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SYSTEM PURPOSE: In achieving the Department of the Army vision of Network Operations, Computer Network Defense and well initiated security practices, it is imperative that the Department focus on providing an educated and trained workforce to ensure the security of our networks, information, and information systems. All personnel performing IA functions whether primary and/or additional/embedded must be trained and certified In Accordance With (IAW) the Department of Defense (DoD) and Army regulatory requirements. This manager guide provides instructions for managers to validate and report on their IA Workforce training and certification status.

MANAGER'S TAB: Managers in the system have additional rights to perform functions. If you have management rights, an additional tab will appear next to the My Profile Tab.

![Manager's Tab](image)

USERS LIST

The system will provide a list of all users who registered under your unit and your subordinate units. The list will give you the ability to perform management functions.

![Users List](image)

VIEW PROFILE FEATURE: The manager can view a user’s profile by clicking on the “View Profile” tab located above the “Edit User” tab. These tabs are located to the right of each user’s “User Name.” Under this tab managers can do the following:

- Add Exam Voucher for this individual: Managers can view vouchers that are in a user’s profile and managers can assign vouchers to users.
- Approve Training for this individual. Managers can assign specific training to users.
- Record on the Job Training for the individual. Managers can record training that user’s perform under their supervision. This includes the number of hours the training took place.
- Load appointment orders, privilege access agreements, and voucher requests.
- View the user’s certification requirements and training plan.
- Reject and Verify profile assignment.

**VERIFY:** If a manager clicks the verify button located in the user’s profile they are stating that the user is the IA position (Technical and/or Management) noted on their profile page. An email is sent to the user stating that his profile assignment has been verified. The manager has the option of typing a note for the user prior to clicking “Confirm”.

```
User Type: Civilian
RCID: RCIO-SW->Fort Hood->Ft Hood JMA (Ft Hood JMA)->Garrison Units - Ft Hood->DES(DES)
DRI: Installation Management Command (IMCOM)
Profile Assignment: Technical II (Primary Duty)
Management I (Additional/Embedded Duty) [View profile details]
Assessment Date: 17/05/07 15:02:31
Profile Status: Unverified
```

**REJECT:** If manager rejects the users Profile Assignment, an e-mail will be sent to the user notifying them of the rejection and the need to retake the assessment. The user will be highlighted on the manager’s user list and the status will change to **Unverified**.
**ADD EXAM VOUCHER:** Managers can add exam vouchers to a user’s profile. This feature allows managers to track vouchers for their organization.

- Click on Add Exam Voucher located in the user’s profile (View Profile from the user page).

- Certification Exam: Use the pull down menu by certification exam to select the type of exam the voucher represents.
- Testing Center: Annotate the testing center where the user will be taking their test (example: PearsonVue, Prometric, ISC(2)). You can also leave this area blank.
- Vendor: Use the pull down menu to choose the testing center.
- Date obtained: Annotate the day, month, and year the voucher was provided to the user.
- Voucher #: Input the voucher number provided to the user for the certification exam.
**APPROVED TRAINING:** Managers can select specific training that the user is required to complete for their duty position. This will help users and managers allocate time during duty hours to complete the required on-line training and/or attend classroom training.

Click on “Approved Training for this individual” located on the user’s profile page

- Select the training that you want to approve for the user by clicking in the box under “Approve” that corresponds with the training.

