

SECTION M - INFORMATION MANAGEMENT

CHAPTER 1 ORGANIZATION AND RESPONSIBILITIES

1. **INFORMATION MANAGEMENT ORGANIZATION:** The Camp Information Management Division is organized as shown in Figure M-1:

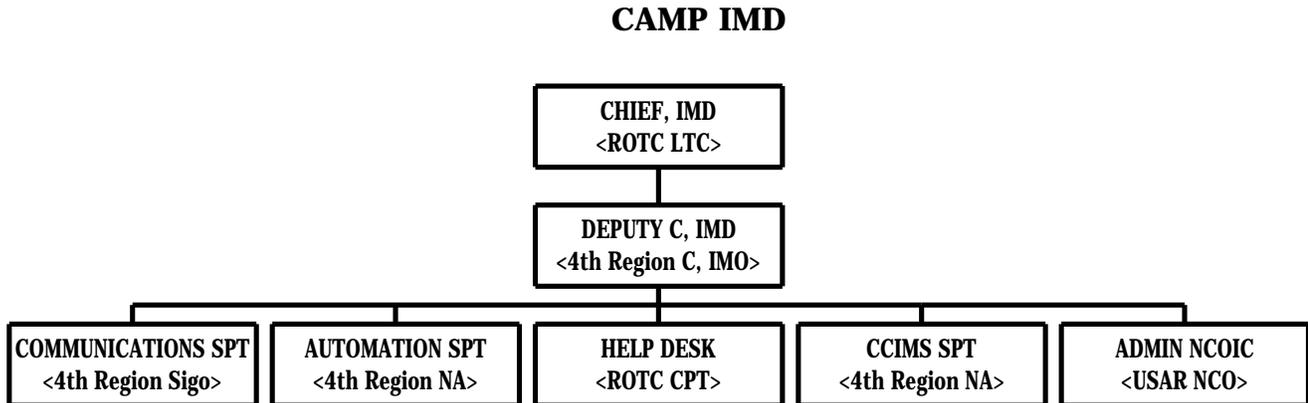


FIGURE M-1

2. **Duty Responsibilities.**

a. Camp Chief, IMD. Responsible for coordinating all aspects of camp mission support. Coordinates with all staff section OICs to identify additional mission support requirements.

b. Deputy IMO. Advises the Camp IMD Chief on all matters pertaining to IMD operations and on-post support agencies. Coordinates with DOIM on all matters pertaining to ROTC mission support. Tracks all phone network equipment and CCIMS issues that overlap with off-season operations. Establishes policies and procedures for the day to day operations.

c. Camp SIGO. Responsible for radio network, desk phone and pay phone requirements and coordination. Directs all radio system and phone operations. Supervises Communications Support Branch personnel.

d. Communications Support Technician(s). Maintains accountability and control of all radio assets. Executes all radio and phone work orders. Coordinates with DOIM and associated agencies to ensure quality of service and resolution of all work orders. Responsible for the distribution and accuracy of the Camp Phone Book.

e. Automation Support Branch Lead. Works as the system administrator and chief technician for all automation and network equipment. Coordinates with DOIM on all issues regarding the network. Ensures inter-operability and connectivity for all required assets. Acts as technician for all automation trouble calls/work orders.

f. Automation Support Technician(s). Supports the Lead Technician in maintaining the NT network and ADPE issues.

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g. Help Desk OIC. Establishes and enforces the Help Desk SOP. Ensures quality control on all work orders and trouble calls. Supervises help desk personnel and maintains the work order log. Also works as technician for trouble calls on automation & networking equipment.

h. Help Desk Technician. Answers all phone calls, logs and schedules technician support, and coordinates/schedules equipment turn-in/draw appointments.

i. Administrative NCOIC. Responsible for the accountability, administrative support, health and welfare of all attached enlisted personnel. Coordinates with the Camp SIGO/Deputy IMO on all matters pertaining to the administration, health and welfare of attached personnel. Additionally, responsible for the operations, manning and duty roster for the Help Desk. Enforces all camp standards and policies, as well as the Help Desk SOP.

j. CCIMS Lead. Controls and supervises the efficient operations of CCIMS and all data entry requirements. Maintains CCIMS private network. Provides training and on-going assistance to cadre.

k. CCIMS Technician(s). Ensures that all data entry requirements are met. Assists the CCIMS Lead on all CCIMS, data trouble calls and training.

