

## INFORMATION MANAGEMENT SUBPLAN

1. **Purpose.** This appendix provides the general policy and procedures for the execution of Quality Assurance (QA) and Quality Control (QC) activities within the Information Management Office (IMO).

### 2. **References**

- a. Public Law PL 103-62, Government Performance and Results Act of 1993.
- b. Public Law PL 104-13, Paperwork Reduction Act of 1995.
- c. Public Law PL 104-106, National Defense Authorization Act—Division E, Information Technology Management Reform Act of 1996.
- d. AR 25-1, The Army Information Resources Management Program, dated 31 May 2002
- e. AR 380-19, Information Systems Security Program, dated 27 February 1998
- f. ER 25-1-97, Information Resources Management Review and Oversight Program (IRMROP), dated
- g. CELRDC 25-1-75, Division Website Management Policy, dated

### 3. **District Quality Control Responsibilities**

- a. **General.** The Information Management Office is responsible for the management of the District's Information Mission Area (IMA), which encompasses the activities and programs associated with the disciplines of telecommunications, automation, records management, library, publications and printing. The IMA includes all resources and activities employed in the acquisition, development, collection, processing, integration, transmission, dissemination, distribution, use, retention, storage, retrieval, maintenance, access, disposal, security, and management of information.
- b. **Quality Control Activities.** The Information Management Office is responsible for implementing quality control measures for the products and services of the IMO program in accordance with the references in paragraph 2.

#### **4. Customer Relations**

a. Customers. Detroit District employees who request products and/or services provided by IMO are internal customers. External customers are those outside of the Detroit District that interface with the Information Management Office.

b. Customer Feedback. Quality Control will be performed within the Information Management Office based on Internal Control checklists, feedback from internal customers, active participation of customers serving on the Information Resource Management (IRM) Committee and Website Tiger Team, feedback from internal reviews and IRMROP inspections and CELRD-IM Quality Assessment Audit. In addition, IMO will occasionally survey the user community to see if there has been significant change since the last survey.

**5. Quality Indicators**. The focus of our quality indicator is to provide a means to evaluate the IMO program in serving its District customers.

a. Data Communication. IM will provide a reliable infrastructure that facilitates the sharing of valuable corporate information resources. The unscheduled downtime associated with the District's Local Area Network will be minimal and will be operational 98% time. Providing customer quick, responsive, remote access to E-Mail will be a critical factor in evaluating quality service.

b. Telecommunications. Provide timely reliable, cost-effective telephone support to the District. While reducing telecommunication costs will be key components in the assessment of customer satisfaction.

c. Automated Information Systems. IM will provide System Administrative support to all CEEIS standard automated information systems (AIS) including CEFMS, SPS (PD2), APPMS, RAMS, PROMIS, RMS, MODERN, etc., thereby facilitating district user to perform their functions. The customer's perception of IM providing appropriate level of support is a key factor in assessing our services.

d. Computer Equipment Repair. IM will provide timely and reliable computer equipment repair. We will monitor trouble tickets to ensure quality performance and feedback from our customers.

e. Mail Processing. Provide quick accurate and reliable mail processing services within the District. The customer's perception of dependable service will be the key component to measure the overall quality of this process.

f. Internet/Intranet Activities. Provide oversight and management of the District's websites. In conjunction with the Website Tiger Team, IMO will provide templates and seek customer input in the creation and maintenance of District web-pages.

- g. Records Storage. Provide a reliable records-archive program within the District. The customer's perception of IMO response-time for storing and retrieving records from the District's records-area while keeping the storage costs, per record-box per square foot of storage space, to a minimum.