**DEPARTMENT OF THE NAVY**
BUREAU OF NAVAL PERSONNEL
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MILLINGTON, TN 38055-0000

BUPERSINST 5230.11A CH-1
BUPERS-05
24 Apr 2021

BUPERS INSTRUCTION 5230.11A CHANGE TRANSMITTAL 1

From:  Chief of Naval Personnel

Subj:  TOTAL WORKFORCE MANAGEMENT SERVICES

Encl:  (1) Revised page 2 and 3

1.  <u>Purpose</u>.  To transmit revised page 2 and 3 of the basic instruction.  This change updates the Total Workforce Management Services (TWMS) Web site address.

2.  <u>Action</u>.  Remove page 2 and 3 of the basic instruction and replace with enclosure (1) of this change transmittal.

3.  <u>Records Management</u>

    a.  Records created as a result of this change transmittal, 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  change transmittal or the records disposition schedules, please contact your local records manager or the DON/AA DRMD program office.

A. Holsey
Deputy Chief of Naval Personnel

Releasability and distribution:
This change transmittal is cleared for public release and is available electronically only via BUPERS Web site:  ww.mynavyhr.navy.mil/References/Instructions/BUPERS-Instructions/.

BUPERSINST 5230.11A
BUPERS-05
21 Sep 2017

BUPERS INSTRUCTION 5230.11A

From:  Chief of Naval Personnel

Subj:  TOTAL WORKFORCE MANAGEMENT SERVICES

Ref:    (a) CNICINST 5230.1A

1.  Purpose

    a.   To implement the Total Workforce Management Services (TWMS) policy for the
management of personnel, position assignments, and total workforce resources throughout the
Bureau of Naval Personnel (BUPERS) activity and subordinate commands.

    b.   Major revisions to this instruction include the assignment of BUPERS, Total Force
Human Resources and Manpower (BUPERS-05) as the TWMS program manager for BUPERS
and the addition of roles and responsibilities for BUPERS-05, security officers, and military and
civilian personnel.

2.  Cancellation.  BUPERSINST 5230.11.

3.  Scope and Applicability.  This instruction is applicable to all BUPERS commands and
subordinate activities.

4.  Policy.  TWMS is the BUPERS resource for total workforce information.  All military and
civilian personnel are responsible and accountable for their role in the application as outlined in
this instruction.  This instruction is to implement the BUPERS claimant TWMS Program roles
and guidelines per reference (a).

5.  Discussion.  TWMS is a dynamic system used to validate personnel and billet information.
Data entered into TWMS must be complete and accurate.  TWMS manages and monitors
personnel training, security, gains, losses, demographics, recruitment personnel actions (RPA),
Performance Management System (PMS), alpha rosters, etc.  TWMS will continue to evolve and
expand to incorporate additional database sources as necessary and or available.  Per reference
(a), TWMS database includes data feeds from numerous authoritative military and civilian
personnel data systems.  Data feeds include:

a.  Military personnel and pay data from the Navy Standard Integrated Personnel System (NSIPS);

b.  Civilian personnel data from Defense Civilian Personnel Data System (DCPDS); Billet data from the Total Force Manpower Management System (TFMMS); and

c.  Billet data from the Total Force Manpower Management System (TFMMS); and

d.  The Navy Training Management and Planning System (NTMPS)/e-Learning, which is updated on a daily basis.

6.  <u>Roles and Responsibilities</u>. The Chief of Naval Personnel has assigned BUPERS-05 as the TWMS program manager for BUPERS.

    a.  BUPERS-05 responsibilities include:

    (1) Provide TWMS guidance and policy;

    (2) Monitor record validation and maintenance process;

    (3) Ensure proper access is granted to BUPERS personnel;

    (4) Monitor data accuracy and maintain data integrity;

    (5) Ensure there is consistency and standardization of personnel data, organization codes, and dates, etc.; and

    (6) Monitor and add training requirements.

    b.  Security officers interface with all personnel who check in and check out of the command.  Security officers must:

    (1) Request access for security officers through the TWMS home page interface, "click here for account application";

    (2) Validate and update personnel security information; and

    (3) Enter BUPERS contractor personnel in TWMS. Validate and enter personnel security data, organization code, and appropriate start and loss dates. Remove contractor personnel from TWMS upon their check out.

    c.  Military and civilian employees may access their personnel information on the TWMS self-service Web site at: https://twms.dc3n.navy.mil/ by selecting the "Click here for Self Service/my TWMS (Access your own record only)."  Employees must:

(1) Review their personal information and ensure all editable data fields are updated.

(2) Complete training:

    (a) TWMS and Privacy Act training is required for all personnel with access to TWMS (other than self-service).

    (b) Training support for TWMS consists of documentation (user guides, modules, and frequently asked questions (FAQs); video teleconferencing-style training using DCS, which uses open source technologies to provide enterprise-wide Web conferencing; and XMPP/Chat communication for the Department of Defense. The TWMS user guides, modules, and FAQs are available on the TWMS login screen.

(3) Request TWMS access based on position and official duties, e.g., muster and recall coordinator, manager, training coordinator, administrative support, or security manager, etc.

    (a) Complete and submit the online account application located on the TWMS home page https://dc3n.twms.navy.mil "Click here for account application." After completion of the application, it will automatically be forwarded to the appropriate access point of contact.

    (b) Commander, Navy Installations Command Help Desk will enable the access level once the request is approved by BUPERS-05.

    (c) Non-BUPERS personnel having BUPERS duties and an official need to view BUPERS data and records will be considered for access on a case-by-case basis.

2. Penalties. Data stored in TWMS is for official use only and is subject to protection under SECNAVINST 5211.5E. Any misuse or unauthorized disclosure of personally identifiable information (PII) may result in civil or criminal penalties.

   a. For civilians, any unauthorized access or misrepresentation of position to gain access, distribute, or share PII may result in disciplinary action up to and including removal for civilians.

   b. For military personnel, any unauthorized access or misrepresentation of position to gain access, distribute, or share PII may result in disciplinary action under the Uniform Code of Military Justice, article 92, and or administrative action.

3. Records Management. Records created as a result of this instruction, regardless of media or format, must be managed per Secretary of the Navy (SECNAV) Manual 5210.1 of January 2012.

4. Review and Effective Date. Per OPNAVINST 5215.17A, BUPERS-05 will review this instruction annually on the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, Department of Defense, SECNAV, and Navy policy and statutory

authority using OPNAV 5215/40 Review of Instruction. This instruction will automatically expire 5 years after its issuance date unless reissued or canceled prior to the 5-year anniversary date, or an extension has been granted.

R. A. BROWN
Deputy Chief of Naval Personnel

Releasability and distribution:
This instruction is cleared for public release and is available electronically only via BUPERS Web site, http://www.public.navy.mil/bupers-npc/reference/Pages/default.aspx