



DEPARTMENT OF THE NAVY
COMMANDER
NAVAL EDUCATION AND TRAINING COMMAND
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NETCINST 5222.1B
N04
21 Nov 2022

NETC INSTRUCTION 5222.1B

From: Commander, Naval Education and Training Command

Subj: ENTERPRISE TASK MANAGEMENT SOFTWARE SOLUTION BUSINESS
RULES

Ref: (a) SECNAV M-5216.5 of May 2018
(b) SECNAVINST 5430.7S
(c) OPNAVINST 5430.48E
(d) Director, Navy Staff Memo of 4 May 22
(e) NETCINST 5216.1

Encl: (1) ETMS2 Business Rules

1. Purpose. To provide guidance on using Enterprise Task Management Software Solution (ETMS2) as the authoritative correspondence management system for Naval Education and Training Command (NETC) and provide policy for consistent usage by all commands within the NETC domain.

2. Cancellation. NETCINST 5222.1A.

3. Applicability. This instruction applies to all NETC domain users of ETMS2.

4. Background. ETMS2 replaced the Department of the Navy Records and Consolidated Knowledge Enterprise Repository (DON TRACKER) as the official tasking and tracking system for managing official correspondence and assigning administrative staff actions.

5. Definition. For the purpose of this instruction, correspondence is defined as any communication exchange that may serve as documentation of events, to include, but not limited to, letters, memorandums, endorsements, briefs, directives (instructions and notices), and e-mails.

6. Process. All unclassified Naval correspondence will follow guidelines set forth in reference (a). Correspondence to Secretary of the Navy (SECNAV) (reference (b)), Office of the

Chief of Naval Operations (OPNAV) (reference (c)), and NETC will be entered in ETMS2 using reference (d) as guidance.

7. Action. All users of ETMS2 will abide by the business rules set forth in enclosure (1) and the guidance provided in reference (e).

a. The NETC Administrative Officer, N04, serves as the central authority for prioritizing, managing, coordinating, and tracking:

(1) All external taskers assigned to NETC for action requiring Front Office approval or signature.

(2) All NETC taskers requiring Front Office approval or signature.

b. NETC Division Directors, Special Assistants, and Echelon 3 Commanders and Commanding Officers are responsible for prioritizing, managing, coordinating, and tracking:

(1) All external taskers assigned directly to their department or command.

(2) All taskers generated by their department or command.

8. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the records disposition schedules located on the DON Assistant for Administration, Directives and Records Management Division 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 the local records manager.

9. Review and Effective Date. Per OPNAV Instruction (OPNAVINST) 5215.17A, NETC will review this instruction annually around the anniversary of its issuance date to ensure

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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 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 need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.



C. COLLINS, JR.
Chief of Staff

Releasability and distribution:

This instruction is cleared for public release and is available electronically on the NETC Public web site (www.netc.navy.mil) or by email at netc-directives@us.navy.mil.

ETMS2 BUSINESS RULES

1. Task Managers. Each command is required to have a Task Manager assigned as the Point of Contact (POC) for their taskers.

a. Task Managers are responsible to their leadership for timely completion of taskers.

b. Task Managers are responsible for user and team management within their organization.

2. Roles and Terms

a. Initiator. The user or team that created or originated the tasker.

b. Primary Office of Primary Responsibility (Primary OPR). User or team designated as the primary or lead for the tasker by the initiator. This team or user is overall responsible for review and completion of taskers sent from the initiator.

c. OPR. The user or team assigned by the Primary OPR to prepare the proposed tasker response for the Primary OPR review. This team or user is required to consolidate any information provided by coordinating offices and to provide package or product required by the tasker. OPRs are responsible for the final product and its approval.

d. Office of Coordinating Responsibility (OCR). The user or team that provides input to the OPR for consideration. OCR is expected to actively provide support and input to OPR or Primary OPR as required.

e. OPR - Coordinating (OPR-C). Subordinate user or team assigned by an OCR to lead and prepare the OCR response for review by the parent OCR.

f. OCR-C. Subordinate assigned by an OCR to provide collateral input to the OPR-C.

g. Carbon Copy. Information only copy. No action required.

h. Team. A group of users that is authorized to respond on behalf of the team. Team represent commands, departments, divisions, and Approving Officials.

i. Parent Team. Organizational team that ETMS2 users are assigned. Users assigned to a Parent Team act on behalf of the team to accept or reject and complete the tasker, or to concur or non-concur on Approval Route actions.

j. Guest User. Users assigned to a Parent Team can also be assigned as a guest user to any other team. Guest users have all the rights of the Parent Team and can accept, reject, or complete a tasker and concur or non-concur on an approval route.

