CAE (J-4)
TRANSFORMATION

DHA Component Acquisition Executive (CAE) (J-4) New Employee Onboarding Handbook

Oct 2017

Table of Contents

Section 1. Welcome 3
1.0 Purpose of this Handbook 3
1.1 About the Defense Health Agency 3
1.2 DHA CAE (J-4)'s Vision, Mission, and Values 5
1.3 Internal organization 7

Section 2. Getting Started with Onboarding 10
2.0 Onboarding into DHA CAE (J-4) 10

Section 3. Resources, Useful Information, and Policies 15
3.0 Employee Resources and Useful Information 15
3.1 DHA CAE (J-4) Policies 16

Appendix A. Onboarding Checklists 17
Appendix B. System Requirements 18
Appendix C. Forms 20
Appendix D. Time Card Codes 28
Appendix E. Resources and Frequently Called Numbers 29
Appendix F. Acronyms 31
Appendix G. DHA CAE (J-4) Leadership and Points of Contact 33

Section 1. Welcome

1.0 Purpose of this Handbook

This handbook was prepared to assist new employees understand DHA, its mission, vision, and values and how the Component Acquisition Executive (CAE) (J-4) fits into this ever evolving Agency. This handbook also explains how a new CAE (J-4) employee onboards into our organization from a variety of geographic locations. Additionally, this handbook provides simple explanations of those items needed to quickly complete the onboarding requirements, as we know the importance of a rapid, seamless onboarding process. This handbook includes:

- Important contacts,
- Required forms,
- Policies and guidance, and
- Links to onboarding checklists

Our goal is to update the information contained within this handbook when changes occur, however there may be times where updates and policy changes may not always align. If you have any questions regarding this handbook or the information contained within, please refer to the contacts list located in Appendix G or talk with your supervisor.

1.1 About the Defense Health Agency

The DHA is a is a joint, integrated Combat Support Agency (CSA) that enables the Army, Navy, and Air Force medical services to provide a medically ready force and ready medical force to Combatant Commands in both peacetime and wartime. The DHA supports the delivery of integrated, affordable, and high quality health services to Military Health System (MHS) beneficiaries and is responsible for driving greater integration of clinical and business processes across the MHS by:

- Implementing shared services with common measurement of outcomes;
- Enabling rapid adoption of proven practices, helping reduce unwanted variation, and improving the coordination of care across time and treatment venues;
- Exercising management responsibility for joint shared services and the TRICARE Health Plan; and
- Acting as the market manager for the National Capital Region (NCR) enhanced Multi-Service Market, which includes Walter Reed National Military Medical Center (WRNMMC) and Fort Belvoir Community Hospital (FBCH).

DHA also manages ten Enterprise Support Activities (ESA) that serve the entire MHS, including administering the TRICARE health benefit. The ten ESAs are a set of support functions that serves the entire MHS. These services highlight the diverse and complex responsibilities of military medicine:

- Pharmacy Programs
- TRICARE Health Plan

- Health Information Technology (HIT)
- Budget and Resource Management
- Medical Logistics
- Facilities
- Contracting/Procurement
- Research, Development and Acquisition
- Public Health
- Education and Training Directorate

The DHS supports the quadruple aim of the MHS: to increase readiness, provide better care, promote better health, and lower costs. The MHS presently cares for almost 10 million Americans of all ages, delivering care in military hospitals or clinics, or providing coordinated care through our civilian TRICARE networks.

Part of the DHA mission is the administration of an exceptional TRICARE benefit, and the added security that is offered through a worldwide civilian healthcare network of providers. Whether care is delivered in military medical treatment facilities (MTF) or the civilian network, DHA is responsible for ensuring care is easily accessible, high quality, and safe for the military community and their families.

The DHA, as an integral part of the MHS, is an institution of national importance. DHA serves 9.4 million beneficiaries, but our work influences global health and the American health system. DHA is a public institution and accountable to a very broad set of stakeholders – our leaders, our combatant commanders, our beneficiaries, Congress, and the American people. Public institutions require public trust, demand integrity, and must be transparent to all who we serve.

DHA exists to support the warfighter, and they accomplish that through a system that ensures our men and women in uniform are medically ready. DHA sustains their health through a ready medical team of physicians, nurses, other health professionals and an enlisted medical force that is better trained and prepared than any in the world. DHA strives to enable and better support the Services in this shared mission.

DHA is made up of 9 Shared Services as indicated in ***Figure 1***. DHA CAE (J-4), as one of DHA's shared services, acts as the acquisition business advisors to DHA leadership.

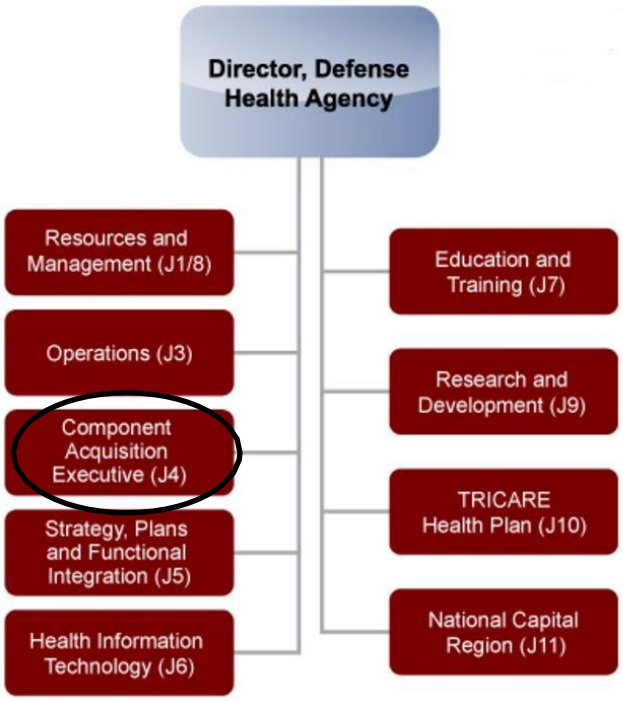

Figure 1: Defense Health Agency Organization Chart

The CAE (J-4) is responsible for oversight and approval of all acquisition matters for the DHA, including both those acquisition matters performed under purview of the Agency's Program Executive Officers as well as those acquisition matters undertaken within the Agency's directorates and offices, except for acquisition matters explicitly reserved for oversight and approval by the Under Secretary of Defense (Acquisition, Technology, and Logistics).

Acquisition functions that fall under the CAE (J-4) purview include product conceptualization, program initiation, design, development, test, production, deployment, logistical support, modification, and product disposal. The CAE (J-4) oversees these functions as they are applied to the acquisition of supplies, equipment, services, information technology (IT) systems, and infrastructure to satisfy the DHA's mission to provide a medically ready force and a ready medical force.

In addition, the CAE (J-4) is responsible for creating a professional, agile and motivated DHA defense acquisition workforce that consistently makes smart business decisions, acts in an ethical manner, and delivers timely and affordable capabilities

1.2 DHA CAE (J-4)'s Vision, Mission, and Values

Our Vision, is for "***The DHA culture embraces and applies the full range of Acquisition disciplines, resulting in efficient delivery of effective medical products and services.***"

Through our Mission of "***Partnering with our MHS customers in executing the MHS Medical mission, the DHA J-4 provides comprehensive and effective acquisition and procurement services through innovative management, policy guidance, processes, and life cycle oversight, that positively influence the patient experience, health, cost of care, and readiness of those entrusted to our care.*** CAE (J-4) is firmly committed to ensuring the needs of its customers, both current and future, are met to the fullest extent possible.

Developing a guiding Vision and Mission also required the CAE (J-4) to take stock of our core values. The list of values below articulates our priorities and commitments.

- ***Trust*** – The execution of our responsibilities invokes a firm belief within our organization and among customers and other stakeholders that we deliver reliable and correct procurement solutions that satisfy customerneeds.
- ***Respect*** – Our organization values diverse professional and personal experiences.
- ***Empowerment*** – The individuals comprising the Procurement Division are enabled and supported by our organizational culture to do their best work.
- ***Commitment*** – We are dedicated to the pursuit of excellence to meet the needs ofour 7customers and serve our ultimate client, MHSbeneficiaries.
- ***Stewardship*** – Our management of human and financial resources entrusted to us reflects our recognition of their importance to thetaxpayer.
- ***Integrity*** – Our business model is grounded in fairness, equity, andhonesty.
- ***Partnership*** – We value collaboration as a means to strengthen our ability to deliver appropriate sourcing solutions to meet the MHS' variedneeds.