CHAPTER 2 CAMP OPERATIONS

1. **MISSION.** To provide automation and communications support to ROTC Advanced Camp, and ensure timely efficient troubleshooting for all IMO controlled systems.

2. **RESPONSIBILITIES.**

a. IMD.

(1) Establish and operate a Help Desk to receive trouble calls and coordinate with the appropriate technician to execute the work order.

(2) Establish and monitor the camp network. Provide e-mail accounts to designated personnel.

(3) Establish and monitor the UHF/VHF Motorola Hand Held network. Ensure adequate distribution of radio and base station assets to support the communications requirements for each committee, staff section and regiment.

(4) Coordinate for frequencies through the G-6 Freq. Mgr. and publish a Camp SOI containing channel assignments, call signs and radio operating procedures.

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(5) Ensure proper accountability procedures (IAW AR 735-3) are used while issuing and receiving all automation and communications equipment to/from all Advanced Camp elements.

(6) Ensure that periodic updates on the network and communications statuses are distributed to all elements, i.e., Camp Leadership.

(7) Coordinate for and monitor all Pay Phone installation and NMC statuses. Coordinate with the necessary agencies to ensure timely repair of NMC phones.

(8) Coordinate with DOIM on all issues concerning desk phone requirements during Camp. Address additional requirements (i.e., received after Camp STARTEX) on a case by case basis.

(9) Responsible for the troubleshooting of all desk phones, pay phones, printers, faxes, PCs, Mag drops, radios, base stations and frequency de-confliction.

(10) IMO will issue all automation printing equipment with functional toner cartridges. Logistics Division (F-10 Warehouse) will then assume responsibility for all replenishment supply issues during Advanced Camp, i.e., toner cartridges, paper.

(11) Logistics Division (F-10 Warehouse) will handle all issues regarding the procurement and issuing of cell phones and pagers.

(12) Provide on-going CCIMS training and support to users.

b. Staff Sections/Regiments/Committees.

(1) Staff section must coordinate with the IMO Network Administrator for all equipment that will be moving from Building 1010, to ensure that the network configuration will require no changes.

(2) Automation and communications equipment will only be issued to ROTC personnel or on a case by case basis to non-ROTC personnel (i.e., local support unit personnel) on a Delegation of Authority Card DA 1687 signed by the committee chief. All lost or damaged equipment issues will be immediately reported to the IMO, and initiated through the Logistics Division (IAW Chapter 3 of this SOP).

(3) All issue and turn-in appointments will be scheduled a minimum of 48 hours in advance. All ADPE and communications equipment will be issued out of the IMO camp building.

(4) Trouble Calls. The IMD is the only office/element at ROTC Advanced Camp authorized to contact outside agencies for support or trouble calls (i.e., pay phone service, desk phone service, Mag drop, computer repair facilities, or the DOIM Help Desk).

- All trouble calls or calls for service (radios, phones, ADPE or CCIMS) must be routed through the IMO Help Desk. Numbers will be published and posted throughout the staff sections, committees, and camp AO.

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- Provide the Help Desk Technician a detailed description of the problem (to include all symptoms, when the trouble began, and the previous troubleshooting measures taken before calling), the type of equipment, location, point of contact and phone number.

(5) Coordinate with the IMO in the event that you have to move your computers within your building. All networked PCs are limited by where they have a C-Block for the network cable. **Under no circumstances are any desktop computers to be used at a field site.**

(6) Conduct local monitoring of PC and Internet use IAW para 3 of this SOP and AR 380-19.

(7) CCIMS in an on-line database system. Users are responsible to input and retrieve their own data. Rosters or reports will not be mass-produced and distributed from this office.

