



## **NMCI PMO Legacy Systems Division**

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# **Document Management Process Guide (DMPG), v1.0.2**



**03 Jun 2004**

THE DOCUMENT MANAGEMENT PROCESS GUIDE IS PUBLISHED FOR INFORMATION PURPOSES ONLY TO ILLUSTRATE MANAGEMENT PROCESSES AND INTERACTIONS. THE CONTENT OF THIS DOCUMENT SHALL NOT BE CONSIDERED CONTRACTUALLY BINDING. ALL ISSUES ASSOCIATED WITH THE NMCI CONTRACT N00024-00-D-6000 SHALL BE REFERRED TO THE PROCURING CONTRACTING OFFICER AT 619-524-7388.

## DMPG CHANGE HISTORY / SUMMARY OF CHANGES

The following Change History log contains a record of changes made to this document. Entries are made in descending order, with most recent changes at the top of table.

Each new version is date stamped with the date that the change was made to the respective document.

The version number relates to the level at which the change is made:

<b>2.</b>	<b>0.</b>	<b>0.</b>	<b>0</b>
↑	↑ H1	↑ H2	↑ Relates to Heading level H3

Published Date	Rev #	Section / Paragraph #	Nature of Change (Submitter)
03 Jun 2004	1.0.2	1.1 3.2 3.4  Appendix	Changed C4I to C4. Added step 1. "Select guide" to match graphic. Changed Figure 6 callout to Content Control Board. Deleted unused terms.(CTR David Mrazik)
01 Jun 2004	1.0.1	Foreword 2.4.1  3.2	Added generic address for addressing changes. Deleted membership list. CCB Membership will be listed separately. Added Figure 4. Sample Submission Format. (NMCI Program Office)
28 May 2004	1.0		Initial version (Eleanor Bolen)

Owner: Navy Marine Corps Intranet (NMCI) Program Management Office (PMO)  
 Please send feedback on this version of the DMPG in the suggested format below to:

NMCI PMO Developer Guidance Support  
[npmo-Legapps@navy.mil](mailto:npmo-Legapps@navy.mil)  
 858-537-8249

Format:

Guide	Section/ Paragraph #	Problem/Concern	Recommended Solution

Your comments and recommendations to improve this guide are highly encouraged. As you review its contents consider these questions:

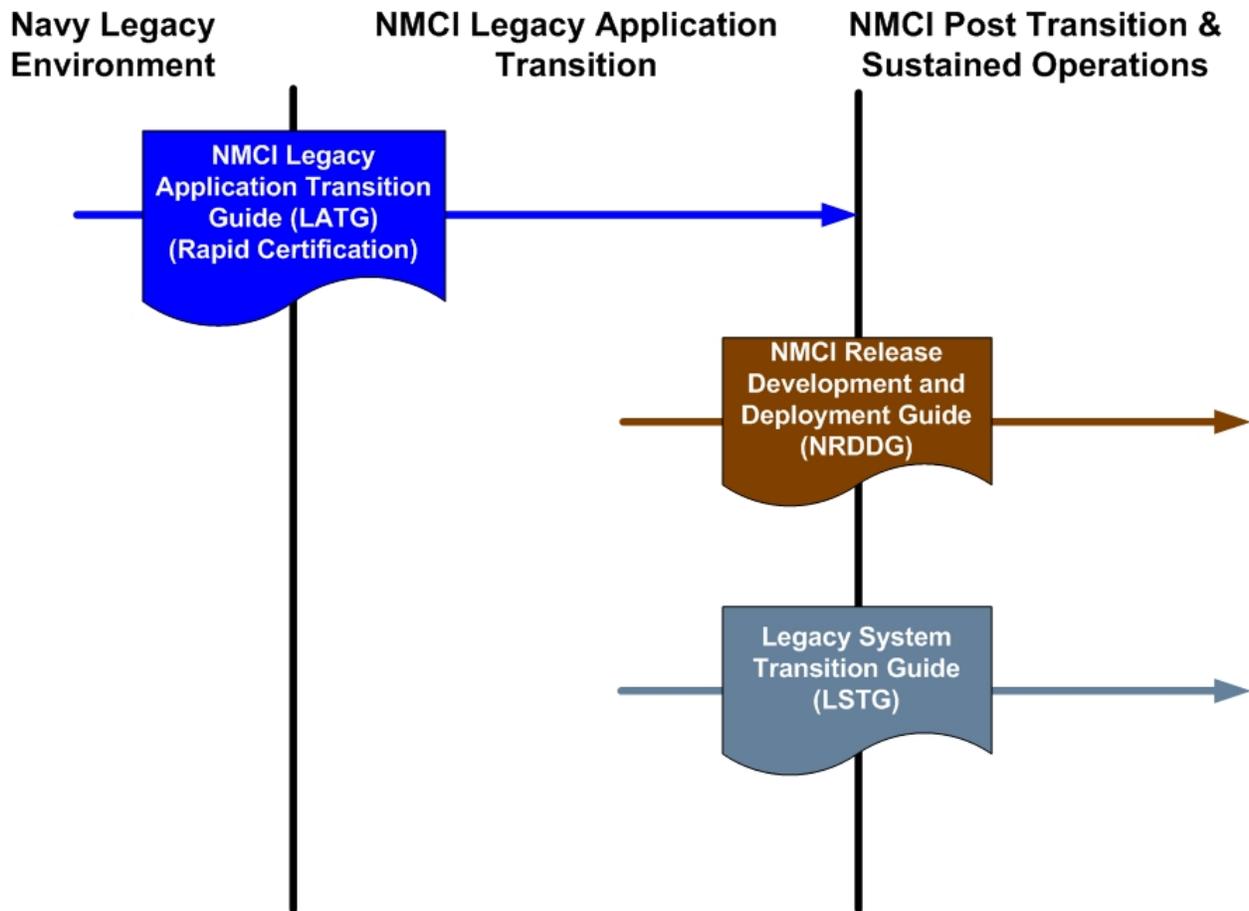
Does this guide give you what you need?  
Does this guide overly constrain you and how?