NOTE: When users are on multiple teams and require Outlook notifications for more than their Parent Team, the use of email distribution groups are recommended for selection until future ETMS2 functionality is available.

k. Document Library. The Document Library within a tasker is a linked form from the tasker SharePoint site. Within the Document Library are three folders: Original Documents, Supporting Documents, and Final Documents. Only the initiator has write permissions to the Original Document folder. The initiator, OPR, and OCRs have write permissions to the Supporting Document folder. The initiator and OPR have write permissions to the Final Documents folder.

3. Tasker Details

a. General. Task ID: Task ID is displayed in a green or blue banner across the top of the tasker window. A unique identifying number is assigned to each tasker in ETMS2. Task IDs always start with "DON" on NIPR and "DONS" on SIPR. The second set of digits in the task number represent the date the tasker was created using YYMMDD format. For simplicity, taskers and packages are tracked or referenced by the last four alphanumeric digits of the task ID (e.g., "VVGL").

b. Subject. Tasker subject lines are required to use appropriate naming conventions.

c. Suspense Date. Ensure that assigned due dates are realistic. Consider required routing, who must provide final approval, and calculate the time required to complete all steps. All taskers that require approval or review by Commander, NETC require a minimum of 5 business days for review. Therefore, task managers should ensure that the minimum time for final review and approval of Senior Leader(s) is factored into the suspense date.

d. Warning Threshold. This field (annotated in hours) shifts the green "stoplight" status to yellow when this threshold is tripped. After the suspense date, the "stoplight" will change to red. OPRs and Initiators can edit this for subordinate organizations that may need more time and awareness to complete taskers. It is purely a visual aid for task managers and tasked organizations, allowing users to quickly see when taskers are due and task managers to effectively follow-up on taskers that should be nearing completion.

e. External Tasker ID. This field is blank when the tasker is initiated by the Navy. If the tasker is initiated outside of the DON and ETMS2 by an external agency, this field will reflect the tasking organization's Team ID.

f. Origin. For taskers originating within the Navy, Navy should be selected by default. If entering a tasker from an outside organization without an approved External Task System connection, you can alter this field to identify the organization who originated the tasker.

g. Owner. This displays the current team "view" being accessed. When opening a tasker after using the search bar, this will always default to the initiator view. Scroll down to the bottom to "Task Status" and click another team to see the alternative team view selected.

h. Standard Subject Identification Code (SSIC). SSICs specify filing and record maintenance procedures and provides SSICs for the Navy. The SSICs are the standard system of numbers and letters used throughout the Navy for categorizing departmental documentary material by subject.

i. Status Notes. This is a free text field that allows teams to quickly tag a status to their tasker and display this

in tasker views. Best practice is to display the most recent status of a tasker here and follow up with a "Tasker Note" within the tasker as well.

j. Classification. Select the appropriate classification for your tasker here. NIPR tasker options include: UNCLASSIFIED, UNCLASSIFIED CUI, UNCLASSIFIED PERSONALLY IDENTIFIABLE INFORMATION (PII) and SIPR ACTION TRACKER. If selecting CUI or PII, ensure the Private box (detailed in paragraph 3l) is checked.

k. SECRET Classification. Correspondence classified as SECRET will be processed on DON SIPR ETMS2.

l. Private. Taskers that include PII, such as full SSN, date of birth, and medical information require special handling and precautions (medical records, awards, etc.). These taskers must be marked with the appropriate classification level (Unclassified PII) and must use a depersonalized subject line. These taskers should be marked "PRIVATE" to protect data contained within the tasker that is sensitive but not classified (leadership may mark taskers as "private" to protect sensitive but not classified notations).

m. Priority. This field is used to indicate the urgency and approval level of a tasker.

- (1) Normal
- (2) High
- (3) Very High
- (4) Critical

n. Authority. Select the highest Authority that must act upon the tasker (approve, decide, reply, sign, etc.).

o. Action. This field identifies required actions to complete the tasker.

(1) Sign. This field is used whenever a signature is required on any document (letter, memorandum, report, certificate, coordination sheet, etc.).

(2) Approve. This field is used when a decision is required, but not a signature.

