



DEPARTMENT OF THE ARMY  
INSTALLATION MANAGEMENT AGENCY  
EUROPE REGION  
UNIT 29353, BOX 200  
APO AE 09014



SFIM-EU-MWR-FMG

MEMORANDUM FOR SEE DISTRIBUTION

FEB 14 2003

SUBJECT: Morale, Welfare and Recreation, RecTrac! Implementation Plan

1. In order to be an integral part of force readiness, the Installation Management Agency must operate as an efficient business and must harness the available information technologies. RecTrac! is an important system that will strengthen our business practices, streamline reports and enable higher standards in customer service.
2. The enclosed letter of instruction establishes policy, assigns responsibilities and defines procedures for MWR Management Information Systems in the Europe Region. Guidance specific to RecTrac! is at Annex B. Use of this system in the standard configuration is mandatory. Area Support Group commanders must enforce the implementation and pay particular attention to the schedule (Annex B-1) that synchronizes classroom training, software deployment and hands-on training. In some cases, it may be necessary to close facilities for short periods in order to protect the schedule.
3. My staff is available to brief you and to demonstrate the outstanding capabilities of RecTrac!
4. Point of contact is Mr. Bob Boatwright, DSN 370-6659.

RUSSELL B. HALL  
Director, Installation Management Agency  
Europe Region

1 Encl

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**DEPARTMENT OF THE ARMY**  
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**LETTER OF INSTRUCTION (LOI)**  
**FOR**  
**MORALE, WELFARE AND RECREATION**  
**MANAGEMENT INFORMATION SYSTEMS**

1. **Purpose.** This letter of instruction (LOI) prescribes responsibilities and procedures for implementing, sustaining, and using Morale, Welfare and Recreation (MWR) Management Information Systems (MIS) in US Army Europe. Guidance for specific MWR MIS applications is provided starting at Annex B.

2. **References.**

a. Memorandum, HQDA, 8 August 2001, subject: Army Knowledge Management Guidance Memorandum Number 1.

b. Memorandum, HQDA, 1 July 2002, subject: HQDA Information Management Implementation Plan.

c. Memorandum, HQDA, US Army Community and Family Support Center, 5 January 2001, subject: Commander's Mission Box Standards for Reporting Implementation of the Management Information Systems (MIS).

d. Defense Information Technology Security Certification and Accreditation Process.

e. AR 25-1, 31 August 2001, Army Information Management.

f. AR 215-1, The Army Morale, Welfare, and Recreation Programs and Nonappropriated Fund Instrumentalities.

g. AR 380-19, 27 February 1998, Information Systems Security.

h. US Army Europe Supplement 1 to AR 25-1, Army Information Management.

3. **Authority.**

a. The Army MWR Board of Directors (BOD) is established to:

- (1) Develop program, resource, and finance strategies.
- (2) Develop short- and long-term goals and objectives.

- (3) Establish implementing plans and performance measures.
- (4) Maintain corporate MWR oversight, including fiduciary responsibility.
- (5) The membership and committee structure is explained in Annex A.

b. An Army MWR BOD survey in FY 92 demonstrated the need to reduce manual business processes and improve management information to reduce costs and improve customer service. The BOD established a project team that developed the U.S. Army MWR MIS, a suite of eleven software applications with associated computer hardware and peripherals. These applications support various retail, fitness, recreation, family child-care, and financial management business operations at an Army installation. The MWR BOD funded and mandated the use of the MWR MIS.

c. The Army MWR Strategic Action Plan Goal 8 captures the MWR BOD mandate, and provides for maximizing use of emerging technologies to increase efficiencies, reduce costs, improve revenues, and enhance customer service. IMA-E MWR Strategic Action Plan Goal 7 is to provide a comprehensive, integrated information system by capitalizing on existing and new technology to enhance program/service delivery, providing access to corporate information and reports at staff and employee workstations, and attracting and sustaining a highly motivated workforce.