- ***Accountability*** – We accept responsibility for our actions and appreciate lines of accountability as integral parts of the continuous improvementprocess.

CAE (J-4)'s strategy statement is "***To be a world-class procurement organization – from requirements definition to contract closeout – through cost-effective, customer-centric, and responsive operations***."

Our focus is to provide customer value while enabling DHA to achieve its objectives of Strengthening Our Role as a CSA, Fortifying Our Relationship with the Services, and Optimizing DHA Operations. Customer insights, experiences, and requirements drive our initiatives, projects, and activities. ***Figure 3*** below depicts the critical activities we must do well to achieve our Mission, as well as how well we are doing them based on the voice of the customer.

CAE (J-4) strategic objectives (***Figure 2***) encompass three components; procurement excellence, people-centered, and continuous improvement.

- **Procurement excellence** – Provide high quality and cost effective procurement services.
- **People-centered** – Create a people-centered organization which focuses on professional development and job satisfaction.
- **Continuous improvement** – Foster a learning environment in which organizational processes and outputs are constantly evaluated and improved in light of their efficiency and effectiveness.

Figure 2: DHA CAE (J-4) Strategic Objectives

1.3 Internal organization

In October 2016, the DHA reconfigured its original Directorate structure to a Joint or "J"-Staff architecture. This reconfiguration reflected DHA's updated strategic goals and plan and furthered their achievement. The new configuration also restructured DHA staff to achieve better alignment with its customers – the Services and the Combatant Commands. The Acquisition Directorate (AcqD) became the CAE (J-4), reflecting the organization of similar CSAs, such as the Defense Logistics Agency (DLA).

The CAE (J-4) is organized into seven divisions as shown in ***Figure 3***. Each division is responsible for a portfolio of acquisition projects and/or specific procurement capabilities.

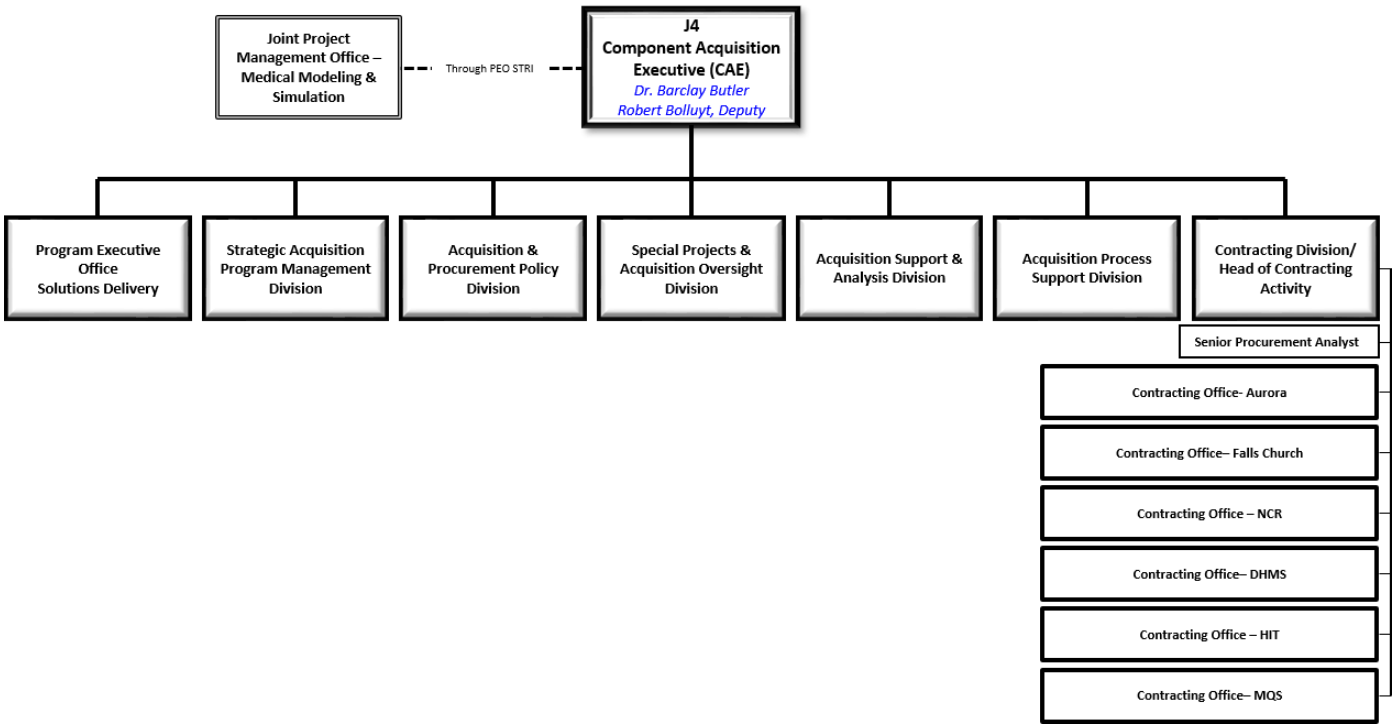

Figure 3: DHA CAE (J-4) Internal Organizational Structure

Joint Program Management Office – Medical Modeling and Simulation (JPMO-MMS): responsible for the development, production, test and evaluation, fielding and life cycle sustainment of integrated materiel solutions in support of medical training requirements across the full continuum of care.

Program Executive Office – Solutions Delivery (PEO-SD): supports MHS HIT applications through project and program management with enterprise-wide master scheduling, standardized workflow and role based training development/implementation. Provides organizational change management services and operational systems integration down to military hospitals and clinics worldwide

Strategic Acquisition Program Management Division (SAPM): supports the delivery of integrated, affordable, and high quality health services to beneficiaries of MHS through disciplined acquisition program management. SAPM develops MHS-wide strategies using the DoD Strategic sourcing model; teams with Contracting, Small Business and Stakeholders to optimize solutions; manages strategic acquisition information and the waiver program, and supports the needs of DHA program managers throughout the

acquisition process using approved strategies.

Acquisition and Procurement Policy Division (APPD): enables the acquisition of quality goods and services through development of acquisition policy and procedural guidance ensuring DHA procures supplies and services in accordance with all applicable statutes, regulations, and policy as custodians of taxpayer money and to preserve the public trust. APPD oversees and maintains the acquisition and procurement policies, templates, and guidance for DHA. In addition, APPD improves procurement service quality by controlling and standardizing processes and outcomes; identifying leading practices and areas for improvement; and providing a mechanism for continuous process improvement (CPI) across the procurement end-to-end life cycle; monitors customer perceptions of quality and develops quality improvement initiatives to improve customer perceptions.

Special Projects and Acquisition Oversight Division: oversees various functions within the acquisition workspace including Contracting Officer's Representative (COR) management; Defense Acquisition Workforce (DAWF) management and certification; support agreement management; Pharmacy and Medical Device Program Management; systems engineering; and test and evaluation services.

Acquisition Support and Analysis Division (ASAD): provides value-added procurement business solutions to the DHA through strategic planning and transformation implementation; performance monitoring, management, and improvement programs; knowledge management and knowledge solutions implementation; and business process management. ASAD develops comprehensive reporting capabilities to address cost analysis, work measurement, trend analysis, efficiency, effectiveness, productivity, cost differences, and customer satisfaction. In addition, ASAD provides oversight, management, and administration of acquisition/procurement systems while supporting Federal and Defense Regulations and Congressional Laws for data transparency, financial auditability, data quality, and acquisition/procurement reporting.

Acquisition Process Support Division (APSD): serves as the entry point of all incoming procurement requirements, allocates requirements to the appropriate internal or external contracting activities, and supports the development of requirements packages documentation, in order to improve the quality of contracting outcomes. APSD promotes an organized, systematic, and collaborative approach to sourcing supplies, equipment, and services while reducing unwanted variance and improving transparency of requirements across the enterprise.

Contracting Division/Head of Contracting Activity (HCA): performs key contracting activities; strategic and operational contract execution, management and administration. The Contracting Division is comprised of the Head of the Contracting Activity (HCA) and six subordinate offices with unique portfolio or customer support roles. Its diversity is reflected in the professional experiences, skillsets, tenure, responsibilities, and physical location of its personnel. The Contracting Division is further organized into six Contracting Operations (CO) Branches, each conducting contract planning, execution, and management functions aligned to a particular customer base or essential commodity area,

Contracting Operations – Aurora (CO-A): Plans, executes, and administers contracts that directly support the J10 TRICARE Health Plan, managed care contracts, and associated data and claims processing contracts.