In your response please ensure that you clearly reference the paragraph being addressed, explain the problem or concern, and provide a recommended solution.

## NAVY ENTERPRISE AND NMCI PROCESS GUIDES

The timeline below illustrates how the NMCI Process Guides are used throughout the lifecycle of the NMCI program. : The following paragraphs briefly summarize each guide listed within the timeline.

### Navy Enterprise and NMCI Process Guides



**Timeline for NMCI Process Guides**

#### **Legacy Application Transition Guide (LATG)**

The LATG presents a complete baseline overview of the Legacy Applications Rapid Certification Phase of the Legacy Applications Transition Process. It is for NMCI customers involved with transition activities. Electronic Data Systems (EDS) and Government program management personnel worked in close cooperation to design the processes, procedures, and policies described in the LATG. The LATG describes in detail the roles and responsibilities of those organizations and positions involved in transitioning Legacy Applications through the Rapid Certification Phase.

## **NMCI Release Development and Deployment Guide (NRDDG)**

The NRDDG is a consolidated source of information, guidance, and direction to developers and application owners who build and/or modify applications, as well as the acquirers of applications intended for use within NMCI. The NRDDG is written to support the developer in the development and deployment of releases to operate within the Navy Marine Corps Intranet (NMCI). For web-based application guidance, the user should refer to the Navy Enterprise Application Development Guidance (NEADG), the Task Force Web (TFW), and the Navy Enterprise Portal (NEP). NRDDG fulfills an intermediary requirement in bridging the gap between present application development cycles underway by the developers and the target state of web-enablement of all Navy Enterprise applications under the TFW initiative.

## **Legacy Systems Transition Guide (LSTG)**

The LSTG provides both an approach and the associated processes to successfully transition systems from legacy environments to the NMCI environment while maintaining or improving system performance and availability. The LSTG provides the site representative, the developer, and the Program of Record-Program Manager (POR-PM) with the unique processes, tools/templates, and documentation guidelines to plan and execute the transition of their respective systems to the NMCI environment.

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## TABLE OF CONTENTS

	<b>Page</b>
<b>1.0 INTRODUCTION.....</b>	<b>1</b>
1.1 Purpose.....	1
1.2 Objectives .....	1
1.3 Scope.....	2
<b>2.0 ROLES AND RESPONSIBILITIES.....</b>	<b>3</b>
2.1 User .....	3
2.2 Submitter.....	3
2.3 Guide Manager.....	3
2.4 Content Control Board (CCB) .....	3
2.4.1 CCB Membership .....	4
2.4.2 Assignment to the CCB .....	4
2.4.3 Conduct of the CCB.....	4
<b>3.0 DOCUMENT MANAGEMENT PROCESS (DMP) .....</b>	<b>5</b>
3.1 Overview.....	5
3.2 Submitter Change Recommendation Process .....	6
3.3 Guide Manager Review and Processing .....	8
3.4 CCB Review and Voting .....	10
3.5 Guide Manager Update Process.....	13
<b>APPENDIX A: GLOSSARY OF ACRONYMS AND TERMS.....</b>	<b>A-1</b>

## LIST OF FIGURES

	<b>Page</b>
Figure 1. DMP Overview.....	5
Figure 2. DMPG Legend.....	6
Figure 3. Submitter Change Recommendation Process.....	7
Figure 4. Sample Submission Format.....	8
Figure 5. Guide Manager Review and Processing.....	9
Figure 6. CCB Review and Voting .....	11
Figure 7. Guide Manager Update Process .....	13

## **1.0 INTRODUCTION**

### **1.1 PURPOSE**

This Document Management Process Guide (DMPG) is intended to provide a detailed process to formally manage the changes, corrections, and updates to Navy Marine Corps Intranet (NMCI) Application Management Guides. It is intended to be a work in progress with enhancements inserted as required.