4. **Responsibilities.** Every leader is responsible for the support and full utilization of Army MWR MIS. Specific responsibilities follow.

a. **Director, United States Army Installation Management Agency, Europe Region.**  
The Director will --

- (1) Oversee the MWR Information Management Strategy.
- (2) Ensure compliance with AR215-1 and MWR BOD directives.
- (3) Ensure effective utilization of MWR MIS through periodic assessments and site visits of MWR activities.
- (4) Approve NAF purchases of IM/IT hardware, software, or services in support of MWR activities in accordance with US Army Europe Supplement to AR 25-1.

b. **Chief, IMA-E, MWR Division (MWRD).** The Chief, MWRD will –

- (1) Have IMA-E proponentcy for MWR MIS policy, training, and oversight.
- (2) Provide representation on Army MWR Configuration Control Board (CCB).
- (3) Provide logistical support and general direction to the Community and Family Support Center (CFSC) Customer Support Team.

- c. **IMA-E, MWR Single and Oversight Fund Manager.** The Fund Manager will--
  - (1) Exercise Nonappropriated Fund (NAF) budget oversight as it pertains to IM/IT.
  - (2) Oversee the establishment of IMA-E MWR IM/IT policy in coordination with Chief, Information Officer and CFSC.
  - (3) Oversee MWR MIS Training.
  - (4) Oversee daily operation of MWR MIS Support Center and Customer Support Team.
  
- d. **IMA-E MWR Information Services Officer (ISO).** The MWR ISO will –
  - (1) Serve as focal point for issues relating to MWR MIS to include but not limited to deployment, training, and utilization.
  - (2) Serve as ASG liaison on matters pertaining to MWR Information Management.
  - (3) Conduct periodic assessments (site visits) and investment analysis use of standard MWR MIS and perform on use of IM/IT resources.
  - (4) Validate NAF purchases of IM/IT hardware, software, or services in support of MWR activities in accordance with Army and MWR information architecture and policy.
  - (5) Review IM/IT items in MWR APF and NAF budgets for compliance with directives.
  - (6) Develop specific IMA-E MWR IM/IT policy and standards in accordance with DA and US Army Europe directives.
  - (7) Represent and provide feedback to IMA-E on the DA MWR Configuration Control Board's (CCB) Architecture and Operations Architecture committees.
  - (8) Provide strategic, capital and workforce planning for MWR IM/IT.
  - (9) Serve as point of contact for MWR IM/IT knowledge management.
  - (10) Serve and MWR Information Assurance Manager.
  
- e. **IMA-E, MWR MIS Support Center (MMSC).** The Chief, MMSC will –
  - (1) Operate the MMSC on a daily basis.
  - (2) Operate the MWR IT Help Desk in support of Army MWR MIS for all Area

Support Group (ASG) and Base Support Battalion (BSB) MWR users in coordination with ASG and BSB ISO as required.

- (3) Interface with program managers and CFSC Regional Support Team on business practices to ensure proper use of MWR MIS.
- (4) Provide technical access to MWR MIS through the MWR Portal (Web).
- (5) Provide support to ASG Information Management personnel with MWR MIS IT infrastructure, servers, and software.
- (6) Serve as the Local Registration Authority for Public Key Infrastructure (PKI) for MWR users and manage supporting MWR PKI trusted agents.
- (7) Represent and provide feedback to IMA-E on the DA MWR Configuration Control Board's (CCB) Architecture and Operations Architecture committees.
- (8) Perform information assurance awareness training, and security audits of Application Service Providers (ASP).
- (9) Implement fixes required by Information Assurance Vulnerability Alerts (IAVA).
- (10) Develop and maintain Defense Information Technology Security Certification & Accreditation Process (DITSCAP) documentation for Application Service Providers.
- (11) Report MMSC computer values to Risk Insurance Management Program (RIMP) within 30 days to ensure items are insured in accordance with AR 215-1 for newly acquired computer hardware and software.

f. **ASG Commander.** Commanders will maintain supervisory responsibility for the support, sustainment and use of MWR MIS in their commands. In addition, commanders will --

- (1) Enforce use of the standard MWR MIS systems as described in DA and IMA-E guidance.
- (2) Ensure accountability, and security of all components of the MWR Information Management Systems and Army Lodging Property Management System (ALPMS).
- (3) Fund MWR IT life cycle needs, hardware and non MWR MIS software, in support of MWR programs in accordance with AR 25-1, AR 215-1, and MWR BOD directives.
- (4) Participate in the improvement of MWR MIS by submitting proposed changes (Software Engineering Change Proposal) through chain of command to CFSC (CFSC-IM) for action.
- (5) Be responsible to the IMA-E Director for insuring proper use of MWR MIS.

