



DEPARTMENT OF THE NAVY
BUREAU OF NAVAL PERSONNEL
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BUPERSINST 5230.10

BUPERS-07

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BUPERS INSTRUCTION 5230.10

From: Chief of Naval Personnel

Subj: SHAREPOINT PORTAL POLICY, GUIDANCE, ROLES, AND
RESPONSIBILITIES

Ref: (a) DoD Instruction 8550.01 of 11 September 2012
(b) SECNAV M-5210.1, Department of the Navy Records
Management Manual
(c) iNAVY Policy (version 5.0)
(d) SECNAVINST 5211.5E
(e) OMB Memorandum M-07-16
(f) 5 U.S.C. § 522 (Privacy Act) of 1974
(g) DON CIO 291652Z Feb 08
(h) DoD 5400.11-R, Department of Defense Privacy Program,
May 2007
(i) NAVPERSCOM M-5000.1, Navy Personnel Command
Administrative Manual (ADMINMAN)

1. Purpose. This instruction supplements current Interim Navy Sharepoint Portal Solution (iNAVY) policy and specifies Bureau of Naval Personnel (BUPERS) policy, guidance, roles, and responsibilities for end-user utilization of the Manpower, Personnel, Training, and Education (MPTE) SharePoint Non-Classified Internet Protocol Router (NIPR) sites, supporting BUPERS and its subordinate commands and activities.

2. Scope. This policy applies to all MPTE portal account holders for BUPERS and BUPERS subordinate commands.

3. Background

a. iNavy is designated by Deputy Chief of Naval Operations for Information Dominance (CNO N2/N6) as the Navy's enterprise SharePoint solution. It provides a collaborative framework to aid and enhance internal business processes for Department of

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the Navy (DON) commands. As a Navy enterprise initiative, it empowers organizations and communities of interest to interact in new ways. iNAVY provides capabilities for collaborative document exchange, data management, information search, business process workflow, business intelligence and dashboards, and more. iNAVY can be harnessed in countless ways to improve responsiveness by the Navy's military, civilian, and contractor community to fulfill mission requirements.

b. Reference (a) establishes policy, assigns responsibilities, and provides instructions for establishing, operating and maintaining DoD Internet services on unclassified networks to collect, disseminate, store and otherwise process unclassified DoD information. Reference (b) provides guidance on the permanent storage of completed work. Although the iNavy platform has many of the capabilities that are included in a records management system, it is not a DoD 5015-compliant records management repository and is not to be used to house official records that are targeted to be stored in an official records repository. Per guidance set forth, BUPERS uses Total Records Information Management (TRIM) to ensure proper management and storage of electronic records. Electronic Military Personnel Record System is the official records repository for Official Military Personnel File documents.

4. Discussion

a. The MPTE SharePoint portal, a tenancy hosted by iNAVY, serves as the business-facing portal for BUPERS and BUPERS subordinate commands, and is intended to provide interactive collaborative environments that enable information management (IM) and knowledge management (KM) on the Nonsecure Internet Protocol Router Network (NIPRNET). The MPTE instance of the iNAVY SharePoint Portal is an enterprise asset and will be managed as a program within the BUPERS Information Management Office.

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b. All DoD common access card holders and MPTE account holders have assigned levels of access to the portals based on roles and responsibilities.

c. The MPTE portal shall be utilized to fulfill the following MPTE business needs:

- (1) Collaboration
- (2) Content management
- (3) KM
- (4) Information dissemination
- (5) Business process automation
- (6) Business intelligence and dashboards
- (7) Strategic communication
- (8) Access to regional intranet sites

d. The best practice to promulgate and disseminate information among MPTE account holders is to upload files to designated document libraries and to copy and paste links into the body of e-mails. This best practice reduces network bandwidth utilization and email storage.

e. The MPTE portal must operate within the disk space allocated. Storage space limitations mandate that users be ever mindful of space limitations and use the portal for intended purposes. Account holders shall comply with the responsibilities set forth in paragraph 6d. "Current" is used to define files that were uploaded to the portal within the past 12 months; files that have been reviewed by a posting official within the past 12 months and deemed current; and files that remain in work.

f. Storage of completed work files and files older than 1 year on the portal, and no longer in use, would not be in compliance with command policy and is, therefore, prohibited.