Contracting Operations – Falls Church (CO-FC): Plans, executes, and administers contracts delivering professional services across the DHA; services, awards, and administers contracts for DHA internal program offices that are not governed by a portfolio alignment to another CO.

Contracting Operations – National Capital Region (CO-NCR): Plans, executes, and administers contracts that directly support the J-11 National Capital Region staff and its assigned MTFs.

Contracting Operations – Defense Healthcare Management System (CO-DHMS): Executes, and administers contracts that maintain the Joint Operational Medicine Information Systems (JOMIS) legacy health information system currently in use across the MHS; plans, executes, and administrates contracts associated with the DHMS modernization initiative, modernizing MHS medical information architecture and delivery.

Contracting Operations – Health Information Technology (CO-HIT): Plans, executes, and administers contracts delivering HIT supplies, software, and services across the DHA. Administers the strategic partnership with the Government Services Administration (GSA) for strategic buys of equipment and services.

Contracting Operations – Medical Support Services (CO-MQS): Plans, executes, and administers contracts delivering medical support services in support of healthcare delivery – will administrate strategic contracts for medical support services once awarded.

Section 2. Getting Started with Onboarding

2.0 Onboarding into DHA CAE (J-4)

The following are required to on-board into DHA CAE (J-4) regardless of where you are located.

- Entry on Duty (EOD)
- Security Clearance,
- Common Access Card (CAC),
- Network access,
- Computer and computer equipment,
- Systems access,
- Facilities access,
- Parking Requirements, and
- Training

Links and resources to the various sites and organizations discussed within this handbook can be found within Appendix E.

2.0.1 Entry on Duty (EOD):

EOD is for government civilian personnel only. It is held on the first workday of each pay period and is mandatory for government civilian employee to attend. During EOD you will receive your CAC, swear in and sign the SF 61 "Appointment Affidavit" among other tasks. Attendance is either in person or via video teleconferencing (VTC) for those locations outside the NCR area. The DHA Human Resources Division (HRD) will coordinate with the supervisor or section lead prior to you coming onboard. If you have any questions HRD can be contacted at 703-681-6909. The HRD business partner for CAE (J-4) is Ben Hayes at 703-681-8703. Onboarding information specific to HRD is located on the DHA SharePoint.

2.0.2 Security Clearance:

Government civilian personnel and contractor personnel should have their security clearance prior to working onsite. Both civilian and contractor personnel complete the same security questionnaire when obtaining a security clearance. However, the process is different for both type of employees.

Contractor personnel work through their company's Facility Security Officer (FSO) and their COR for acquisition of a security clearance. The process starts with the FSO verifying the new contractor employees' clearance status. If the new contractor has a clearance, they will begin the CAC process. However, if they do not have a clearance they must begin the process of obtaining a clearance or being cleared in order to begin working within DHA CAE (J-4). It begins with the FSO sending an Electronic Questionnaire for Investigation Process (eQIP) security investigation profile for the contractor employee to complete. Any further questions regarding the process should be directed to your company's FSO.

Civilian personnel must work with DHA's Personnel Security Branch (PSB) for their security clearance. The

process begins when HRD fills out the Notification of Incoming Personnel (NIP) and forwards it to DHA PSB. The NIP triggers DHA PSB to begin the security questionnaire process. DHA PSB will work with the civilian government personnel to complete any requirements in order to acquire a security clearance. DHA PSB can be reached through the eQIP helpdesk at (703)-275-6038.

2.0.3 Common Access Card (CAC):

The next step, after either obtaining a security clearance or validating your clearance, is requesting a CAC. The CAC is the standard identification for active duty uniformed service personnel, Selected Reserve, DoD civilian employees, and eligible contractor personnel. It is also the principal card used to enable physical access to buildings and controlled spaces, and it provides access to DoD computer networks and systems.

Civilian personnel should receive an SF 50 “Notification of Personnel Action” during EOD. Upon receipt of the SF 50, civilian employees may report to a Real-time Automated Personnel Identification Systems (RAPIDS) facility to obtain their CAC. Refer to Appendix D for the RAPIDS locator website to make an appointment for CAC issue. Any further questions regarding the process should be directed to your HRD representative.

Contractor personnel use the DHA Form 33 “Request for DoD Common Access Card (CAC) TASS Registration” to obtain a CAC. The form starts with the contractor’s parent company FSO. The steps for filling out the DHA Form 33 are discussed in Appendix C. Upon approval of the DD Form 33, contractor personnel will receive a Trusted Associate Sponsorship System (TASS) username and password from the Office of the Secretary of Defense (OSD) TASS email account along with instructions how to complete and submit the TASS. Once the TASS application is submitted the DHA PSB office will process the request. The next step is receiving the “Request for Common Access Card - Application Approved” email instructing the contractor personnel to make an appointment at a RAPIDS facility. Refer to Appendix C for additional information regarding this process and Appendix E for the RAPIDS locator website.

2.0.4 Network Access:

Upon receipt of the CAC, you will need to request network access. Network access includes enterprise email (EE), Local Area Network (LAN), shared drives, and other required network accounts as deemed necessary per your duties. Additional system requests (e.g. iRAPT, PD2, EDA…) are addressed in section 2.1.8 and within Appendix B as that process is different from requesting DHA Network access.

Civilian personnel must fill out the DHA Form 9 “Government Add User to DHA Network” form whereas contractor personnel use the DHA Form 8 “Contractor Add User to DHA Network” form along with the DHA Form 8 “DHA Network Security Agreement” to request DoD computer network access. Appendix C provides instructions for filling out the DHA Form 9, DHA Form 8, and the Network Agreement.

Please note, San Antonio personnel do not use either the DHA Form 9 or 8 to process network access requests. San Antonio locations uses the DD Form 2875 “Systems Authorization Access Request” (SAAR) and the SF 312 "Classified Information Nondisclosure Agreement" and submit the request through the DHA SharePoint DD2875 Form Submission Page and the Enterprise Support Desk (ESD) system. Instructions for completing these forms and system submission are located in Appendix C.

The Cyber Awareness Challenge certificate and the HIPAA certificate must accompany the network access request. Reference Section 2.1.9 for information regarding training completion.

Upon gaining network access, contractor employees may need to re-credential their CAC to reflect the new EE account. Re-credentialing associates the new EE account with the CAC as opposed to another email account (i.e. company email). The Information Technology (IT) call center personnel generally associate the EE account with the CAC when they build the account. However, if they do not re-credential the CAC, use the steps below to accomplish the task.

Step 1: Access the RAPIDS Self-service (RSS) milConnect site and select Sign In and then Login using your CAC.

Step 2: At the "RAPIDS Self-Service ID Card Office Online" screen, under "CAC Maintenance" select "Change CAC Email" then click "Proceed". Double check the email address displayed is the correct email, if not, enter in the correct EE account then select OK.

Step 3: If you have problems with the milConnect site, call the milConnect helpdesk (1-800-477-8227) or select "Contact Us" on the right menu bar. If you are unable to accomplish this process via the milConnect site, you will need to visit a RAPIDS location in order to re-credential the CAC.

2.0.5 Computer and computer equipment issue:

Computer and computer equipment is issued using the DHA Form 8 or 9, with a few exceptions. CO-Aurora uses the REMEDY system for most of their onboarding requirements. The onboarding point of contact (POC) will assist with submitting the REMEDY ticket for network access. San Antonio locations hand receipt equipment that is pre-positioned. Reference Appendix C under DD Form 2875 regarding receipting for computer equipment at San Antonio locations.

2.0.6 System Access:

New employees should identify required key systems using the spreadsheet located in Appendix B. System's access is requested through the DHA SharePoint ASAD Help Desk Ticket System. Reference Appendix B for system requirements.

For DHA Procurement government systems the new employee must fill out the Rules of Behavior (ROB), DHA Form 49 "Non-disclosure Agreement (NDA)" (contractor employees only), and a DD Form 2875 "System Authorization Access Request (SAAR)" for each system requested. The completed DD Form 2875 must be submitted through the DHA SharePoint site for Health Information Technology Directorate and submitted through the ESD. Reference Appendix C for assistance completing the DD Form 2875 and submitted it through the correct systems.

