○ **MARCH** | ○ **VOLUME 1** | ○ **2010**

Joint Basing Program Management Office
Monthly Newsletter

Open Policy Issues

Stationing Decisions at Joint Bases

The Joint Basing Program Management Office (JBPMO) is in the final staffing for a memo for Deputy Under Secretary of Defense (Installations & Environment) (DUSD(I&E)) signature formalizing new mission stationing / beddown procedures at joint bases beyond the decision authority of the Joint Base Commander (JBC). The JBPMO expects to release the memo in April 2010.

Memorandum of Agreement (MOA) Change Process

The JBPMO has prepared a memo for DUSD(I&E) signature detailing business rules for processing and approving MOA changes as well as a template for documenting changes. The JBPMO expects to release the memo in April 2010.

Cost and Performance Visibility Framework (CPVF)

The Office of the DUSD(I&E) (ODUSD(I&E)) / Facilities Investment and Management prepared a memo for DUSD(I&E) signature extending CPVF suspense dates for Fiscal Year 2010 (FY10) to allow Intermediate Command Summits (ICSs) and the Senior Installation Management Group (SIMG) additional time to review the joint base CPVF data before it is submitted to the Office of the Secretary of Defense (OSD). The JBPMO expects to release the memo in April 2010. The ICSs and the SIMG should review the CPVF data before it is uploaded onto the JBPMO website – please note that all data on the website will be considered **final**.

On February 25, 2010, OSD Leads reviewed Phase I joint base Quarter 1 (Q1) FY10 CPVF data and compared the data to Q3 and Q4 FY09 submissions. Although there has been a slight decrease in the percentage of Common Output Level Standards (COLS) being met between Q4 FY09 and Q1 FY10, in general, the percentage of COLS met has increased since the first reporting period of Q3 FY09 (see Table 1). The improvement is likely due to subject matter expert (SME) and CPVF administrators' increased familiarity with the tool and more accurate reporting, rather than actual change(s) in the level of performance.

All guidance & signed policy can be found on the JBPMO website

Open Policy Issues Cont'd

Table 1: Percent COLS Met by Category of COLS and Period

Base	Meets			Does Not Meet			Not Reported		
	FY 2009, Q3	FY 2009, Q4	FY 2010, Q1	FY 2009, Q3	FY 2009, Q4	FY 2010, Q1	FY 2009, Q3	FY 2009, Q4	FY 2010, Q1
Command Support	70%	93%	92% ⬇	9%	7%	8% ⬆	21%	0%	0% ⬇
Community Services	55%	88%	91% ⬆	17%	12%	9% ⬇	27%	0%	0% ⬇
Emergency Management	64%	82%	77% ⬇	29%	18%	23% ⬆	7%	0%	0% ⬇
Environmental	80%	92%	82% ⬇	11%	8%	18% ⬆	9%	0%	0% ⬇
Facilities Investment	61%	68%	68% ⬌	30%	32%	32% ⬌	9%	0%	0% ⬌
Facilities Operation	79%	88%	85% ⬇	12%	12%	15% ⬆	10%	0%	0% ⬌
Housing	71%	69%	65% ⬇	20%	31%	35% ⬆	9%	0%	0% ⬇
Information Technology Services Management	54%	88%	84% ⬇	16%	11%	15% ⬆	30%	0%	1% ⬆
Logistics Services	58%	95%	87% ⬇	5%	5%	9% ⬆	37%	0%	4% ⬆
Operational Mission Services	81%	90%	85% ⬇	6%	2%	9% ⬆	13%	7%	6% ⬇
Security Services	77%	95%	92% ⬇	14%	5%	8% ⬆	9%	0%	0% ⬇

* Arrows show trends from Q4 FY09 to Q1 FY10

Although the Phase I joint bases are meeting a majority of the COLS, several COLS are not being met or have shown minimal improvement since the first reporting period. Table 2 shows the COLS that are most often reported as "Does Not Meet." Looking at the table, the Unaccompanied Personnel Housing (UPH) COLS for occupancy percentage, the Facilities Sustainment COLS for urgent service order resolution time, and the Financial Management COLS for customer inquiry response time have the largest number of Components not meeting the standard. While the reasons for the lower scores are attributable to a number of causes, there are some trends in the results. In the case of the UPH COLS, the reasons vary from excess capacity to rooms being renovated and reconfiguration of units and accounting for these situations properly. In the case of the Facilities Sustainment COLS, it is generally an issue of not meeting the response time for service calls. For a number of the other COLS listed in the table, the joint bases are not meeting COLS because they have not completed the hiring actions to accommodate the increased workload. The OSD Leads anticipate that the number of COLS met will increase when the additional staffing is in place. However, if the OSD Leads continue to see trends in specific COLS not being met, they will investigate further to determine the cause and recommend possible solutions to remedy the situation.

