



**DEPARTMENT OF DEFENSE
Defense Contract Management Agency**

INSTRUCTION

Distinguished Visitor (DV) Notification

**Portfolio Management and Integration Directorate
OPR: DCMA-PI**

**DCMA-INST 410
January 15, 2014**

NOTE: This Instruction is reissued to meet the Agency's new **policy format** standards. No policy requirements were changed. Changes include:

- Reformatting to comply with DCMA-INST 501, "Policy Publications Program"
 - Chapter 2 addresses roles and responsibilities
 - Chapter 3 provides narrative description of procedures
 - Adds Resource Web page
 - Glossary of definitions and list of acronyms
-

1. PURPOSE. This Instruction:

a. Reissues DCMA Instruction (DCMA-INST) 410, "Distinguished Visitor (DV) Notification" (Reference (a)) in order to comply with DCMA-INST 501, "Policy Publication Program" (Reference (b)). It includes reformatting and the addition of a Web Resource Page. No policy requirements were changed in this instruction reformatting. (**NOTE:** This revision incorporates the Immediate Policy Change-2 (IPC-2)).

b. Establishes policy, assign roles and responsibilities, and outlines processes and procedures on preparing, sharing, documenting, and tracking of pre-visit notification, standard read-ahead package, and after action report in support of the distinguished visitors (DV) to DCMA-cognizant contractors and DCMA organizations. It conforms to DoD Directive (DoDD) 5105.64, "Defense Contract Management Agency" (Reference (c)), DoDD 5230.20, "Visits and Assignments of Foreign Nationals" (Reference (d)), and DCMA-INST 521, "Congressional Affairs" (Reference (e)).

2. APPLICABILITY. This Instruction applies when a DV visits the Agency or contractors under the cognizance of DCMA. Due to customer and program security restrictions, DCMA Special Programs Directorate (DCMAS) cannot populate customer engagement data to the Customer Engagement Recording (CER) eTool application and other unclassified automated information systems; therefore, the DCMAS Executive Director is responsible for ensuring processes within the Directorate are adequate to meet the intent of this Instruction.

3. MANAGERS' INTERNAL CONTROL PROGRAM. In accordance with (IAW) DCMA-INST 710, "Managers' Internal Control Program" (Reference (f)), this Instruction is subject to evaluation and testing. Process flowcharts are located on the Policy Resource Web Page.

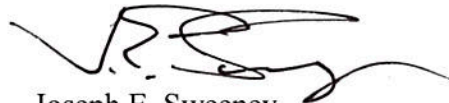
4. RELEASABILITY – UNLIMITED. This Instruction is approved for public release.

5. PLAS CODE(S).

- a. Process: 004 - Customer Outreach.
- b. Programs: ACAT/Other Customers (when applicable).
- c. Other National; Training and Travel; Local Programs (when applicable).

7. POLICY RESOURCE PAGE. <https://home.dema.mil/policy/410r>

8. EFFECTIVE DATE. By order of the Director, DCMA, this Instruction is effective January 15, 2014, and all applicable activities shall be fully compliant within 60 days from this date.



Joseph E. Sweeney
Executive Director
Portfolio Management & Integration

TABLE OF CONTENTS

REFERENCES	4
CHAPTER 1 - POLICY	
1.1. Policy Overview.....	5
1.2. Distinguished Visitors Definition	5
1.3. Policy	5
CHAPTER 2 - ROLES AND RESPONSIBILITIES	
2.1. Executive Director, Portfolio Management & Integration	7
2.2. Policy Performance Advocate (PA).....	7
2.3. Contract Management Office (CMO) Commanders/Directors.....	7
2.4. Action Officer (AO).....	7
2.5. Regional Customer Management Specialists (CMSs).....	8
2.6. Director, Congressional and Public Affairs	8
CHAPTER 3 - PROCEDURES	
3.1. Overview	9
3.2. Pre-Visit Coordination and Engagement	9
3.3. Coordinate the DV Visit	10
3.4. Visits By Members of Congress	11
3.5. Visits by Foreign Distinguished Visitors.....	11
3.6. Initiate After Action Report (AAR) and Response to Identified DV Issue(s).....	12
GLOSSARY	
Definitions.....	13
Acronyms	15

