

General Owen believes the Center can implement a successful Volunteer Protection Program, which stresses workforce ownership of safety, it will go a long way to improving performance across many areas. “We will do this as a team and I expect a spirit of cooperation, positive attitudes, and personal ownership of responsibilities,” he said. “We must now focus our efforts in a safe and healthy environment and realize the momentum of improved workforce safety we’ve had going for the last four or five years.”

The LSET team brought about 65 inspectors and graded 83 units during the two-week inspection covering every aspect of logistics and supply chain management areas and maintenance, munitions, supply management and performance and compliance. “Every inspection, no matter the final outcome, gives us as an opportunity to improve,” said Col. Warren Berry, 7th Air Base Wing vice commander. “That external look by experts in their respective fields can only make us better.” Colonel Berry said the OBI represents an opportunity to excel and to turn the LSET ratings completely around.

“We have amazing, professional Airmen working in this ASC and in our wing, and we have assembled a top-notch team to help us get ready,” he said.

Mr. Unholz said the two organizations had to merge in order to effectivelly manage both organizations. While some may fear change, the organizations’ leaders say this in fact, change is good.

Col. Eric Ferguson, 78th CS Commandant, said the merge will help both organizations be in better touch with customers’ needs.

“First and foremost, one of the things customers benefit from is our common IT organization to have good situational awareness about what our customers’ needs are and what we’re doing internally to satisfy those needs,” he said. “We’ve always worked very closely together, but being in essentially the same organization, the same group, we’ll actually be able to improve our communications flow and project tracking to the benefit of the customer in terms of making sure that we prioritize our resources and our time according to whatever the greatest need is.”

Donna Mills, chief of the Business and Resources Division in WR-ALC/IT, said the merge will also help people in the two organizations to work together better.

“Right now, we are working hand-in-hand, but we do have separate organizations,” she said. “We’re coming together to pool those resources to fall under one management and we will be able to better see what the scope is across the whole (Air Logistics Center).”

“From this point forward, the two organizations will allow their resource offices to better manage the Center’s investments and financial services currently being handled by individ-uals working in this ASC and in our wing,” she said.

Unlike past years, all contributors will receive a collectable Robins official CFC coin regardless of the amount donated. Additional items of appreciation are given to those who donate their “fair share,” an amount equal to one hour of pay per month for 12 months, Mr. Shores said. Those who give a fair share dollars for local organizations. Mr. Nagle said the money can open doors for opportunity for those who donate, adding he is confident Robins will reach its goal as it has so many times in the past.
Robins is giving military and civil service employees who work in maintenance areas better access to Web-based human resource services.

The base plans to install about 67 Air Force One Stop kiosks throughout Robins, with about 54 of the kiosks concentrated in the base’s maintenance area.

With the use of a Common Access Card, the kiosks will connect military and civilian employees to Web sites like MyPay and other personnel information.

The kiosk project is largely funded by the 402nd Maintenance Wing.

Robb Brown, Information Technology chief architect in the Warner Robins Air Logistics Center’s IT Directorate, said the project came about as a result of recent Air Force Materiel Command memorandums addressing wage grade employees’ access to government computers for official purposes.

To support the policy, AFMC centrally purchased kiosk software to provide access for wage grade employees who do not have sufficient computer resources available, and 78th Communications Squadron and IT workers will load the software on existing AFMC hardware. Mr. Brown said.

Mr. Brown said Robins worked closely with the American Federation of Government Employees union in the project.

Robins is installing the kiosks to ensure maintenance workers can have an easier time managing their human resource affairs, Mr. Brown said.

“This kiosk has been around for quite a few years,” he said. “They’ve largely been in places at other bases in other locations supporting the active-duty military as they travel around. It’s essentially a one-stop human resources kiosk access. As we have moved a lot of our human resources applications online, if you’re a mobile person and you’re trying to access MyPay or various other financial or human resource applications, if we have a kiosk, we have a lot of our human resources applications online, if you’re a mobile person and you’re trying to access MyPay or various other financial or human resource applications, if we have a kiosk.