The size, scope, and content of the Navy guides are becoming critical in executing NMCI Application Management. Control over the guide content has grown beyond the management capability of a single person or activity. Many external activities and application developers make comments and recommendations and provide significant contributions to the authors of these guides. Their continued involvement in this effort is highly recommended and encouraged. Participants include the following:

- Assistant Secretary of the Navy (Research, Development and Acquisition) [ASN (RD&A)]
- Department of the Navy (DON)
- Office of the Chief of Naval Operations (OpNav)
- Headquarters Marine Corps Command, Control, Communications, and Computers (C4)
- Fleet Commands
- Program Executive Office for Information Technology (PEO-IT)
- Naval Network Warfare Command (NNWC)
- Functional Area Manager (FAMs)
- Navy NMCI Program Management Office (NMCI PMO)
- Marine Corps NMCI PMO

### **1.2 OBJECTIVES**

This DMPG describes the management and technical processes to successfully manage and maintain the NMCI Application Management Guides. By providing sufficient information, this document seeks to reduce the time and cost of updating these guides. The DMPG seeks to consolidate document change management into one comprehensive process. Document Management Process (DMP) activities include the following:

- Planning
- Identification
- Control
- Status Accounting
- Verification
- Audit
- Information Management

### **1.3 SCOPE**

This DMPG is intended for use by the Users and Guide Managers of the NMCI Application Management Guides ([Legacy Applications Transition Guide (LATG), NMCI Release Development and Deployment Guide (NRDDG), Legacy Systems Transition Guide]. As such, it includes information on the processes required to implement changes, corrections, and upgrades to the guides.

## **2.0 ROLES AND RESPONSIBILITIES**

### **2.1 USER**

The User is a stakeholder in or a consumer of the processes, procedures, and guidance depicted in the guides managed by this DMPG. The User identifies the requirement for a change to the processes, procedures, and guidance of one of the guides.

### **2.2 SUBMITTER**

The User becomes a Submitter upon submitting a change recommendation in support of the NMCI Application Management Guides and the DMP. That is, the User and the Submitter may be the same individual.

The Submitter is responsible for submitting a change recommendation that is complete, circumspect to subject, well developed, researched, and supported with documentation. A change recommendation *must* include recommended rewording.

### **2.3 GUIDE MANAGER**

The Guide Manager is the agent for maintaining and supervising updates and changes to the respective guide. The Guide Manager has a number of responsibilities in the configuration management (CM) process:

- Review and validate change recommendations.
- Process voting results from the Content Control Board (CCB).
- Rework returned recommended changes.
- Post changes to the respective guide.

### **2.4 CONTENT CONTROL BOARD (CCB)**

The CCB reviews, considers, and approves or disapproves recommended changes to processes, procedures, and guides. Participants on the CCB must be committed to the board and make themselves accessible and available to perform their role.

Each activity that is extended membership is responsible for assigning a representative as a sitting Board Member. This assignee is the only eligible member of the activity to cast a vote in approval or disapproval. The Board Member can solicit input and recommendations from members within the activity prior to voting on a recommended change.

The impact of these changes constitutes minor or administrative and major or significant process and/or content changes to the guides. In the case of minor changes, CCB participation should be minimal. The true role and impact of the CCB comes into play when a major process or content changes are recommended.

### **2.4.1 CCB Membership**

Each activity/command chartered to the CCB is responsible for assigning Board Members. Board Members are responsible for fulfilling the requirements stipulated in the DMP, specifically the roles, responsibilities, and conduct of the CCB.

Each NMCI Application Management Guide has a specifically tailored CCB membership. The CCB membership will be posted separately.

### **2.4.2 Assignment to the CCB**

Board Members are assigned by their parent activity or command in accordance with the structure cited above. Assignments are *in writing*, either through e-mail or appointment letter.

Address assignment to PMW 164-4.

Information on appointees must include the full name, e-mail address, and telephone number. Care should be given to those periods when a Board Member is absent or unable to exercise the CCB responsibilities. In these cases, assigning an alternate is advisable to avoid default voting responses. Changes in assignment to the CCB must be made promptly and in writing.

Upon initial constitution of the CCB, the Board Members must select a CCB President. This is a requirement for each guide. The CCB President is responsible for ensuring appropriate CCB conduct.

### **2.4.3 Conduct of the CCB**

This guide contains information specific to the DMP. The CCB, upon receipt of a change recommendation, has 5 working days to take one of the following actions:

- Accept
- Accept with Changes
- Reject

Board Members who fail to take action within 5 working days automatically have an Accept vote placed on their behalf.