(3) Coordinate. This field is used when seeking concurrence or non-concurrence from an organization. Comments and recommendations may be solicited.

(4) Info Only. No action required. May be used for disseminating signed or approved memorandums, letters, or other correspondence.

(5) Direct Reply. No NETC action is required. The OPR responds directly to the writer without approval or signature of a higher echelon. The OPR determines the level of response within their organization, but should be of at least equal rank or organizational level as the writer of the incoming correspondence, if applicable and appropriate. When the action has been tasked by NETC, an electronic copy of the reply will be loaded into ETMS2 Supporting Documents folder. The OPR is responsible for retaining a copy of all direct reply responses. Direct Reply responses should begin with a reference to the constituent's correspondence and who the response is "on behalf of."

(6) Appropriate Action. NETC action or action listed in subparagraphs 3o(1) through 3o(5) is not required. Completion of the tasker is at the discretion of the OPR. May be used for disseminating signed or approved memorandums, letters, or other correspondence that may have implied tasks to the recipients.

(7) Draft Reply. Used when a draft reply is required from the OPR for NETC.

(8) Guidance. Used for disseminating guidance.

(9) Action Officer (AO) Coordination. Tasker is for AO tracking, coordination, or inter office coordination only.

(10) Legal Coordination. Used whenever a legal review and comments are required.

(11) Other. Describe the action required in the instructions.

p. Category. This drop-down assignment should correspond with the SSIC selected and is a broader explanation or category identifying the type of tasker.

q. On-line Help. The help function in ETMS2 (marked by a "?" icon) will link users to www.MilSuite.mil and provide access to user guides, user tips, and training aides. All other issues with the system should be addressed by accessing the Army Enterprise Service Desk (AESD) Portal at <https://snpro.aesdw.army.mil/sp?id=index> and placing a trouble ticket. The Secretary of the Army is the Executive Agent for ETMS2.

r. Document Library. When a tasker is created, a unique SharePoint site and Document Library is created for tasker work and coordination. There are three document libraries in each ETMS2 tasker: Original Documents, Supporting Documents, and Final Documents. Below are the descriptions and rules that apply to these libraries:

(1) Original Document Library. This library is used for any documents originating from the tasking organization. It may include background information, correspondence that generated the tasker, specific formats, and documents that require review. Original documents can only be edited by the initiator. All other roles have read only access to these documents.

(2) Supporting Document Library. This is a working library where OCRs place any of their responses and documents. OPRs should also use this library to consolidate their deliverables to NETC. Supporting documents can be edited by the initiator, P-OPR, OPR, OCR, OPR-C, and the OCR-C. Those that are copied for informational purposes have read only access to these documents.

(3) Final Documents Library. This library facilitates Navy coordination and electronic records management. OPRs will only place documents referenced in the "My Response" section in this library. Documents that require signature or approval will be free of open comments, track changes, line numbers, and draft labels or watermarks. OPRs will mark classified documents with declassification instructions. Additionally, this library will store a completed record of the tasker that includes signed and approved deliverables. Final Documents can be edited by the

initiator, P-OPR, and OPR. All others have read only access to these documents.

(4) File Names. Electronic files should be clearly marked as stated on the Action Memo or Brief Sheet.

s. My Response. OPRs draft the final response and OCRs provide collateral input for the OPR. The My Response section provides the framework for a decision to be made, but in most cases is not the decision document. If a section is not required, use "N/A." Responses must include the minimum content in subparagraphs 3s(1) through 3s(7):

(1) Tasker Response.

(2) Recommendation(s). Provide a brief statement outlining the recommended course of action by the final approval authority and include supporting details. Most packages have one of the following actions:

(a) Obtain Coordination

(b) Obtain Approval

(c) Obtain Signature

(d) Provide Information

(3) Key Points. Input the critical information (e.g., the Bottom Line Up Front (BLUF) for leadership).

(4) Staff Action Documents. All documents must be clearly labeled as stated on the Action Memo or Brief Sheet.

(5) OPR and Lead Organization. List the Principal or Deputy of the lead organization (e.g., the Primary OPR) who approved the action.

(6) OPR AO. List the primary AO (Name, office, e-mail, office phone, telework phone (if applicable)).

(7) Staff Coordination. Include key agencies used to coordinate the action and the senior official who reviewed (i.e., Agency Name, POC, date, concur or non-concur). For legal

opinions note the specific lawyer who reviewed the tasker. This will reflect the Senior Leader Approval Process (SLAP) or approval route that is required. This section is tailorable with respect to the service inputs and approval level required.