g. **ASG Director of Community Activities (DCA).** DCAs will –

- (1) Enforce use of Army MWR standard systems in accordance with CFSC and IMA-E MWR IT policy
- (2) Ensure accountability, and security of all components of the MWR Information Management Systems and Army Lodging Property Management System (ALPMS).
- (3) Complete formal training and attain proficiency in MWR MIS applications.
- (4) Participate in the improvement of MWR MIS by submitting proposed changes (Engineering Change Proposal) through the chain of command to CFSC (CFSC-IM) for coordination and evaluation.
- (5) Ensure use of Best Business Practices as relates to MWR MIS in accordance with AR 215-1, paragraph 2-4.
- (6) Budget for (APF and NAF) and execute IT Life Cycle purchases in accordance with IMA-E and DA guidance.
- (7) Ensure job descriptions and performance standards for all MWR MIS users reflect need for proficiency in use of a computer and in use of their relevant MWR MIS in accordance with AR 215-1, paragraph 2-4.

h. **ASG MWR Information Services Officer.** ASG MWR Information Services Officer will –

- (1) Support MWR MIS standard systems as prescribed by MWR BOD
- (2) Provide hardware maintenance, accountability, and security of all components of the MWR MIS standard systems in support of the ASG DCA.
- (3) Provide system administration of MWR MIS servers located in their ASG.
- (4) Operate MWR MIS necessary for ASG MWR operations not provided by the MMSC.
- (5) Participate in the improvement of MWR MIS by submitting proposed changes (Engineering Change Proposal) through the chain of command to CFSC (CFSC-IM) for coordination and evaluation.
- (6) Provide desktop support to ASG MWR users in coordination with the MWR IT Help Desk.
- (7) Plan, coordinate, consolidate, and manage IT purchases (APF & NAF) for MWR.

(8) Ensure proper use of MWR MIS in compliance with IMA-E and DA policy.

(9) Implement fixes required by Information Assurance Vulnerability Alerts (IAVA).

(10) Develop and maintain Defense Information Technology Security Certification & Accreditation Process (DITSCAP) documentation for ASG DCA.

(11) Report ASG computer values to RIMP within 30 days to ensure items are insured in accordance with AR 215-1 for newly acquired computer hardware and software.

i. **ASG MWR Application Administrator.** The ASG MWR Application Administrator will –

(1) Be responsible for the data administration of assigned MWR MIS.

(2) Complete formal training and attain proficient in the MWR MIS application for which they are designated as application administrator.

(3) Be responsible for the administration and maintenance of their designated MWR MIS application data (i.e., RecTrac, Prism, etc.) in coordination with the ASG ISO and with the assistance from the CFSC Regional Application Service Provider Site and Customer Support Team.

(4) Provide advice concerning proper use and software trouble shooting assistance to ASG MWR staff and employees on the proper use of the MWR MIS application and data contained in their designated system.

(5) Establish login and passwords for individuals authorized to use the supported application.

j. **BSB Commanders.** BSB Commanders will –

(1) Enforce use of the standard MWR MIS systems as described in DA and IMA-E guidance.

(2) Fund MWR IT life cycle needs, hardware and non-MWR MIS software, in support of MWR programs in accordance with AR 25-1, AR 215-1, paragraph 2-4, and MWR BOD directives.

(3) Participate in the improvement of MWR MIS by submitting proposed changes (Software Engineering Change Proposal) through chain of command to CFSC (CFSC-IM) for action in accordance with AR 215-1, paragraph 2-4.

(4) Ensure and support proper use of MWR MIS.

k. **BSB Director of Community Activities.** BSB DCAs will –

(1) Enforce use of Army MWR standard MIS in accordance with CFSC and EURO MWR IT policy.

(2) Ensure knowledge and adherence to established automation security guidelines.

(3) Ensure security of all MWR MIS components.

(4) Complete formal training and attain proficiency in the MWR MIS applications.

(5) Participate in the improvement of MWR MIS by submitting proposed changes (Engineering Change Proposal) through the chain of command to CFSC for coordination and evaluation.

(6) Ensure use of Best Business Practices as relates to MWR MIS.

