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POLICY LETTER 4-16

From: Commanding General, I Marine Expeditionary Force
To: Distribution List

Subj: POLICY FOR USE OF THE DEPARTMENT OF THE NAVY TASKING, RECORDS, AND
CONSOLIDATED KNOWLEDGE ENTERPRISE REPOSITORY (DON-TRACKER)

Ref: (a) CMC Washington DC DMCS 141819Z Mar 16 (MARADMIN 148/16)
(b) I MEF Order P5000.3 w/Ch 1
(c) I MEF LOI 6-16

Encl: (1) I MEF DON-TRACKER Management Process

1. Purpose

a. DON-TRACKER implementation began on 4 April 2016 per references (a) through (c). Due to the differences between DON-TRACKER and the Marine Corps Action Tracking Systems (MCATS), it is necessary to outline basic procedures for using the new system.

b. To provide guidance and procedures to ensure the efficient use of DON-TRACKER.

c. This Policy outlines the basic process for receiving, routing, and responding to tasks within DON-TRACKER. This Policy applies to I Marine Expeditionary Force (MEF) and all Major Subordinate Commands (MSCs); however, internal business processes for task management within the MSCs will not be dictated by I MEF.

2. Information

a. Provide I MEF with direction on the use of DON-TRACKER in order to ensure that the system best supports staff processes and tracking of tasks issued by Higher Headquarters.

b. Roles and Responsibilities. The following are specific roles associated with DON-TRACKER.

(1) Member. Personnel who are authorized to view tasks for a particular organization or receive tasks within the system. In order to see tasks for a particular section, personnel must be assigned as a member of that section within DON-TRACKER by a DON-TRACKER Personnel Manager.

(2) Section/MSC Task Coordinator. Personnel who are authorized to view and take action on tasks within their particular MSC or section hierarchy. Task Coordinators will manage tasks for their respective

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JUN 2 2016

POLICY LETTER 4-16

MSC/Sections and ensure tasks are answered and returned to the I MEF level Task Coordinator in a timely manner. Responses to tasks must be submitted within the DON-TRACKER system. Therefore, each MSC and Section is required to maintain an adequate amount of Task Coordinators to monitor and respond to tasks within DON-TRACKER.

(3) MEF Task Coordinator. Overarching task coordinator and primary for I MEF is the Assistant Chief of Staff G-3. G-33 Current Operations Sections serves as the secondary.

(4) Congressional Task Coordinator. Personnel who are authorized to handle Congressional Level tasks on behalf of I MEF.

(5) Personnel Manager. Personnel who are authorized to add and remove Members/Users on behalf of respective organizations. Personnel Managers are at the MEF and MSC levels.

(6) DON-TRACKER Administrator. Support DON-TRACKER user requirements at the unit level and coordinate training support of the system. The Information Management Office/ Knowledge Management Office serves in this role for I MEF Command Element (CE).

(7) Organizational Administrator. Personnel who manage the administration of DON-TRACKER to include overall system administration and making changes to organizational hierarchy. This DON-TRACKER role is reserved for the DON-TRACKER Program Manager at Headquarters Marine Corps (HQMC) and is not a role that will be filled at the MEF level as of now.

c. Hierarchy. There is an organizational hierarchy within DON-TRACKER that is aligned with the hierarchy of the MEF CE and its subordinate elements down to the Battalion/Squadron level. The organizational Task Coordinator will handle any issues or change requests in regards to hierarchy structure. It should be noted that although a hierarchy exists within DON-TRACKER, the system enables organizations to easily task each other. Therefore the task management process outlined in enclosure (1) and below must be strictly followed.

(1) Task Management Process. The basic DON-TRACKER task management process is outlined in enclosure (1). The intent is to keep tasks within DON-TRACKER and leverage the system capability, which should decrease task management workload and increase visibility of tasks. Below are some parameters, which will be adhered to by the MEF.