(8) The CCIMS support staff will provide users at Advanced Camp access, training, and continued support to the CCIMS database.

3. **POLICY ON COMPUTER, INTERNET AND SOFTWARE USAGE.**

a. IAW AR 380-19 use of government computers and ADP facilities is prohibited. All computers, personal or government, using government owned and operated network facilities are subject to the same regulations on use.

b. Use of the Internet to visit non-business-related sites is prohibited. The site is prohibited if it does not meet one of the following criteria:

(1) Is administered by the U.S. Government (a “. MIL” or “. GOV” domain).

(2) Benefits the unit or government in the completion of its mission.

(3) Provides services, information or products required for the mission.

****NOTE: all Net surfing directed at pornographic sites, job searching, personal E-mail, games, personal Internet shopping, stock quotes, sports pages, etc. are prohibited by regulation.**

c. Fort Huachuca, the 1115th Signal Bn (DOIM), and the Camp IMO are actively monitoring all network activity looking for violators of this policy. Notification of such a violation is sent in writing from the Commander of the monitoring agency through the Camp Chain of Command then forwarded to the violator's commander for action. UCMJ has been applied for violations on Fort Lewis pertaining to pornographic viewing, under the charge of disobeying an order or directive.

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d. All section/regiment/committee chiefs are responsible for the use of ADP systems within their respective areas. Local monitoring is the best tracking system for preventing illegal computer use.

e. The only software authorized on camp computers, is that which IMO has already loaded. IMO loads a standard package of software for every system used for Advanced Camp. If a particular application is desired, then coordination must be made with the IMO SA. The NT system is configured to prohibit the addition of applications. Applications such as AOL, AOL Instant Messenger, Netscape Browser products are not to be loaded due to the interference with TCP/IP services on the Camp NT network.

CHAPTER 3

LOST OR DAMAGED AUTOMATION OR COMMUNICATIONS EQUIPMENT.

1. **GENERAL.** Logistics Division is the proponent for all issues related to Reports of Survey or Statements of Charges. This chapter describes the process for processing these documents. All paperwork is generated and processed by the committee/staff section/regiment that identified the loss.

2. **REPORT OF SURVEY.**

a. Create a portfolio.

(1) Memo containing descriptions of lost items.

(2) Written statements of personnel involved (typed, formatted, and signed).

(3) A copy of the hand-receipt.

b. Hand-receipt holder must call IMO Committee to inform them of loss/damaged property.

c. Bring portfolio to Logistics building (10D2).

(1) They will appoint a Survey Officer.

(2) The hand-receipt holder must be readily available to the Survey Officer while investigation is underway (5-day maximum).

(3) The Survey Officer will acquire a DA FORM 4679 can will complete it IAW AR 735-5 section 13.8.

d. Any further directions concerning the Report of Survey must come from the Survey Officer.

e. The hand-receipt holder will not be cleared through IMO until completion of the Report of Survey has been confirmed. IMO will keep the hand-receipt until this time.

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3. STATEMENT OF CHARGES/CASH COLLECTION VOUCHER.

a. *Recommended:* Create a portfolio.

(1) Memo containing descriptions of lost items.

(2) Written statements of personnel involved (typed, formatted, and signed).

(3) A copy of the hand-receipt.

b. Hand-receipt holder must call IMO and Logistics to inform them of loss/damaged property

c. The receipt-holder must acquire a DD FORM 362. The form is readily available on the Internet and all computers with FormFlow software.

d. Hand-receipt holder must contact the Supply Officer (Building F-10, 967-8381) to acquire the following information:

(1) Line Number (LIN)

(2) NSN

(3) Cost

(4) Depreciation

e. The hand-receipt holder is responsible for completing DD FORM 362 IAW AR 735-5 section 12.2.

f. Copies of the hand-receipt must be given to the following:

(1) IMO

(2) Logistics (10D2)

(3) Mr. Reed (F-10)

(4) Finance (9D40, if payment is done as an allotment from paycheck)

Note: The term "hand-receipt holder" refers to the committee, staff, or regiment that signed for IMO property, thus assuming responsibility for it.