REFERENCES

- (a) DCMA-INST 410, “Distinguished Visitor Notification,” November 2011 (hereby canceled)
- (b) DCMA-INST 501, “Policy Publications Program,” October 1, 2013
- (c) DoDD 5105.64, “Defense Contract Management Agency (DCMA),” January 10, 2013
- (d) DoDD 5230.20, “Visits and Assignments of Foreign Nationals,” June 22, 2005
- (e) DCMA-INST 521, “Congressional Affairs,” March 7, 2012
- (f) DCMA-INST 710, “Managers’ Internal Control Program,” September 12, 2011
- (g) Office of the Secretary of Defense, Director of Administration and Management Memorandum “Revised Department of Defense (DoD) Order of Precedence,” February 19, 2010
- (h) DCMA-INST 407, “Customer Engagement,” July 26, 2013
- (i) DoDI 5400.04, “Provision of Information to Congress,” March 17, 2009
- (j) DoDD 5230.11, “Disclosure of Classified Military Information to Foreign Governments and International Organizations,” June 16, 1992
- (k) DoDD 5230.25, “Withholding of Unclassified Technical Data From Public Disclosure,” August 18, 1995
- (l) DoDD 5400.7-R, “Freedom of Information Act (FOIA) Program,” September 4, 1998
- (m) Title 22, Code of Federal Regulations, Part 120-130, “International Traffic in Arms Regulations,” April 1, 2012
- (n) Title 15, Code of Federal Regulations, Subchapter C, “Export Administration Regulations,” January 1, 2011
- (o) DoDD 5220.22-M, “National Industrial Security Program Operating Manual (NISPOM),” February 28, 2006

CHAPTER 1

POLICY

1.1. POLICY OVERVIEW. This Instruction provides a system to notify DCMA senior leaders of impending visits by high ranking officials, and includes a structured process to consistently manage how the Agency interfaces with DVs when they visit a contractor under the cognizance of DCMA or a DCMA organization. This Instruction does not address protocol to be used for official visits to DCMA. Any protocol questions or concerns should be addressed to the DCMA Corporate Support (DCMA-DS) Protocol office.

1.2. DISTINGUISHED VISITORS DEFINITION. A DV is defined as:

- Any 3-star general/flag officer or above
- Any government official with rank equivalent to a 3-star general/flag officer or higher (e.g., Members of Congress, Tier-3 Senior Executive Service (SES) officials, etc.)
- Any Service Acquisition Executive (SAE); Program Executive Officer (PEO); or the Director of Performance Assessment and Root Cause Analyses (PARCA)
- Any foreign military officer/government official of equivalent rank/position to those listed above on an official visit, as defined by DoDD 5230.20 (Reference (d))
- Any other individual designated by the Contract Management Office (CMO) commander/director
- Any other DV group or individual identified in the Office of the Secretary of Defense, Director of Administration and Management Memorandum “Revised Department of Defense (DoD) Order of Precedence of Precedence” (Reference (g))

1.3. POLICY. This Instruction articulates the responsibilities of CMO commanders/directors for apprising DCMA senior leaders of scheduled arrivals, departures, and recommended personal involvement with DVs. It is DCMA policy that:

1.3.1. The cognizant CMO commander/director or deputy (or their designated streamlined commander) shall determine the purpose of the visit and if it requires DCMA senior leader visibility in line with this Instruction.

1.3.2. The cognizant CMO commander/director or deputy (or their designated streamlined commander) shall assign an action officer (AO) to coordinate the visit and serve as the primary point of contact (POC) for preparing, sharing, documenting, and tracking of pre-visit notification, standard read-ahead package, and after-action-report (AAR) in support of the DV.

1.3.3. The cognizant CMO commander/director or deputy (or their designated streamlined commander) must ensure all Foreign DV visits are in compliance with DoDD 5230.20 (Reference (d)).

