Enterprise Task Management – Frequently Asked Questions (FAQs)

General Questions

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Question	Answer
What is Enterprise Task Management (ETM)?	Enterprise Task Management provides a standardized means for capturing, analyzing and reporting task results to demonstrate the value we bring to our customers.
Why does NMCPHC need an ETM capability?	With the constrained fiscal environment and establishment of the Defense Health Agency, we are increasingly being asked to demonstrate the value of the Command's efforts for Sailors, Marines and Navy Medicine. NMCPHC requires a capability to help facilitate internal task management and verify hours spent providing support to our customers.
What are the benefits/features of ETM?	The ETM tool: • Offers an intuitive, automated solution for processing and tracking tasks while reducing administrative workload • Provides a centralized repository for storing task information to decrease the level of effort for responding to information requests from leadership • Improves our ability to prioritize tasks for each department as well as for the Command by capturing task information in one tool • Helps identify when you are over tasked or tasked inappropriately and ensure your skill sets are utilized in the best way possible • Ensures we associate tasks with policy-driven requirements to provide documented justification for our continued existence in the DHA model and demonstrate our value to Navy Medicine • Provides justification for additional funding and sustainment of staffing levels by increasing our ability to directly align tasks with validated/funded requirements
Who will use ETM?	All NMCPHC staff located at Portsmouth, VA will use this tool for task management.
Is training available? Where can I find a user guide?	A recording of the Basic User Training and a User Guide can be found in the ETM tool Training library within the ETM portal here: http://nmcpeh-spweb1/sites/ETM/Training

Question	Answer
What is the difference between ETM and eKM?	BUMED began using eKM for workflow management and its use has expanded throughout Navy Medicine to become the primary means to request/share information between BUMED HQ and Navy Medicine Echelon 3 and below activities. ETM will be used only by NMCPHC to manage a wider scope of the Command's tasks to include those we receive from our customers.
How do I set up an account?	All users have access to the site and do not need to set up an account. Use this weblink http://nmcpeh-spweb1/sites/ETM to access the ETM tool. We recommend saving this link to your favorites for easy access.
How do I log into the system?	Use this weblink http://nmcpeh-spweb1/sites/ETM to access the ETM tool. The first time you log into the ETM tool, you will receive a prompt to enter your first name, last name and Department. Please enter your appropriate information and click the Update button. ETM will automatically save your information and will associate it with your CAC for future log-ins.
Can I access the system remotely?	No, the system is hosted on the NMCPHC Intranet and cannot be accessed remotely.
What technical support is available?	Technical support will be provided by the NMCPHC IMD Department following deployment to ensure a smooth transition to the ETM tool. All application changes or technical issues for ETM can be sent to this e-mail: webmaster_change@nehc.mar.med.navy.mil.
When should I log into ETM and check for new tasks?	All staff should login to ETM daily to monitor status of tasks assigned to them.
What tasks should be entered into ETM?	Internal and external tasks taking 30 minutes or more should be entered and tracked in ETM. Staff do not need to enter required training as a task. Staff training will be estimated as a Command aggregate.

Question	Answer
Who creates, assigns and updates tasks?	The person receiving the task enters the task into ETM and notifies the Department Head. Department Heads select appropriate Action Officers and Assigned Users with the task. Tasks should be updated whenever changes occur or at the request of the Department Head. The Action Officer should close a task when a task is complete. For tasks that are repeated frequently, the recurring task option should be selected by the person entering the task at the time of task creation. For tasks with multiple components, subtasks should be created under the parent task.
What happens if there is a disagreement on task assignment?	Differences should be resolved at the lowest level possible; escalate only if needed at the Department, Directorate or BoD level.
How often should time be entered?	Daily time entry is recommended to ensure consistent and accurate reporting.
Who determines what tasks are funded and mapped to a requirement?	As a general rule, a task is considered “valid” if it can be tied back to a specific requirement. A task is considered “funded” if it can be tied to requirements under a current funding stream or it is funded directly by a specific source or customer. Department Heads are the default Validators that verify per task and may assign additional Validators as required. Validators should validate tasks within three business days of the task being created or before the task is closed, whichever comes first.
What are the business rules for reports?	All users have the ability to view reports within their Departments. Directors have the ability to view all reports across all Departments. The Command Suite has the ability to view all reports across the Command. At a minimum, the Command Suite will generate a Command-wide report three weeks prior to the Quarterly Strategic Planning Review for Command leadership review. These reports will illustrate, at a minimum, the distribution of tasks and whether they are valid/not valid and funded/not funded. Directors and Department Heads (or their designated representatives) should review tasks on a weekly basis to track tasks to completion and manage resources.