Another system Government Civilian personnel must register for (if assigned as a COR) is the DoD Contracting Officer Representative Tracking Tool (CORT Tool). The CORT Tool is a web-accessible management application designed to provide management insight into the COR nomination and designation process. It is used to nominate, designate, track and revoke an individual as a COR against any DoD contract awarded by a DoD Agency. It provides visibility and accountability necessary for leaders to manage the thousands of CORs assigned throughout the Department. Efforts are currently underway to develop DoD Instruction (DoDI), which establishes uniform guidance for identification, development and management of CORs within DoD. To register for the CORT Tool refer to the CORT Tool Users Guide located here.

2.0.7 Facilities Access:

Building access along with any other access that requires a key (e.g. office door, desk drawers) or an access badge begins by filling out the "DHA Security Access Control Form" (with a few exceptions listed below) and sending it to DHA Physical Security Branch. The DHA location determines if you use a CAC to access the building, or an access badge, and/or if keys are needed. Supervisors should assist with specific location access requirements. Additionally, Physical Security questions can be directed at the DHA Mission Assurance Division (MAD) at (703) 681-6777. Below are the few exceptions to the above process:

CO-A uses the REMEDY system to request building access and should be a seamless process for new employees, contractor and civilian alike.

Another exception to this requirement is San Antonio locations. They must follow the *Building 1000 (Old BAMC) Security Standing Operating Procedures (SOP)* when requesting building access. The POC for Building 100 access and for requesting a copy of the aforementioned SOP is Army South, Operational Protection Directorate, Physical Security Branch, (210) 295-6149/6119/6221.

The last exception this policy is when requesting unescorted building access and/or controlled room access to the DHHQ facility located at Falls Church. The DHA Privilege Management Program (PMP) Request Form is the only form required when the new employee only requires unescorted access to DHHQ. Additional details for completing the form are located in Appendix C. Once the form is approved, the new employee will report to the CAC office within the DHHQ building to complete the PMP process. The CAC office will direct the new employee to test their CAC at the kiosk outside their office and then take some biometric information from the new employee and program the card for the building.

2.0.8 Parking Requirements:

If the new employee's duty location is located at the DHHQ Falls Church or CO-NCR locations a DHHQ parking pass may be required. Parking within DHHQ is only authorized with a pass since parking is limited. Contact the DHHQ Parking office at (703) 681-9532 (Appendix E). **Note:** San Antonio locations and CO-A do not have parking pass requirements. CO-NCR has limited visitor parking with time restrictions, please plan accordingly.

2.0.9 Training:

Training is the last step in the process, each employee is required to complete the below training (at a minimum). To complete the DHA required training, log into the DHA Learning Management System (LMS) (hosted by Joint Knowledge Online (JKO)). The site is also accessible from the DHA SharePoint by selecting the "J-7 Training" tab, Education & Training" then "Online Education and Training". The Military Health System Online Education & Training site is DHA's official site. If the new employee is just accessing the site, they will select the appropriate option under "New Student – Account Instructions". The site provides directions for setting up new accounts. The new employee can set up an account without a CAC. When setting up an account the new employee will need to 1. Know their government sponsor's information (name, email, phone number) and 2. Request the government sponsor approve their account once it is set up. If you set up an account without a CAC the JKO account team will need to merge the non-CAC account with the CAC account. Note: a new JKO account is created once a CAC and email account is set up, you will not need to create a new account. Contact the DHA LMS/JKO Help Desk at (800) 600-9332 (Appendix E) with any questions.

Courses are assigned based on DoD and DHA policies and regulations. Complete any assigned training within the "My Courses" tab. At a minimum you should complete the below training:

- Antiterrorism Training (Level 1);
- DoD Cyber Awareness Challenge (If not already accomplished);
- DHA: HIPAA and Privacy Act Training; and
- Combating Trafficking in Persons Course (CTIP)

There are various courses your supervisor may assign. However, it is the employee's responsibility to check the DHA Training site to stay compliant with training requirements. Additionally, if any of the above courses are not listed, they can be found in the "Course Catalog" tab in the top menu bar.

Civilian government employees whose positions require an acquisition certification must send an email (copying your Supervisor) once they obtain network access to the DHA Director, Acquisition Career Manager (DACM). Within the email, provide your name, contact information, division and section assigned to, supervisor's name, current certifications held (if any), and a copy of your DAU transcript.

Civilian government employees also need to register for both Total Workforce Management System (TWMS) and Defense Acquisition Talent Management System (DATMS). You can register for TWMS from their login page by selecting "Click here for Account Application" and following the directions to set-up an account. If you need assistance with TWMS or have questions, you may email the help desk at TWMSAdministrator@navy.mil or you can contact DHA LDD's Learning and Development Customer Satisfaction Center at (703) 681-5360. Both TWMS and DTAMS are CAC enabled. Follow the directions provided within the website or contact the DATMS Help Desk at (703) 645-0106 or DATMShelp@asmr.com if you have questions. If you already have a DATMS account, update your profile to reflect your new information. All links and contact information for DATMS, LDD, and TWMS are also found in Appendix E.

Section 3. Resources, Useful Information, and Policies

3.0 Employee Resources and Useful Information

There are many resources available to assist new employees. Below is a list of available resources within DHA, DHA CAE (J-4), and DoD. DHA CAE (J-4) also has a CAC enabled Personnel Page for your use within the DHA SharePoint site (Appendix E). The DHA CAE (J-4) Procurement Personnel Page is a great location to find information and resources needed for common personnel tasks.

3.0.1 Performance Plans

Government civilian employees should have a performance plan in place within the first 30 days of employment and at the beginning of each new rating cycle. For additional information regarding performance plans and performance management contact DHA HRD at (703) 681-2308. DHA uses the DHA Form 11 "Employee Plan and Results Report" to document employee performance and communicate the performance plan to the employee. The DHA Form 11 is not included in Appendix C as this form is a method for supervisors to communicate mid-term goals and objectives to the government civilian employee.

3.0.2 Individual Development Plans

Our organization strives to develop and grow their government civilian employees. While performance plans are made to communicate mid-term goals, Individual Development Plans (IDP) are created to build long-term goals. Discuss the IDP with your supervisor and work with them to build your specific IDP goals within TWMS (the official system for IDP completion). Also discuss individual and organizational development requirements with your supervisor, as they are both important considerations when building your IDP.

3.0.3 Certifications and training

When assessing training and certification requirements, government civilian employees should first review their assigned Position Description (PD). Your assigned position dictates the certification type and level requirements. The DHA SharePoint CAE (J-4) DACM page has links to resources when engaging in career planning with regards to certification and training (Appendix E). For current certification requirements, go to the Defense Acquisition University (DAU) iCatalog and select your career field. Always discuss your certification requirements and professional development needs with your supervisor.

When planning for the completion of your certification you have a 24-month grace period as part of the acquisition workforce from the time you are assignment to when you become certified. Once you meet the mandatory education, experience, and training requirements log onto Acquisition Training Application System (ACQTAS) to request your certification. The ACQTAS website is for DoD employees outside the military departments to submit and process training applications for DAU courses and Continuous Learning Modules, including the Internet courses offered by Defense Acquisition University (DAU).

As previously mentioned the DAU iCatalog provides up to date information regarding DAU's classroom and online learning assets. The information contained within the iCatalog takes precedence over DAU's printed catalog which is published annually on October 1st. In addition to Defense Acquisition workforce Initiative Act (DAWIA) Certification requirements, the iCatalog provides all you need to know regarding DAU, including:

- regular (certification and assignment specific) training courses;
- continuous learning courses;

- various acquisition career field certification and Core Plus Development Guides; and
- alternate means to meet training requirements

3.0.4 Payroll/Finance

Contractor employees should contact their parent company payroll office with any finance or pay questions. Government civilian employees should request access to the Defense Agencies Initiative (DAI) for payroll and time card purposes. DAI is a self-register system. If you have questions or need assistance with your DAI account contact the DAI help desk. Additionally, a time card code table is located in Appendix D for your reference.

3.0.5 Travel

Travel is processed through the Defense Travel System (DTS). DTS access is requested through the onboarding POC or the respective Contracting Operations executive assistant (EA) (listed within Appendix G). DTS access is not always required, however, if the position requires a lot of travel DTS access is needed. The new employee must complete the DD Form 577 "Appointment/Termination Record – Authorized Signature" along with the DTS account request. System training is also available via the DTS website.

