



West Virginia National Guard Human Resources Office Bulletin



Bulletin Number: 10-05

Date: 30 August 2010

Applicability: National Guard (NG) Technicians

Employee Benefits Information System (EBIS)/ Interactive Voice Response System (IVRS)

Subject: Army Benefits Center- Civilian (ABC-C)

References: DoD EBIS/ IVRS consortium

Public Law 104-13, Paperwork Reduction Act of 1995, May 1995

Public Law 107-347 [H.R. 2458], The E-Government Act of 2002, Title III of this Act is the Federal Information Security Management Act of 2002, December 17, 2002

Effective Date: 1 October 2010

Use: The National Guard will be deploying the Employee Benefits Information System (EBIS) and the Interactive Voice Response System (IVRS) beginning on 1 October 2010. The EBIS is a web application that allows technicians to access general and personal benefits information and conduct electronic transactions using a computer. The system contains comprehensive information and personalized benefits statements. The IVRS is an automated self-service program Technicians can access from a touch-tone telephone system. Unlike the web, IVRS allows technicians to transfer to a Benefits Counselor for additional assistance. Within both systems, Technicians will be able to make changes to their Federal Employees Health Benefits (FEHB), Federal Employees Group Life Insurance (FEGLI), and Thrift Savings Plan (TSP). They will also be able to get personalized benefits statements and obtain retirement estimates.

NGB has entered into an agreement with the Army Benefits Center- Civilian (ABC-C) to provide these services to both Army and Air Force Technicians. NGB-J1-TN, in conjunction with the DoD EBIS/ IVRS consortium, has entered into this agreement with the Department of the Army to provide application hosting and functional services, system administration, and call center support for deploying and sustaining this service for the National Guard. The National Guard must transition to EBIS/ IVRS prior to deploying the Electronic Official Personnel File (eOPF). The eOPF transition is required by the Office of Personnel Management and Budget (OMB) and

has to take place no later than the 4th quarter of fiscal year 2012. DoD's plan is to be completed with the transition by the 4th quarter of fiscal year 2011. Once the eOPF application is deployed, the HRO will no longer maintain paper Official Personnel Folders.

In order to use the web based version of EBIS, all technicians both Air and Army **MUST** have a current Army Knowledge Online (AKO) account/email address. The AKO account will provide technicians a way to get their certificates captured in an Army system which will be used for authentication and security purposes allowing them to use their smart card (CAC) to access EBIS. The only other AKO activity would be to change your AKO password every 60-90 days. AKO can be accessed by CAC or password. Note: If you do not establish an AKO account, you will not have access to EBIS and will be restricted to making your benefit changes through IVRS, the interactive voice response system. Technicians may register for an AKO account at the URL listed below. Just copy and paste the URL in your browser's location window at the top of the page. Then choose the register with a CAC option under the new user:
<https://www.us.army.mil/suite/login/login.fcc>.

The coordination of work between the HROs and ABC-C is still being addressed by NGB so more information will be issued once this is clearly defined. In order to familiarize yourself with the system, you can view the site at <https://www.abc.army.mil>; however, you will not be given access until the effective date of implementation, 1 October 2010.

For more detailed information and instructions, please visit the HRO website at <http://www.wv.ngb.army.mil/jobs/>. Additional information will be provided as it becomes available.

Your points of contact are the Employee Relations Specialist at (304) 561-6431 and the Technician Manager at (304) 561-6357.


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