In Brief

IMMIGRATION HOTLINE

The U.S. Citizenship and Immigration Services have been developing some Web sites focused on our military members and their families. One such site is www.uscis.gov/military.

Military members and their families stationed around the world are now able to call USCIS for help with immigration and naturalization services and benefits using a dedicated, toll-free telephone help line, 1-877-247-4645. This hotline honors the more than 4,000 non-U.S. citizens serving in the military today. The USCIS is committed to ensuring the application process for immigrant service members is convenient, quick and secure.

USCIS customer service center specialists are available to assist callers Monday through Friday from 9 a.m. to 5 p.m. Callers will receive assistance with:

• Bringing a spouse, fiancé or adopted child to the United States;
• Obtaining posthumous citizenship for a deceased member of the Armed Services; and
• Submitting an application for naturalization (Form N-400).

USCIS will provide customer service to members of the United States or overseas who may access the help line using the toll-free number, 1-800-375-5283. The HAWC director said Thursday that the USCIS is working with the Department of Defense to ensure the military community has accurate and up-to-date information about immigration services and benefits, USCIS offices and the designated point of contact at each military installation will receive information about the Military Help Line and other immigration-related information and resources geared specifically for the military and their families.

September 28, 2007 • The Robins Reservist • 3A
As gas prices continue to soar, many drivers are looking for ways to keep their tanks full without emptying their wallets. Some Team Robins members will soon have a new option to explore when it comes to commuting and use the base each day for work.

Members of the Robins Environmental Management division are joining with the Georgia Department of Transportation and the Clean Air Campaign to help drivers cut the costs while helping the environment.

Information about how to not only save gas by carpooling, but to earn incentives for participating, will be available at a transportation fair at Bldgs. 640 and 645 Wednesday and Thursday from 6 a.m. to 3:30 p.m.

Members of the environmental management team said members of the Robins community who are interested in participating but who don’t carpool could be beneficial both to those already carpooling or those looking to start, said Becky McCoy, chief of the Environmental Management division.

“Carpooling will also have the opportunity to use a ride match program that is available at www.robins-carpool.com. This program will help participants find others interested in carpooling and will sign them up with others interested in carpooling," Ms. McCoy said.

The incentives being offered through the Clean Air Campaign and the Georgia Department of Transportation have done an excellent job promoting carpooling in Atlanta," said Harsh Schwartz, a quality program manager with the Environmental Management division. “Our demographics here are quite different than those in a metropolitan area, but we still have personnel commuting from outlying areas and we are excited to initiate carpooling on a small scale to see how Robins Air Force Base can further improve air quality and reduce traffic congestion.

As we monitor the success at Bldgs. 640 and 645, we will be able to make an informed decision concerning a base-wide carpooling program.”

According to Mr. Halicki, Robins employees will be the first location outside the contiguous United States to use the benefits the Department of Defense is providing.

“Carpooling will add some benefits to the base community by improving air quality, reducing fuel usage, traffic congestion and parking issues,” Mr. Halicki said.

“Carpooling will also have the opportunity to use a ride match program where carpools of three or more are eligible for a free taxi ride or rental car five times a year to return home in the event of an emergency and for designated parking spaces for carpools on the base.”

19th ARG sponsors town hall to help its Airmen prepare for deactivation

BY AMANDA CREEL

Leaders of the 19th Air Refueling Group hosted about 125 Black Knights and their families Wednesday in an effort to address concerns and needs of unit members, as the 19th ARG prepares for its deactivation.

Representatives from both on- and off-base agencies were present to help members address concerns related to the Base Realignment and Closure decision to deactivate the group such as present housing situations, unemployment and relocating to a new duty station.