Acceptance may be As-Is or may include comments as to the specific wording of the change. Rejections require a detailed justification as to the rationale for rejection. Rejections without comment are not accepted. If a Board Member submits a rejection without comment, the vote is overturned and submitted as an Accept.

Each respective CCB President is responsible for resolving the wording of accepted changes. The CCB President works with fellow Board Members to ensure that accurate wording is reflected for inclusion in the respective guide. The CCB President has final say on wording of approved changes. This submission is posted as an update to the respective guide.

## 3.0 DOCUMENT MANAGEMENT PROCESS (DMP)

### 3.1 OVERVIEW

The DMP comprises steps to identify and correct a process deficiency or to enhance a management process, procedure, or guide. Users who discover errors in the guides or have improvement recommendations can use this process.

Figure 1 depicts the major process steps.

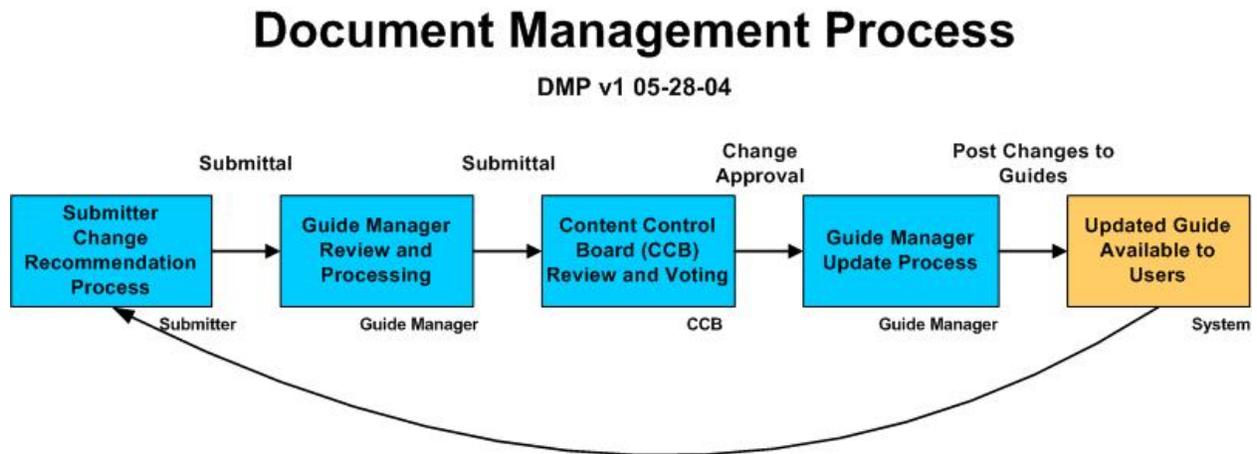
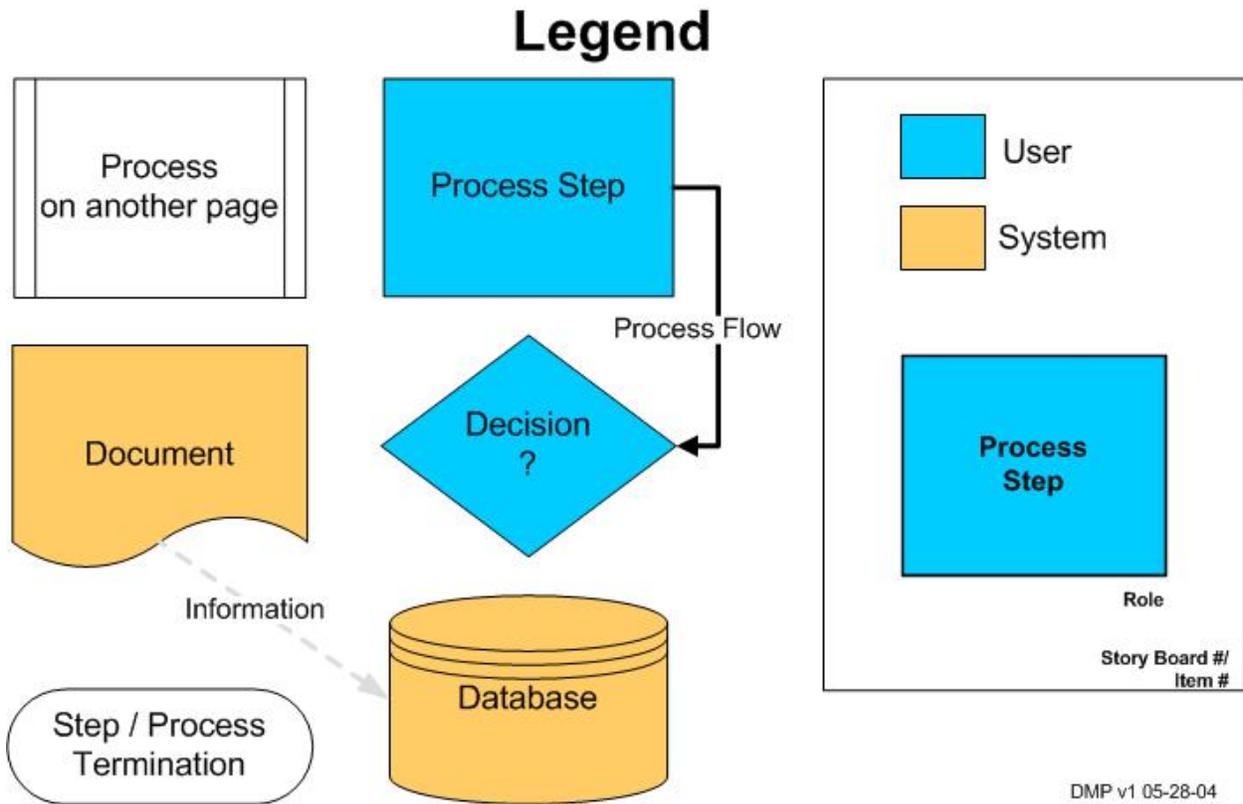