(a) Staff Packages. The following minimum "My Response" summary is required when packages originate from normal organizational functions, tasks, and requirements and are initiated in ETMS2 for leadership review and approval.

(b) POC or AO submitting package (Name, email, phone number).

(c) Suspense Date for leadership review. Include timelines for other leadership suspense approvals if known.

(d) Outside Agency Date. Mark this section N/A if tasker stays within the DON.

(e) Subject.

(f) Purpose. Direct, concise statement that summarizes the intent of the staff package.

(g) Almost all staff packages are submitted for one of four types of actions: Coordination, Approval, Signature, or Information.

(h) Background. Summarize the origin of the tasker in relation to letter received, awards board processes, etc.

(i) Discussion. Summarize the most important implications of this staff package to show impact to Navy.

(j) Views of Others. Summarize coordination and any external perspectives and implications. Summarize any critical, major, or substantive comments and their adjudication.

t. Tasker Notes. This section is a free text running log entry for task comments and statuses to be entered and tracked. It is visible to all users who access the task in any team view. Use this for historical tasker management and tracking of correspondence sent. This should not replace the "My Response" section provided to organizations.

4. Working and Completing Taskers

a. Tasker Work Flow: Initiated, Assigned, Accepted, Work and Coordination; Submit for Approval; Complete and Close.

b. Assess your tasker upon receipt via a link provided in the Outlook notification email, tasker link, or by accessing it through the ETMS2 tasker menu. Ensure the following:

(1) Lead Team (OPR) correctly assigned. When a tasker is assigned by the initiator, the Primary OPR has 48 business hours to "reject" a tasker that does not fall under their cognizance or portfolio. After 48 business hours, the assigned Primary OPR must take action or coordinate with the appropriate action office, provide POC information for the new action office that is willing to accept the tasker, and obtain an extension (if required) before the tasker is transferred to another agency.

(2) The tasker is clear and deliverables understood. If unclear, contact your Task Manager for assistance.

(3) Due date is achievable.

c. If all three of the criteria in paragraphs 4b(1) through 4b(3) are correct, click the "Accept" action button to begin work and coordination.

d. Keep tasker workflow information up to date. Always annotate package location in "Status Notes" field or "Tasker Notes" section. Status Notes is a quick tag that can be viewed from the main Tasker Views or via customized "My Views." Status Notes are unique to a team and will vary based upon the team view selected. Tasker Notes allows for a chronological log of statuses, updates, comments, or correspondence to be tracked within the tasker while coordination is on-going and remains the same in every team's view or copy of the tasker.

e. Track all assigned taskers to completion. Do not neglect a tasker after it enters the routing chain. An action completed is not a tasker completed.

f. Ensure Tasker Package stands on its own. AOs must make the tasker package as complete as possible. Attach appropriate references and relevant e-mails and working documents. A complete package helps speed up routing and decision-making. Additionally, issues often resurface. Therefore, a complete package allows future AOs to take advantage of previous work when addressing the same or similar issues.

g. Submit tasker for leadership approval prior to clicking "Complete." Once revisions are made and approved, user will complete the tasker by clicking "Complete."

h. Internal Taskers. The tasker system can be a valuable tool to manage internal work. Anyone with an ETMS2 account can create taskers. Tasker initiators should follow tasker creation guidelines outlined in this directive and contact your Task Manager with any questions about routing considerations.

i. Coordination. Assign coordinating offices as "OCR" in Manage Assignments when a draft document is ready to be reviewed by other equity holders. Set the due date for comments or review.

j. Senior Leader Approvals. Routing and approval by senior leadership will be annotated and completed within the ETMS2 system. AOs will submit to leadership via the "Submit for Approval" action button and place the appropriate routing chain template or manually enter leadership required to review and approve package being routed. Senior leaders will log in to their ETMS2 account and make approvals as required via link provided in Outlook email notification, the "My Approvals" tab, or from the main menu for Approvals.

(1) The OPR will adjudicate all comments received from leadership.

(2) Modify the draft document, as required, and upload the completed document into the Final Documents library in ETMS2.

(3) The OPR will enter "My Response" section of the ETMS2 tasker per paragraph 3s of this enclosure.

k. All teams are expected to route electronically to their leadership via "Submit for Approval" within ETMS2. Multiple approval routes can be active within a tasker, but only one approval route can be active per team at a time. For example, two OCRs may have two separate approval routes open, but an individual OCR can only have one active route at a time.