5. Roles

a. Site Collection Administrator (SCA). An SCA primarily serves in information technology (IT) administrative and help desk roles at the echelons II and III level. An SCA has full control of all sites and content within a site collection. SCAs are able to perform all tasks within all sites within a site collection. An SCA can manage site collection features, site collection audit settings, and site collection policies from the top-level site. To qualify as an SCA, a user must pass the SCA exam within iNavy.

b. Site Administrator (SA). The SA serves in a collateral duty assignment. The SA is also responsible for creating new user groups and new sub-sites, along with all the functions of a Content Administrator. To qualify as an SA, a user must pass the SA exam within iNavy.

c. Content Administrator (CA). The CA serves in a collateral duty assignment. The CA is responsible for managing a site, its lists, libraries, and content. The CA has experience with SharePoint and is able to perform the technical activities required to ensure a site provides a solution to the business need of the organization. The CA will need SharePoint training as required. The CA will also require allocated time to review, manage, and update site structure.

d. Account Holders (AH). In this role, AHS utilize portal sites for current collaborative work per guidance set forth in this directive. The general permissions an account holder may have are:

(1) Contributor - Can view, add, update, and delete list items and documents. Site members are responsible for

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contributing content to a site and ensuring accuracy and up-to-date information on the site. They use the portal to access and share information.

(2) Visitor - Site visitors have read access to a site and can view pages and list items and download documents. Additional permissions may be provided as required.

e. Portal Control Board (PCB). The PCB is chaired by Bupers-07 CIO and is comprised of a member from each MPTE command who has content on the portal; they are the authority for the sites under the tenancy. It approves SCAs, developer approval, storage quotas, sandboxes, and services and support.

6. Responsibilities

a. SCA

(1) Manage MPTE (BUPERS/Navy Personnel Command (NAVPERSCOM), and Navy Recruiting Command (NAVCRUITCOM), homepage content.

(2) Maintain all sub-sites and content.

(3) Manage site design, security, and administration.

(4) Create new sites, grant content owners edit permissions, and provide standard templates to create Web pages and galleries of Web parts.

(5) Verify CAs are in compliance with the required training requirement prior to including their names in CA groups.

(6) Maintain CA portal groups.

(7) Ensure requests for portal support and new registration requests are processed in a timely manner via the following help desk process:

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(a) AHs submit a help ticket after they have solicited the assistance of their CA (the "first responder").

(b) If the CA cannot resolve the issue and the AH cannot access the portal to submit the help ticket, the CA shall submit the ticket on the user's behalf.

(c) SCAs receive, review, categorize, prioritize, address, and assign the help ticket for resolution.

(d) If the SCAs cannot resolve the problem, the ticket shall be escalated to the iNAVY SCAs for action.

(e) If users by-passed their CA per this process, the SCAs will reassign the ticket to the respective CA for resolution. The objective is to resolve a user's issue at the lowest possible level of support.

b. SA

(1) All responsibilities of a CA listed in paragraph 6c.

(2) Create new user groups and assign owners to those groups.

(3) Create new sub-sites and assign content owner roles to those sites.

(4) The SharePoint SA shall conduct periodic reviews of designated sites to ensure appropriate use and to ensure user content meets standards.

c. CA

(1) Ensure AH training requirements are completed.

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(2) Manage sites, site settings, and security permission to include group management, access requests, and creation and application of new groups.

(3) Create lists and documents libraries at the sites and sub-sites where the CA-level of access is applied to allow AHs (contributors) to upload content.

(4) Specify additional permissions for AHs at AH-assigned homepage and sub-site levels. Other levels of permissions up to CONTRIBUTE may be assigned to non-MPTE AHs on an as-needed basis as determined by CAs.

(5) Conduct periodic reviews of designated sites to ensure appropriate use and to ensure user content meets standards, including removal of prohibited data and personally identifiable information (PII) as required.

