



DEPARTMENT OF THE NAVY
COMMANDER, NAVY INSTALLATIONS COMMAND
2713 MITSCHER ROAD, SW
ANACOSTIA ANNEX, DC 20373-5802

CNICINST 5230.1
N1

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CNIC INSTRUCTION 5230.1

From: Commander, Navy Installations Command

Subj: TOTAL WORKFORCE MANAGEMENT SERVICES (TWMS)

Ref: (a) SECNAVINST 5211.5E

Encl: (1) TWMS Data Feed Sources
(2) Contract Employee Decision Criteria Flow Chart
(3) TWMS Access Responsibility List

1. Purpose. To implement TWMS application as the primary Total Force Manpower tool to manage personnel, billets and total workforce resources at Commander, Navy Installations Command (CNIC).

2. Background. TWMS is the Target Application approved by the Manpower and Personnel Functional Application Manager (M&P FAM) to manage Total Force personnel, billets, and resources.

3. Policy. TWMS is the CNIC-wide source for total workforce information, to include (but not limited to): muster, IA tracking, training, civilian critical skills entry, etc. All CNIC Headquarters and Regional employees are responsible and accountable for their role in the application as outlined in this instruction and in accordance with any additional direction as may be received from the appropriate authority. CNIC N1 has overall responsibility for the integrity of the TWMS database.

4. Discussion. As outlined in enclosure (1), the following data feeds from the indicated programs of record populate the TWMS database:

a. Personnel. TWMS extracts and summarizes data from all authoritative programs of record into a single repository. Current systems are: Navy Standard Integrated Personnel System (NSIPS) for military personnel, the Defense Civilian Personnel Data System (DCPDS) for Appropriated Fund (APF) personnel, and Systems Applications and Programs - Human Resources (SAP HR) for Non-Appropriated Fund (NAF) personnel. TWMS is a dynamic system that will continue to evolve and expand to incorporate additional database sources as necessary/available.

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b. Billet data. Information is downloaded from the Total Force Manpower Management System (TFMMS). All Military and Civilian billets/positions are updated monthly. The history of each billet will be maintained in TWMS. Billet identification numbers (BINs) are assigned to personnel records by the manpower office.

c. Financial Management. Labor Expenditure Information is derived from data feeds received from the Defense Finance and Accounting Service.

5. Procedure. CNIC N1 is designated the TWMS Functional Manager. The following policies and procedures will be used to maintain the information within TWMS, request access, and recommend changes to the functionality.

a. Every military member, APF and NAF civilian employee, and contractor assigned to a CNIC UIC must have a record maintained in TWMS. The system is to be monitored to ensure that military and civilian files are received from the programs of record, and corrective action taken when necessary. Records for contractors must be manually entered in TWMS. Contractors will provide all necessary information to develop their records in TWMS, to include but not limited to: name, social security number, date of birth, contract company name, contract number, address, phone number, and emergency contact information. Enclosure (2) provides the decision process and procedures for use in evaluating and entering contractor records. It is important to ensure this requirement is written into all contracts as a condition.

b. Personnel requiring access to information other than their own self-service record are to complete and submit the online account application. The application, located on the TWMS home page at <https://twms.nmci.navy.mil>, will be automatically forwarded to the appropriate access Point of Contact (POC). The CNIC Help Desk will enable the access level approved by the access POC. A description of account access levels can be found on the TWMS home page. Non-CNIC personnel having CNIC duties, and an official need to view CNIC data and records, will be considered for access on a case by case basis.

c. Regional Commanders and BSOs (Budget Submitting Offices) will provide guidance for TWMS record validation and maintenance for their respective organizations, and ensure compliance. Appointed personnel will be responsible for entering and maintaining data in updatable fields and for notifying the

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Manpower POC when program of record information is incorrect. The Manpower POC will contact the Systems Administrators for resolution of technical errors, and the personnel system administrators for all other errors.

d. Commands are responsible for ensuring personnel check in and check out (including individual augmentee assignments or other deployment type events), and appropriate dates are entered in TWMS. When personnel are transferred to different programs within the same UIC, commands are responsible for updating the ASSIGNED ORG CODE field.

