

DEPARTMENT OF THE NAVY

BUREAU OF NAVAL PERSONNEL 5720 INTEGRITY DRIVE MILLINGTON, TN 38055-0000

> BUPERSINST 4491.1A BUPERS-07 8 Dec 2020

BUPERS INSTRUCTION 4491.1A

From: Chief of Naval Personnel

Subj: ENTERPRISE INFORMATION MANAGEMENT-SERVICE REQUEST

Encl: (1) Enterprise Information Management-Service Request Instructions

1. <u>Purpose</u>. To implement a streamlined process for all types of data requests being submitted to the Enterprise Information Management Team (EIMT) and ensures accurate and consistent submission of the Enterprise Information Management-Service Request (EIM-SR) via SharePoint. Major revision to this instruction includes indicating who is authorized to submit an EIM-SR, removal of all references on "how to" review an EIM-SR, and the addition of requirement instructions for block 7 of enclosure (1).

- 2. Cancellation. BUPERSINST 4491.1.
- 3. <u>Scope and Applicability</u>. This instruction applies to all military, civilian. and Department of Defense contractors who request EIMT data services.
- 4. Policy. The Chief of Naval Personnel directs that:
- a. Requests for work and support services from the EIMT be in writing and fully documented on the EIM-SR. All EIM-SRs must be submitted by a government employee or have a government employee as a point of contact; EIM-SRs submitted by contractors without government sponsorship will be returned. The EIM-SR was designed in SharePoint to enable the originator to complete and submit the request electronically. See enclosure (1) for sample form and instructions. The EIM-SR is located on the EIM SharePoint Web page at: https://mpte.navy.deps.mil/sites/organizations/EIMB/SitePages/Home.aspx
- b. Upon receipt, the EIM-SR will be reviewed by an EIMT member to verify all applicable blocks are properly filled-out and all attachments are included. If any information is missing, the originator (requestor) will be contacted for clarification or resubmission.
- c. All EIM-SRs will be forwarded to the BUPERS Chief Data Steward (CDS) for priority determination, completion date, and assignment to the appropriate EIMT member(s) for action.

5. Roles and Responsibilities

a. CDS

- (1) Review, determine, and assign priority, completion date, and assign to the appropriate EIMT member(s) for action
 - (2) Manage due dates for services based on priorities
 - (3) Approve final completion of all EIM-SRs

b. EIMT

- (1) Complete the EIM-SR within the designated timeframe
- (2) Work with the service requestor when questions or issues arise
- (3) Maintain open lines of communication with leadership on the status of all assigned work
 - (4) Provide feedback to the service requestor when work is completed

c. Service Requestor

- (1) Provide accurate, specific, and complete information when initiating an EIM-SR
- (2) Provide specific work requirements (for example: "Standardize Attached Term," "provide architectural analysis," or "review interface control documents or memorandum of agreements," etc.)
 - (3) Work with the EIMT to establish viable time periods for work completion
 - (4) Work with the EIMT when further clarification or documentation is required
- 6. <u>Change or Cancel EIM-SR</u>. If a change or cancellation is required, the originator should contact the EIMT and request assistance. All corrections and or updates are done locally in SharePoint by an EIMT member.
- 7. <u>Point of Contact</u>. All correspondence should be addressed to the BUPERS CDS and routed to the following e-mail address: <u>MPTE_EIM@navy.mil</u>.

8. Records Management

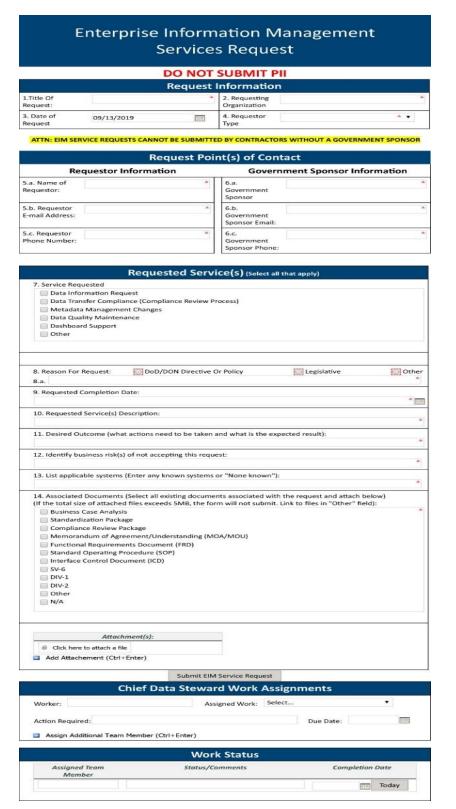
- a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned for the standard subject identification codes (SSIC) 1000 through 13000 series per the records disposition schedules located on the Department of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved% 20Record% 20Schedules/Forms/AllItems.aspx.
- b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact your local records manager or the DON/AA DRMD program office.
- 9. Review and Effective Date. Per OPNAVINST 5215.17A, BUPERS Command Information Office (BUPERS-07) will review this instruction annually around the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will be in effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.