(7) Budget (APF and NAF) and execute IT Life Cycle purchases in accordance with IMA-E and DA guidance.

(8) Ensure job descriptions and performance standards for all MWR MIS users reflect need for proficiency in use of a computer and in use of their respective MWR MIS.

1. **BSB MWR Information Services Officer.** BSB MWR Information Services Officer will –

(1) Support MWR MIS standard systems as prescribed by MWR BOD.

(2) Provide hardware maintenance, accountability, and security of all components of the MWR MIS standard systems in support of the BSB DCA.

(3) Provide system administration of MWR MIS servers located in their BSB.

(4) Operate MWR MIS necessary for BSB MWR operations not provided by the MMSC.

(5) Participate in the improvement of MWR MIS by submitting proposed changes (Engineering Change Proposal) through the chain of command to CFSC for coordination and evaluation.

(6) Provide desktop support to BSB MWR users in coordination with the MWR IT Help Desk.

(7) Plan, coordinate, consolidate, and manage IT purchases (APF & NAF) for MWR.

(8) Ensure proper use of MWR MIS in compliance with IMA-E and DA policy.

m. **MWR employee.** MWR employee (end user) will –

(1) Successfully complete the IMA-E Computer Users Test and establish a local user NIPRnet account.

(2) Complete formal training and attain proficiency in the use of a computer and the MWR MIS application(s) required for accomplishment of assigned position duties.

(3) Establish an AKO account.

(4) Establish an IMA-E MWR Portal account.

## **5. Concept of Operations.**

a. The original Army approach for MIS deployment was at the Area Support Group (installation) level. However, modern business practices coupled with technology improvements enable information technology management at the enterprise level. To that end, MWR is moving to the new enterprise model to achieve greater performance and enterprise cohesion among MWR activities.

b. The MWR Regional Information Services Office will provide strategic planning, capital planning, workforce planning, policy and standards development and review, resource management and review, MWR knowledge management, information architecture management, infrastructure planning and modeling, MWR IT investment analysis, auditing, and information security management.

c. The MMSC provides MWR MIS Help Desk, assistance to ASG MWR ISO, and delivery of MWR MIS to managers and employees through the MWR web portal (portal.mwr.army.mil).

d. The CFSC Customer Support Team will assist the MWR Help Desk and ASG ISO staff with MWR MIS issues, deployment of MWR MIS and training of MWR MIS.

e. The responsible application administrator will perform administration of MIS applications and data and subject matter expert at the HQ or ASG depending upon the application. Systems not ready for inclusion into the MMSC at this time will continue to be the responsibility of the concerned ASG or BSB until such time as they may be integrated into the MMSC operation. This concept fully supports the five Army Knowledge Management (AKM) Strategic Plan goals, the Army MWR Information Management Strategy Plan, the US Army Europe AKM objectives, and the IMA-E MWR Strategy Action Plan.

## **6. Annexes.**

- A US Army MWR Board of Directors
- B-1 RecTrac! Course Outlines
- B-2 RecTrac! Course Schedule
- B-3 Software and Hardware Configuration
- B-4 Post Deployment Check List
- B-5 Measures of Success / Commander's Mission Box

# MWR Board of Directors



15 Apr 96

# RecTrac! Course Outlines

Start Date	End Date	Class Name	Functional Area	Training Facility	Nominations Due	Available Seats
01/06/2003	01/08/2003	RecTrac for Arts & Crafts Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	11/22/2002	24
01/13/2003	01/17/2003	RecTrac For Sports & Fitness Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	11/29/2002	24
01/27/2003	01/31/2003	RecTrac for Bowling Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	12/13/2002	24
02/11/2003	02/13/2003	Source Time and Attendance (STA)	MWR Management Information System (MIS)	Schwetzingen	12/27/2002	18
02/24/2003	02/26/2003	RecTrac for Arts & Crafts Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	01/10/2003	24
03/10/2003	03/14/2003	RecTrac For Sports & Fitness Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	01/24/2003	24
03/24/2003	03/28/2003	RecTrac for Bowling Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	02/07/2003	24
04/21/2003	04/25/2003	RecTrac for Rod & Gun Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	03/07/2003	24
04/28/2003	05/02/2003	RecTrac for Auto Crafts Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	03/14/2003	24
05/05/2003	05/09/2003	RecTrac for Outdoor Recreation Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	03/21/2003	24
05/20/2003	05/22/2003	Source Time and Attendance (STA)	MWR Management Information System (MIS)	Schwetzingen	04/04/2003	18
06/02/2003	06/06/2003	RecTrac For Theatre & Entertainment Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	04/18/2003	24