“They (unit leaders) have told us what to expect, but hearing it from the source will give us a better visualization about what will come to be,” said Tech. Sgt. Kenny Astley.

Representatives from Seymour Johnson Air Force Base, the Robins Housing Office and Hunt Military Properties, the Georgia Department of Labor, Tricare, the Airmen and Family Readiness Center, the Traffic Management Office, Family Advocacy and the family member relocation coordinator were all on hand to present pertinent information and answer specific questions from the Airmen.

Some of the information members found helpful included information about the timelines for when the unit’s aircraft would be leaving, when taskings for deployments would end and the timeline for when members of the group could expect to receive permanent change of station orders if they had them already.

Staf Sgt. Bradley Robin, his wife, Robin, were both pleased with the information presented about Seymour Johnson AFB, one of the bases members are being reassigned to.

“We never really considered Seymour Johnson at all, but with the information tonight it’s now on our list,” Mrs. Addison said.

Sergeant Addison agreed the information about the assignments process cleared up a lot of questions for both of them.

“Going overseas and the assignment timeline for it wasn’t clear and we had been talking about that for a long time, but now we know it’s probably not a possibility for us,” Sergeant Addison said.

Other information that seemed to relieve some of the stress for the families was the possibility of being able to move into base housing when their existing lease runs out or if they sell their homes with only a few months left before they are scheduled to arrive at their new assignment.

Representatives for Hunt Military Communities, who will take over the on-base housing Oct. 1, is part of the base’s privatization efforts, encouraged members of the 19th ARG to come and discuss individual needs with them and promised to do what they could to accommodate their unusual circumstances.

“We are going to do everything within our power to help you,” said Dunny Queen, Huntington Village property manager.

Working military spouses were also pleased to hear they could be eligible for unemployment benefits from Georgia when they relocate with their spouse for their new duty assignment.

Group leadership was disappointed more members of the group didn’t attend the meeting because the information would have really benefited many of the Airmen and their families helping them know what procedures to follow when preparing to move, how to deal with healthcare needs before, during and after the move, and how Robins’ various offices could provide them with assistance as a result of the force’s move.

It was a great idea. I just wish that more of the people who were supposed to attend it were here like those who have never PCS’d before,” Sergeant Ford said.

Col. Chris Bence, the 19th ARG commander, encouraged the audience to share the information they learned at the meeting with their fellow Black Knights.

State of the Air: Airmen update their families on situation

BY AMANDA CREEL

19th ARG sponsors town hall to help its Airmen prepare for deactivation

Col. Chris Bence, the 19th ARG commander, encouraged the audience to share the information they learned at the meeting with their fellow Black Knights.
Robins Master Sgt. named DOD Military Fire Officer of the Year

BY AMANDA CREEL
awards@robins.af.mil

Trans Robins has yet another reason to celebrate Master Sgt. Shawn Ricchuito after his selection as Department of Defense Military Fire Officer of the Year. The award was presented Aug. 24 at the DOD Fire and Emergency Services Awards Banquet in Atlanta. Sergeant Ricchuito, fire protection supervisor at Robins, was selected as the AFMC Fire Officer of the Year.

“Sgt. Ricchuito has been a true professional in every sense of the word,” said Lt. Gen. Terry L. Gabreski, the Air Force Materiel Command vice commander, announced Aug. 22 that Lt. Col. Keith Bearden of the Electronic Warfare Systems Division was selected as Air Force Materiel Command’s Fire Officer of the Year, we were confident that he would be a strong contender for that Air Force award, too,” said Mike Davis, chief of the AFMC Fire Protection Branch.

“Today he has earned this recognition because that’s what got me here,” he said. “I am working and I won’t stop being who I am because that’s what got me here.”

robes colonel earns AFMC Sijan award nomination

Lt. Col. Keith Bearden is the AFMC’s Lance P. Sijan award nominee.

robins retirees

The following people have been announced as optional civilian retirees:

- James Holcomb
- Vic Devito
- Timothy Fanning

Airman and Family Readiness Center classes, workshops

For more information on how to attend the following classes contact the Airman and Family Readiness Center at 926-1256. Hours are 7:30 a.m. to 4:30 p.m., Monday through Friday.