Figure 1. DMP Overview

- Submitter submits a change recommendation.
- Guide Manager reviews and processes the change. This review includes screening out some suggestions and responding to the Submitter as to the rationale.
- Guide Manager submits worthy recommendations to the CCB.
- CCB reviews the change recommendation and votes whether to accept it.
- Guide Manager updates the respective guide and posts the changes.
- System makes the guide available to users. Each process guide is posted on the NMCI web site:  
[http://www.nmci.navy.mil/Primary\\_Areas/Legacy\\_Applications/Legacy\\_Applications\\_Transition](http://www.nmci.navy.mil/Primary_Areas/Legacy_Applications/Legacy_Applications_Transition)

Figure 2 depicts the graphic conventions used in this guide.



**Figure 2. DMPG Legend**

The DMP uses e-mail as the primary method of communication.

### 3.2 SUBMITTER CHANGE RECOMMENDATION PROCESS

Figure 3 depicts the Submitter Change Recommendation Process.

# Submitter Change Recommendation Process

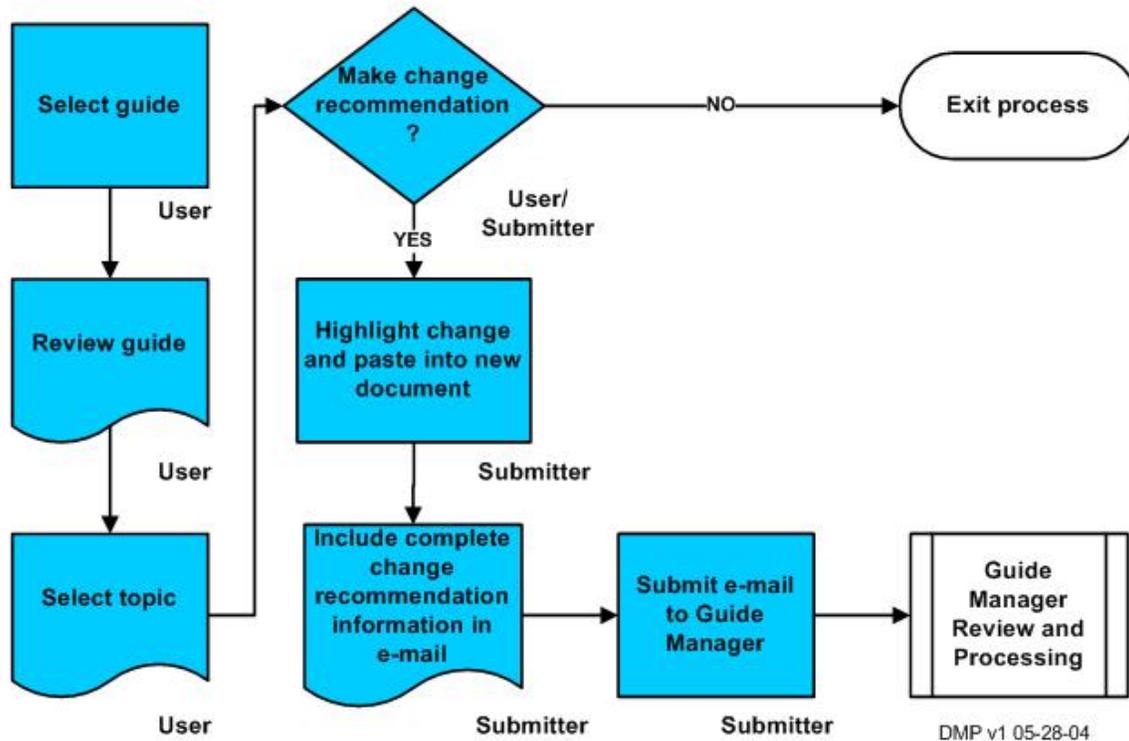


Figure 3. Submitter Change Recommendation Process

1. Select guide.
2. Review guide.
3. Select topic.
4. Decide whether to make change recommendation.

A Submitter can make a change recommendation upon finding an error in a guide or can suggest an improvement to a process or process description.