# RecTrac! Course Outlines

Start Date	End Date	Class Name	Functional Area	Training Facility	Nominations Due	Available Seats
06/23/2003	06/27/2003	RecTrac for Auto Crafts Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	05/09/2003	24
07/07/2003	07/11/2003	RecTrac for Outdoor Recreation Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	05/23/2003	24
07/28/2003	08/01/2003	RecTrac For Theatre & Entertainment Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	06/13/2003	24
08/12/2003	08/14/2003	Source Time and Attendance (STA)	MWR Management Information System (MIS)	Schwetzingen	06/27/2003	18
08/18/2003	08/22/2003	RecTrac for Auto Crafts Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	07/04/2003	24
09/08/2003	09/12/2003	RecTrac for Outdoor Recreation Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	07/25/2003	24
09/15/2003	09/19/2003	RecTrac for Food & Beverage Managers & Power-Users	MWR Management Information System (MIS)	Schwetzingen	08/01/2003	24

# RecTrac! Course Schedule

	Arts & Crafts	Auto Crafts	Bowling	Rod & Gun	Fitness Center	Outdoor Recreation
<b>Activity Reservations</b>						
File Maintenance						
Activity Maintenance	X			X	X	X
Activity Section Clone	X			X	X	X
Instructor Maintenance	X			X	X	X
Daily						
Activity Registration	X			X	X	X
Period End						
Activity Roster Maintenance	X			X	X	X
Activity						
Instructor Payment & Maintenance	X			X	X	X
Reports						
Activity Status Reports	X			X	X	X
Activity Financial Reports	X			X	X	X
Activity Enrollment Reports	X			X	X	X
Activity Instructor Reports	X			X	X	X
Activity Roster Report	X			X	X	X
User Code Stats Report	X			X	X	X
<b>Pass Management</b>						
Utilities						
Pass Auto Enroll	X	X			X	
Daily						
Pass Visit Processing	X	X			X	
Reports						
Pass Daily Visit Report	X	X			X	
Pass Visit History Report	X	X			X	
Pass Visit History Report II	X	X			X	
Pass Visit Demographics Report	X	X			X	
<b>Point Of Sale</b>						
File Maintenance						
Transaction Code Maintenance	X	X	X	X	X	X
Inventory Maintenance	X	X	X	X	X	X
Daily						
Quick POS	X	X	X	X	X	X
Period End						
Inventory Month End Transfer	X	X	X	X	X	X
Inventory Posting	X	X	X	X	X	X
Sales Reports						
Cost of Goods Sold Report	X	X	X	X	X	X
Sales History Rep	X	X	X	X	X	X
What's Hot/What's Not	X	X	X	X	X	X
Inventory Reports						
Accountability History Report	X	X	X	X	X	X
Comparison Report	X	X	X	X	X	X
Cost/Value Report	X	X	X	X	X	X
Count Worksheet	X	X	X	X	X	X
Inventory Listing	X	X	X	X	X	X
Posting Journal	X	X	X	X	X	X
Recipe Report	X	X	X	X	X	X
Reorder Report	X	X	X	X	X	X
Valuation Report	X	X	X	X	X	X
Transaction Code Reports						
Activity Report	X	X	X	X	X	X
Comparative Report	X	X	X	X	X	X
General Ledger Sales Report	X	X	X	X	X	X
% Report	X	X	X	X	X	X