<table>
<thead>
<tr>
<th>Certification</th>
<th>Course Name</th>
<th>Provider</th>
<th>Type</th>
<th>Length</th>
<th>Price Est.</th>
<th>Approve</th>
</tr>
</thead>
<tbody>
<tr>
<td>EHS-4011 Certificate</td>
<td>BMC INFOSEC Professional</td>
<td>NDU</td>
<td>Classroom</td>
<td>40 hours</td>
<td>$0.00</td>
<td>□</td>
</tr>
<tr>
<td>SSCP</td>
<td>System Security Certified Practitioner</td>
<td>IS2</td>
<td>Classroom</td>
<td>40 hours</td>
<td>$1000.00</td>
<td>□</td>
</tr>
<tr>
<td>ISAO</td>
<td>Information Assurance Security Officer (ISAO)</td>
<td>Army Training</td>
<td>E-Learning</td>
<td>40 hours</td>
<td>$0.00</td>
<td>□</td>
</tr>
<tr>
<td>SIT Level 1</td>
<td>IS Technical Level 1 Course</td>
<td>SHI/Part</td>
<td>E-Learning</td>
<td>37 hours</td>
<td>$0.00</td>
<td>□</td>
</tr>
<tr>
<td>Network Security Issues Module</td>
<td>Network Security Issues</td>
<td>SHI/Part</td>
<td>E-Learning</td>
<td>3.5 hours</td>
<td>$0.00</td>
<td>□</td>
</tr>
<tr>
<td>A+</td>
<td>CompTIA A+ Core Hardware</td>
<td>CompTIA</td>
<td>E-Learning</td>
<td>40 hours</td>
<td>$1000.00</td>
<td>□</td>
</tr>
<tr>
<td>Network+</td>
<td>N10 - O3 Network+</td>
<td>CompTIA</td>
<td>E-Learning</td>
<td>40 hours</td>
<td>$1000.00</td>
<td>□</td>
</tr>
<tr>
<td>Security Level II Schoolhouse course</td>
<td>Sys Admin Network Helpdesk Network Officer Course</td>
<td>Army Training</td>
<td>Classroom</td>
<td>10 days</td>
<td>$1000.00</td>
<td>□</td>
</tr>
<tr>
<td>GBC</td>
<td>Security Essentials</td>
<td>SANS Institute</td>
<td>Classroom</td>
<td>40 hours</td>
<td>$1000.00</td>
<td>□</td>
</tr>
<tr>
<td>Security+</td>
<td>CompTIA Security+</td>
<td>CompTIA</td>
<td>Classroom</td>
<td>40 hours</td>
<td>$1000.00</td>
<td>□</td>
</tr>
<tr>
<td>CISP</td>
<td>Certified Information Systems Security Professional</td>
<td>IS2</td>
<td>Classroom</td>
<td>40 hours</td>
<td>$2400.00</td>
<td>□</td>
</tr>
</tbody>
</table>

**RECORD ON THE JOB TRAINING:** This feature is used to record supervised hands-on training, based on specific performance criteria that must be demonstrated to a qualified supervisor. Managers are the only one that can annotate on the job training in a user’s profile.

- Click on “Record on the Job Training” located in the user’s profile.
- Type in the task/Function the user performed.
- Type in the date the task was completed (use calendar).
- Type in the name of manager who supervised task.
- Use the pull down menu to select the number of hours it took to complete the task/function.
- Click on “Record Training”.


**DOCUMENTS:** This section allows managers and users to load their appointment orders and/or privilege level access agreement for profile validation (Technical and/or Management). The form must be in .pdf format. A template for IANM, IAM, and IAPM appointment orders are located on the home page under Compliance Information, Other Documents. This feature is found in the user’s profile. (View Profile)

- Type the date that the appointment orders were signed in the box under box “Date of Appointment” or use the calendar. This is only for appointment orders.
- Click on “Browse” to locate the form you wish to load.
- Find the form and click open.
- Click on “Send File(s)” located at the bottom of the page.
VOUCHER REQUEST FORM: This feature is used to load user’s request for commercial certification voucher. The form is located on the home page under compliance information, other documents. Certification vouchers can only be distributed to government civilians and military personnel occupying a valid IA position. The request must only be for one voucher (i.e. Security+, or CISSP, etc.). The requested voucher must be consistent with the IA category of the individual. Example of IA category is IATI or IAM1, etc. The request must be in .pdf format. Please send an email to iawip@us.army.mil when request is loaded.

- Type the name of voucher that is on the request form in the box next to “Certification” (i.e. Security+, etc).
- Click Browse to find the voucher request form that you wish to load.
- Click “Send file(s). The manager can load as many request as necessary.
EDIT USER FEATURES: The edit user feature is located to the right of the user’s name. Only individuals annotated as managers can edit features within a user’s profile. The user can edit the information by clicking on “User account” located in the top right hand corner.