A&FC closed

The Airman and Family Readiness Center, loan closet and Airman’s Attic will be closed Sept. 28 and Sept. 29. Columbus Day. Normal hours will resume Oct. 9 at 9:30 a.m.

bundles for babies program continues

The Airman and Family Readiness Center’s Family Advocacy will conduct a Bundle for Babies Passport To Parenthood class Tuesday, 8 to 11 a.m., at the BRC, Bldg. 794.

The course is for all active duty Air Force families preparing for a new baby. Discussions cover early childhood development, attachment, infant care, practical preparation and financial preparation. At the end of the session, a bundle is presented to the parents.

Group pre-separation Counseling (separating members)

The Center provides pre-separation counseling of DD Form 2468, “Pre-separation Counseling Completion List.” The checklist items ensure you receive the necessary counseling and information to benefit fully from the wide range of services and entitlements available. Call 926-1256 to schedule your appointment.

September 28, 2007 • The Robins Rows-Up • 5A
How many of you have seen the movie, Night at the Museum? The movie is a great example of the theme of the movie: Where history lives, your ancestors live through you. You can live in the footsteps of your Military Heritage. I want to touch on our history as a service with a personal story. My parents live in a retirement community south of Athens and are surrounded by Vietnam veterans, Korean War veterans, and Cold War veterans. The streets are named after War Heroes, William, Mitchell, Bach, Vandenberg, and Arnold. These are the names of Airmen who founded our service.

You see, my story is about the history that lives today. The same as many of you, my parents are proud of their service and the sacrifices they have made. They want to make sure their friends of service live on. They want to make sure you know about them, but I do it because I know my parents are just proud and after I talk about them, they decide to catch up.

Here’s how I do it: I talk to the men and women I meet as I go from home to home. Some have joined the Air Force in 1947, some in 1957. When they look into their living rooms and look at their memories, it is a living history of the start of what we are doing today. They broke the most prominent race to the most dominant air power to the highest advanced air and space technology that became the envy of the world. It became the reality of what we can do. We are our proud, our newest, our U.S. Air Force that would not be matched by anyone.

Here is my take: I am proud of what we can do at the National POW/MIA Recognition Day. I am proud of what we can do when we make the commitment to honor the men who were killed in action.

My Airman tells me that the truth and challenge the status quo. They are our children and their children’s children.

Our Airmen are deployed in capacities in the war zone. Right now we are defining how we can improve air power in new ways, every day, our security forces, intelligence, military police, counterintelligence, and our aerial support are not only a threat to the enemy, but they are also a threat to our children and our children’s children.

We are the proud of what we can do, and our children and our children’s children are proud of what we can do.

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IN BRIEF

CAMP WINGS

The Heart of Georgia Hospice will host a bereave-
ment camp for children ages 6 to 16, who have lost a loved one
the first week in November. There is no cost for the camp
other than a $10 registration fee.

The camp will be held at Camp
martha Johnston in Linella, Ga.
For more information contact
the Heart of Georgia Hospice
Family Support Services at
933-5161 extension 121.

COMMISSARY ROAD

CLOSURE

Due to construction on the
new Commissary, Kathleen
Way west of the Commissary
parking lot and Bonita Street
between the Commissary park-
ing lot and 10th Street will be
closed as of Sept. 24 until fur-
ther notice. In addition, the north
entrance on the east side of the
Commissary parking lot will be
closed from Sept. 24 to Nov. 30.
Only two entrances and one exit
will remain open. The existing
south exit on the east side of the
Commissary parking lot off of
Macon Street will be converted
into an entrance and an exit as a
result of the closures.