3.1 DHA CAE (J-4) Policies

DHA CAE (J-4) policies are housed within the DHA SharePoint within the Acquisition and Procurement Policy Division (APPD) page. You must have a CAC in order to access the DHA SharePoint. Additional policies and guidance can also be found within the DHA CAE (J-4) SharePoint. Links for both pages are found in Appendix E of this handbook.

Helpful Links and Resources: The following links provide access to important documents and announcements relevant to DHA.

- DHA Director Priorities: www.health.mil/DirectorsPriorities
- DHA Main Page: https://info.health.mil/SitePages/Home.aspx
- DHA Publications and Policies: https://info.health.mil/cos/admin/pubs/SitePages/Home.aspx
- MHS Main Page: http://www.health.mil/About-MHS

Appendix A. Onboarding Checklists

A.0 Government Civilian Onboarding Checklist;

a. A New Government Civilian Onboarding Checklist is provided by either your supervisor, sponsor, or onboarding POC.

b. The Government Civilian Onboarding checklist is available on the DHA SharePoint at https://info.health.mil/sites/DOP/SitePages/OnBoarding/Civilian.aspx

A.1 Contractor Personnel Onboarding checklist;

a. A New Contractor Onboarding Checklist is provided by the COR or onboarding POC.

b. The Contractor Onboarding checklist is available on the DHA SharePoint at https://info.health.mil/sites/DOP/SitePages/OnBoarding/Contractor.aspx

Appendix B. System Requirements

Reference the below table when requesting access to systems used within DHA CAE (J-4). Use the ASAD Help Desk Ticket System when requesting access to Government Managed systems and follow the directions noted within section 2.1.7 in order to request systems access. There is a helpful "Read me First Instructions Document" available with additional information on what is need to request access to any systems within the ASAD Helpdesk Ticket System.

System Name	Method of requesting access	CAC?	System Owner	Requirements
Government Managed				
iRAPT (eWAWF)	ASAD Help Desk Ticket	CAC	DoD System	CAC required; must provide contract specific information and assigned role for each contract. Contractors only granted access if reviewing a specific assessment for a contract
EDA (eWAWF)	ASAD Help Desk Ticket	CAC	DoD System	CAC required; must provide contract specific information and assigned role for each contract. Contractors only granted access if reviewing a specific assessment for a contract
PD2	ASAD Help Desk Ticket	CAC	DHA System	CAC required; must provide contract specific information and assigned role for each contract. Contractors only granted access if reviewing a specific assessment for a contract, or are assigned to a CO Branch and require it to accomplish their duties, access is limited based on their roles
CPARS	ASAD Help Desk Ticket	CAC	Govt.-wide	CAC required; must provide contract specific information and assigned role for each contract. Contractors only granted access if reviewing a specific assessment for a contract
System Name	**Method of requesting access**	**CAC?**	**System Owner**	**Requirements**
Self- Registration Systems				
FPDS-NG	https://www.fpds.gov	No	Govt.-wide	Provide justification for systems access
FedBizOpp.gov	www.fbo.gov	No	Govt.-wide	Must be assigned to a CO Branch, and provide justification for employee role
eSRS	www.esrs.gov	No	Govt.-wide	Must be a Contracting Officer and/or assigned to the Small Business Office and others required to run reports within the system. Provide justification statement for access

FSRS	www.fsrs.gov	No	Govt.-wide	Contracting Officer, and some Contract Specialist and Contractors are approved on a case by case basis; must provide justification statement for access
FAPIIS-Government	https://ppirs.ppirs.gov/ppirs/home.action	CAC	Govt.-wide	Contractors are not authorized within this system. Contracting Officer and Contract Specialist must provide justification statement for access
PPIRS	https://ppirs.ppirs.gov/ppirs/home.action	CAC	Govt.-wide	Contractors are not authorized within this system. Contracting Officer, Contract Specialist, and source selection board personnel must provide justification statement for access
SAM	www.sam.gov	No	Govt.-wide	Provide justification for systems access
System Name	**Method of requesting access**	**CAC?**	**System Owner**	**Requirements**
Non-registration, direct access systems				
Wage Determination Online	http://www.wdol.gov/sca.aspx	No	Govt.-wide	

Appendix C. Forms

A majority of the DHA forms are located on the DHA CAE (J-4)'s SharePoint Onboarding link within the Onboarding Resources folder which is CAC enabled.

Form Number	Form Name	Required Users	
		Civilian	Contractor
DHA Form 33	Request for DoD Common Access Card (CAC) TASS Registration		√
DHA Form 8	Contractor Add User Form to DHA Network		√
DHA Form 8 Addendum	DHA Network Security Agreement		√
DHA Form 9	Government Add User Form to DHA Network	√	
DD Form 2875	System Authorization Access Request (SAAR)	√	√
No Form Number	DHA Security Access Control Form	√	√
	DHA Privilege Management Program (PMP) Request Form	√	√

DHA Form 33, "Request for DoD Common Access Card (CAC) TASS Registration"	
Government Civilian Personnel	**No**
Contractor Personnel	**Yes**
Exceptions	**None**
The DHA Form 33 is for contractor personnel only. Click here to download the form. (please note the link is CAC enabled) If you are unable to access the form via the link provided contact your COR or supervisor. If there is more than one individual requiring a CAC the FSO may complete and forward the form to your COR. Talk with them regarding their process.	
Section I:	1. Insert your FSO's name and email 2. Provide your company's name 3. Insert your current contract order number (it is a 13 digit number) 4. Insert your contract's expiration date
Section II: DHA Approving Official	5. Insert your COR's name and email address 6. Send the form to your COR **AFTER** you complete Section III
Section III:	7. Insert the information requested for each individual requesting a CAC
General Instructions:	8. Upon completion of the DHA Form 33 the COR will review and digitally sign the form. The COR or FSO will send the form as an encrypted email to DHA PSB at dha.ncr.security.mbx.personnel-security-tass@mail.mil. **Note:** If you are unable to send the form via an encrypted email, you can password protect the document and send the password in a 2nd email or use the AMRDEC Safe site to securely send it to the DHA PSB TASS office. 9. Once DHA PSB approves the DD Form 33 (approx. 5 days), you will receive a TASS username and password from the OSD TASS office. 10. Initiate your TASS account within seven (7) business days or the account will be disabled and the process will start over.

	11. Upon submitting the completed TASS, within seven (7) days you will receive a "Request for Common Access Card - Application Approved" email instructing you to proceed to the nearest RAPIDS facility. 12. Locate the nearest facility at the RAPIDS Locator Web Site and make an appointment. 13. Inform your COR and Supervisor once you receive your CAC.

DHA Form 8, "Contractor Add User to DHA Network"	
Government Civilian Personnel	**No**
Contractor Personnel	**Yes**
Exceptions	**San Antonio**
Contractor personnel or their FSO will complete the DHA Form 8; Click here to download the form (please note the link is CAC enabled) If you are unable to access the form via the link provided contact the DHA IT Call Center (Appendix E) to request the form. This form is not used at San Antonio locations.	
Section I: General User Information	1. Enter your DOD ID/EDIPI # (this is the 10 digit number on the back of your CAC). 2. Enter in your mail.mil email address (if you have one from a previous contract) if applicable. Leave it blank if you do not have one. 3. Enter in your name and todays date as the Date Requested 4. Enter in the appropriate salutation (i.e. Mr., Mrs., or Ms.) 5. Provide your state of birth, this is a required item that must be completed. 6. Provide your contact number, it should be your office number if you have been given one. If you do not have one, provide your cell. 7. Select the DHA Sub-Component from the dropdown menu; this is the location you are assigned to. There is a complete list of DHA Sub-component locations in Appendix A of the DHA Form 8. 8. Enter in your current contract number (it is a 13 digit number) 9. Enter your company's name. 10. Input your company email address or your personal email address if you do not have a company email address. 11. Enter the organization your contract supports (i.e. Contracting Operations). 12. Select your primary DHA Location from the dropdown and enter in the Suite number if applicable. This location also establishes where remote users will receive equipment from. 13. Enter in your COR's information as the Contractor POC
Section II: Add User Account	14. Insert your name and the date you will sign the form 15. Do not sign the form until all other blocks are complete
Section III: New User Equipment Information	16. Discuss with your COR or supervisor where you will obtain your equipment from as that will assist you complete this section. If you are not being issued a laptop or have not been issued one yet, leave this section blank.