(1) Civilian Personnel. Program Directors are to ensure that civilian personnel offices are notified when changes affecting civilian personnel are executed. Civilian Personnel Offices will execute the appropriate action to update the OFFICIAL ORG CODE field.

(2) Military Personnel. When military personnel are reassigned within the same UIC, commands are responsible for updating the Official and Assigned Org Code fields and notifying the Manpower office immediately to ensure that appropriate billet changes are executed.

6. Training. Training support for TWMS consists of documentation (User Guides, modules, and FAQs), VTC-style training using NetMeeting (overviews and demonstrations), and instructor-led training (hands-on training and demonstrations). The TWMS User Guides, modules, and FAQs are available on the TWMS Login Screen. NetMeeting and instructor-led training may be arranged through Program Managers and the TWMS POC. Other BSOs are advised to contact CNIC for assistance with training. TWMS training is recommended for all Manpower and Administrative personnel. Privacy Act training is required for all those with access to TWMS (other than Self Service), and is available in Self Service.

7. Action/Responsibilities. Enclosure (3) identifies action offices and responsibilities for TWMS. Regional Commanders and BSOs will ensure that all personnel are apprised of and accountable for their individual and collective responsibilities in TWMS. All employees who have been issued a Common Access Card (CAC) may obtain access to Self Service at: <https://twms.nmci.navy.mil/selfservice>. All Military and Civilian employees are to review and update their personal recall information and notify their TWMS POC of any necessary

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corrections not available in Self Service. All Military personnel are to complete and update the Individual Augmentee prescreening form within 30 days of reporting aboard.

8. Cross Functional Team and Policy Board

a. Cross Functional Team. The TWMS Cross Functional Team (CFT) will be comprised of one representative from CNIC Headquarters Manpower (N1) (to include application development), each CNIC Region, and each Budget Submitting Office (BSO). The CFT will endeavor to meet quarterly, either in person or electronically (netmeeting/vtc) to review requests for modification and enhancement to the TWMS system. The CFT will forward change requests to the TWMS Policy Board with an approval recommendation.

b. Policy Board. The TWMS Policy Board will oversee the development of TWMS and approve all changes to the functionality of TWMS. Policy Board membership will consist of representatives from CNIC Headquarters Manpower and Human Resources (N1) (to include application development), Strategy and Future Requirements (N5), Information Technology (N6), Comptroller (N8), and other organizational representation on as needed basis. The Policy Board will meet subsequent to the CFT to promulgate final action on items forwarded for consideration. All requests for enhancement or modification will be prioritized by the TWMS Policy Board.

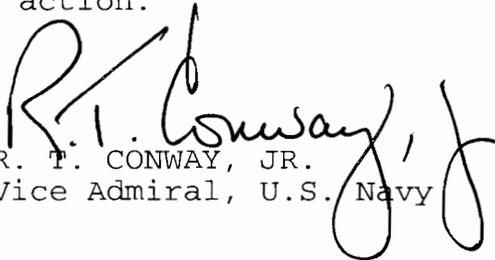
9. Non-CNIC TWMS Implementation/Utilization. All BSOs and commands external to CNIC desiring to implement TWMS will do so in accordance with this instruction. Individual Memoranda of Agreement will not be established. All requests for enhancements or modifications to the system will be presented to the TWMS CFT for consideration prior to being forwarded to the TWMS Policy Board for final decision and prioritization. All enhancement and modification requests submitted by BSOs and commands external to CNIC will be resourced by the requesting BSO/command.

10. Penalties. Under reference (a), data stored in TWMS are for official use only and are subject to protection under the Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) may result in civil or criminal penalties. Any unauthorized access or misrepresentation of position to gain access, distribute or share PII may result in discipline up to and including removal for civilians. For military personnel, any unauthorized access

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or misrepresentation of position to gain access, distribute or share PII may result in disciplinary action under the UCMJ, Article 92, and/or administrative action.