(6) Maintain situational awareness of users' access to sites and ensure permission levels are accurate and applicable.

(7) Provide basic end-user training upon request.

d. AH

(1) Users shall submit an iNAVY account registration request for an MPTE user from the following site:
<https://inavy.accessrequest.portal.navy.mil/>.

(2) Promulgate and disseminate information among MPTE AHs by uploading documents to designated areas and use links in emails to the documents in SharePoint libraries instead of attaching files to email correspondence. This best practice will reduce network bandwidth utilization and email storage by reducing the content in individual mailboxes.

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(3) Uploaded files are limited to 50 megabytes (MBs). Acceptable file types include: .doc/x, .xls/x, .ppt/x, .txt, .pdf, etc.

(4) SharePoint is intended for official use only. The portal shall not be used for unofficial data or for files that consume space intended for official data. Examples of unsuitable files or data are personal storage (pst) files, personal pictures, music, etc.

(5) The MPTE portal is not intended to be used as a file archive or storage site. Completed documents should be reposed in the intended file repository, e.g. TRIM. SharePoint will be linked to TRIM to ensure ease of file access. The search capability in SharePoint will also search linked repositories.

e. PCB

(1) Responsible for developing and publishing policy and practices for the use of the site collections under its tenancy.

(2) Responsible for ensuring they are represented at each PCB event, including regular meetings, conferences, and other events.

(3) Develop an active user community from which requirements and feedback are solicited on a regular basis. At a minimum, this community must include all SCAs in the tenancy.

(4) Providing recommendations regarding the creation of new site collections, the rearrangement of site collections, and the disposal of site collections are all part of tenant administration.

(5) Review all requests for a prospective SCA candidate prior to escalated privileges being granted.

(6) Review and approve all request for a prospective

developer candidate for developing sandbox solutions.

7. Types of sites currently available

a. Business Unit Sites: collaboration sites specific to the internal processes and information sharing of an organizational business unit for on-going content generation for day-to-day work. Business unit sites will be housed in site collections aligned to the overarching organization (e.g., BUPERS, NAVPERSCOM, NAVCRUITCOM, and Navy Manpower Analysis Center).

b. Community/Organization Sites: collaboration sites specific to an organization or group allow for contributions by members of the group. These sites will house working documents and content that is necessary to support the initiative.

c. Project Sites: collaboration sites specific to a project or program allow for contributions by members of the project team. These sites will house working documents and content that is necessary to support the initiative.

d. Application Sites: sites dedicated to a particular SharePoint-based business process.

e. My Sites: My Sites will give each user a central location to store and manage his or her personal documents, content, links, and contacts. My Sites also provide a profile page that is viewable by other members of the organization. A user's My Site will be able to display the users contact information, skills, and expertise to other users. My Sites are managed by iNAVY.

f. Additional site types must be approved by the PCB.

8. Site Collections and Site Naming

a. Business unit sites and uniform resource locator(s) (URLs) shall be named per their code's numerical designation in

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the organization structure, rather than the group's official title (e.g., PERS-5, BUPERS-07, N6, etc.). Additional details may be provided by the site description.

(1) Example 1:

Site Name: BUPERS-074

Site URL: /sites/BUPERS/07/074/

Site Description: Project Management Support Branch

(2) Example 2:

Site Name: NRD-San Francisco

Site URL: /sites/EastRegion/SFO

Site Description: San Francisco Navy Recruiting
District

b. Community/organization sites or project sites should be named either with an acronym or a closely related term as to the purpose of the site.

(1) Example 1:

Site Name: FRB

Site URL: /sites/ORGANIZATIONS/FRB/

Site Description: Functional Review Board

(2) Example 2:

Site Name: NPARS

Site URL: /sites/PROJECTS/NPARS/

Site Description: Navy Performance and Appraisal
Solution

9. Site Branding and Navigation

a. The master page will define the look, feel, and behavior of all the pages within the portal. Contained within the master page will be elements delineating navigation, branding, and functionality. All sites will leverage a master page and modifications are not permitted.

b. All sites shall be required to maintain the same enterprise branding, enterprise navigation menu, and enterprise footer.

c. Exceptions to the enterprise branding, or requests to add information to the enterprise branding, shall be submitted to the PCB via a service ticket.

d. The CA shall have control to change all other aspects of the site, including the logo, title, page layout, vertical quick launch menu, horizontal navigation tabs, and actual site content.