	17. If you are provided a laptop, answer the two questions and enter the barcode if you have the laptop in your possession.
Section IV: Approving Authority	18. Enter in the names of all the appropriate personnel. Your COR can assist with providing the DHA MAD PSB representatives name. If they are unsure of the DHA MAD rep, leave the block blank and they will fill it in when they process the form. 19. Do not check any of the blocks for any of the individuals listed or the date, as they will complete those sections when they sign and process the DHA Form 8 when they complete their tasks.
Section V: Comments	20. Enter in any special equipment requirement outside the standard equipment requirement. Contact your supervisor or COR to ascertain if you have any non-standard equipment or software needs. 21. Insert Shared Drive needs, your section, location, and duty requirements will dictate these needs, discuss this with your supervisor or COR.
General Instructions:	22. Sign pages 1, 4, and 5 of the form and scan it back to your FSO for completion along with a copy of your DoD Cyber Awareness Challenge certificate and the DHA Form 8 Addendum. 23. Your FSO will submit the completed DHA Form 8 to your COR for approval, afterwards they will fax the DHA Form 8 to DHA PSB at (703) 681-5207 or email the forms (encrypted) to the DHA Mission Assurance Division (MAD) office for approval. The email address might not allow for encryption in which case you can password protect the document and send the document in one email and the password for the document in another. FSO's can use NP2 to send the form as well. You can also use the AMRDEC Safe site similar to the DHA Form 33 process. 24. After DHA MAD completes Section IV, the form will be sent to the DHA IT Call Center. 25. Once you have a CAC and the Add User form has been received, an account will be established. The IT Call Center will notify your COR/POC of your next steps.

DHA Form 8 Addendum, "DHA Network Security Agreement"	
Government Civilian Personnel	**No**
Contractor Personnel	**Yes**
Exceptions	**San Antonio**
Contractor employees must complete both the DHA Form 8 "Contractor Add User to DHA Network" and the DHA Form 8 Addendum "DHA Network Security Agreement" to obtain network access. Click here to download the form (please note the link is CAC enabled) If you are unable to access the form via the link provided contact the DHA IT Call Center (Appendix E) to request the form. This form is not used at San Antonio locations.	
General Information:	1. Read the Security Agreement and the User Agreement. 2. Insert your name and date on the bottom of page 2 and 3.

	3. Sign the form, scan it in, and email it to your FSO along with the DHA Form 8 "Contractor Add User to DHA Network" and the Cyber Awareness Challenge certificate.

DHA Form 9, "Government Add User to DHA Network"	
Government Civilian Personnel	**Yes**
Contractor Personnel	**No**
Exceptions	**San Antonio**
Government civilian employees complete the DHA Form 9. Click here to download form (please note the link is CAC enabled) If you are unable to access the form via the link provided contact the DHA IT Call Center (Appendix E) to request the form. This form is not used at San Antonio locations.	
Section I: General User Information	1. Enter your DOD ID/EDIPI # (this is the 10 digit number on the back of your CAC). 2. Enter in your mail.mil email address (if you had one previously). Leave it blank if you do not have one. 3. Enter in your name and todays date as the Date Requested 4. Enter in the appropriate salutation (i.e. Mr., Mrs., or Ms.) 5. Provide your state of birth, this is a required item that must be completed. 6. Provide your contact number, it should be your office number if you have been given one. If you do not have one, provide your cell. 7. Select either Government Civilian or Military as applicable and Military Branch if Military is selected. 8. Select the appropriate DHA Sub-Component from the dropdown menu; this is the location you are assigned to. There is a complete list of DHA Sub-component locations in Appendix A of the DHA Form 9. 9. Enter the organization your contract supports (i.e. Contracting Operations). 10. Select your primary DHA Location from the dropdown and enter in the Suite number if applicable. This location also establishes where remote users will receive equipment from.
Section II: Add User Account	11. Insert your name and the date you will sign the form 12. Do not sign the form until all other blocks are complete
Section III: New User Equipment Information	13. Discuss with your supervisor where you will obtain your equipment as that will assist you complete this section. 14. If you are provided a laptop or it is pre-positioned, answer the two questions and enter the barcode if you have a government laptop in your possession.
Section IV: Approving Authority	15. Enter the name of your government program/project manager only. This may be your supervisor, discuss it with them to ensure you have the correct approving authority. 16. Do not check the approved block or enter the date, as they will complete those items when they sign the form.

Section V: Comments	17. Enter in any special equipment requirement outside the standard equipment requirement. Contact your supervisor to ascertain if you have any non-standard equipment or software needs. 18. Insert Shared Drive needs, your section, location, and duty requirements will dictate these needs, discuss this with your supervisor.
General Instructions:	19. Sign pages 1, 4, and 5 of the form and either scan it back to your supervisor or provide the hard copies along with a copy of your DoD Cyber Awareness Challenge certificate. 20. Your supervisor will submit the completed DHA Form 9 to the DHA IT Call Center. 21. Once you have a CAC and the Add User form has been received, an account will be established. The IT Call Center will provide the next steps.

DD Form 2875, "System Authorization Access Request (SAAR)"	
Government Civilian Personnel	**Yes**
Contractor Personnel	**Yes**
Exceptions	**only San Antonio for network access** **All locations for systems requests**
Completed by San Antonio personnel (both government civilian and contractor employees) for network access and equipment issue. The DD Form 2875 is also used to request systems access (i.e. EDA, iRAPT, PD2). Click here to download the form (please note the link is CAC enabled) If you are unable to access the form via the link provided the form is also available via the DoD forms link here (this link does not allow for digital signatures).	
Initial Data:	1. Select the type of request you are submitting. 2. Enter your 10 digit DOD ID # if you are requesting an initial account or when establishing a NIPRNET, LAN and EE Mail Account. Enter your User ID if you are modifying an established account. 2. Enter today's date. 3. Enter in the name of the system you are requesting access, modification, or a deactivation to. 4. Enter in your physical location (where your desk is located, or where you are assigned if you are or will remote locate into DHA's network).
Part I:	5. Enter in the information requested. Most of it is self-explanatory, contact your supervisor for any information you are unsure about. 6. Leave Block 5 blank until you are issued an Enterprise Email account. 7. Block 10 is important as you will not be issued an account without a current Cyber Awareness Challenge certificate. 8. Do not sign the form until you have completed Part II items listed below.
Part II: Endorsement of Access by Information Owner, User Supervisor, or Government Sponsor	9. Provide justification for requesting system or network access. The justification does not have to be detailed, just make sure you provide enough information to support the requests (i.e. I require access to_ (insert system name) for the performance of my assigned duties as _____). Make sure you reference Appendix B for specific system needs.

	10. Blocks 14 and 15 should be "Authorized" and "Unclassified" respectively. 11. Block 16 is required along with block 16a for contractor personnel. Insert you company name, contract number, and contract expiration date. If there is not enough room, use block 27. 12. Enter in your supervisors information within blocks 17, 20, 20a, and 20b. They will enter the date when they sign the document. 13. Blocks 21 and 22 are not required when requesting Network (i.e. LAN and Enterprise Email accounts) as they are completed by the IT Call Center when they process the request. Systems processing though the Help Desk Ticket System also do not require these blocks be completed. 14. Once all the required information is filled in, sign the form and send it to your supervisor so they may sign it.
Part III: Security Manager Validates the Background Investigation or Clearance Information	15. There is no information you need to fill out within this section as the DHA PSB security manager will complete this step. 16. Either you or your supervisor will forward the signed form to the DHA PSB DD 2875 mailbox (Appendix E) so they can complete Part III. Once it is returned to you completed move to the next step.
General Information: For San Antonio users requesting Network access	17. Your COR or supervisor will submit the completed form returned from DHA PSB through the DHA SharePoint DD2875 Form Submission Page along with the Cyber Awareness Challenge Certificate and HIPAA training certificate, the SharePoint site provides details for submission. 18. After submitting through the SharePoint, the COR or Supervisor will build an Enterprise Support Desk (ESD) account. 18. Under Support Requests select "Open a ticket via email". Provide the following information in the email: a. Customer Name, phone number, requesters (COR or Supervisor) email address, site, department, building number, room number, full computer name (you will get this from the Principle Hand Receipt Holder (PHRH), and a detailed description of the type of request. b. Do not attached any forms with personally identifiable information (PII), as the email should not be either encrypted or digitally signed. 19. Setting up the ESD creates a REMEDY ticket number, retain the number for your records. Upon receipt of the ESD ticket completion notification, send an email to the USAMITC POC and PHRH. a. Provide the name of the new employee, their expected report date (if they have not arrived yet), and work station location (if one is assigned) to the PHRH and to the USMITC POC. b. The PHRH will coordinate with the USAMITC Data Center to schedule an appointment for equipment issue, device imaging or re-imaging, and system testing. i. This normally takes 3-5 business days from the PHRH's initial email request to meeting with the USAMITC Data Center. ii. The new employee MUST have a CAC, completed DD Form 2875,

	and the DoD Cyber Awareness Challenge certificate. iii. USAMITC (or the new employee) will send the PHRH an email from the new device validating it was issued. 20. Once the new employee receives the computer/equipment from USAMITC, they must return to the PHRH to validate the equipment serial number, visually inspect the equipment, and label the device with an inventory management sticker.
General Information: For All users requesting systems access listed in Appendix B	21. Appendix B within this handbook references systems applicable to procurement functions that require the use of the DD Form 2875. 22. Those systems listed as Government Managed require the DD Form 2875 and are requested through the ASAD SharePoint Help Desk Ticket System. 23. The ASAD Help Desk Ticket System is found at https://info.health.mil/sites/DOP/BOD/SitePages/ticket/home.aspx. Instructions are provided on the website.