Additional entry can be obtained
by turning east onto 11th Street
from Robins Parkway. If you have
any questions, contact
Tech. Sgt. Steve Rice at 327-
8953.

CLOSURE

COMMISSARY ROAD

The 19th Air Refueling
Group will be celebrating its
80th anniversary Oct. 16-19.
Planned events include a golf
tournament, social, open house
and dinner in the Century of
Flight Hangar. To register or for
more information go to
www.19hg.org or call Maj. Alex
Czernecki at 327-6713.

GREEN PROCUREMENT

PROGRAM BRIEFINGS

The Green Procurement
Program will be implemented in
the near future and will affect all
requirements and acquisitions
on Robins. Robins employees
will have to determine which
forms to use and how this will
impact their requirements and
contracting efforts. All person-
nel who have any part to play in
the requirements or acquisitions
area should attend one of the
following briefings: Oct. 25, 26,
or 29 at 9 a.m. or 1 p.m. or Oct.
30 at 9 a.m. The briefings will
last about an hour and will dis-
cuss the policy, forms for con-
tracting efforts, and implement-
ation at Robins. For more
information, call Ben Tomney at
327-4173 or Dawn Messer, at
222-1102.

MUNITIONS OPERATIONS

OFFICE CLOSURE

The Munitions Operations
Office will be closed for busi-
ness Oct. 15-19 for the annual
wall-to-wall inventory of the
munitions stockpile.

Only emergency issue
requests, submitted in writing,
approved by the group com-
mander, will be accepted dur-
ning this time so please plan
accordingly. For more infor-
mation call 926-3640.

VETERANS HOSPITAL TRIP

The 542nd Civil Engineer
Sustainment Wing Advisory
Council will sponsor a trip to the
Veteran’s Day program at the
Veteran’s Hospital in Dublin
Nov. 11. Administrative leave of
four hours will be permitted.
For more information, contact
Martha Johnston in Lizella, Ga.
Diane Nickels at diane.nick-
els@robins.af.mil or Joseph
Shayan at joseph.shayan@-
robins.af.mil.

GEORGIA NATIONAL FAIR

The 18th Georgia National
Fair will be held Oct. 4-14 in
Perry at the Georgia National
Fairgrounds and Agricenter.

Patriotic Day - “EDIM-
GIAFAD - Every Day in Middle
Georgia is Armed Forces
Appreciation Day” will be Oct.
8 which allows all Armed
Forces active, retired, guard and
reserve military personnel free
admittance with ID cards.

Family members pay gate
fees; however, children 10 and
under are admitted free. 11 to 18
years of age $4 from 8 a.m. to 6
p.m. Oct. 8. Regular gate
admittance for adults is $8. For
more information, call 478-
907-3247.
The Robins motorcycle safety training program has a new training range to help ensure all drivers of two wheelers are prepared to hit the road safely.

The new training range, which is located in the PAVE PAWS (Perimeter Acquisition Vehicle Entry Phased Array Warning System) parking lot, will give the RiderCoaches and their students more space to practice skills such as turning or breaking without being interrupted by foot or vehicle traffic, said Jerry Morningstar, motorcycle and ATV program administrator.

"Back there, we are away from all the congestion and are not surrounded by cars and other vehicles. We are in a wide-open space where students can concentrate on what they are doing," Mr. Morningstar said.

The new training range allows the riders to be free of distractions and interruptions from the constant flow of both pedestrian and vehicle traffic that exists at the other base training range located at Bldg. 903.

"This will be excellent. It just increases our safety factor and it's nice to have our own facility," said Joe Peterdorff, a RiderCoach with the program.

He added the new training range opens up the possibility of doing additional training for Motorcycle Safety Awareness Month each May and other activities to help highlight motorcycle safety throughout the year.

The first training class took place at the new training range on the morning of Tuesday, September 28, 2007.