Managers can edit the following user data

- Change login details. Use this feature if a user has a name change which alters their AKO e-mail address.
- Move a user to another unit within their unit structure by clicking on the “Move” icon located under the user’s unit then select the correct unit. Managers under the RCIO alignment can move user’s to their correct HQ alignment.
- Manually override the system assigned profile (Technical and/or Management positions) by clicking on “Override located across from the user’s Profile Assignment. The override enables the manager to change Primary and secondary profile status. (*Ensure the user’s duty appointments/privilege access agreements are checked against this validation) Profile Status is the user’s Technical and/or Manager position.*
- Inactivate user accounts (This should only be used when a user has PCS’d or moved to another IA position). Please inactivate accounts rather than delete them. (For a future edit: these inactive need to move off the main listing onto a separate area that only Superusers and managers can access)
**MOVE A USER:** A manager can move a user from one Subunit to another. The **unit must be under the manager’s supervision.** However managers under the RCIO tree can move users to other HQ Alignment units and within their RCIO alignment. HQ Alignment managers can only move within their unit tree. The move option is located in the “edit user” feature.

- Click on “move” located under the user’s RCIO unit or HQ Alignment unit.
- Use the “Expand” to drill down to other sub organizations. If you do not see “Expand” then there are not sub organizations to choose from. The manager can add units as required.

**OVERRIDE USER PROFILE STATUS:** The manager may choose to override the DoD 8570 Profile Assignment which determines the position category and level. If the manager overrides the profile level, appointment orders or a privilege access agreement must be on file for validation. For example a user did not select all functional requirements of their job however their appointment orders clearly states a higher or lower position.
- Click on **[Override]** located by the user’s “Profile Assignment”.
- Use the drop down menu to select the correct Technical or Management category. The category must be consistent with the user’s appointment orders and/or privilege level access agreement. If the appointment orders are incorrect please upload corrected documents.
- Click “Save User’s Info”.

**INACTIVATE USER:** Managers can inactivate and delete a user’s account. Click on the Inactivate User button and you will be prompted. Click OK and you are taken to a new screen.
When you click OK the user will be highlighted and the Users list will display Inactive User.

DELETE USER: If you wish to permanently delete a user from the system, click on “edit user” and click “Delete User”. This should only be used when there are duplicate accounts. Do not delete accounts from this system because users will lose all their training data and would have to re-register.
SORTABLE COLUMN HEADINGS: Managers can click on the Column Headings at the top of the users list to sort the column. The column order is changed to alphabetical or ascending order beginning with all of the Unverified users, as an example.

PROFILE ASSIGNMENT COLUMN: All unassigned users are listed first.
**STATUS COLUMN:** All Unverified users are listed first.

![User Table]

**UNIT MANAGEMENT:** The Subunit Management link gives managers the ability to control their hierarchy and structure. Managers can create subunits, delete subunits, assign managers to supervise subunits, move subunits which are under their supervision and align the units with the operational hierarchy and structure. **However in order to delete a unit, all subunits and personnel must be moved or deleted.**

![Unit Group Management]

**RCIO Hierarchy for RCIO-SW**

- **RCIO-SW** has 18 users managed by Beta User
  - Ft Bliss has 15 users
    - show subunits (15)
  - Ft Huachuca (FHD) has 2 users
    - show subunits (2)
  - Ft Sill (STR) has 3 users
    - show subunits (3)
  - Ft Sam Houston (FSH) has 2 users
    - show subunits (2)
**ADD NEW UNIT:** Click the Insert New Unit link at page bottom.

A box will appear to input the new unit data.

Align the new unit within the organizational structure. Click the Find Placement link to get the RCIO parent. Click on the Select Button to align the new unit with its Technical Parent. Click the Add Button.
**EDIT UNIT BUTTON:** Managers can edit information within a unit by clicking on “Select” located to the left of the unit. Once finish with changes, click “Update”.

**ASSIGN MANAGER:** Top level managers can assign managers to their subordinate organizations. The use of subordinate managers to validate a group of IA professionals located at their site or installation is encouraged.

- Click “Edit” located to the right of the organization.
- Click on “Assign New Manager”.
- The drop down lists all personnel registered at that unit and one unit above.
- Select the user name.
- Click on “Add Manager”.

![Unit Details](image-url)
**REMOVE/CHANGE MANAGER:** To remove a manager click on “Remove” by the user name then click “Update” located above “Unit Placement”.