"DHA Security Access Control Form"	
Government Civilian Personnel	**Yes**
Contractor Personnel	**Yes**
Exceptions	**do not use this form If you only require unescorted access to DHHQ**
Use this form when requesting access to DHA facilities. This includes building access and any access that requires a key. Click here to download the form (please note the link is CAC enabled) If you are unable to access the form via the link provided contact your supervisor or email DHA Physical Security (Appendix E) for or a copy.	
Section 1: Access Request Information	1. Provide all requested information. 2. If you are unsure of your facility address or cubical or office number obtain it from your supervisor. 3. Provide an explanation for the request. It does not have to be detailed, a simple statement as to your primary duty location and access requirements to access your desk will suffice.
Section 2: Complete for Electronic Access Requests Only	4. Complete this section if you need electronic access in the form of a FOB, PMP, or other such device. 5. This section is more for those individuals that require access to various DHA locations outside of their primary duty location.
Section 3: Government Supervisor or COR Approval	6. Enter in your Supervisor's (civilian personnel) or COR's (contractor personnel) information. 7. They will sign once they receive the completed form.
Section 4: Mission Assurance Division Approval	8. Do not enter any information in this section as the DHA Mission Assurance Division personnel will complete this section.

Section 5: Acknowledgement of Issuance	9. Sign this section once you receive the access media requested.
Section 6: Access Media Returned	10. When you out-process, use this form as a receipt that all access media has been returned.
General Information:	11. Send the form to DHA Physical Security once sections 1 – 3 are complete. 12. Follow-up with DHA Physical Security if an approval has not been received within seven (7) days.

DHA Privilege Management Program (PMP) Request Form	
Government Civilian Personnel	**Yes**
Contractor Personnel	**Yes**
Exceptions	**Only for unescorted access to DHHQ**
Use this form when requesting unescorted building access and/or controlled room access to the DHHQ facility located at Falls Church. Click here to download the form (please note the link is CAC enabled) If you are unable to access the form via the link provided contact your supervisor or email DHA PSB MAD (Appendix E) to request a copy of the form.	
Section I: Requestor	1. Input your information as requested. 2. Provide a justification for the request within the Reason for Requesting PMP Access block. It does not have to be detailed, but must provide enough of an explanation for MAD's purposes. 3. Provide the room or zone information you require access to. If you are unsure of the specifics discuss the locations needed with your supervisor.
Section II: Government COR/Supervisor	4. Insert either your COR or supervisor's information as appropriate and forward to them for approval.
General Information:	5. Once the form is completed send it to dha.rapids@mail.mil so DHA MAD can approve the request. 6. Access to the DHHQ facility is via CAC, no additional badge is needed. 7. You must go to the CAC office within DHHQ to complete the PMP process. They will direct you to the kiosk outside their office to activate your card. 8. Once you activate your CAC, they will collect biometric information and complete the PMP process.

Appendix D. Time Card Codes

Below are time card type hour codes for government civilian employees to use when inputting time into the DAI system.

LEAVE HOURS - PAID			
LA	Annual	**LB**	Advance Annual
LC	Court	**LF**	Forced Annual
LG	Advanced Sick	**LH**	Holiday
LI	Military, DC Guard	**LJ**	Shore
LK	Home	**LL**	Law Enforcement
LM	Military	**LN**	Administration
LP	Annual, Restored #3	**LQ**	Annual, Restored #2
LR	Annual, Restored #1	**LS**	Sick
LV	Excused Absence	**LX**	Non-work, Paid (Day of Death or Sabbatical)
LY	Time off Award (Leave)	**RG**	Regular Graded and Military
TM	Telework Medical	**TS**	Telework Situational
TW	Telework Regular		

LEAVE HOURS - NONPAID			
KA	LWOP	**KB**	Suspension
KC	AWOL	**KD**	Office of worker Compensation Program (OWCP)
KE	Furlough	**KF**	Non-duty, w/in regular schedule (changing to KA)
KG	Military Furlough (called to activity duty)		

COMPENSATORY HOURS			
CA	Religious Compensatory Time Taken	**CB**	Comp Time for Travel Earned
CC	Compensatory Time Callback	**CD**	Credit Hours Earned
CE	Compensatory Time Earned	**CF**	Comp Time Used (for travel)
CN	Credit Hours Taken	**CR**	Religious Compensatory Time Earned
CT	Compensatory Time Taken		

Appendix E. Resources and Frequently Called Numbers

Website Resources	
ACQTAS	https://www.atrrs.army.mil/channels/acqtas/
AMRDEC Safe	https://safe.amrdec.army.mil/safe/Welcome.aspx
ASAD Help Desk Ticket System	https://info.health.mil/sites/DOP/BOD/SitePages/ticket/home.aspx
CAC Home	http://www.cac.mil/
DAH CAE (J-4) Personnel Page	https://info.health.mil/sites/DOP/Personnel/SitePages/Home.aspx
DAI Self-registration	https://ebs.dai.csd.disa.mil/OA_HTML/US/selfregister.htm
DATMS	https://www.atrrs.army.mil/atrrs2.aspx
Defense Agencies Initiative (DAI)	https://ebs.dai.csd.disa.mil/
Defense Travel System (DTS)	http://www.defensetravel.osd.mil/dts/site/index.jsp
DHA CAE (J-4) Acquisition and Procurement Policy	https://info.health.mil/sites/DOP/PAC/SitePages/Home.aspx
DHA CAE (J-4) SharePoint	https://info.health.mil/staff/cae/SitePages/home.aspx
DHA DACM Career Planning	https://info.health.mil/staff/cae/dacm/daw/Pages/Career-Planning.aspx
DHA LMS (hosted by JKO)	https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf
DoD Forms Management Website	http://www.dtic.mil/whs/directives/forms/
EDS Help Desk Ticket System	https://esdsupport.amedd.army.mil
FAR and DFARS	http://farsite.hill.af.mil/
FedBizOpps.gov	https://www.fbo.gov/
MHS Knowledge Center (Forms)	https://facilities.health.mil/repository
milConnect RAPIDS Self Service (RSS)	https://www.dmdc.osd.mil/self_service/rapids/
Office of Personnel Management (OPM)	https://www.opm.gov/
OPM Telework	https://www.telework.gov/
RAPIDS site locator	https://www.dmdc.osd.mil/rsl/appj/site
System for Award Management (SAM)	https://www.sam.gov
Total Workforce Management System (TWMS)	https://twms.navy.mil/login.asp

Frequently Called Numbers		
Organization	**Phone Number**	**Email or websites**
Civilian Benefits Centers (CBC)	(888) 320-2917	https://www.portal.navy.mil/donhr/benefits
DAH PSB (DD2875)	N/A	dha.ncr.ma.mbx.dd2875@mail.mil
DAI help desk	N/A	DAI_Financial_Helpdesk@dha.mil
DATMS Help Desk	(703) 645-0106	datmshelp@aasmr.com
DHA DACM	N/A	dha.ncr.dha-cae.mbx.acm@mail.mil
DHA Education & Training Help Desk (JKO)	(800) 600-9332	dhagsc@mail.mil
DHA eQIP Team	N/A	dha.eqip@mail.mil
DHA Facilities	(703) 681-4324	DHAFacilities@mail.mil
DHA Finance/Payroll (DAI help desk)	N/A	DAI_Financial_Helpdesk@dha.mil
DHA HR Performance Management	(703) 681-2308	N/A
DHA HRD Business Partner (Ben Hayes)	(703) 681-8703	N/A
DHA HRD customer line	(703) 681-6909	N/A
DHA HRD Timekeeping (Hermes Hurtado)	(703) 681-4658	N/A