5. Highlight the change and paste into a new document.

**IMPORTANT:** Because the software files for the guides are so large, the Submitter should cut and paste the changes into a new document, reflecting only the necessary section, paragraph, or sentence needed to clearly state the desired change.

6. Include complete change recommendation information in an e-mail. Figure 4 shows a sample submission format.

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### Email Version

To: <a href="mailto:npmo-Legapps@navy.mil">npmo-Legapps@navy.mil</a> Subject: Name of Guide <NRDDG> Change Recommendation
Text Box: Section/Paragraph #:  Problem/Concern:  Recommended Solution:  Explanation of attachments:  <i>Submitter</i> email Affiliation Phone number FAX: number

### MS Word Version

Guide	Section/ Paragraph #	Problem/Concern	Recommended Solution

**Figure 4. Sample Submission Format**

The Submitter should supply as much detail as possible (e.g., supporting documentation, points of contact, and other references). The Submitter should pay particular attention to the exact wording of the sections requiring change.

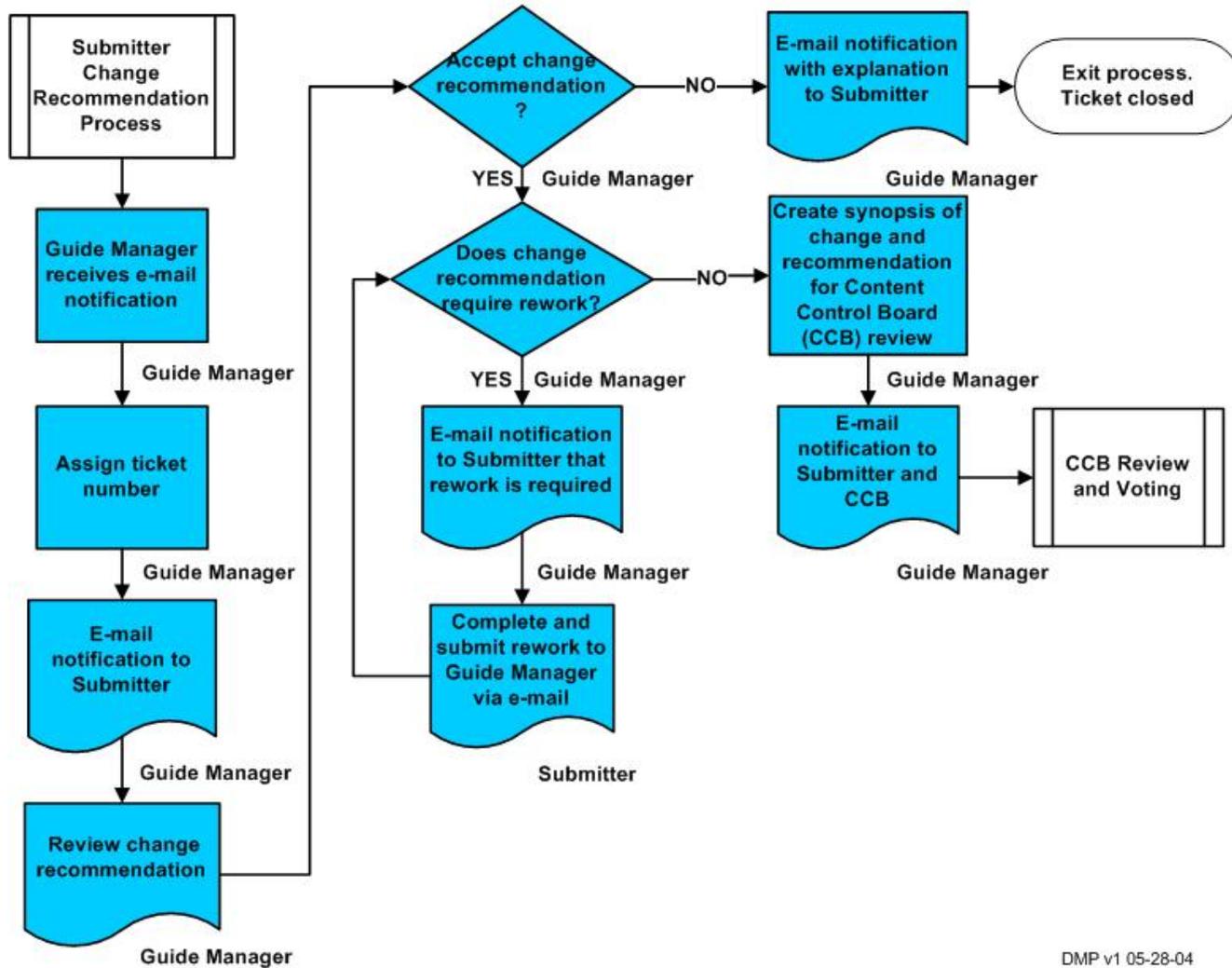
Failure to provide sufficient explanation or to complete recommended rework terminates the change recommendation.