Question	Answer
How do I know a task is assigned to me?	In the dashboard view, you will find the list of tasks that have been associated with your user profile. You will see a list of tasks that you have created on the top portion and a list of task assigned to you for action underneath your created tasks. Here you can click on the listed task to review or modify them. You should check ETM daily for changes in tasking.
How do I create a task?	Navigate to the ETM Dashboard and click the Create New Task link near the upper right-hand corner of the screen and fill in the task information. Click Save to finalize your task. Refer to the user guide for additional information.
How do I run a report?	Reports can be accessed by clicking on the Reports tab from the ETM homepage. Reports can be accessed by any user within ETM.
How do I enter time against a task?	From the ETM Dashboard, select the Time Tracker tab. Select the appropriate date range for the time you will record against. To add a task to report time against, select the desired task from the drop down menu and click Add Task. Enter your time spent on the task for the appropriate day and select the Update button to record the time.
Do I enter my time in SLDCADA and ETM?	Standard Labor Data Collection and Distribution Application (SLDCADA) is the official time reporting system you will enter your time in following existing procedures. The purpose of ETM is to track tasks to completion and you should only enter the time you spend working on tasks in ETM.
How do I change my user role?	For Directors, after you login for the first time, send a request to webmaster_change@nehc.mar.med.navy.mil to update your role to Director. For all other users, please contact your Department Head to change your role. Your Department Head will send a request to the IMD Department.
Where can I go for additional information?	You can find additional information by accessing the ETM tool Training library within the ETM portal. http://nmcpeh-spweb1/sites/ETM/Training

ETM Roles and Responsibilities

Role	Type	Definition
Users	Permission Role	This is the default role assigned to each user when they visit the ETM site. This role will provide access to basic functionality, including the ability to create tasks, access reports, and time management features. While a user will be able to view basic information about other tasks in their department, they will not be able to view additional details or make changes.
Validator	Permission Role	In addition to granting access to the Validation tab for a given task within ETM, this role includes all of the access associated with the User role. The Validation tab allows a user to associate a task with its appropriate Command-level requirement, funding source, and update the overall validation status.
Department Head	Permission Role	In addition to granting management privileges to all tasks in a particular department, this role includes all of the access associated with the Users and Validator roles. A user with this role will have the ability to make changes and manage any task in their department. Additionally, they will have rights to view timesheet data for other users in their department.
Director	Permission Role	This role will provide the ability for a user to manage and validate all tasks across all departments. Directors also have the ability to run reports which query data across all of the departments.
Administrator	Permission Role	In addition to granting access to the Admin tab within ETM, this role includes all of the access rights associated with the Department Head role. The Admin tab within ETM allows a user to add new and modify existing users within ETM. It allows an administrator to add new or modify existing task types.
Task Creator	Task Role	Any user in ETM can create a task. Once created, a user will have privileges to manage that task, update its status, assign users, etc. While a task creator can manage their own task, they do not have the ability to update its validation status.
Assigned User	Task Role	When a user is marked as an Assigned User for a particular task, it will allow them to update basic task information.
Action Officer	Task Role	When a user is marked as an Action Officer for a particular task, it will allow them to assign and remove users.