J.W. HUGHES
Deputy Chief of Naval Personnel

Releaseability and distribution:

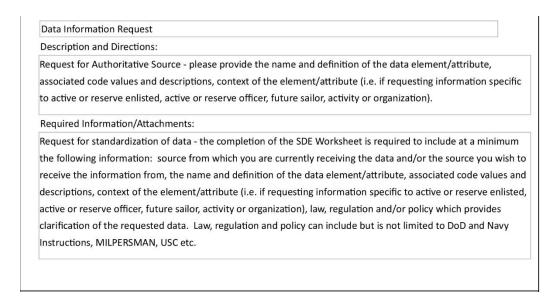
This instruction is cleared for public release and is available electronically only via BUPERS Web Site, https://www.mynavyhr.navy.mil/References/Instructions/BUPERS-Instructions/

ENTERPRISE INFORMATION MANAGEMENT-SERVICE REQUEST INSTRUCTIONS

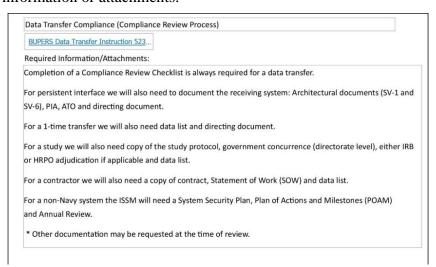


DIRECTIONS FOR SUBMISSION:

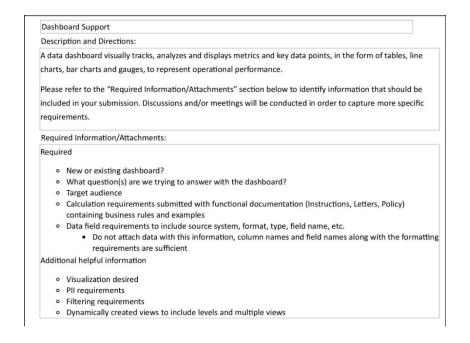
- **Block 1** Title of Request Type the name of the request (For example My Navy Portal)
- **Block 2** Requesting Organization Name of your organization (For example NAVMAC)
- **Block 3** Date of Request (Auto-populated. Do not change)
- **Block 4** Requestor Type (Gov't, Military, or Contractor)
- **Block 5a** Name of Requestor Name of the individual requesting service
- **Block 5b** Requestor E-mail Address Requestor's official e-mail address
- **Block 5c** Requestor Phone Number Requestor's official work phone number
- **Block 6a** Name of Government Sponsor Name of requestor's government sponsor
- **Block 6b** Government Sponsor E-mail Address Government sponsor's official e-mail address
- **Block 6c** Government Sponsor Phone Number Government Sponsor's official work phone number
- **Block 7** Service Request (Click all that apply): Select all the categories that apply to this request. As selections are made, follow the directions that appear.
 - Data Information Request
 - o Selecting "Data Information Request" displays additional directions.



- Data Transfer Compliance (Compliance Review Process)
 - Selecting "Data Transfer Compliance" displays instructions about required information or attachments.



- Metadata Management Changes
- Data Quality Maintenance
- Dashboard Support
 - Selecting "Dashboard Support" displays additional description, directions and required information/attachments.



- Other
 - **7.a.** This block will only be visible if "Other" is selected. Please add further description if needed.**Block 8** Reason for Request (select one):
- DoD/DON Directive or Policy
- Legislative
- Other (use this for any request that falls outside the choices listed)
 - o **8.a.** Provide directive/policy or reason for request
- **Block 9** Requested Completion Date: Date that the requested work should be completed (CDS reserves the right to negotiate completion dates).
- **Block 10** Required Service(s) Description: Explain what the request is for and why the service is necessary.
- **Block 11** Desired Outcome (what actions need to be taken and what is the expected result).
- **Block 12** Identify business risk(s) of not accepting this request.
- **Block 13** List applicable systems (Enter any known system or use "None known"): List all systems or applications that need to be considered or utilized to satisfy this request. *Because you list it here, does not constitute agreement that it will be utilized.*

Block 14 - Associated Documents (Select all existing documents associated with the request and attach below):

- Business Case Analysis
- Standardization Package
- Compliance Review Package
- Memorandum of Agreement/Understanding (MOA/MOU)
- Functional Requirement Document (FRD)
- Interface Control Document (ICD)
- SV-6
- DIV-1
- DIV-2
- Other
- N/A
 - o **14.a.** Will appear to allow for further input

Once all blocks have been completed, select the "Submit EIM Service Request" button. If successful, the form will close and EIM will be notified of new pending request.

Chief Data Steward Work Assignment

Following submission of the EIM-SR, a designated EIMT member will review the SR for completion and will assign it to the appropriate EIMT member for action. The CDS will review the SR and assignment and acknowledge approval of both by dating the request.

Work Status

This section provides the assigned EIMT member(s) a place to make status updates and comments (if multiple people are assigned work each will be provided a unique block for updates). When work has been completed a completion date will be entered in the appropriate EIMT member's block and annotated as "Ready for Closeout."