

**INFORMATION MANAGEMENT
COMBAT READINESS TRAINING CENTER (CRTC)**

1. **Objective.** As prescribed in AFI 38-201, *Determining Manpower Requirements*, this Air National Guard Manpower Standard (ANGMS) quantifies the full-time manpower required to accomplish the tasks described in the work center description for varying levels of workload volume.
2. **Authority.** AFMAN 37-series, AFI-37-, and -51-series, of Air Force and Air National Guard directives contain USAF and command policy and procedural guidance for the Information Management work center. This ANGMS has been developed in accordance with procedures contained in AFPAM 38-208V1, *Air Force Management Engineering Program (MEP) Processes*, and is the result of a functional review.
3. **Applicability.** This standard applies to the CRTCs located at Phelps Collins ANGB, Alpena, MI; Volk Field ANGB, Camp Douglas, WI; Savannah International Airport, Garden City, GA; and Gulfport-Biloxi Regional Airport, Gulfport, MS. This standard applies to peacetime operations only.
4. **Standard Data:**
 - a. Classification. Type III.
 - b. Approval Date. 4 April 1995.
 - c. Manpower Data Source. Staffing Pattern.
 - d. Standard Manpower Equation. $Y = 1$ (Constant Manpower).
 - e. Workload Factor. N/A.
5. **Application Instructions.** This work center requires constant manpower of one. No other application instructions apply.
6. **Statement of Conditions.** The conditions listed below had no affect on the development of this standard, nor will they affect future applications. Analyses of these levels of service indicate no manpower impact:
 - a. Minimum response rates.
 - b. Minimum manpower levels.
 - c. Standardized crew complements.
 - d. Safety considerations.
 - e. Aircraft turn-around time.
 - f. Length of waiting periods.
 - g. Levels of backlog
 - h. Hours of operation.

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Major General, USAF
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OFFICIAL

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2 Attachments
1. Work Center Description
2. Standard Manpower Table

WORK CENTER DESCRIPTION
INFORMATION MANAGEMENT

DIRECT:

1. ADMINISTRATION:

1.1. MANAGES ADMINISTRATION COMMUNICATION:

1.1.1. PERFORMS QUALITY CONTROL ON OUTGOING CORRESPONDENCE. Checks correspondence for proper format, grammar, typographical errors, and conformance with general policy and procedural instructions. Performs tasks as narrative message releaser and FAX monitor and releaser.

1.1.2. PROCESSES INCOMING MESSAGE. Receives and reviews for action required.

1.2. MANAGES AWARDS AND DECORATIONS PROGRAM:

1.2.1. MONITORS AND PREPARES NECESSARY PAPERWORK IN CORRECT FORMAT.

1.2.2. REVIEWS DRAFT AND FINAL SUBMISSION OF AWARD. Assures proper approval and signatures are obtained. Arranges for presentation and ceremony.

1.2.3. MANAGES ADMINISTRATIVE ORDERS/AUTOMATED ORDERS SYSTEM. Supervises preparation of various types of orders. Assures proper preparation, series, and authentication. Monitors changes to orders and maintenance of record sets of orders for length of time deemed necessary by AFMAN 37-139, *Disposition of Air Force Records - Records Disposition Schedule*.

1.2.4. MANAGES PROCESSING ADMINISTRATIVE COMMUNICATION:

1.2.4.1. SUPERVISES THE OPERATION OF MAIL PROCESSING AND DISTRIBUTION ACTIVITY.

1.2.4.2. PREPARES QUARTERLY POSTAGE REPORT. Ensures all expenditures are accounted for. Ensures sufficient funds are available for the postal operation at the CRTC.

1.3 PERFORMS RECORDS MANAGEMENT:

1.3.1. ESTABLISHES FILE. Prepares and maintains a file plan, folder, guide card, and label IAW AFMAN 37-123, *Management of Records*, and AFM 4-148, *Records Information Management System (RIMS)*.

1.3.2. FILES RECORD. Files record when action is complete, marks file designation, and retrieves record from the file on request IAW AFMAN 37-123.

1.3.3. MAINTAINS SUSPENSE FILE. Maintains suspense file from established suspense date through annotation of completed action IAW AFI 37-126, *Preparing Official Communications*. Establishes suspense date for interoffice activities as prescribed by regulation and/or office policy.

1.3.4. DISPOSES OF RECORD. Disposes of record IAW AFI 37-138, *Disposition of Air Force Documentation-Policies, Procedures, and Responsibilities*.

1.3.5. MAINTAINS LOG:

1.3.5.1. MAINTAINS AF FORM 2096, CLASSIFICATION/ON-THE-JOB TRAINING ACTION LOG. Ensures action is numbered in consecutive sequence through the fiscal/calendar year.

1.3.5.2. MAINTAINS AF FORM 2098, DUTY STATUS CHANGE LOG.

1.3.5.3. MAINTAINS ADDRESS INDICATOR GROUP MESSAGE LOG. Maintains and disposes of log IAW AFMAN 36-2622V5, *Personnel Concept III Civilian End Users' Manual*.