**UPDATE BUTTON:** Make sure to click the “Update Button” after making any updates to the unit’s information.
**MOVE UNIT**: Managers can move subunits under another unit however the unit must be within their unit structure. Click on the “Edit” located to the right of the unit you wish to move then click “Move”

**REPORTS**: Managers can query reports required by FISMA and DoD.
**DOD 8570.1-M ANNUAL REPORT:** This report provides a list of certified IA Workforce personnel in accordance with 8570.01-M, AR 25-2, and the IA Training and Certification Best Business Practice.

- **Num column:** The numbers in this column represent the total number of personnel in a particular organization. These numbers do not include personnel listed as General Users.
- **Filled:** These numbers include all individuals who have been validated and verified in the system by their manager as occupying a valid IA position and IAW their duty appointment and job functions.
- **Certified:** These numbers include all individuals that have at least one of the DoD baseline commercial certifications annotated in their training plan (profile view). The certification must be validated by the manager in order to be captured in the chart.

**AWARENESS TRAINING REPORT:** This report includes Technical, Management, and General Users listed for an organization.

- **Number of Users:** All users within an organization. **Completed Initial Training:** If the user has “Annual training annotated in their profile then initial training is not calculated. If the user only has initial Awareness training annotated then this is calculated under “Completed Initial Training”.
- **Completed Annual Training:** If the user has two or more annual trainings listed in their profile then only the latest one is counted.
CERTIFICATION REPORT: Provides managers a status of completed certification training obtained by users under their purview. Select the options then click “Filter”.

<table>
<thead>
<tr>
<th></th>
<th>Number of Users</th>
<th>Completed Initial Training</th>
<th>Completed Annual Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civilian</td>
<td>16</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Military</td>
<td>19</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td>Contractor</td>
<td>11</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Foreign National</td>
<td>22</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>68</td>
<td>30</td>
<td>0</td>
</tr>
</tbody>
</table>

Certification Report for RCIO-SW

This report shows obtained and verified certifications that have been entered into the system.

Filter By
- Certification:
- Profile:
- Unit Group:
- Order By: User

Filter
**TRAINING BUDGET PLAN:** Provides manager a budget plan IAW the listed training requirements selected in the user. When the manager selects specific courses for the user to attend, TDY and course cost are captured in this plan.

### Training Budget Plan Report for NETCOM

#### By Course

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Approved Users</th>
<th>Course Costs</th>
<th>Voucher Costs</th>
<th>TDY / TAD</th>
<th>Approved Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Information Systems Security Professional</td>
<td>2</td>
<td>$4,000</td>
<td>0</td>
<td>0</td>
<td>$4,000</td>
</tr>
<tr>
<td>CompTIA Air Core Hardware</td>
<td>1</td>
<td>$1,000</td>
<td>0</td>
<td>0</td>
<td>$1,000</td>
</tr>
<tr>
<td>CompTIA Security+</td>
<td>2</td>
<td>$2,000</td>
<td>0</td>
<td>0</td>
<td>$2,000</td>
</tr>
<tr>
<td>IA Technical Level 1 Course</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Information Assurance Security Officer (IASO)</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Network Security Issues</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SYO-101 Security + Modules</td>
<td>20</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sys Admin / Network Mgr / Network Officer Course</td>
<td>1</td>
<td>$2,000</td>
<td>0</td>
<td>0</td>
<td>$2,000</td>
</tr>
</tbody>
</table>

**Total:** $9,000

#### By Subordinate Unit

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Approved Users</th>
<th>Course Costs</th>
<th>Voucher Costs</th>
<th>TDY / TAD</th>
<th>Approved Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Information Systems Security Professional</td>
<td>2</td>
<td>$4,000</td>
<td>0</td>
<td>0</td>
<td>$4,000</td>
</tr>
<tr>
<td>CompTIA Air Core Hardware</td>
<td>1</td>
<td>$1,000</td>
<td>0</td>
<td>0</td>
<td>$1,000</td>
</tr>
<tr>
<td>CompTIA Security+</td>
<td>2</td>
<td>$2,000</td>
<td>0</td>
<td>0</td>
<td>$2,000</td>
</tr>
<tr>
<td>IA Technical Level 1 Course</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Information Assurance Security Officer (IASO)</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Network Security Issues</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SYO-101 Security + Modules</td>
<td>20</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sys Admin / Network Mgr / Network Officer Course</td>
<td>1</td>
<td>$2,000</td>
<td>0</td>
<td>0</td>
<td>$2,000</td>
</tr>
</tbody>
</table>

**Total:** $9,000