

18. RELATIONSHIP TO AWARDEE repeated customer of MilitaryCAC.com	19. SIGNATURE BASSETT.JOHN
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PART III - JUSTIFICATION AND CITATION DATA *(Use specific bullet examples of meritorious acts or service)*

20. ACHIEVEMENTS

ACHIEVEMENT #1

For more than six years, Chief Danberry has voluntarily served over 1000 civilians, dependents, and military personnel from all twelve branches of the service to resolve CAC related issues. He provides web, phone, email, and direct support at his own personal expense and time. It began in 2007 when he identified a major gap in support for CAC implementation and created a solution for his unit. The web site he built grew in popularity as he began to serve more and more people. Today, it is the most popular site on the web for "CAC help."

ACHIEVEMENT #2

From simple beginnings in 2007 when he built a web site of his Warrant Officer Association in Iowa, he took what he learned and set up a site for CAC drivers. As he learned to troubleshoot each problem and document a solution, he had to first build a lab to replicate user issues. His lab grew to encompass multiple machines, operating systems, browsers, and configurations. In time, his knowledge and documentation was so extensive, he was invited to help the CAC implementers solve their problems.

ACHIEVEMENT #3

Chief Danberry's work began to get national attention by 2010. Articles on his accomplishments have been published in Army Knowledge Online (May 2012), Army Times (November 2010), and SecureIDNews (Summer 2012). Other agencies have also recognized his work to include Army Knowledge Online and the Army Chief Information Office / G6.

ACHIEVEMENT #4

By 2013, over 2,223,000 users had visited his site at <https://militarycac.com/>. He has personally answered over 23,000 emails, produced dozens of briefings, and written and produced countless How To guides and videos. His out of pocket expenses over five years total just under \$6,000 not including personal time. He has innovated procedures to service all calls within 24-48 hours. By any measure, his accomplishment, while being a top performer on the job and a family man, are nothing short of remarkable.

21. PROPOSED CITATION

For outstanding volunteer service to thousands of military personnel, civilians, retirees, and dependents from 2007 to present. Chief Danberry's remarkable accomplishment in single handedly building and supporting the number one most visited site on the world wide web for CAC help sets the highest standard of voluntary service to others. His work with CAC support is inspirational and has been published in no less than three national journals. His remarkable ability to multi-task and serve at levels far beyond the Army Reserve ensured that the reputation of the Army Reserve was greatly elevated on his watch. His vision for helping home users with CAC issues, the belief in its benefits to service members, and the energy that he poured into it set the standard for selfless service. His actions and leadership are in keeping with the finest traditions of military service and reflect great credit upon him, the Army, and the United States Army.