



DEPARTMENT OF THE NAVY

BUREAU OF MEDICINE AND SURGERY
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Canc: Jul 2009
IN REPLY REFER TO
BUMEDNOTE 5221
BUMED-M09B3
4 Aug 08

BUMED NOTICE 5221

From: Chief, Bureau of Medicine and Surgery

To: All Internal BUMED Codes

Subj: BUMED eKM BUSINESS RULES

Ref: (a) BUMEDINST 5216.15

Encl: (1) BUMED eKM Business Rules

1. Purpose. To implement enclosure (1).
2. Cancellation. BUMEDNOTE 5221 of 15 Nov 06.
3. Action. Effective immediately, all BUMED staff shall comply with and utilize eKM business rules as outlined in enclosure (1).



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Chief of Staff

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BUMED eKM BUSINESS RULES

1 GENERAL

a. All staff (contractor, military, civilian) will create and maintain an eKM account while assigned to BUMED.

b. Upon transfer to a different job, or different command, contact BUMED eKM Program Manager, at 762-3204 to update your profile.

2. COMMAND ANNOUNCEMENTS

a. All command-wide announcements will be listed in the eKM News application. These entries will be shared with BUMED_Command_Headquarters Staff – All community.

b. The same business rules apply to emailing announcements via eKM. Only Assistant Chief of Staff (ACOS) and Director for Administration personnel are authorized to use this function. If an announcement requires emailing, send a note to the Administrative LCPO with a “PDF” of the announcement and it will be distributed via eKM email on your behalf.

3. ACTION ITEMS

a. The primary purpose for eKM is to serve as the enterprise information management system designated to document, coordinate, and regulate all official communication transacted between BUMED and any external agency, government or private-sector, and particularly within BSO 18. As applied to eKM, official communication is defined as any formal or informal request for, or from, Chief, BUMED/Surgeon General (SG) or official representative of same to present or state the sanctioned corporate position in an official response or proposed action. Managing the response to these communications entails electronically documenting the incoming requirement, assigning the action/response preparation to the code/command with program responsibility, facilitating the development and monitoring progress of action/response preparation, reviewing the Action Memo elements for correctness and archiving the closure documents.

(1) Official communication may include, but is not limited to policy, plans, information, data, comment, opinion, position, recommendation, information paper, briefing, or assessment pertaining to any aspect of the mission of Navy Medicine or its relationship with any organization mentioned above.

(a) The SG, Deputy Surgeon General (DSG), Chief of Staff (COS) or the ACOS may task an official communication to an action office. These assignments will be entered into eKM and the tasking will be managed by the Secretariat, Correspondence Manager (CM), through closure.

(b) Deputy Chiefs (DCs), Assistant Deputy Chiefs (ADCs), and Executive Assistants (EAs) at the request of their DC or ADC, may task an official communication to the Navy Medicine Regional Commands. They shall build the Tasker in an email to the Secretariat CM to include attaching tasking background documents, assigning a due date, and designating the Lead and Coordination. The CM shall enter the Tasker into eKM, edit the Tasker as necessary, consult the COS on the Tasker, and forward the Tasker to the Regional action officers. The progress of the Tasker shall be tracked by the DC's front office, as well as the CM. The DC's front office shall manage the Tasker due date, extension requests, final documentation attachment, and shall notify the Secretariat CM of any changes, as well as when to close and archive the Tasker.

(2) The means by which a request for an official communication is received may be formal or informal to include official letter, message traffic, email, phone call, or personal communication. All such requests shall be forwarded to Secretariat's eKM Manager for entry into eKM and subsequent coordination/management of the action/response.

(3) BUMED/BSO 18 staff are not authorized to respond to informal requests for official communications. Such requests shall be staffed as a formal request for official communication as described in these business rules. Informal exchange of information with an external agency must be characterized as such to the requestor and not meant for use or publication as BUMED policy, position, or status.

b. Official communication to be signed by the SG will be routed via COS and DSG. Official communication for DSG signature will be routed via COS. "By direction" correspondence is governed by BUMEDINST 5216.15. This paragraph does not include the routine communications authorized by subject instruction.

c. A "late rate" metric will be calculated weekly for each action office and presented as a rolling 10 week trend line. The late rate per week is the percent of Action Entries assigned to an action office in eKM that are overdue as of Saturday of the previous week. Note: a request for an extension of a Due Date does not affect the late rate calculation. A due date shall be officially extended in eKM by the CM with tasking authority approval.