(a) Tasking Authority. Overall tasking authority within DON-TRACKER will be aligned with the guidance in paragraph 3.b.1, pages 4-15 and 4-16 of reference (b). However, DON-TRACKER, much like Microsoft Outlook allows users flexibility. Therefore, normal tasking protocol needs to be followed. All tasks issued to the MEF are required to flow through the MEF Task Coordinator in-box. Tasks received by sections and units should be received via the I MEF Task Coordinator; tasks received directly from external organizations should be rejected and returned to the originator with instructions to properly route the request to the MEF Task Coordinator. This forces external organizations to follow the process and also prevents loss of centralized visibility of tasks.

JUN 2 2016

POLICY LETTER 4-16

(b) Time frame. Sections and units will ensure that tasks are viewed and action taken on a task within one business day of receipt. Therefore, it is imperative that sections and units assign more than one Task Coordinator in order to ensure there is always coverage within DON-TRACKER while personnel are deployed, on leave, or otherwise unavailable.

(2) Task Flow. As per below and enclosure (1), tasks will flow in the following manner.

(a) MEF CE Tasks. Tasks coming to I MEF from external agencies will flow through the I MEF Task Coordinator. If a I MEF CE section receives a task from an entity other than the I MEF Task Manager, then the task should be rejected with a request for the sender to route appropriately. In the case that a task is received via an improper chain, but it is time sensitive, sections will save the task before rejecting it as not to lose time in reviewing the subject task.

(b) I Marine Expeditionary Force Headquarters Group (MHG) Tasks. Basic task flow to the MHG and its subordinate elements will flow through the MHG or if sent directly to an MHG unit, the staff section sending the tasking will coordinate with or courtesy copy the MHG in the same manner they would for tasking an MHG unit as covered in reference (b).

(c) MSC Tasks. MEF CE sections may task respective MSC sections as per reference (b). However, the MEF CE will send tasks via the respective MSC Task Coordinator and will not go directly to respective staff section without coordination with the MSC overarching Task Coordinator.

(3) Visibility. The intent of this Policy is to centralize points of entry for tasks; however, DON-TRACKER enables basic visibility of all MEF tasks. Staff Sections that need to monitor tasks coming into I MEF in order to see what is in the task queue will request permission via the I MEF Task Coordinator.

(4) Task Tracking and Close-out

(a) Task Responses. The MEF CE will use DON-TRACKER to respond to external tasking and in the delegation of these tasks down to the MSC level, as necessary. DON-TRACKER will be used to provide official responses. It is understood that tasks will be worked within the staff via other communications, but tasks coming to the MEF via DON-TRACKER will be responded to within DON-TRACKER.

(b) Task Tracking. Basic DON-TRACKER task information will still be put into the I MEF SharePoint Task Tracker by the I MEF Task Coordinator in order to maintain a centralized Command dashboard of all tasks (e.g. internally generated tasks, DON-TRACKER tasks, and legacy MCATS tasks). Note: DON-TRACKER tasks will not be pulled from DON-TRACKER in the same manner that they are pulled from MCATS and uploaded into SharePoint. Only high level task information from DON-TRACKER will be loaded into the SharePoint Task Tracker to ensure visibility.

(c) Task Closeout. Tasks within DON-TRACKER will be responded

5200
JUN 2 2016

POLICY LETTER 4-16

to and closed within the system. Once an assigned section or unit completes a task in DON-TRACKER the task will then be closed out on the SharePoint Command Task Tracker.

3. Scope

a. DON-TRACKER Accounts. The DON-TRACKER system is Common Access Card (CAC) enabled so all Department of Defense CAC holders can access the system. User accounts may be activated by going to the follow URL:
<https://dontracker.navy.mil>.

(a) DON-Tracker is an unclassified system and is only accessible from .mil networks.

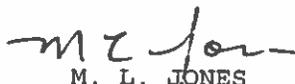
(b) The DON-TRACKER Helpdesk is maintained at Navy 3-1-1, which can be reached at (855)628-9311.

(c) Training support may be requested via the I MEF IMO/KMO and can be reached at (760)763-7043.

(d) Questions on processing tasks will be addressed to the I MEF Task Coordinator.