1.3.5.4. SERVES AS FUNCTIONAL AREA RECORDS MANAGER. Serves as the point of contact and monitors the Records Management Program IAW AFI 37-122, *Air Force Records Management Program*; AFMAN 37-123, *Management of Records*; and AFM 4-148, *Records Information Management System (RIMS)*.

1.3.5.5. MAINTAINS PERSONNEL LOCATOR FILE AND ROSTER. Maintains personal data on assigned personnel from preparation and posting of change to final disposition when obsolete.

1.3.5.6. PERFORMS INSPECTION. Performs survey and inspection of all office files ensuring compliance with written directives.

1.3.5.7. DEVELOPS AND IMPLEMENTS A RECORDS MANAGEMENT TRAINING PROGRAM.

1.4. MAINTAINS MASTER LIBRARY:

1.4.1. MAINTAINS PUBLICATION FILE. Maintains publication file IAW AFI 37-160V7, *Air Force Publications and Forms Management Programs - Publications Libraries and Sets*.

1.4.2. POSTS AND FILES PUBLICATION. Posts and files new or revised publication and change.

1.4.3. MAINTAINS PUBLICATION INDEX. Posts new index, new publication, or change to index. Disposes of obsolete publications.

1.4.4. INVENTORIES PUBLICATION LIBRARY AND INDIVIDUAL PUBLICATION SET. Spot checks Publication Library and Individual Set IAW AFI 37-160V7.

1.4.5. SPOT CHECKS PUBLICATION LIBRARY AND INDIVIDUAL PUBLICATION SET. Spot checks Publication Library and Individual Set IAW AFI 37-160V7.

1.4.6. MANAGES PUBLISHING DISTRIBUTION OFFICE (PDO) AND SERVES AS CUSTOMER ACCOUNT REPRESENTATIVE (CAR). Establishes quantity requirement with the PDO or Air Force Publishing Distribution Center for publications IAW AFI 37-161, *Distribution Management*. Keeps requirement up-to-date and maintains current records. Submits requisition for additional or extra copies of publication and distributes publication to subaccounts.

1.4.7. CONDUCTS STAFF ASSISTANCE VISIT TO EACH CAR.

1.4.8. ADMINISTERS TRAINING TO CAR. Trains newly assigned CAR and conducts annual training session for all CARs.

1.4.9. MAINTAINS PDO ROSTER. Maintains and updates PDO roster to ensure accuracy.

1.4.10. MANAGES TECHNICAL ORDER DISTRIBUTING OFFICE. Issues technical order to each CRTC account, trains Technical Order Distribution Account personnel, and surveys each account.

1.4.11. PROCURES BLANK FORM. Requisitions, receives, distributes, stocks, and controls blank form.

1.4.12. REVIEWS PUBLICATION BULLETIN. Reviews, posts to index, and routes publication bulletin through work center. Establishes requirement for new or revised publication and requisitions for new or revised form using AF Form 764a, Requisition and Requirement Request.

1.4.13. MAINTAINS OPERATING INSTRUCTION (OI). Maintains an original copy of the OI in the Functional Library. Monitors an annual review of each OI and ensures completion by the OPR on OI anniversary date IAW AFI 37-160V1, *Air Force Publications Management Programs, Developing and Processing Publications*.

1.5 MAINTAINS EQUIPMENT ACCOUNT:

1.5.1. DETERMINES NEED AND AUTHORIZATION FOR EQUIPMENT. Researches supply catalog, stock list, and manufacturer's literature to determine correct stock number, nomenclature, source of supply, and other data required to initiate a change request.

1.5.2. RESEARCHES STOCK NUMBER AND NOMENCLATURE. Researches supply catalog, stock list, and manufacturer's literature to determine correct stock number, nomenclature, source of supply, and other data required to initiate a change request.

1.5.3. PREPARES JUSTIFICATION AND CHANGE REQUEST. Prepares justification and submits request for change in authorization.

1.5.4. TAKES FOLLOW-UP ACTION. Establishes suspense for follow-up of change request and takes follow-up action at appropriate interval.

1.5.5. RECEIVES AND TURNS IN EQUIPMENT. Receives, signs for, turns in equipment, annotates appropriate document, inspects to verify condition, issues stock number, and ensures serial number coincides.

1.5.6. MAINTAINS CUSTODIAN DOCUMENT. Maintains equipment listing and changes list or turn-in slip necessary for efficient control of the equipment account.

1.6. OBTAINS EXPENDABLE SUPPLY. Requisitions, picks up, and distributes expendable supply, decoration, service medal, or related device.

1.7. OPERATES OFFICE EQUIPMENT. Operates office equipment to meet the task requirements in the Information Management section.

1.8. MAINTAINS WALL CHART OR BULLETIN BOARD. Sorts, arranges, removes existing data, and posts new data to wall chart or bulletin board.

1.9. RECEIVES OFFICIAL VISITOR OR CUSTOMER. Receives official visitor or customer, answers inquiry, and assists as required to facilitate the accomplishment of their requirement.

1.10. DISPOSES OF "FOR OFFICIAL USE ONLY" MATERIAL IAW DIRECTIVE.

1.11. PROCESSES P-SERIES SPECIAL ORDER.

2. CLASSIFIED MATERIAL:

2.1. RECEIPTS FOR AND CONTROLS CLASSIFIED MATERIAL. Prepares AF Form 310; routes, files, and removes classified material for referral.