1.3.4. If information is requested by a Member of Congress, the cognizant CMO commander/director or deputy (or their designated streamlined commander) must coordinate the development, approval, and release of information with DCMA-DSA IAW DCMA-INST 521 (Reference (e)).

CHAPTER 2

ROLES AND RESPONSIBILITIES

2.1. EXECUTIVE DIRECTOR, PORTFOLIO MANAGEMENT AND INTEGRATION (DCMA-PI). The Executive Director, DCMA-PI:

- 2.1.1. Develops and institutionalizes the DV Notification policy, tools, and training.
- 2.1.2. Advises DCMA executive leadership on DV performance and compliance issues.

2.2. POLICY PERFORMANCE ADVOCATE (PA). The policy PA:

- 2.2.1. Manages the policy, tools, training, and performance indicators as applicable, associated with this Instruction.
- 2.2.2. Conducts performance and compliance reviews to ensure DCMA organizations have submitted DV notifications, provided DV read-ahead package, reported substantive issues, and documented DV engagements IAW this Instruction.

2.3. CONTRACT MANAGEMENT OFFICE (CMO) COMMANDERS/DIRECTORS.

The cognizant CMO commander/director or deputy (or their designated streamlined commander):

- 2.3.1. Determines the purpose of the visit and if it requires Agency Senior Leader visibility.
- 2.3.2. Ensures all Foreign DV visits are in compliance with DoDD 5230.20 (Reference (d)).
- 2.3.3. Assigns an AO to coordinate the visit and serve as the primary POC.
- 2.3.4. Provides a pre-visit notification of all DV visits via encrypted e-mail to the Distinguished Visitor Inbox.
- 2.3.5. Ensures a DCMA Standard DV read-ahead package is provided to the DV as required by this Instruction.
- 2.3.6. Reports to DCMA-DS/counterintelligence channels, program office, and the Defense Security Service Office of any suspicious activity or line of questioning by the DV.
- 2.3.7. Determines if an AAR is needed and resolve any substantive issues identified during the DV visit.

2.4. ACTION OFFICERS (AO). AO is the individual assigned by the CMO commander/director or deputy (or their designated streamlined commander) to:

2.4.1. Coordinate the DV visit.

2.4.2. Prepare (tailors) the DV read-ahead package.

2.4.3. Coordinate with the DCMA Congressional and Public Affairs Office (DCMA-DSA) for release of any materials to Congressional Members.

2.4.4. Report substantive customer issue(s) during the DV visit that requires DCMA Leadership visibility.

2.5. REGIONAL CUSTOMER MANAGEMENT SPECIALISTS (CMS). Regional CMS:

2.5.1. Coordinates with their commander/director and team supervisors, as needed, to track assigned actions to closure.

2.5.2. Assists with problem resolutions and continuous improvement initiatives in support of the execution of DV policy requirements.

2.5.3. Ensures DV issues are properly resolved in cases where CMOs can close out the action.

2.6. DIRECTOR, CONGRESSIONAL AND PUBLIC AFFAIRS. The Director, Congressional and Public Affairs or the designated Congressional Affairs staff review and approve for release of documents such as DV read-ahead package, Corrective Action Requests (CAR), Corrective Action Plans (CAP), etc., to Congressional Members.

CHAPTER 3

PROCEDURES

3.1. OVERVIEW. This chapter provides step-by-step guidance, important details, and how to properly execute the requirements contained in the policy to include the DV pre-visit notification, DV read-ahead package, and AAR requirements. The cross-functional process flowcharts describe the relationship between steps in a process and the functional units responsible for those steps:

- Flowchart A – Coordination and Observation of DV engagement (Main Process Flow)
- Flowchart B – Coordinate the DV Meeting
- Flowchart C – Initiate AAR and response to Identified DV Issue(s)

3.2. PRE-VISIT COORDINATION AND ENGAGEMENT. (Flowchart A for this process is located on the Policy Resource Web Page).

3.2.1. When a DV (refer to paragraph 1.2 for DCMA definition of DV) visits the Agency or contractor under the cognizance of DCMA, the cognizant CMO commander/director or deputy (or their designated streamlined commander) shall:

3.2.1.1. Determine the purpose of the visit and if it requires DCMA senior leaders visibility.

3.2.1.2. Provide a pre-visit notification via encrypted e-mail to the Distinguished Visitor Inbox using the link provided at Policy Resource Web Page not later than 3 days before the visit (see Distinguished Visitor Inbox definition for the list of the e-mail recipients). The e-mail notification shall include the following information:

- Subject Line: DV Notification – Name of DV and organization (e.g., Air Force, Army, Navy, Congress, and Foreign Government)
- Body of the e-mail:
 - The week of the visit (Due to force protection requirements, do not provide a specific date of the visit. Provide the week of the visit beginning on the Monday of the week of the visit)
 - Name/Rank/Service/Title/Visitor's Agency/Company
 - Location of the visit
 - Purpose of the visit
 - Program of interest
 - DV issue(s), if any
 - DCMA POC (i.e., name, telephone, CMO, region)

3.2.2. Assign an AO to coordinate the visit to serve as the primary POC.

3.2.3. Contact the DV and provide, as applicable, a DV read-ahead package as a professional courtesy, a means for DCMA to provide CMO-unique acquisition insight of the contractor(s) and performance on programs prior to their visit.

3.2.4. Post an information copy of the DV read-ahead package (saved in PDF format) to the designated DV Read-Ahead Shared Library at the Distinguished Visitor eCommunity using link provided on the Policy Resource Web Page and follow the naming convention:

yyyy-mm-dd CMO Name – DV Name (i.e., 2013-02-28 DCMA Atlanta – Brigadier General Smith)

NOTE: Do not send DV read-ahead packages to the Distinguished Visitor Inbox. The package must be posted to the designated library to preclude impact to the e-mail traffic of senior leader mailboxes.

3.3. COORDINATE THE DV VISIT. (Flowchart B for this process is located on the Policy Resource Web Page). The AO assigned to coordinate a DV visit shall:

3.3.1. Establish and maintain direct contact with the D’s office and/or the proper DoD/U.S. Government office primarily responsible for coordinating the visit.

3.3.2. Determine the purpose of the DVs visit.

3.3.3. Consult with the appropriate office(s) about general arrangements of the visit, including the DVs itinerary.

3.3.4. Ensure that the DVs itinerary meets the requirements of the DV and DCMA Senior Leaders, if applicable.

3.3.5. Obtain guidance on the appropriate safeguards and dissemination limitations for the DVs itinerary. Unless otherwise directed by the appropriate office, safeguard DV itineraries in the same manner as FOR OFFICIAL USE ONLY (FOUO) material, limiting dissemination to just those that have a need-to-know. If notified that an itinerary is classified, safeguard IAW the level of classification assigned.

3.3.6. Determine the need for any special requirements (e.g., identify escort officers, number of parking spaces required, and number of visitor badges required).

3.3.7. Ensure the host installation, if any, is notified of the visit.

3.3.8. Refer to DCMA-INST 407, “Customer Engagement” (Reference (h)), which establishes a comprehensive and structured approach to formal customer engagement, articulates the roles and responsibilities for interfacing with customers, provides guidance on the type of information to be collected, and explains how the information is to be shared and used across the Agency in support of the customer.

3.3.9. Use the DCMA Standard DV Read-Ahead template to tailor the DV read-ahead package to their facilities and/or programs specific for the DV visit. This requirement extends to situations where the CMO is not visited or involved in the DV visit.

NOTE: The DCMA Standard DV Read-Ahead template is updated frequently to reflect the latest DCMA organizational changes; it is a means for DCMA to provide CMO-unique acquisition insight of contractors and performance on programs in advance of their visit (see DV read-ahead definition for more details).

3.3.10. Provide the DV(s) with a read-ahead package **prior** to their visits to the Agency and contractors under the cognizance of DCMA.