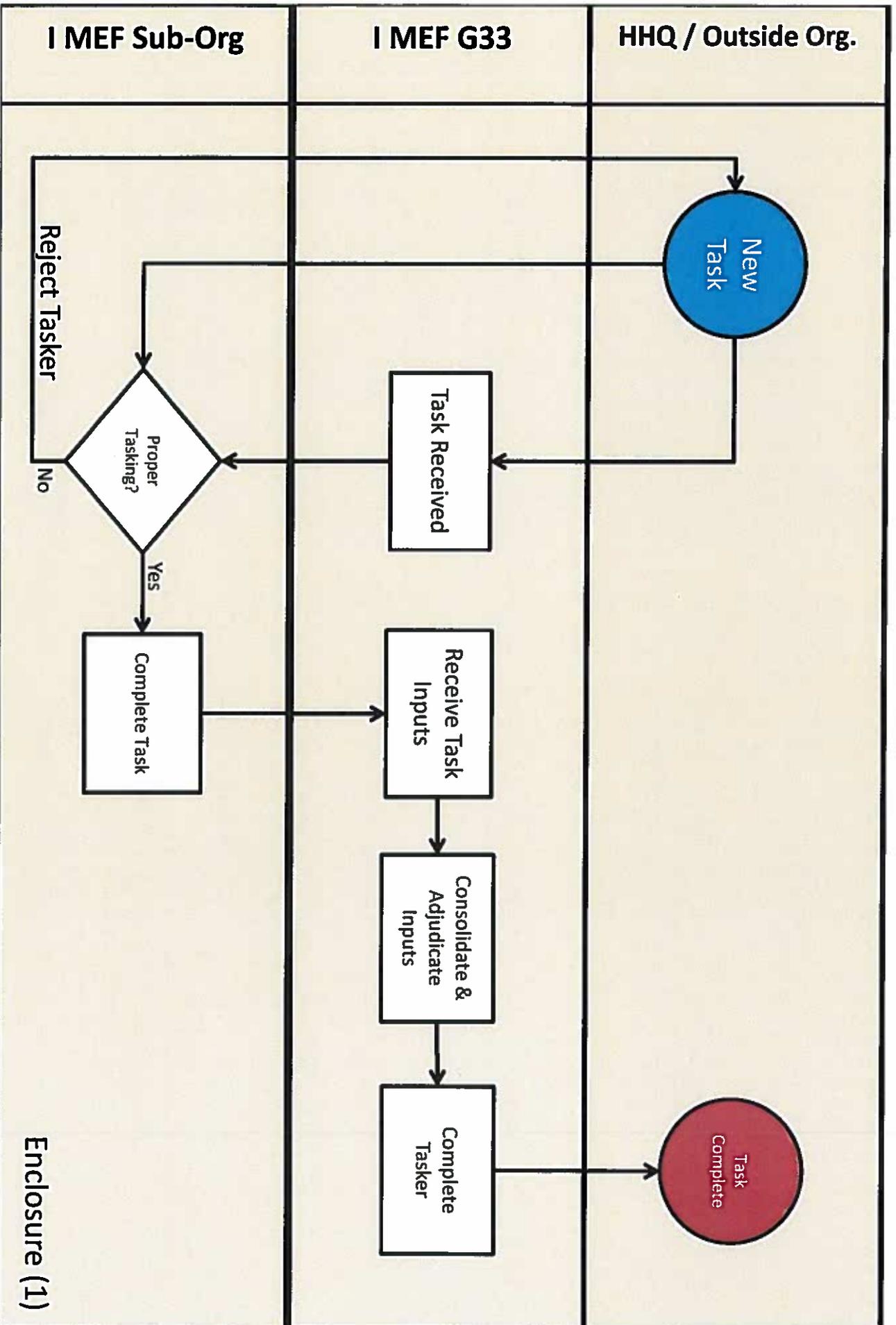
b. Points of contact are the I MEF Task Coordinator at (760) 763-2729 or the I MEF IMO/KMO at (760)763-7050.

4. Certification. This Policy letter is applicable to the I MEF Total Force.


M. L. JONES
Chief of Staff

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I MEF DON-TRACKER TASK MANAGEMENT PROCESS



Enclosure (1)