2.2. INVENTORIES CLASSIFIED MATERIAL. Screens file, reviews retention criteria, and removes obsolete or unnecessary material.

2.3. SAFEGUARDS CLASSIFIED MATERIAL. Performs safe check, security check, and selects/changes safe combination.

2.4. DESTROYS CLASSIFIED MATERIAL. Destroys classified material and annotates AF Form 310 indicating destruction material.

2.5. MONITORS IM/CC SECURITY PROGRAM. Functions as office of primary responsibility for program. Appointed as "Classified Storage Container Custodian" for both the IM work center and commander.

3. TELEPHONE CONTROL OFFICER:

3.1. PREPARES AND MAINTAINS RECORD. Prepares and maintains record of official call placed from within the headquarters, sends original copy to the Base Communications-Computer System Officer (CSO), and maintains telephone log.

3.2. INSTRUCTS ON BILLING. Instructs the party to use a specific billing number authorized for use in billing procedure.

3.3. TURNS IN TELEPHONE EQUIPMENT. Makes sure unused telephone equipment is turned in.

3.4. PREPARES ANNUAL CERTIFICATION. Provides the Base Communications CSO with an annual certification that all installed telephone equipment in the section has been physically inventoried and that it is needed to conduct the Information Management mission.

3.5. DISTRIBUTES EDUCATIONAL MATERIAL. Distributes customer educational material provided by the Base Communications CSO.

4. REPROGRAPHIC:

4.1. OVERSEES PROCESSING OF REPROGRAPHIC PRODUCT. Approves/disapproves DD Form 844, Requisition for Local Duplicating Service, requests and assists CRTC and visiting unit personnel as required

4.2. PUBLISHES AND DISTRIBUTES PRODUCT. Collates, staples, and folds reprographic product. Copies/designs layout and overlay for quality product using copier and graphic computer program. Creates training regulation/guideline for use of visiting unit and other program.

4.3. SCHEDULES AND PROVIDES REPROGRAPHICS SUPPORT FOR DEPLOYED UNITS.

4.4. PERFORMS OPERATOR MAINTENANCE REQUIRED ON EQUIPMENT. Coordinates with contracting office on maintenance contracts for equipment and maintains service records.

4.5. ESTABLISHES, IMPLEMENTS, AND MANAGES A BASE-WIDE COPIER PROGRAM.

4.6. SUBMITS COPIER REPORT. Requires submission of copier report annually and analyzes all machines to ensure efficiency and cost effectiveness.

5. UNIT CAREER ADVISOR:

- 5.1. **COUNSELS INDIVIDUAL.** Counsels individual on career progression, cross-training, retraining, promotion, and future availability.
- 5.2. **PROCESSES CAREER COUNSELING DOCUMENT.** Processes interview counseling documentation on individual for career advising, forwards them to CBPO, and maintains individual folder.
- 5.3. **SCHEDULES CAREER PLANNING BRIEFING.**
- 5.4. **ENSURES THE UNIT COMMANDER IS INFORMED ON ALL ASPECTS OF THE CAREER MOTIVATION PROGRAM.**
- 5.5. **IDENTIFIES AIRMEN SELECTED FOR REENLISTMENT BUT HAVE NOT MAKE A CAREER DECISION.**

6. MANAGES PERSONNEL SYSTEM PRODUCT:

- 6.1. **PERSONNEL ACTION.** Assures proper preparation, award, withdrawal, and downgrade.
- 6.2. **COMPUTER PRODUCT.** Interprets and instructs use of central computer products.
- 6.3. **REQUEST FOR TRAINING.** Researches and prepares formal request for schools or specialty of training.
- 6.4. **COMPUTER ASSISTANCE.** Assures proper preparation of the various applications and paperwork necessary to generate enrollment or participation in entitlements.

7. SUPERVISION:

- 7.1. **ADMINISTERS PERSONNEL.** Orients, schedules work assignment, and establishes work methods and performance standards. Evaluates work and counsels personnel.
- 7.2. **PERFORMS TRAINING.** Determines need, prepares JQS, conducts training, and monitors effectiveness. Maintains training records.

- 8. **MANAGES FREEDOM OF INFORMATION AND PRIVACY ACT PROGRAM.** Advises personnel of applicable regulation and disseminates appropriate information. Provides the necessary training in these programs as necessary and prepares annual report.

INDIRECT: Indirect work involves those tasks that are not readily identifiable with the work center's specific product or service. The major categories of standard indirect work are Supervision, Administration, Meetings, Training, Supply, Equipment Maintenance, and Cleanup. See AFMS 00AA for the standard indirect description.

STANDARD MANPOWER TABLE										
WORK CENTER/FAC			APPLICABILITY MAN-HOUR RANGE							
Information Management/FAC 1621TC			Constant Manpower							
AIR FORCE SPECIALTY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT							
Information Management	702X0	AGR	1							
TOTAL			1							
AIR FORCE SPECIALTY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT							
TOTAL										