Table 2: COLS Most Often Reported "Does Not Meet"

Function / COLS	JB Components Reporting "Does Not Meet"
Unaccompanied Personnel Housing / Occupancy Percentage	10
Facilities Sustainment / Urgent Service Order Resolution time	8
Financial Management / Customer inquiry response time	8
Base Support Vehicles & Equipment / Maintain Vehicle Mission Capable Rate (Turn Around Rate)	7
Child and Youth Programs / Child Development Program Placement	7
Custodial Services / Maintain clean and healthy environment (Basic Service)	7
Facilities Sustainment / Components replaced when needed	7
Facilities Sustainment / Required Preventitive Maintenance (PM) performed	7
Information Technology Services Management / Graphics Products	7
Base Support Vehicles & Equipment / Maintain Vehicle Mission Capable Rate (Mission Capable Rate)	6
Environmental Compliance / Enforcement Actions	6
Base Support Vehicles & Equipment / Maintain Vehicle Life Expectancy	5
Custodial Services / Maintain clean and healthy environment (Prestige Service)	5
Emergency Management / Mass warning and notification	5
Installation Physical Security Protection Services / Patrol Planning / Response, Verification (Verification)	5
Installation Public Affairs / Contingency Plans	5

Open Policy Issues Cont'd

(CPVF cont'd)

For Phase II joint bases, OSD is continuing to refine the CPVF questions so that all joint bases apply the criteria consistently. An example of a CPVF question that was frequently misinterpreted is the Unaccompanied Personnel Housing COLS where the CPVF question asked whether 90% of housing was filled. At some joint bases, 100% of requests for housing were completed; however, only 87% of housing was filled, so joint bases were reporting the COLS as not met. OSD Leads are currently working to resolve these types of issues.

All parties involved in CPVF reporting and analysis should continue to use the Joint Management Oversight Structure (JMOS), going both up and down the decision chain, for CPVF review and approval. Additionally, joint bases should use the JMOS process to resolve questions; OSD will not contact joint bases directly.

The OSD has begun efforts to make the CPVF tool web-based, which should be activated by late June 2010.

Business Rules for Tracking Changes to Resource Requirements for Joint Basing

The Resource Management Sub Working Group is preparing business rules for making changes to the resourcing baseline. The memo is currently in formal coordination. The Office of the Under Secretary of Defense (Comptroller) expects to release the business rules in May 2010.

Spotlight: Real Property Data Migration (DM) Lessons Learned

For Phase II joint bases, the real property DM effort for enterprise systems will be led by the Service Component Headquarters real property inventory leads with support from the supporting and supported Service Components at each joint base. The ODUSD(I&E) Business Enterprise Integration (BEI) Directorate will no longer lead the DM effort, as issues will more easily be resolved directly between the supporting and supported Service Components. The BEI Directorate will continue to support the DM effort with clarification, advice, and real property inventory data.

The BEI Directorate is preparing a memo for DUSD(I&E) signature detailing tasks and milestones for joint bases to transfer real property by Full Operational Capability (FOC) and expects to release the memo in April 2010. Services should be transparent and timely in providing updates and information regarding those timelines, both to OSD and their joint base teammates.

The DM Team has collected several lessons learned from the Phase I joint bases. The lessons learned are listed below:

▶ Joint bases should ensure that their real property data is Real Property Inventory Requirements-compliant. Phase I joint bases had a number of issues with data quality (e.g., incomplete or incorrect data), which caused severe delays with DM.

▶ The business process and audit trail must be preserved; therefore, joint bases should not migrate data before the Secretariat memos are executed. Proper planning for the execution of these memos is imperative so as not to delay the MOA timelines, or impose additional transformation challenges upon the supporting Service Component as they assume responsibility for asset management on October 1, 2010. Service Components should actively prepare to be audited and have the appropriate substantiating documentation.

▶ Lessons learned where Air Force is supporting Service Component:

– The Air Force needs the Facility Analysis Category (FAC) and the Area Unit of Measure (UOM) for each asset being transferred, as well as the other (or secondary) UOM and the Navy/Army Alternative UOM in order to convert the category codes to the best extent possible for assets coming into the Air Force.

– The Navy's implementation of the Total UOM Quantity (Qty) is different than the Air Force, so the Air Force must compute the Total UOM Qty as the sum of Asset Allocation CURRENT_USE_QTY for assets coming into the Air Force.

Talking Points

Data Migration Roles and Responsibilities

The DM effort for the joint bases is a massive and complex undertaking, requiring the effort and collaboration of multiple staffs and commands. Due to recent changes in personnel and offices involved, the JBPMO would like to review roles and responsibilities for staffs involved in the DM effort.

- ODUSD(I&E)/Basing – Provides policy oversight on implementation of the Joint Basing Implementation Guidance (JBIG) and supplemental guidance. Booz Allen Hamilton (BAH) employees are under contract to support the Basing office.

- Office of the Assistant Secretary of Defense (Networks & Information Integration / Chief Information Officer (OASD(NII/CIO)) – Provides policy and oversight for all Information Technology Service Management (ITSM) functions, as well as DM. The DM Team provides support with identifying, analyzing and coordinating the migration of the supported Service Components' data with the supporting Service Components' systems to meet the objectives necessary to reach FOC. BAH employees are under contract to assist in managing the DM effort.

- ODUSD(I&E)/ BEI – Leads business process reengineering within the I&E business areas, and develops IT information, data, and technical standards to enable lifecycle real property, I&E, and safety and occupational health management.