d. All requests for official communication from BUMED or BSO 18 shall be entered into eKM by Secretariat for correspondence coordination/management as noted above. eKM Action Entries for action/response that are specifically internal business of an action office, and not assigned nor entered into eKM by Secretariat, shall not include the Secretariat Community, M09B3, in the Community Box when the Action Entry is entered into eKM.

e. An action/response assigned to an action office shall only be re-assigned to another action office within 24 hours of the original assignment in eKM, unless approved by the CM for unusual circumstances. All reassignments will be negotiated between the EA or Administrative

Officer (AO) of the original Lead action office and the receiving action office EA or AO. Documentation of the agreement will be entered into the Comments Box of the eKM Action Entry by the original Lead EA or AO by completing a “saved comment” Consult to Secretariat and the receiving EA/AO.

f. Due Dates and Action Numbers assigned by Secretariat for an official communication shall only be changed by the Secretariat, CM.

g. Templates; i.e., writeable document formats, are found in the Documents tab of the eKM Welcome page. These templates are required formats for official communication documents. These templates are based on the Navy Correspondence Manual and Secretary of the Navy Writing Guide guidance.

h. Action Entry Instructions:

(1) Subject: Shall be entered by Secretariat for official communication action/responses. For internal action/response the action office will assign same. This field has limited character capacity. Use primary words only to facilitate subject searches. Subject will be changed by Secretariat only.

(2) Action Number: Shall be assigned by Secretariat for official communication action/response. It will be either one of Secretariat’s official serial numbers or a document control number (DCN) from HQWeb. Action Numbers will be changed by Secretariat only.

(3) Description: Shall be entered by Secretariat for official communication action/response. It will include: the office requesting the action/response, the date of the request, the name of the requesting action office, a comprehensive yet brief description of the request and action/response requirement, the format for the response/action, guidance for the Lead and Coordination, and the original Due Date. The assigned Lead will be the action office EA/AO. The EA/AO shall reassign the action/response Lead to an action officer, identify their code in a parenthesis, and enter their phone number. Secretariat shall enter the Coordination code EA/AO. The Coordinating EA/AO will contact the Lead EA/AO for guidance on what is required from their code. Except as stated here, and as indicated below, the Lead, Coordination and Due Date will only be changed by Secretariat. The entire content of the Description Box will be copied and entered as the first Comment of the Action Entry to become permanently documented.

(4) Due Date: Shall be entered by Secretariat for official communication action/response. The Due Date will be based on the due date specified by the requesting agency to arrive at Secretariat 2 working days earlier. This permits time for coordination, editing, revision, clearance, signature, mailing, and closure in eKM. Due Dates are changed by Secretariat only. Requests for extension are submitted to Secretariat by “saved comment” Consult. Secretariat will contact the requesting agency for the extension and notify ALCON of the outcome by “saved comment” Consult.

(5) Lead: Shall be entered by Secretariat for official communication action/response. The Lead may be a Deputy Chief (DC), Assistant Deputy Chief (ADC), Special Assistant, EA or AO with overall or primary responsibility for the program or subject of the official communication action/response. If the assigned Lead concludes the action/response assignment is not properly assigned, it is the Lead action office responsibility to contact the action office they feel should be the Lead and negotiate the transfer. If a change in Lead is negotiated, the Secretariat and accepting action office will be notified by "saved comment" Consult by the original Lead. The Consult will include a comment that the receiving EA/AO accepted the transfer.

(6) Assessment: Defined as the action status of an Action Entry relative to the Due Date. The Assessment of each official communication Action Entry in eKM is monitored and updated daily by Secretariat. The Assessment color codes are changed by Secretariat only. The Assessment color code and definitions are:

BLUE is an Action Entry that is due in more than 5 business days.

YELLOW is an Action Entry that is due within 5 business days or less.

RED is an Action Entry that is overdue.

GREEN is an Action Entry that was put in eKM for information only.

PURPLE is an Action Entry that is in the "Front Office." This color is added to the weekly summary report by the eKM Manager.

Weekly reports of Action Entry Assessments assigned to each action office will be forwarded to the ADCs, EAs and AOs. The Action Entries currently assigned to an action office can be found in the Documents tab of the Welcome page under BUMED Tasker Reports. The reports are listed as All Open Taskers as well as by Lead Code.