The Robins motorcycle safety program gets new training range for students

By Amanda Creel
amanda.creel.ctr@robins.af.mil

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Let’s Celebrate Summer Bash was held at Robins Park Sept. 22. The event, which included rides, special entertainment, face painting, games and prize drawings was a way to bid farewell to summer 2007. Food and beverages along with fit for fun events presented by the fitness center helped turn a day dampened by early showers into a great success. Activities included singles horseshoes; a punt, pass and kick competition for kids and adults and an adult 5-on-5 dodge ball tournament.

Above, A rock climbing wall was one of the attractions at this year’s Summer Bash.

Top, Arts and crafts were among the day’s activities during Let’s Celebrate Summer Bash Sept. 22.

Center, Activities like the bungee jump gave Summer bash attendees a chance to reach new heights.

Bottom, The teacup ride was a hit with young and old alike.
的话，医疗队将采取以下步骤：

1. 立即组织医疗队前往该地区。
2. 评估灾民的健康状况。
3. 提供基本的医疗援助，如急救和消毒。
4. 提供饮用水和食物。
5. 建立临时医疗点，提供初步治疗。

医疗队将与当地政府合作，确保灾民的生命安全，并制定长期的恢复计划。
Pine Oaks in top condition as course hosts annual Georgia Invitation tournament

BY KENDAH JOHNSON

It's an event that attracts Air Force generals, both active duty and retired, as well as senators, congressmen, former professional athletes and other high-profile participants. It's the 18th Annual Museum of Aviation Foundation Georgia Invitation golf tournament and it started Thursday and continues today at the Pine Oaks Golf Course.

The tournament has been around for 18 years and is the biggest fund-raiser for the Museum of Aviation Foundation. Nearly 380 golfers will pay the $270 entrance fee to compete in the event. In addition, more than 60 businesses and corporations spend $2,000 to $5,000 to sponsor the event.

According to Bob Dubiel, director of marketing for the museum, the tournament helps the museum raise close to $400,000, money used as operating expenses for the museum and the foundation, and for various programs, including the foundation's volunteer, education and historic preservation programs.

“Securely in the top position, followed by a perfect choice. Workers at the course have been preparing for this event for months and have the course in outstanding condition. "All of our crew has been working nonstop to get the course in the best shape it can possibly be in for this event," said Clay Murray, golf course manager. "We have a checklist of things we cover to get the course ready. We want the course in beautiful shape." Mike Wilkes, head groundkeeper at Pine Oaks Golf Course, stands on the first hole inspecting the golf course. The duo has been working overtime the past few weeks in preparation for the Museum of Aviation Foundation Georgia Invitation.

It's obviously our largest fund-raising event of the year, but the other benefit is it brings the community and the base closer together," Mr. Dubiel said. "So many businesses and individuals sponsor the event, attend it or volunteer. Hundreds and hundreds of people are brought together so it's really a major event for both the museum and Robins Air Force Base."

The event not only attracts golfers from as far as California, but it also attracts some well-known politicians and former professional athletes. Last year, Dan Reeves, and former professional athlete and U.S. Senator Saxby Chambliss, was the biggest fund-raiser for the museum, the tournament helps the museum raise close to $400,000, money used as operating expenses for the museum and the foundation, and for various programs, including the foundation's volunteer, education and historic preservation programs.

Mr. Murray said although he isn't the only thing he's had to worry about in the past two tournaments, his expectations, but the course should look probably higher than any- one else's expectations, but the extra time and money spent getting the course ready for the tournament is well worth it.

“We’ve always received positive feedback on this tour- nament – from the museum to the players to the committee that puts it together – it’s always been very positive,” he said.

One thing the course superintendent and manager can’t control is the weather. They worry about rain and wind. “A good 30-mile-per-hour wind on this course could deliver enough trash and debris that it would take weeks to clean up,” Mr. Wilkes said. "Several years ago, a hurricane came through a week prior to the tournament. I wasn’t here, but I heard the horror stories about the clean up."

