



Revolutionizing Military Personnel and Pay

1. DIMHRS (Pers/Pay) will integrate personnel and pay.

Integration of personnel and pay is considered a best practice in the private sector. For the military, it is more than a best practice—it is essential to the timely and accurate compensation of military personnel. The complexities of the relationship between military personnel and pay exceed by far the complexities of the relationship in the private sector due to frequency of changes in laws and regulations, mobility of military personnel, and the Department of Defense (DoD) compensation structure which is based on factors, such as marital status, housing status (e.g., base housing), duty status (e.g., Absent Without Leave (AWOL)), duty type (e.g., hazardous duty); reserve status; and prior service factors. Without full integration, DoD systems cannot stay synchronized.

2. DIMHRS (Pers/Pay) will enable full integration of human resource customer service for the service member and the DoD.

Separate customer service operations require military personnel and their family members to go to multiple locations, deal with multiple customer service personnel, and (if self service is available) sign on to separate web sites to conduct routine business. A single integrated system with a single integrated customer service location will provide better service for both self-service and human resource offices.

3. DIMHRS (Pers/Pay) will integrate active, reserve and National Guard personnel, pay and human resource processes.

Separate systems for active, reserve and National Guard personnel lead to inaccuracies in pay and entitlements. When reservists and Guardsmen are called to active duty, they often do not get proper credit for their service. This can have immediate effects (loss or delays in pay and current benefits (e.g., family health care) and long-term effects (incorrect accounting for retirement pay). Full integration of the systems will support full accountability of service and timeliness of pay and benefits. Separate treatment of active, reserve and National Guard personnel results in highly inefficient processes for transfers between components. When reserve personnel are called up to active duty and then returned to the reserves, the process mirrors the process of separation and enlistment rather than a simple assignment for duty in a different component. DIMHRS (Pers/Pay) enables the streamlining of inter-component and inter-service transfers.

4. DIMHRS (Pers/Pay) will provide a single, comprehensive record of service throughout a Service member's life.

Military personnel are followed from the moment they enter the service throughout their lives. Military personnel and their family members are entitled to service-related benefits even after separation or retirement. Fragments of documentation are often separately filed and sometimes not available to support claims filed by veterans and retirees. It can often take years to obtain valid documentation of service-related activities. A single, comprehensive record of service will ensure that all activities are documented and available and will ensure that military personnel have timely access to entitlements.

5. DIMHRS (Pers/Pay) will enable a cross-service support capability.

Combatant commanders are dependent on multiple personnel offices to provide service to military personnel under their command. With cross-service support, the number of personnel required to perform this support function could be reduced and day-to-day personnel support could be provided by a single personnel function. Today, when military personnel are assigned to units controlled by another service, day-to-day personnel support becomes very complex because services do not have access or authority to complete transactions in each other's systems.

6. DIMHRS (Pers/Pay) will enable a full self-service support capability.

A full spectrum of self-service support is a best practice in the private sector that is also applicable to the military. Service members must have access to make routine changes and updates (e.g., address changes) and to request (on-line) that specific information be reviewed for accuracy (e.g., date of promotion).

7. DIMHRS (Pers/Pay) will fully track personnel on temporary duty assignments and will also enable the full documentation of health and safety incidents in the permanent record.

Deployments are often treated as temporary duty assignments and as such are not tracked in personnel systems. This leads to both immediate and long-term problems. Immediate problems include a lack of full accountability of personnel, inefficiencies in the ability of combatant commanders to fully use personnel assets, delays in pay and benefits associated with the deployment, and the lack of effective management information on personnel deployed. Long-term problems include inability to identify populations who were exposed to specific hazards on specific dates, and potential impact on entitlements because of loss of documentation of specific events.

8. DIMHRS (Pers/Pay) will provide timely and accurate cross-service information on personnel, their qualifications, their success, and their retention.

Military personnel are not “hired” in the same sense of the word as employees in the private sector. In the private sector, applicants are usually being considered for a specific job—there is a many to one relationship between the applicants and the job. Military personnel are brought into the service in entry-level positions—most military personnel are accepted into the military based primarily on their future potential and they are trained and educated after entry. (There are some exceptions to this in the officer ranks, for instance in the medical professions.) In the military, candidates are evaluated based on criteria related to their potential—and an individual may be considered for many different types of jobs—there is a many to many relationship between applicants and jobs. This system enables the identification of the best fit for a high-potential candidate rather than the best candidate for a specific position. Increased analytical capabilities from DIMHRS (Pers/Pay) will help better estimate the needs of the objective force, specific qualifications that lead to success in the military, the potential retention of qualified personnel and better relationships between pay and scarce skill sets.

9. DIMHRS (Pers/Pay) will ensure accountability and care for family members.

Family members of service personnel very often have separate domiciles when personnel are on deployment, sea duty, or other unaccompanied assignments. Family members must be able to get health care and other benefits from wherever they are located. DIMHRS (Pers/Pay) will track family members in locations that are separate from their sponsors—whether it is a student at school, a child living with a relative in accordance with a family care plan, or a spouse and children who have moved closer to other family members during an operation. In some locations, other family members, and even family pets, are tracked as non-combatant civilians in case of the need for evacuation.

10. DIMHRS (Pers/Pay) will fully track all skill sets: those competencies required by the position and those held by the service member. Competencies will be matched between service members and potential positions and any discrepancies or additional training requirements will be identified prior to assignment.

Combatant commanders and other DoD managers very often require specific skill sets for mission-essential operations. Multiple personnel systems provide inconsistent data of variable accuracy across the services and the managers are dependent on the individual services to search multiple databases to identify qualified individuals. Knowledge of civilian-acquired skills (especially for reserve and National Guard personnel) is not readily available. DIMHRS (Pers/Pay) will enable managers to search the full range of personnel (active, reserve and National Guard) to identify personnel with specific skills (whether military or civilian acquired) and to quickly form task force rosters.

Accurate and timely pay and benefits for service members and their families—They deserve it!

“DIMHRS (Personnel and Pay) is the vehicle through which the Department will transform military personnel and pay management. It will be the modern, responsive system that supports commanders, the Services, and Service members and their families in the 21st century.”

—Paul Wolfowitz Deputy Secretary of Defense
in a letter to Chairman House Appropriations Committee

US House of Representatives
July 29, 2002

Making the DIMHRS (Pers/Pay) Difference

www.DIMHRS.mil