(7) Attention To: This feature identifies the BUMED and BSO 18 action officers and authorizing clearance officials expected to develop, coordinate, manage, and approve an Action Entry. Secretariat will initiate the design of the Attention To ladder when entering the Action Entry. The Lead EA or AO shall further assign internal and external action officers to the ladder as necessary to completely staff the Action Entry. Authorizing/clearance action office officials shall also be entered. Staff action officers may further assign coordinating action officers. The BOLD lettered action officer in the ladder currently has the Action Entry for action. To notify the next action officer that they have completed their staffing, the current action officer advances the Action Entry to the next action officer for their coordination/input by clicking the Advance Button. The Coordination EA/AO can upload their input into eKM as an attachment or comment with a consult to the Lead EA/AO informing them they have provided coordination. No hard copy needed. Lead EA/AO is responsible to ensure this iteration is continued until the completed Action Entry is forwarded to Secretariat as a "signature ready" Action Memo and hard copy is delivered to the Secretariat.

(8) Comments: The initial Comment for an Action Entry is entered by the Action Entry creator in Secretariat. This will include the original information in the Description Box to

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ensure permanent record of this information. New Comments are added by pressing the New Comment button. Comments are used to permanently document information or action taken by a member of the "Attention To" ladder. Note: No automatic notification is made to any person via eKM e-mail when a Comment is created. When entering a Comment into an Action Entry, start with the date of the Comment and the sender's identification and code. Also, specify to whom the Comment is addressed, their code, and what action is expected or the information they need to know. Comments entered into the Comments Box are not editable once "submitted" into eKM.

(9) Consult: This is the most versatile and useful eKM feature. The Consult is a Comment for which an eKM generated e-mail is sent to all specified recipients who need to be aware of the information placed in the Comment box of the Consult. The Comment box of the Consult build screen should start with the date of the Consult and the sender's identification and code. Also specify to whom the Comment is addressed, their code, and what action is expected or the information they need to know, because eKM Consult e-mails are sent "blind copy." The remainder of the Comment Box is used to describe the purpose of the Consult to the identified recipients. To direct an automatic eKM email to the individuals addressed in the Comment box and others, click the Add button to the right of the Consult List box, individually enter their name in the Select box, click the Go button, and click on the name to highlight it. Repeat this process until all recipients have been designated to receive, and then click the Done button. The Consult feature of eKM automatically enables an individual or action office designated to receive the Consult with permanent visibility to the Action Entry. A Consult can be used to request coordination or to further socialize the action item. When a Consult is submitted, each individual or community specified in the Consult receives an eKM email informing them they have a consult to review for action or information. To permanently record the Consult in the Entry Comments box of the Action Entry, check the "Save as Comment" box at the bottom of the Consult build screen before clicking the Submit button.

(10) Sharing: The Sharing box is initially populated by Secretariat. The purpose is to designate which BUMED/BSO 18 communities will have visibility to an Action Entry. Note: persons or communities included in a Consult will have permanent visibility of the Action Entry. The tasked action office(s) is (are) provided visibility on the action item by Secretariat inserting their Community into the Community Sharing Box. Note: Secretariat Community is not to be included in an internally created Action Entry.

(11) History: The History box automatically records every action performed on an Action Entry including creation comments, editing, and consults. It provides the authors name and the date.

(12) Attachment Entries: This feature shall be used to archive all tasking documents, working versions of documents (if relevant), final documents, final elements of the Action Memo, and a "PDF" of the response/action document with signature and enclosures/attachments. Note: If a signature is not required on the response document, the OMR

attached here shall indicate action office approval with initials and dates in the Clearance Ladder-Code Specific box and SG/DSG/COS chop/clearance in the external chop area of the OMR. The Action Memo (hard copy) provided to Secretariat shall include a diskette/CD with the FINAL version of all the elements in the Action Memo.

(13) All instructions or other issuances assigned to an action office for development or revision, and subsequently assigned to Directives Branch for analysis and final preparation, shall be entered and coordinated/managed in eKM. The Lead action office shall coordinate all development activity utilizing the Attention To feature of eKM, document all coordination activity in the Comments Box, and upload all Action Memo document requirements into the Attachment Entries box.

i. Close Outs: Packages that are for SG/DSG/COS signature shall be turned in "hardcopy" to the Secretariat "Signature Ready" in an Action Memo. This requires a BUMED Cover Sheet (OMR) (documenting single digit clearance) and an Action Memo with required attachments, all placed on diskette/CD. NOTE: When a code "closes out" an official communication action/response that was signed/approved by the single digit, attach the close out document in eKM and do a Consult to the CM and Assistant CM requesting the Action Entry be closed. After review, Secretariat will close out, and annotate *KEEP* in the subject line to ensure Action Entry is archived in eKM.