Frequently Called Numbers		
Organization	**Phone Number**	**Email or websites**
DHA IT Call Center	(703)-681-9411	dha.ncr.health-it.mbx.it-call-center@mail.mil
DHA Mission Assurance Division (MAD)	(703) 681-6777	dha.ncr.ma.mbx.mission-assurance@mail.mil
DHA Personnel Security Branch - TASS	(703) 681-7055	dha.ncr.security.mbx.personnel-security-tass@mail.mil
DHA Physical Security	N/A	Dha.physec@mail.mil
DHA Send Word Now		dha.ncr.dha-cs-mgt.mbx.send-word-now@mail.mil
DHHQ Parking Office	(703) 681-9532	DHADHHQParkingVisitorRequest@mail.mil
eQIP Helpdesk	(703) 275-6038	N/A
Federal Employee Benefits Line	(888) 320-2917	N/A
LDD Customer Satisfaction Center	(703) 681-5360	N/A
milConnect Helpdesk	(800) 477-8227	N/A
TWMS Help Desk	N/A	TWMSAdministrator@navy.mil or eas@ctrims.com

Appendix F. Acronyms

AcqD	Acquisition Directorate
ACQTAS	Acquisition Training Application System
APPD	Acquisition and Procurement Policy Division
APSD	Acquisition Process Support Division
ASAD	Acquisition Support and Analysis Division
CAC	Common Access Card
CAE	Component Acquisition Executive
CO	Contract Operations
COR	Contracting Officers Representative
CORT Tool	Contracting Officer Representative Tracking Tool
CSA	Combat Support Agency
CTIP	Combating Trafficking in Persons Course
DACM	Defense Acquisition Career Manager
DAI	Defense Agencies Initiative
DATMS	Defense Acquisition Training Management System
DAU	Defense Acquisition University
DAWIA	Defense Acquisition workforce Initiative Act
DCPDS	Defense Civilian Personnel Data System
DHA	Defense Health Agency
DHHQ	Defense Health Headquarters
DHP	Defense Health Program
DLA	Defense Logistics Agency
DoD	Department of Defense
DoDI	Department of Defense Instruction
DTS	Defense Travel System
EA	Executive Assistant
EE	Enterprise Email
EOD	Entry on Duty
ESA	Enterprise Support Activities
ESD	Enterprise Support Desk
eQIP	Electronic Questionnaire for Investigation Process
FBCH	Fort Belvoir Community Hospital
FSO	Facility Security Manager
GSA	Government Services Administration
HCA	Head of the Contracting Activity
HIT	Health Information Technology
HRD	Human Resource Division
IDP	Individual Development Plans
IT	Information Technology
JKO	Joint Knowledge Online

JPMO-MMS	Joint Program Management Office - Medical Modeling and Simulation
LAN	Local Area Network
LMS	Learning Management System
MAD	Mission Assurance Division
MHS	Military Health System
MQS	Medical Support Services
MTF	Medical Treatment Facility
NCR	National Capital Region
NDA	Non-disclosure Agreement
NIP	Notification of Incoming Personnel
OSD	Office of the Secretary of Defense
PD	Position Description
PEO-SD	Program Executive Office – Solutions Delivery
PII	Personally identifiable information
PHRH	Principle Hand Receipt Holder
PMP	Privilege Management Program
POC	Point of Contact
PSB	Personnel Security Branch
RAPIDS	Real-time Automated Personnel Identification Systems
ROB	Rules of Behavior
RSS	RAPIDS Self-service
SAAR	System Authorization Access Request
SAPM	Strategic Acquisition Program Management Division
SOP	Standard Operating Procedures
TASS	Trusted Associate Sponsorship System
TWMS	Total Workforce Management System
VTC	Video teleconferencing
WRNMMC	Walter Reed National Military Medical Center

Appendix G. DHA CAE (J-4) Leadership and Points of Contact

DHA CAE (J-4) Leadership and Points of Contact			
Office	**Name**	**Phone Number**	**Email**
Director, CAE (J-4)/Senior Procurement Executive	Dr. Barclay Butler	(703) 681-5895	barclay.p.butler.civ@mail.mil
Deputy Director, CAE (J-4)	Mr. Robert Bolluyt	(703) 681-1116	robert.j.bolluyt.civ@mail.mil
Chief, Acquisition Support and Analysis Division	Dr. Kenneth S. Helgren	(210) 295-2777	kenneth.s.helgren.civ@mail.mil
Program Executive Office – Solutions Delivery	Mr. Chris Harrington	(703) 882-3887	Christopher.j.harrington2.civ@mail.mil
Chief, Acquisition Process Support Division	Ms. Birgit Tilley	(703) 681-4614	birgit.f.tilley.civ@mail.mil
Chief, Strategic Acquisition Program Management Division	Mr. Joseph Mirrow	(937) 904-5039	joseph.b.mirrow.civ@mail.mil
Chief, Acquisition and Procurement Policy Division	Ms. Winona Sewell Hall	(703) 681-5366	winona.l.sewellhall.civ@mail.mil
Chief, Contracting Division/Head Contracting Activity	Mr. John Tenaglia	(703) 681-8660	john.m.tenaglia2.civ@mail.mil
Senior Procurement Analyst (SPA), HCA	Mr. Jake L. Lewis	(703) 681-8719	jake.l.lewis.civ@mail.mil
Chief, Contracting Operations - A	Mr. James D. Berns	(303) 676-3991	james.d.berns.civ@mail.mil
Chief, Contracting Operations - FC	Mr. Timothy Klopfer	(703) 681-5654	Timothy.S.Klopfer.civ@mail.mil
Chief, Contracting Operations - NCR	Mr. David Johnson	(703) 275-6375	david.e.johnson3.civ@mail.mil
Chief, Contracting Operations - DHMS	Ms. Lisa Eckard	(703) 588-5635	lisa.a.eckard.civ@mail.mil
Chief, Contracting Operations - MQS	Ms. Melissa Oliva	(210) 221-6122	Melissa.F.Oliva.civ@mail.mil
Chief, Contracting Operations - HIT	Ms. Jackie Pinkston	(210) 295-7188	jackie.l.pinkston.civ@mail.mil
Director, Acquisition Career Manager	Mr. Robert Bolluyt	(703) 681-1116	robert.j.bolluyt.civ@mail.mil
Deputy Acquisition Career Manager	Ms. Tammy Markham	(703) 681-7192	tammy.l.markham2.civ@mail.mil
DHA COR Program Coordinator (DCPC)	Ms. Constance Gough	(703) 681-1146	constance.m.gough.civ@mail.mil
CAE (J-4) Executive Assistance	Ms. Alison Thompson	(703) 681-6069	Allison.r.thompson16.ctr@mail.mil
Deputy CAE (J-4) Executive Assistant	Ms. Minnie Burton	(703) 681-6069	minnie.b.burton.ctr@mail.mil
APPD Executive Assistant	Ms. Dawn Braun	(303) 676-3595	Dawn.c.braun.ctr@mail.mil
ASAD Executive Assistant	Ms. Wanda Tarasiuk	(210) 295-2787	wanda.m.tarasiuk.ctr@mail.mil
APSD Executive Assistant	Ms. Orangig White	(703) 681-8855	orangig.m.white.ctr@mail.mil
HCA Executive Assistant	Ms. Judy Waters	(703) 681-8911	Helen.j.waters.ctr@mail.mil
CO-A Executive Assistant	Ms. Murjani Harris	(303) 676-3942	Murjani.j.harris.ctr@mail.mil
CO-FC Executive Assistant	Ms. Janice Johnson	(703) 681-5654	janice.c.johnson34.ctr@mail.mil
CO-NCR Executive Assistant	Ms. Andrea Hill	(703) 275-6373	andrea.j.hill.civ@mail.mil
CO-HIT and MQS Executive Assistant	Ms. Wanda Tarasiuk	(210) 295-2787	wanda.m.tarasiuk.ctr@mail.mil
CO-DHMS Executive Assistant	Vacant		