Mr. Murray said the weather isn’t the only thing he’s had to worry about in past tourna- ments. "Last year, I was here the Wednesday evening before the tournament making final prepa- rations and saw about 16 kids run out on to the 18th hole to play football. I thought ‘Holy mackerel!’ Luckily I caught them and escorted them off course, but you can imag- ine if I had come here the next morning to find the 18th green destroyed and some kids playing football?" he said. With the weather line and any potential disasters averted, this year’s Georgia Invitation looks to be another great suc- cess, both for the Museum of Aviation and the Robins commu- nitv.
The Robins Rev-Up
September 28, 2007
BY LISA MATHEWS
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Information technology might not be the first thing to come to mind when thinking Operation Risk Reduction, but Carl Unholz, IT director, said his organization discovered a lot of things to think about.

“When you think ORR, you think of safety and such,” he said. “You don’t necessarily think of business software; but, in fact, we were one of the original buckets.”

The directorate had 35 findings of noncompliance issues across the center in regards to IT, IT systems and infrastructure following the ORR.

“We found that a lot of the findings attributed to the ‘production-first’ mentality,” Mr. Unholz said. “It was OK to break the rules, as long as we were getting something done quicker, or so we thought.”

The directorate, which had only recently stood up when the Focused Area Risk Reduction team was at Robins, used the findings and the ORR to develop a roadmap for their business processes.

“We as a Center were being very inefficient and ineffective about how we were doing IT. We had no centralized planning, which resulted in a high level of expenditures without much analysis about what we were spending it for,” Mr. Unholz said. “We had a lot of projects — either command wide, Air Force wide or even Department of Defense wide — and yet we didn’t send the right subject matter experts. So we ended up getting a product that didn’t meet our needs. That put us into an immediate condition where we needed changes made, and there was no good requirements process to handle those things.”

After a comprehensive analysis of the organization’s processes, the directorate developed 61 courses of action. That was the highest number of any organization on base, including the wings, Mr. Unholz explained.

“I hope this demonstrates how seriously we took this,” he said. “We wanted to dive into these issues and details and arrive at an effective way ahead.”

The director, who describes himself as a Lean advocate, said that using the Lean principles helped the organization arrive at the smarter solutions in a shorter period of time.

“The result was a wonderful roadmap for us in how to move ahead and change the way we were doing business,” he said.

Starting with 61 tasks, IT currently has only one task still outstanding.

Results from the organization’s work have been good, Mr. Unholz said. When the ORR first began, the organization was spending $112 million on IT. Now, two years later, this amount has dropped around $41 million.

The directorate has also saved base organizations man hours by turning back 145 positions which, in the past, had to work IT issues as well as other duties.

“We’ve overcome all service gaps and are providing efficient support with fewer dollars and fewer people,” Mr. Unholz said.

“We’re getting much greater value for our investment because of the changes,” he said.

The customer has been involved in all aspects of the organization’s change. IT zones and help desks have been established to deal with issues when someone has a computer problem they need fixed.

Liaisons and requirements managers are in place for the wings and staff offices. The liaisons work to fully understand customer needs and bring their concerns to IT’s attention.

“When we meet, even if the customer isn’t there, we still have someone who knows their concerns and issues and can bring those to the table for them,” Mr. Unholz said. “We have a customer perspective in everything through the liaisons and the way we’re organized.”

The director said the actions that came out of the ORR have helped the organization better deal with current budget and personnel cuts the Air Force is facing.

“We find, as long as we explain to the customer why we are doing something, they can accept and support what we have to do, whether it is because of security or cost reasons,” Mr. Unholz said.

He added these principles will remain in effect as IT absorbs the 78th Communications Squadron to become the 78th Communications and Information Group in the 78th Air Base Wing starting Oct. 1.

Information Technology Directorate uses courses of action to combat restraints

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