10. PII

a. All MPTE portal users are responsible for:

(1) Observing and complying with all applicable laws and policies regarding the protection of PII as outlined in references (c) through (i) (ADMINMAN 5210-120).

(2) Immediately reporting a PII data breach (as required by Office of Management and Budget DoD, and DON Chief Information Officer (CIO)).

(3) Reporting any potentially inappropriate posting of PII to the Internet Naval Sea Systems Command (iNAVSEA) Information Assurance Officer.

(4) Where possible, redacting or removing all unnecessary instances of social security numbers (SSN); or if the full or last four of the SSN are required, using the BUPERS/NAVPERSCOM sanctioned 999-99-9999 outlined in reference (i), ADMINMAN 5210-120.

(5) Ensuring that PII in context is protected and can be accessed only by those with a "need to know."

(6) Ensuring that whenever PII is requested from members of the public, a privacy advisory statement is provided to them.

b. The BUPERS Information Assurance Manager (IAM) and the BUPERS Privacy Coordinator are responsible for:

(1) Analyzing sample MPTE content for the presence of inappropriate posting of PII.

(2) Validating referred issues for violation of PII.

(3) Alerting affected parties and/or taking corrective action as prescribed by iNAVY policy.

(4) Providing oversight and acting as final adjudicator for all copyright and protected material incidents.

c. PII is permitted only within the specially designated MPTE portal PII area and must be registered with the BUPERS PII Coordinator. The following configurations have been applied to the PII area:

(1) iNAVY Policy:

(a) The site must contain "PRIV_" in the URL.

(b) Files containing PII shall include the prefix FOUO_ in the file name; e.g., FOUO_<FILE NAME>.

(c) The site shall be locked-down to only those with a "need to know."

(d) The site shall not have "All Authenticated Users" permission.

(2) Additional MPTE requirements include:

(a) The custom-branded PII Web site is differentiated by a red theme instead of a blue theme.

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(b) All PII designated sites must be approved by the BUPERS PII Coordinator and registered prior to site creation.

(c) Sites must be approved and authorized by BUPERS PII Coordinator.

(d) Searches within the PII designated sites will be limited and restrict view from those personnel without appropriate permissions.

(3) Additional details are provided in the Handling PII Standard Operating Procedures located at <https://mpte.portal.navy.mil/sites/PROJECTS/Portal/ProjectDocuments/Handling%20PII%20on%20MPTE%20portal.docx>

d. PII Violation Policy:

(1) Violation of any policy by any user requires a response from the authority for the site(s) on which the violation occurred. As a general rule, action taken depends upon the severity of the violation and the intention of the offender. In any case, the minimum action required follows this escalation:

(a) First offense - documented warning to the offender with opportunity to correct policy violation if applicable.

(b) Second offense - documented warning to the offender and his or her immediate supervisor along with the loss of elevated permissions in iNAVY for a period of no less than 30 days if the user possessed them.

(c) Third offense - permanent removal from any and all iNAVSEA related teams in which the offender is a member. This employee will no longer have any rights or be eligible for elevated rights on the platform. End-user rights may be granted.

(d) Intentional Misconduct - if the users intentionally and willfully violated policies and their actions have posed significant risk to iNAVY and its business, the users may be completely removed from the platform indefinitely. Notification of this action will be sent to their chain of command and to the BUPERS IAM.

(2) Pursuant to reference (c), PII data breaches have specific reporting requirements as per DoD and DON CIO directives. Failure to comply with these directives can result in severe criminal and/or civil repercussions.

11. Classified Information. Classified information is expressly prohibited from being placed on the portal. The portal is approved for UNCLASSIFIED//FOUO data only. PII is permitted in certain areas as designated above.