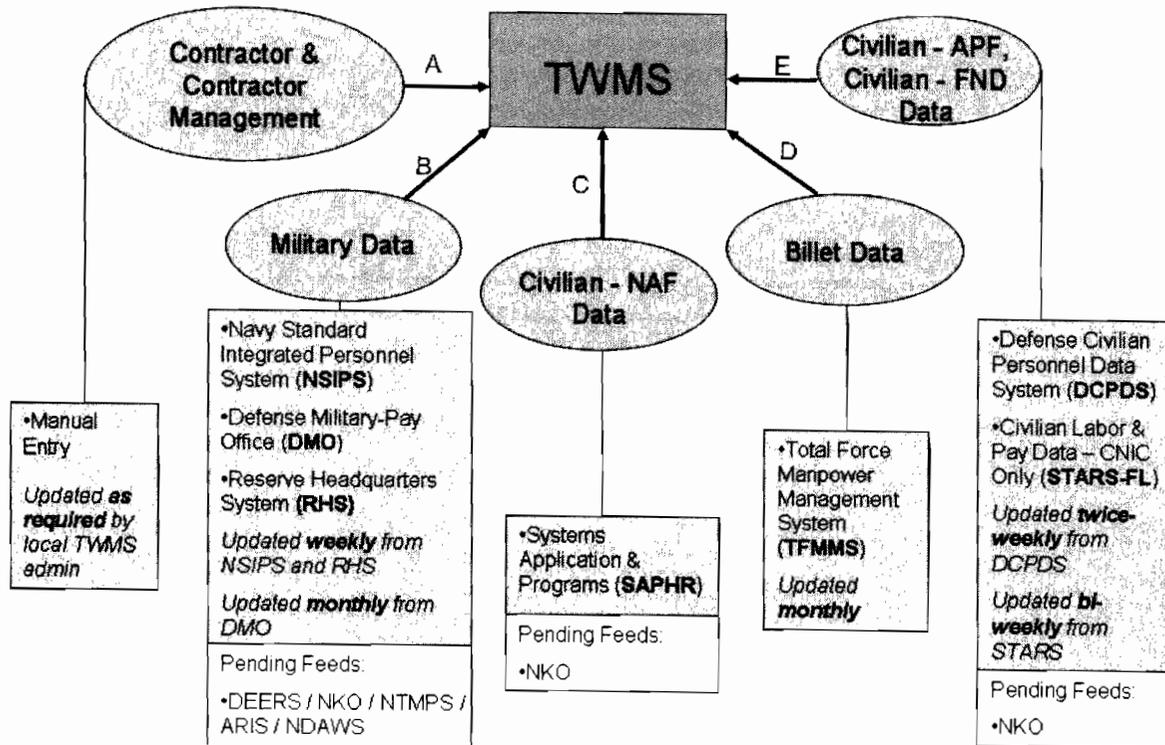

R. T. CONWAY, JR.
Vice Admiral, U.S. Navy

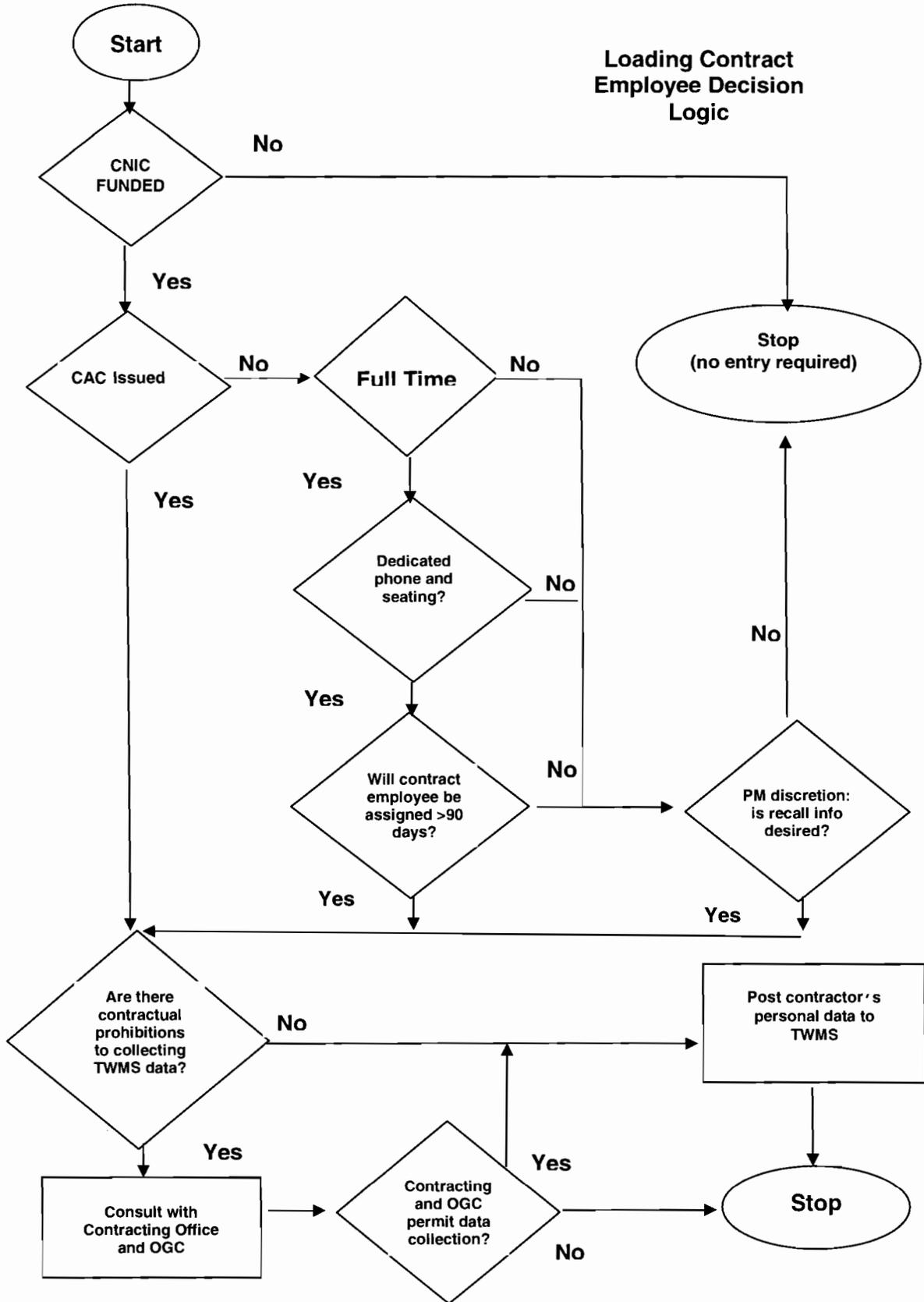
Distribution:

Electronic only, via CNIC Portal

<https://cnicportal.cnic.navy.mil/HQ/N00/Directives/Forms/AllItems.aspx>

Data Feeds





ACTION OFFICE/RESPONSIBILITIES LIST	
Action Office	Responsibilities
CNIC TWMS Functional Manager	<ul style="list-style-type: none"> • Work closely with TWMS System Administrator. • Receive periodic diagnostic reports showing whether recall, org codes and other data is being maintained in a timely manner.
TWMS System Administrators	<ul style="list-style-type: none"> • Obtain Program of Record data and load according to schedule. • Maintain TWMS Executive Level View/Dashboard 26. • Provide data feeds to other authorized systems. • Notify TWMS Functional Manager if data is not loaded into system according to schedule. • Serve as the TWMS POC for technical problems.
Program Directors (PD) / Program Managers (PM)	<ul style="list-style-type: none"> • Ensure military, APF, and Contractor personnel enter work and home recall information in TWMS and know their requirement to keep this information up-to-date. • Maintain accuracy of Civilian Admin and Payorg's code if corrections are required. Submit Request for Personnel Action (RPA) (SF-52) in DCPDS to create an update or change in the official personnel system. • Maintain authorized PM Full Time Equivalent (FTE) in system not to exceed CNIC FTE controls. • Maintain PM fund type (Direct or Reimbursable) field for each billet.
Command Access POC	<ul style="list-style-type: none"> • Liaison with the CNIC Help Desk and Program Managers to grant access to TWMS User Accounts in accordance with Privacy Act.
Program POC	<ul style="list-style-type: none"> • Monitor actual execution and work with Resource Management (RM) - designated Customer Service Representatives (CSRs) to process any necessary corrections. • Assign TWMS Program Assistants and ensure they receive training and attend meetings. • Ensure TWMS Program Assistant accounts are changed upon program transfer within command or deactivated upon detachment. • Maintain and ensure the accuracy of Local PM Data tab under Manage Billets. • Maintain the data integrity of TWMS personal local information. Review information within TWMS to ensure all personnel data is up-to-date and accurate. • Upon departure of Contractor, ensure records are deactivated. • Maintain accurate Muster Report. • Attend all TWMS and Privacy Act training.