7. E-mail the change recommendation to [npmo-Legapps@navy.mil](mailto:npmo-Legapps@navy.mil)

### 3.3 GUIDE MANAGER REVIEW AND PROCESSING

Figure 5 depicts the Guide Manager review and processing steps.

## Guide Manager Review and Processing



DMP v1 05-28-04

Figure 5. Guide Manager Review and Processing

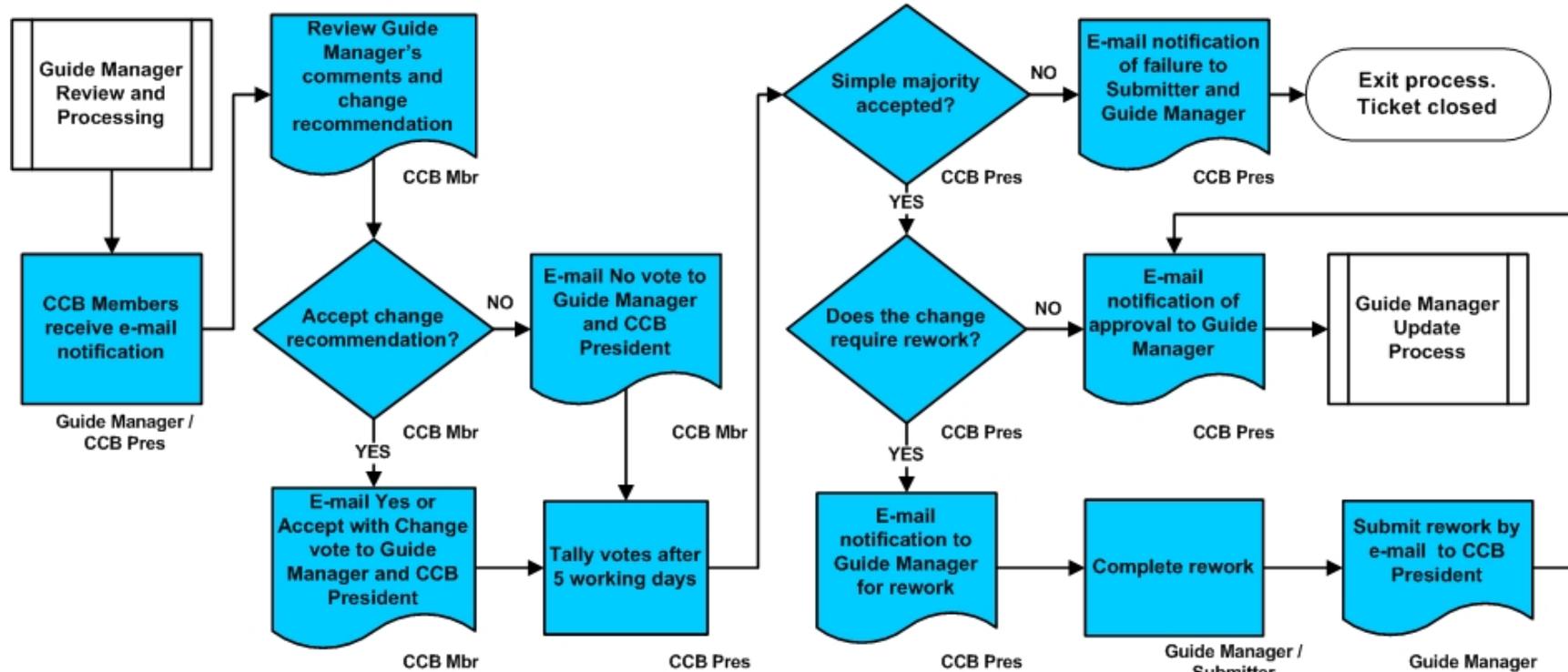
1. The Guide Manager receives an e-mail notification from the Submitter.
  2. Assign a ticket number to track the submission by guide name, topic, date submitted, and Submitter.
  3. E-mail a notification to the Submitter that the change recommendation was received.
  4. Review the change recommendation.
  5. Determine whether to accept or reject the change recommendation.
    - If the change recommendation is accepted, go to the next step.
    - If the change recommendation is rejected, the Guide Manager sends an e-mail notification to the Submitter that the change recommendation has been denied and includes a justification for the denial. This closes the process ticket.
  6. Determine if the change recommendation requires rework.
  7. If the change recommendation does not need rework, go to step 9.
  8. If the change recommendation needs rework, the Guide Manager sends an e-mail notification to the Submitter that the change recommendation requires rework.
  9. The Submitter completes the rework and submits it to the Guide Manager through e-mail.  
  