12. Site Storage

a. The portal shall be used for ongoing collaboration content. Requests to leverage the portal for large-scale storage requirements must be submitted to the MPTE PCB.

b. Each site collection shall be restricted to a total of 100 gigabytes. Requests to expand to a new site collection must be submitted to the PCB. SCAs will receive an alert when storage is at 90 percent quota and once 100 percent is reached the site will be read only.

13. Site Disuse. To ensure stale sites are removed and data storage reclaimed, non-corporately provided sites not accessed for 90 days will be slated for deletion. CAs will be notified if their site is slated for deletion and must respond affirmatively if continued availability is required.

14. Training Plan

a. For any new system, a solid training plan is required if the users are going to adopt the new system and use it

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effectively in their daily activities. All users of the system will require some form of role-based training.

b. Training requirements are listed below:

(1) SCAs are required to complete training provided by local training team and pass an exam provided by iNAVY.

(2) SAs are required to complete training provided by local training team and pass SA exam on iNAVY.

(3) CAs are required to complete training provided by local training team or SCA.

(4) End-users shall attend user training provided by local training department, as necessary.

c. Training tools available:

(1) SharePoint Resource Center - for MPTE help, examples of SharePoint-based solution, "how to" documentation and other resources.

(2) Pre-recorded Defense Connect Online training sessions.

(3) Instructor-led training by the BUPERS/NAVPERSCOM/NAVCRUITCOM Training Department, or by the portal project team or other competent individual(s).

(4) Online training from iNAVY (<https://iNAVY.portal.navy.mil/training/>)

(5) Publically available resources from sources such as Microsoft or YouTube.

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15. Advanced Customization

a. In order to meet diverse business needs, some customizations can be done that are applicable to mission. Anything that is beyond out-of-the-box capabilities must be submitted to the PCB.

b. Customizations that are not supported are those performed by the users at their own risk and at the risk of the users who use the sites, lists, libraries, or other content that has been customized.

c. Customizing the platform is constrained to tools that are available for customizing SharePoint XX: SharePoint Designer XX and Visual Studio XX, where XX represents the current version in use on the iNAVY portal. These tools should only be leveraged from a developer seat.

d. Supported customization by the SCA are:

(1) Creating sites, lists, libraries, and other native SharePoint content.

(2) Customizing Web parts pages, adding and editing pages, page layouts, master pages, and other page level components.

(3) Creating and customizing workflows using SharePoint's native interface, Microsoft SharePoint Designer, Microsoft Visio 2010, and Microsoft Visual Studio 2010.

(4) Creating and customizing business connectivity services to connect to valid, available data sources.

(5) Other SharePoint service components such as Access, Excel, InfoPath Forms, and Visio services.

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16. Support

a. Support will be provided via a multi-tiered approach. The support system consists of a network of support professionals: SCAs, SAs, CAs, and end-user support for first level support. The types of support required are operational support (both back-end system administrator and front-end system administrator support).

(1) Tier 0 - Self-Service Support. User should check for solutions to common problems and frequently asked questions online at <https://mpte.portal.navy.mil/sites/organizations/SRC/>.

(2) Tier 1. MPTE local site administrators are first line of contact for all users with questions and problems concerning the platform. Support staff will help users validate issues, understand features and functionality, resolve known issues, and escalate issues that require additional expertise or back-end administrative access to the platform.

(3) Tier 2. iNAVY support team provides Tier 2 support and has two roles in assisting users with issues. First, Tier 2 staff validates issues and reviews steps taken by Tier 1 support to make sure no troubleshooting steps were missed. Second, Tier 2 staff has elevated access to the platform and resolves common issues that require administrative rights.

(4) Tier 3. The Operations Team (Defense Information Systems Agency (DISA)/Microsoft) provides Tier 3 support and will engage appropriate support vehicles as needed. This includes collaborating with the operations staff, DISA and/or Microsoft support resources.

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17. Records Management. Records created as a result of this notice, regardless of media and format, shall be managed per reference (b).



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