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. Purpose. 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. Scope and Applicablilty. 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. Change or Cancel EIM-SR. 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. Point of Contact. All correspondence should be addressed to the BUPERS CDS and routed to the following e-mail address: MPTE_EIM@navy.mil.

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

Enterprise Information Management Services Request

DO NOT SUBMIT PII

Request Information

1.Title Of Request:		2. Requesting Organization	
3. Date of Request	09/13/2019	4. Requestor Type	

ATTN: EIM SERVICE REQUESTS CANNOT BE SUBMITTED BY CONTRACTORS WITHOUT A GOVERNMENT SPONSOR

Request Point(s) of Contact

Requestor Information		Government Sponsor Information	
5.a. Name of Requestor:		6.a. Government Sponsor	
5.b. Requestor E-mail Address:		6.b. Government Sponsor Email:	
5.c. Requestor Phone Number:		6.c. Government Sponsor Phone:	

Requested Service(s) (Select all that apply)

7. Service Requested
- [ ] Data Information Request
- [ ] Data Transfer Compliance (Compliance Review Process)
- [ ] Metadata Management Changes
- [ ] Data Quality Maintenance
- [ ] Dashboard Support
- [ ] Other

8. Reason For Request: [ ] DoD/DON Directive Or Policy [ ] Legislative [ ] Other

8.a.

9. Requested Completion Date:

10. Requested Service(s) Description:

11. Desired Outcome (what actions need to be taken and what is the expected result):

12. Identify business risk(s) of not accepting this request:

13. List applicable systems (Enter any known systems or "None known"):

14. Associated Documents (Select all existing documents associated with the request and attach below)
(If the total size of attached files exceeds 5MB, the form will not submit. Link to files in "Other" field):
- [ ] Business Case Analysis
- [ ] Standardization Package
- [ ] Compliance Review Package
- [ ] Memorandum of Agreement/Understanding (MOA/MOU)
- [ ] Functional Requirements Document (FRD)
- [ ] Standard Operating Procedure (SOP)
- [ ] Interface Control Document (ICD)
- [ ] SV-6
- [ ] DIV-1
- [ ] DIV-2
- [ ] Other
- [ ] N/A

Attachment(s):

Click here to attach a file

Add Attachement (Ctrl+Enter)

Submit EIM Service Request

Chief Data Steward Work Assignments

Worker: Assigned Work: Select...

Action Required: Due Date:

Assign Additional Team Member (Ctrl+Enter)

Work Status

Assigned Team Member	*Status/Comments*	*Completion Date*
		Today

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
    - Selecting "Data Information Request" displays additional directions.

Data Information Request

Description and Directions:

Request for Authoritative Source - please provide the name and definition of the data element/attribute, associated code values and descriptions, context of the element/attribute (i.e. if requesting information specific to active or reserve enlisted, active or reserve officer, future sailor, activity or organization).

Required Information/Attachments:

Request for standardization of data - the completion of the SDE Worksheet is required to include at a minimum the following information: source from which you are currently receiving the data and/or the source you wish to receive the information from, the name and definition of the data element/attribute, associated code values and descriptions, context of the element/attribute (i.e. if requesting information specific to active or reserve enlisted, active or reserve officer, future sailor, activity or organization), law, regulation and/or policy which provides clarification of the requested data. Law, regulation and policy can include but is not limited to DoD and Navy Instructions, MILPERSMAN, USC etc.

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

Data Transfer Compliance (Compliance Review Process)

BUPERS Data Transfer Instruction 523...

Required Information/Attachments:

Completion of a Compliance Review Checklist is always required for a data transfer.

For persistent interface we will also need to document the receiving system: Architectural documents (SV-1 and SV-6), PIA, ATO and directing document.

For a 1-time transfer we will also need data list and directing document.

For a study we will also need copy of the study protocol, government concurrence (directorate level), either IRB or HRPO adjudication if applicable and data list.

For a contractor we will also need a copy of contract, Statement of Work (SOW) and data list.

For a non-Navy system the ISSM will need a System Security Plan, Plan of Actions and Milestones (POAM) and Annual Review.

* Other documentation may be requested at the time of review.

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

Dashboard Support

Description and Directions:

A data dashboard visually tracks, analyzes and displays metrics and key data points, in the form of tables, line charts, bar charts and gauges, to represent operational performance.

Please refer to the "Required Information/Attachments" section below to identify information that should be included in your submission. Discussions and/or meetings will be conducted in order to capture more specific requirements.

Required Information/Attachments:

Required

- New or existing dashboard?
- What question(s) are we trying to answer with the dashboard?
- Target audience
- Calculation requirements submitted with functional documentation (Instructions, Letters, Policy) containing business rules and examples
- Data field requirements to include source system, format, type, field name, etc.
    - Do not attach data with this information, column names and field names along with the formatting requirements are sufficient

Additional helpful information

- Visualization desired
- PII requirements
- Filtering requirements
- Dynamically created views to include levels and multiple views

- 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)

    - **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
    - **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.

<u>Chief Data Steward Work Assignment</u>
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.

<u>Work Status</u>
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.”