Return to step 6, where the Guide Manager reviews the rework and determines whether the rework is sufficient.
- NOTE:** This cycle can repeat until the rework is accepted.
10. The Guide Manager creates a synopsis of the change and a recommendation for CCB review.
  11. The Guide Manager sends an e-mail notification to the Submitter and the CCB that the change recommendation is ready for CCB review.

The change recommendation moves to CCB review and voting. Refer to Section 1.

### **3.4 CCB REVIEW AND VOTING**

Figure 6 depicts the CCB review and voting.

# Content Control Board (CCB) Review and Voting



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Figure 6. CCB Review and Voting

1. CCB Members receive e-mail notification.

When the change recommendation is ready for review and voting by the CCB, the Guide Manager forwards an e-mail to the CCB President with all necessary information.

The CCB President, in turn, forwards the change recommendation to the respective CCB Members.

2. CCB Members review the Guide Manager's comments and change recommendation.

CCB Members are responsible for reviewing the details of the change recommendation. This includes information provided by the Submitter, as well as the comments from the Guide Manager. CCB members should address any questions or needed clarification.

3. CCB Members determine whether to Accept, Accept with Change, or Reject the change recommendation.

4. CCB Members return a vote and supporting information, if required, ***within 5 working days*** by e-mail to both the CCB President and the Guide Manager.

This vote must be returned within 5 working days of the e-mail notification. If a CCB Member fails to cast a vote, the default is Accept. A vote of Accept with Change requires a recommended rewording. A vote of Reject requires a rationale.

5. After 5 working days, the CCB President tallies the votes.

6. The CCB President determines whether a simple majority accepted the change recommendation.

Change recommendations pass with a majority vote. That means 50%, plus one vote. This precludes a tie. For example, given six CCB Members for a respective guide, three cast votes to accept and three cast votes to reject means that the change recommendation is rejected.

– If the change recommendation is accepted, go to the next step.

– If the change recommendation fails to achieve a majority, it is rejected.

○ The CCB President sends an e-mail notification to both the Submitter and the Guide Manager of the rejection. The CCB President ensures that the rationale behind the rejection is adequately explained.

○ The CCB President then closes and archives the change recommendation ticket.

7. The CCB President determines whether the change recommendation requires rework.

If the CCB President determines that a change recommendation needs to be refined, the e-mail string continues until the CCB President consolidates a response by CCB Members on the rework.

8. The CCB President e-mails notification to the Guide Manager about whether the change recommendation needs rework.
  - If the change recommendation needs rework, the CCB President notifies the Guide Manager by e-mail that additional work is needed.
  - If no rework is required, the CCB President notifies the respective Guide Manager of approval. The change recommendation moves to the Guide Manager update process (Section 3.5).
9. The Guide Manager works with the Submitter to complete the rework.
10. The Guide Manager submits the rework to the CCB President by e-mail when it is completed. The Guide Manager might need to communicate with the CCB President until the rework is accepted; return to step 8.

### 3.5 GUIDE MANAGER UPDATE PROCESS

Figure 7 depicts the Guide Manager update process.



**Figure 7. Guide Manager Update Process**

1. The Guide Manager receives an e-mail notification when a change recommendation is has been approved.
2. Enter approved change into the respective guide.
3. Assign new version number and date to the guide.
4. Send an e-mail notification to the Submitter that the change has been posted.

This action closes the ticket.

The Guide Manager saves the change recommendation record for at least six months.

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**APPENDIX A: GLOSSARY OF ACRONYMS AND TERMS**

<b>Term</b>	<b>Definition</b>
ASN (RD&A)	Assistant Secretary of the Navy (Research, Development and Acquisition)
C4	Command, Control, Communications, and Computers
CCB	Content Control Board
DMP	Document Management Process
CM	Configuration Management
DMPG	Document Management Process Guide
DoD	Department of Defense
DON	Department of the Navy
EDS	Electronic Data Systems
FAM	Functional Area Manager
LATG	Legacy Applications Transition Guide
LSTG	Legacy Systems Transition Guide
NEADG	Navy Enterprise Application Development Guidance
NEP	Navy Enterprise Portal
NMCI	Navy Marine Corps Intranet
NMCI PMO	Navy Marine Corps Intranet Program Management Office
NNWC	Naval Network Warfare Command
NRDDG	NMCI Development and Deployment Guide
OpNav	Office of the Chief of Naval Operations
PEO-IT	Program Executive Office for Information Technology
PMO	Program Management Office
POR-PM	Program of Record-Program Manager
Simple Majority	50% of a vote, plus one vote
TFW	Task Force Web