5. Managing Taskers

a. Re-assigning Taskers. When a tasker is assigned, the tasked Team has 24 business hours to reject taskers that do not fall under their cognizance. After 24 hours have lapsed, the tasked team must coordinate with the appropriate action office and obtain an extension (if required) before the tasker is transferred to another team for assignment.

b. Extensions. Tasker extensions must be requested by the OPR to the Primary OPR or Initiator. Taskers should be assessed upon receipt and if additional time is anticipated, the request should be submitted as early as possible to allow any required coordination with offices external to NETC. Requests are made within in ETMS2 by clicking "Request an Extension" and follow up by phone or e-mail is required. Requests should not be made after the tasker is already overdue.

c. Status Reports. Task Managers must aggressively manage all taskers assigned to their department or organization. Review the "My Teams and Teams I Manage" view and use the "Advanced Search" mechanism to create customized views to see data necessary to efficiently manage active tasking. Ensure taskers assigned to your respective teams remain on-track and not overdue.

d. Coordination Task. Pay special attention to taskers in which the team is assigned as OCR. Thorough coordination ensures that the final response is complete and correctly addresses all stakeholder equities. Coordinating offices are expected to reach out to the OPR assigned to ensure appropriate support is provided. OCRs should also be placed in the routing chain to review the final product before leadership reviews.

e. Routing an ETMS2 Tasker for Approval. SLAP is the process of routing a staff package for senior leader approval.

The approval process in ETMS2 automatically routes a staff package through the desired approval route via stages and steps.

(1) Stages. Senior Leader Approval Routes generally have multiple stages or levels of approval. Each stage executes sequentially and does not become active until the stage that precedes it is complete. Only assignees or administrators in an active stage can act and select one of the action sets assigned to them. A stage will not complete until all steps in that stage are complete.

(2) Steps. A step is any user or team in ETMS2 that is assigned to review or approve the staff package. A step must contain at least one action set. A stage can contain multiple steps. Approve with Complete or Approve with Release must be in the last stage of the route.

(3) Designation as the Lead Organization. The route initiator will designate a lead organization for the tasker, providing approvers with visibility of what organization has overall responsibility. By default, the Lead Organization will be the OPR under the assignment that is initiating the SLAP. If there is no OPR, the Lead Organization will default to another entity.

(4) Legal Review. If legal review is required, the route initiator will define the office providing the legal review for the tasker.

(5) Consolidated Responses. Allows the route initiator to select the specific responses they wish to display to the approvers on the route itself.

(6) Primary Approver. Allows the route initiator to select a user or team in the approval route to be designated as the Approving Authority within the route.

(7) Action Pairs in Route Stage. The below actions are paired together and can be selected for each step in the routing process.

(a) Approve or Disapprove. Approve allows the package to move to the next stage. Disapprove stops the process

and allows the initiator of the route to rework and re-open the route.

(b) Approve with Release or Disapprove. Approve with Release allows that step to release the proposed e-mail that is part of the Tasker response. Disapprove stops the process and allows the initiator to rework and re-open the route.

(c) Approve with Complete or Disapprove. Approve with Complete completes the copy of the tasker for the assignee that executed the route if they were an OPR or OCR.

Note: For an initiator, the "Close" option must be selected or the tasker will remain active. Disapprove stops the process and allows the initiator of the route to rework and re-open the route.

(d) Concur or Non-Concur. The Concur and Non-Concur action pair allows the organization or individual in a step to provide their coordination and recommendation while allowing the route to move forward to the next stage even if a Non-Concur is selected.

(e) Information Only. No action required by the recipient, it is for informational purposes only.

(f) Approve, Disapprove, or Send Back to Previous Stage. Allows for the same actions summarized in paragraph 5e(7)(a) of this enclosure but adds the ability for the recipient to send the package to someone in a stage prior to the current Active Stage.

Note: It does not stop the route as Disapprove does. Use of the action pair "Approve, Disapprove, or Return to Previous Stage" is the preferred action pair over "Approve or Disapprove" as it allows for reopening of the approval route to the entity who "returned" the package versus requiring a new separate approval route. No Legal Objection or Legal Objection. No Legal Objection and Legal Objection both allow the Organization or Individual in a step to provide their legal review and

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recommendation thereby allowing it to move to the next stage no matter whether No Legal Objection or Legal Objection is selected.