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Action Office	Responsibilities
	<ul style="list-style-type: none"> • Assist personnel in trouble shooting issues with TWMS.
Manpower	<ul style="list-style-type: none"> • Monitor military orders and enter prospective gains and losses into TWMS. Assign short org code to gains and assign personnel to a billet if one is available. • Monitor TWMS for new billets and assign them to a Program. • Maintain the AMD for military, civilian and contractors, so TWMS reflects the most current billet information. • Monitor the unassigned listing and ensure each person is assigned to a program and a billet if one is available. • Enter deployment information for military personnel deployed Temporary Assigned Duty (TAD) as Individual Augmentees (IA) or on military exercises as coordinated with Admin. • Work closely with TWMS Systems Administrator.
Strategic/Competitive Sourcing	<ul style="list-style-type: none"> • Maintain strategic/competitive sourcing data in TWMS for each billet.
Human Resources Office (HRO)	<ul style="list-style-type: none"> • Ensure only current HRO employees have an HRO access level. • Coordinate changes or corrections to data elements automatically feeding from DCPDS. (i.e. Org Code, Pay Plan, Series, Grade, Title, Position Description, etc.) • Inform employees and supervisors about TWMS through HR Bulletins and regional and/or HRO training forums. (New Employee Orientation, Civilian Personnel Management Academy, Regional University, Executive Steering Committees and PM meetings). • Advise managers and supervisors on using various features of TWMS to facilitate HR management (automated Voluntary Separation Incentive Program/Voluntary Early Retirement Act survey, employee leave tracking, Within Grade Increase due date, awards, org/alpha lists and other reports, generating performance appraisal forms, community management demographic data). • Assist in the development, maintenance and/or enhancement of modules for HR applications. • Maintain Crediting Plan Library (Excel Rater). • HR Employee Relations/Labor Relations case

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Action Office	Responsibilities
	manager.
Admin Offices	<ul style="list-style-type: none"> • Check-in and check-out personnel using TWMS. Update report date in TWMS. Upon transfer, separate employee to reflect the date of transfer under the Separate Employee function on the General Information page. • When personnel transfer between programs within the UIC, update the ASSIGNED Org Code and organization (program) in TWMS on that person's assignment. This may be accomplished on the Position Information page. • Upon check in, enter the correct ASSIGNED Org Code for each person under the Position Information page. • Assist personnel in trouble shooting issues.
CACO	<ul style="list-style-type: none"> • Maintain case manager files. • Retrieve data and develop metrics for military funeral honors rotations and casualty assistance assignments.
Security Management Officer	<ul style="list-style-type: none"> • Maintain security clearance eligibility and grant local command level of access. • Validate investigation and security clearance eligibility information through Joint Personnel Adjudication System.
Training and Readiness	<ul style="list-style-type: none"> • Monitor and validate employee training
Military, Civilian Employees and Contractor Personnel	<ul style="list-style-type: none"> • At the Self Service page: https://twms.nmci.navy.mil/selfservice • Enter Personal Recall, Next of Kin, and Local Emergency Point of Contact data under Personal Information page. • For Civilians: Periodically review your own personal information to ensure accuracy of your as reflected on the General Information Screen and/or the most recent Notification of Personnel Action (SF-50) available on the Work History Screen. Coordinate requested changes with your servicing HRO. • For assistance, contact designated point of contact.