

QUICK REACTION:

As AMC Field Assistance in Science and Technology Quick Reaction Coordinators, OFIG works with AMC Science Advisors assigned to major Army installations and units as the NSC POC to assist in providing technical responses to any questions that those individuals may have. OFIG is also responsible to field a quick reaction team to investigate problems with equipment, conduct new equipment training or to support equipment issues to deployed units at the request of NSC project officers.



IMPLEMENTATION:

OFIG does not implement any changes to items/products. Being a non-partisan group allows the team to gather feedback from field units, and lends assurance that the input is actual. Implementation of changes begins with ideas/suggestions from the soldiers in the field brought back to the NSC by OFIG, and acted upon by the project officers and Command.



USER HOTLINE:

OFIG manages and maintains the User Hotline. They monitor all incoming calls, both technical and administrative, and ensure that each request is answered in a timely manner.

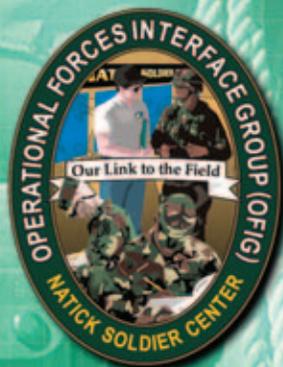
Contact the User Hotline:

COMM: (508) 233-5341

DSN: 256-5341

EMAIL: hotline@natick.army.mil

WEB: www.ssc.army.mil/soldier/hotline/index.htm



Operational Forces
Interface Group (OFIG) —
Natick Soldier Center

located at

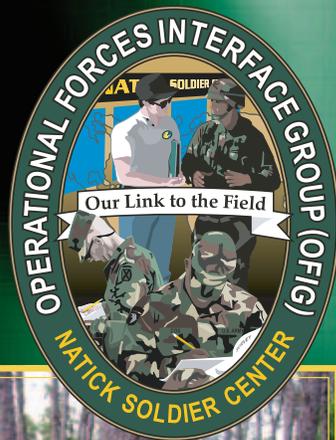
**U.S. Army
Soldier Systems Center**

Kansas Street
Natick, Massachusetts
01760
nsc.natick.army.mil
www.ssc.army.mil

**OPERATIONAL
FORCES
INTERFACE
GROUP (OFIG)**

**OUR LINK
TO THE FIELD**





The **OPERATIONAL FORCES INTERFACE GROUP (OFIG)** is a unique organization used by the U.S. Army Natick Soldier Center (NSC) to accomplish a myriad of duties utilizing a combination of equipment specialists and research psychologists and non-commissioned officers. OFIG provides a sole point of contact that maintains consistency and continuity in the NSC technical exhibits program, provides a vehicle to gain user feedback and reacts to customers concerns on equipment issues and/or problems, maintains a working day-to-day relationship with field units and establishes a single point of contact for the coordination of user assessments, surveys, and Installation visits. Doing so reduces the amount of confusion on field units that would otherwise deal with multiple project officers on a multitude of programs. OFIG also provides the NSC with a centralized office to coordinate and maintain programs which enable the project officer/scientist to gain and experience field conditions that their customers must face and provides personnel who are equipped and prepared to deploy in support of any Army operation any where, at any time.

GREENING and SEFEWS:

Both the Greening and Scientists and Engineers Field Experience With Soldiers (SEFEWS) Programs give project officers the opportunity to see firsthand how the items they develop are used in battlefield conditions. Greening is conducted during various exercises at the Joint Readiness Training Center (Ft. Polk) and other Army installations. SEFEWS participants gain experience as actual members of an active Army unit. Both programs allow project officers to collect direct feedback from soldiers about the clothing and equipment they design, and helps ensure soldiers that their needs are foremost in the minds of those who design and develop the equipment they use. Knowledge gained by the project officers translates into design considerations and product improvements which improve maintainability, reliability, availability, combat performance, and overall soldier acceptance.

USER ASSESSMENTS:

OFIG acts as the liaison between the project officer and military unit in order to conduct user assessments in either the down-select or final evaluation conducted with users in a field environment. OFIG initiates all action with higher headquarters in order to locate units able to conduct assessments. Data is gathered from service members, compiled, and reports are developed to document findings. OFIG works closely with members of the IPT and ATEC representatives to ensure user assessments meet the requirements stated in the ORD and TEMP.



INSTALLATION VISITS:

OFIG acts as the NSC representative to service members/units and manages the installation visit program, designed to survey soldiers on currently fielded items to gather user feedback. Information received is used by product teams/project officers in determining the functional adequacy of currently field equipment and defining the needs of the user. Data is compiled from visits, and a report is developed to document findings.

EXHIBITS/BRIEFINGS:

Responsible for the planning, layout design and execution of all NSC and other customers technical exhibits and displays. They coordinate with key personnel to ensure proper equipment is exhibited and coordinates with the Strategic Communications team in order to ensure proper graphics and display materials are prepared for each event. OFIG also provides overview briefings to requesting military and civilian leaders informing them of the NSC and its mission.