- Services – The supporting Service Component is responsible for data transfer at each joint base; however, collaboration with the supported Service Component(s) is vital. Data transfer should be performed in accordance with the timelines established in the DM Strategy, other OSD guidance and the JBIG.

- All Joint Basing DM guidance is available on the JBPMO website.

Common Access Card (CAC) Reissuance

An action item from the January 2010 Implementation Review Conference (IRC) was to review regulatory guidance for issuing CACs and determine whether it is appropriate to reissue CACs or if a more economical path is available. Per the Defense Manpower Data Center (DMDC), CAC cards must be reissued because Department of Defense (DoD) policy requires CACs to be based on sponsorship, which changes when Service affiliation changes.

Standard solutions exist for accessing encrypted / signed emails and sister Service IT systems. The Defense Information Systems Agency manages a website (https://ara-1.c3pki.chamb.disa.mil/ara/Key?value=266) that hosts all certificates (both past and present) that can be recovered. In addition, it details steps to install the certificates for use on local systems. Please note that you must use your identity certificate to access this site (i.e., not your email certificate). For certificate recovery questions, contact the DoD public key infrastructure (PKI) Customer Support Help Desk at 1-800-490-1643 (http://iase.disa.mil/pki/pkicspage.html).

DMDC has volunteered to answer any questions for identification card reissuance at joint bases. Contact Cynthia Dengler (cynthia.dengler@osd.pentagon.mil) for questions on issuing CACs; contact Heidi Boyd (heidi.boyd@osd.pentagon.mil) or Sam Yousefzadeh (sam.yousefzadeh.ctr@osd.pentagon.mil) for questions on policy. Please remember that issues take time to resolve, so please give the DMDC points of contact as much advance notice as possible. Service personnel offices should also be involved in resolving issues as DMDC cannot resolve issues if there is no hire action or transfer action.

Joint Commands on Joint Bases

The JBPMO recently received a question regarding how to treat joint commands on joint bases. Joint commands, such as Joint Intelligence Operations Center or Joint Prisoner of War / Missing in Action Accounting Command, should be considered a tenant, treated similarly to a DoD agency or activity. As a tenant, the joint command will reimburse the supporting Service Component for installation support services.

Identifying Component Functional Leads

If anyone requires contact information for Service Component functional leads, contact your Service Component Action Officer on the Joint Base Working Group.

Phase I Joint Base Employee Payroll Transfer

An action item from the January 2010 IRC was to clarify the process for transferring civilian payrolls from the supported Service Component to the supporting Service Component. The Defense Finance and Accounting Service has released factsheets on the payroll transfer at Phase I joint bases. The factsheets include information on when the payroll transfer will occur, the location of the payroll accounts, and the effects of the transfer on employees, Customer Service Representatives, and Human Resource Offices. The factsheets are available on the JBPMO website.

From the JBPMO

Newsletter Topics for Lessons Learned Spotlight

Each month, the JBPMO newsletter will spotlight lessons learned in both implementation and execution. The following list includes suggested topics for future newsletters. If you have any other suggestions or comments, please contact the JBPMO (jointbasing@osd.mil).

- ▶ April – Emergency Management
- ▶ May – Facility Maintenance and Operations
- ▶ June – Processing / Recovering Military Servicemembers for Deployment
- ▶ July – Equal Employment Opportunity / Equal Opportunity

Call for Articles

If you would like to prepare an article for the JBPMO newsletter, please contact us at jointbasing@osd.mil. Some suggestions for articles include reporting a success story at your joint base, detailing a functional issue or concern and how your joint base overcame it, or the impact of Joint Basing on your military community. Articles should be 300 words or less.

Joint Basing in the News

The following articles are posted on the Joint Basing website:

- ▶ Bases Get New Names in Realignment, U.S. Department of Defense, March 24, 2010
- ▶ Lewis-McChord's Jacoby tapped for new Pentagon job, The News Tribune, March 12, 2010
- ▶ Army's Commentary: Reflecting on the first year of the 87th ABW, Joint Base McGuire-Dix-Lakehurst, March 4, 2010
- ▶ 87th ABW celebrates first birthday, Joint Base McGuire-Dix-Lakehurst, March 4, 2010
- ▶ Joint Base San Antonio is largest installation, Air Force Times, March 1, 2010

JBPMO Website

The JBPMO updates the JBPMO website on a daily basis, and emails weekly updates to the website to all members of the group. The JBPMO made the following updates during the month of March:

- ▶ Phase I Joint Base Payroll Transfer Factsheet – Customer Service Representative info
- ▶ Phase I Joint Base Payroll Transfer Factsheet – Employee info
- ▶ JBPMO February 2010 Newsletter

Missing Something?

If you are working through an issue that requires resolution from the JBPMO and it is not addressed in this newsletter, please bring it to our attention. ▶OSD: jointbasing@osd.mil ▶Army: armyjointbasing@conus.army.mil ▶Navy: ANND_CNICHQ_Jointbasing@navy.mil ▶Air Force: af.jointbasing@pentagon.af.mil ▶Marine Corps: jbworkinggroup@usmc.mil