3.4. VISITS BY MEMBERS OF CONGRESS.

3.4.1. A DV read-ahead package is not provided unless it is formally requested by the member or his staff with a request for information. If information is requested, the CMO AO shall immediately contact DCMA-DSA for assistance. DCMA-DSA will coordinate the development, approval, and release of information IAW DCMA-INST 521 (Reference (e)) and DoD Instruction 5400.04, "Provision of Information to Congress" (Reference (i)).

3.4.2. Any Congressional request for DCMA documents such as CARs, CAPs, etc., shall be forwarded to the DCMA-DSA for their processing and approval to release.

3.5. VISITS BY FOREIGN DISTINGUISHED VISITORS.

3.5.1. According to DoDD 5230.20 (Reference (d)), information to be released during an official visit by a foreign national shall be reviewed and approved for release prior to the visit by the appropriate disclosure authority IAW DoDD 5230.11 (Reference (j)), DoDD 5230.25 (Reference (k)), and DoDD 5400.7-R (Reference (l)), as appropriate.

3.5.2. Visits to DCMA Organizations.

3.5.2.1. Visits to DCMA Organizations by foreign DVs shall be in compliance with DoDD 5230.20 (Reference (d)). These visits normally require the sponsoring foreign government's embassy in Washington, D.C. or the sponsoring international organization to submit a request for visit (RFV) through the DoD Foreign Visit System (FVS).

3.5.2.2. RFVs submitted through the FVS are received, coordinated with the affected DCMA Organization, and processed by the DCMA Headquarters Security Office (DCMA-DSS). DCMA Organizations receiving an RFV by a foreign official shall promptly notify DCMA-DSS of the request in order to obtain assistance and guidance on the process.

3.5.3. Visits to Cleared Contractor Facilities.

3.5.3.1. Visits to cleared contractor facilities by foreign DVs shall be in compliance with DoDD 5230.20 (Reference (d)), unless the visit is not sponsored by DoD and involves access only to unclassified information, provided such information is authorized for release pursuant to Title 22, Code of Federal Regulations, Part 120-130, "International Traffic in Arms Regulations" (Reference (m)) and Title 15, Code of Federal Regulations, Subchapter C, "Export Administration Regulations" (Reference (n)).

3.5.3.2. Contractors should be referred to DoD 5220.22-M, "National Industrial Security Program Operating Manual" (Reference (o)) for more information.

3.5.3.3. When the visit is sponsored by a program office, contractor, or other DoD element and does not necessarily directly involve DCMA, notification of DCMA-DSS is not required. However, any suspicious activity or line of questioning by the visitor should be promptly reported to DCMA-DSS for further reporting through DoD counterintelligence channels. It is recommended that the responsible program office (if not the sponsor of the visit) and the nearest Defense Security Service Office be notified of a cleared contractor facility visit.

3.6. INITIATE AFTER-ACTION-REPORT (AAR) AND RESPONSE TO IDENTIFIED DV ISSUE(S). (Flowchart C for this process is located on the Policy Resource Web Page).

3.6.1. An AAR is required only if the cognizant CMO commander/director determines, as a result of the DV visit, that there is a substantive issue(s) requiring DCMA senior leader visibility.

3.6.2. The cognizant CMO commander/director shall submit an AAR via encrypted e-mail to the Distinguished Visitor Inbox, including the same elements used for the pre-visit notification. If an AAR is submitted, it shall:

3.6.2.1. Summarize any significant issues about contractor performance or DCMA support that the DV raised during the visit.

3.6.2.2. Document the cognizant CMO's response or action taken on each issue.

3.6.3. The Region CMS shall:

3.6.3.1. Review AARs pertaining to their region.

3.6.3.2. Ensure DV issues are properly resolved in cases where CMOs can close out the action.

NOTE: No follow-up report is required unless there is a **significant issue** to report.

GLOSSARY

DEFINITIONS

Action Officer (AO). Designated by the CMO commander/director or deputy (or their designated streamlined commander) as the POCT to coordinate the DV visit, prepare and post the DV read-ahead package, and report substantive customer issue(s) during the DV visit via an AAR requiring DCMA senior leaders visibility.

After Action Report (AAR). A summary of significant issues about contractor performance or DCMA support that the DV addressed during the visit and requires DCMA Leadership awareness. CMO commanders/directors will determine if an AAR is needed.

