



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

BUPERSINST 5230.7A
BUPERS-07
16 Aug 2021

BUPERS INSTRUCTION 5230.7A

From: Chief of Naval Personnel

Subj: INFORMATION TECHNOLOGY SYSTEMS MAINTENANCE, FUNCTIONAL DEGRADATION, OUTAGE, AND URGENT SITUATION POLICY AND REPORTING PROCEDURES

Ref: (a) MYNAVYHRNOTE 5214 N1 of 12 Apr 21 (Canc: Apr 22) (NOTAL)

1. Purpose. To establish policy and reporting requirements to be followed in response to maintenance, functional degradation, outages, and urgent situations for Bureau of Naval Personnel (BUPERS) information technology (IT) systems. This instruction specifies the guidelines for reporting. Major revisions include the removal of several BUPERS administrative responsibilities, as the majority of systems are hosted in a data center or in the Cloud. Removed definitions, as the configuration change review board (CCRB) handles the associated duties and all maintenance actions are explained and approved at the CCRB. Removed report templates and inserted the report requirements and the security group e-mail address.
2. Cancellation. BUPERSINST 5230.7
3. Scope and Applicability. This instruction applies to all activities involved with the functional or technical management of BUPERS IT Systems.
4. Discussion. IT systems and supporting infrastructure are critical components of the Navy's operational environment. Deputy Chief of Naval Operations (Manpower, Personnel, Training and Education) (DCNO (MPTE)), and Human Resources' (HR) and financial systems are integral to all MyNavy HR business processes and are analogous to tactical systems; similar to command, control, communications, computers, and intelligence (C4) systems. MyNavy HR organization is dependent on these systems to deliver vital HR services that have a direct impact on fleet readiness. Therefore, IT systems must be managed and reported with the same rigor as other Navy tactical systems.
5. Policy. Timely notification of situations that potentially degrade, impair, or interrupt the delivery of vital HR services is necessary to effectively support Navy business and war-fighting domains. All BUPERS IT system maintenance, functional degradations, outages, and urgent situations will be reported by support activities per this instruction.
6. Action. BUPERS Information Management Office (BUPERS-07) Technical Advisor will serve as the focal point for monitoring outages and providing updates to Deputy Chief of Naval Personnel (DEP CHNAVPERS). Specifically, BUPERS-07 Technical Advisor will track IT system maintenance and availability, and monitor the reporting on all BUPERS IT systems.

BUPERS-07 Technical Advisor will forward all degradation/outage reports received from system service providers and program managers to Assistant Deputy Chief of Naval Personnel (ASST DEP CHNAVPERS), Deputy Chief of Naval Personnel (DEP CHNAVPERS), Chief of Naval Personnel (CHNAVPERS), front office staff, Command Information Officer (IO), functionals, MyNavy Career Center (MNCC), and Navy Personnel Command (NAVPERSCOM) Public Affairs Office (PERS-OOP). BUPERS-07 Technical Advisor is required to submit the following additional reports to BUPERS Command IO.

a. BUPERS IT System Monthly Scheduled Maintenance Report. This report will include a comprehensive scheduled maintenance plan of all BUPERS IT systems. BUPERS Command IO will provide this monthly report to DCNP no later than the 20th of the preceding month. This report will highlight any system that lacks reporting information, verification, or data validation.

b. Report Requirements. Reports containing specific information on the availability of BUPERS IT systems may contain information exempt from being released to the public, therefore, all reports must contain the following information and labeled "Controlled Unclassified Information (CUI)." All e-mails containing these reports must be encrypted when practical, and sent to BUPERS_IMOMC@navy.mil.

- (1) 1. SUBJ:
- (2) 2. COMMAND:
- (3) 3. INCIDENT:
- (4) 4. MEANS OF NOTIFICATION:
- (5) 5. DATE/TIME OF INCIDENT:
- (6) 6. NARRATIVE DETAILS:
- (7) 7. ACTIONS BEING TAKEN:
- (8) 8. ETR:
- (9) 9. MISSION IMPACT:
- (10) 10. WHO HAD ALREADY BEEN NOTIFIED:
- (11) 11. MEDIA INTEREST:
- (12) 12. INTENTIONS FOR REPORTING TO HIGHER AUTHORITY:

7. Point of Contact. Information Management Office (BUPERS-07) Technical Advisor is the point of contact. All correspondence will be routed to e-mail: BUPERS_IMOMC@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 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-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.

10. Information Management Control. Reporting requirements contained in paragraph 5 of this instruction are exempt from reports control per SECNAV M-5214.1 of December 2005.



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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/>.