DCMA Standard DV Read-Ahead Package. This is a “standardized Agency set of requirements” in collecting and sharing information with our DVs. Step-by-step instructions on where to get the data and how to build these slides are made available under the Tools/Template section of the Policy Resource Web Page.

A common error in the DV read-ahead briefings is the use of an out-of- date Organizational Chart (slide #5 of the template). It is important to note that this chart is updated frequently in order to maintain its currency as personnel changes occurred. At the minimum, this chart is updated once a month; or as frequent as twice a week. Accordingly, it is important for AOs, CMO and Regional staff members who are involved with preparing or reviewing DV read-ahead packages to:

- 1) Subscribe to receive auto e-mail notification of when updated Standard DV Read-Ahead Template is posted to the DV Shared Documents library of the DV eCommunity, and
- 2) Download the latest version template “each time” for use to prepare DV read-ahead package using the link provided on the Policy Resource Web Page. Also, the DV read-ahead briefing should be tailored for the specific needs of the DV visit and to inform the DV about DCMA in general, and the activities/issues in execution of our contractor oversight responsibilities.

DV Pre-Visit Notification. An encrypted e-mail notification is required to send to the “Distinguished Visitor Inbox” as to apprise DCMA Leadership of scheduled arrivals, departures and recommended personal involvement with distinguished visitors. The cognizant CMO commanders/directors or deputy (or their designated Streamline Commanders) shall provide a pre-visit notification of all DV visits 3 days prior to the DV visit.

Distinguished Visitor (DV). A DV is defined as:

- Any 3-star general/flag officer or above

- Any government official with rank equivalent to a 3-star general/flag officer or higher (Members of Congress, Tier-3 SES officials, etc.)
- Any SAE; PEO; the Director of PARCA
- Any foreign military officer/government official of equivalent rank/position to those listed above on an official visit (as defined by DoDD 5230.20, “Visit and Assignments of Foreign Nationals”)
- Any other individual designated by the Contract Management Office (CMO) commander/director
- Any other DV Group or individual identified in the office of the Secretary of Defense, Director or Administration and Management Memorandum “Revised Department of Defense (DoD) Order of Precedence” (Reference (g)).

Distinguished Visitor Inbox. DistinguishedVisitorInbox@dcma.mil, an e-mail distribution list includes:

- Chief of Staff
- Executive Director, Operations
- Deputy Executive Director, Operations
- Executive Director, Portfolio Management & Integration (PM&I)
- Deputy Executive Director, PM&I
- Regional Commanders/Directors
- Region Customer Management Specialists (CMS)
- Military Assistant
- DCMA-DSS

Foreign Distinguished Visitor. All Foreign DV visits must be in compliance with DoDD 5230.20.

- Visits to DCMA activities are visits normally sponsored by the Foreign Embassy and coordinated /processed by DCMA HQ Security.
- Visits to cleared contractor facilities are visits that the Foreign DV has prior approval to visit. In these cases, the Foreign DV is normally sponsored by the program office, contractor, or other DoD elements and may not directly involve DCMA; therefore, they are not required to notify DCMA HQ Security

GLOSSARY

ACRONYMS

AAR	after-action-report
AO	action officer
CMO	contract management office
CMS	customer management specialist
CAR	corrective action request
CAP	corrective action plans
DCMA-DS	Corporate Support Directorate
DCMA-DSA	Congressional and Public Affairs Office
DCMA-INST	DCMA Instruction
DCMA-PI	Executive Directorate, Portfolio Management and Integration
DCMA-DSS	DCMA Security Office
DCMAS	Special Programs Directorate
DoDD	Department of Defense Directive
DoDI	Department of Defense Instruction
DV	distinguished visitor
FVS	foreign visitor system
IAW	in accordance with
OPR	office of primary responsibility
PA	performance advocate
PARCA	Performance Assessment and Root Cause Analyses
PEO	program executive officer
POC	point of contact
RFV	request for visit
SAE	senior acquisition executive
SES	senior executive service