# RecTrac! Course Schedule

	Arts & Crafts	Auto Crafts	Bowling	Rod & Gun	Fitness Center	Outdoor Recreation
<b>Facility</b>						
File Maintenance						
Create Facilities			X		X	X
Facility Tree Maintenance			X		X	X
Daily Processing						
Reserve Facilities			X		X	X
Facility Payments			X		X	X
Reports						
Facility Reports			X		X	X
<b>Leagues</b>						
File Maintenance					X	
Daily Processing					X	
Reports					X	
Period End					X	
<b>Locker</b>						
File Maintenance						
Locker Room File Maintenance			X		X	
Lock File Maintenance			X		X	
Locker File Maintenance			X		X	
Daily Processing						
Renting a Locker			X		X	
Locker Payments			X		X	
Locker Cancel/Changes			X		X	
Inquiry						
Locker Listing			X		X	
Lock Listing			X		X	
<b>Rentals</b>						
File Maintenance						
Item Maintenance		X	X	X	X	X
Bay Rentals		X	X	X	X	X
Daily						
Quick Rentals		X	X	X	X	X
Cancel Changes		X	X	X	X	X
Reports						
Rental Activity Report		X	X	X	X	X
Outstanding Quick Rental Report		X	X	X	X	X
Rental Financial Report		X	X	X	X	X
Rental Revenue Report		X	X	X	X	X
Period End						
Rental Year End Transfer		X	X	X	X	X
<b>Trips</b>						
File Maintenance						X
Daily Processing						X
Reports						X
<b>Financial Reports</b>						
Daily - End of Shift Cash-out	X	X	X	X		
System Reports						
Cash Journal Report	X	X	X	X		
G/L Distribution Report	X	X	X	X		
Military DAR II Report	X	X	X	X		





# Software and Hardware Configuration

## Background

Over the last several years a geographical approach has been used to deploy RecTrac in IMA-Europe Region. This method has proven ineffective for several reasons.

1. Multiple versions throughout the command – Difficult to develop training and manage standards.
2. No standard configuration
3. Lack of proper management involvement

In January of 2002, this method of deployment was discontinued.

## New Concept

After extensive research within the IMA-E MWR Organization a new approach to deployment of RecTrac was developed. This approach focuses on specific program requirements. This also brought about a different approach to training. Collective and individual and Collective training sessions have been developed for each program. This allows the training staff to perform more specific training tailored to that program.

The deployment process is structured into six phases.

1. **Pre-Deployment Assessment** – During this phase each activity, Front Door, within a program is evaluated to ensure all requirements are addressed hardware, networking and connectivity. Who will be training, what position not, what individual
2. **Procurement and Setup** – Point of sales systems are installed and tested. Addition network cabling requirements are address. Connectivity issues are addressed.
3. **Collective training** – This the first intense training session on the standard configuration.
4. **Change Management Processing Period** – This is the period immediately after the Collective training session. During this time frame individuals trained will have specific tasks to accomplish, to include loading of inventory, activities and rentals. Successful completion will determine the amount of time required during the next phase.
5. **ON-SITE Assistance Visit** - Reinforcement training, troubleshooting, problem solving. This is the One-On-One custom session for the facility to fine tune and prepare to go live. At the end of this visit the “GO LIVE” Date is establish.
6. **Change Management** – Management Controls Assistance Transition – The facility has now been live for approximately 60 day. This is where we validate the process and answer the question, is everything working as planed?

# Hardware Configuration

## Management Workstation

- Management workstations are the responsibility of the local organization. System must comply with all local, IMA-Europe, CFSC and DA Baseline requirements.
- Recommend minimum standard for efficient performance is – Pentium III 700 MHz or equivalent processor, 128 MB RAM, Windows 2000 or Windows XP

## Point of Sale (Basic Machine\*)

- All equipment currently in place that meets the basic requirements will be used until life cycle has expired.

## Minimum standard (Basic Machine\*)

- Pentium II 400 MHz, 128 MB RAM, Windows 2000

## Recommended standard (Basic Machine\*)

- Pentium III 700 MHz, 128 MB RAM, Windows 2000

\* *Basic Machine – this is the basic workstation without Program specific peripherals. Required peripherals should be included in the hardware section of the program deployment requirements.*

## Configuration

- POS System be configure as a member of the local MWR Domain.
- Each system will be configured with a local user MWRPOS password to be provided separately.
- Administrator user will be renamed to Archivist password will be provided separately

# Post-Deployment Checklist

1. **Background.** In order to achieve accuracy, appropriate time and care must be used during the set-up phase of RecTrac!. Any report depends on the data contained within the system. Hence, inventories need to accurately and completely entered, recipes (components of meals) need to be established, reorder points (min. shelf quantities) of inventory items need to be established, quantities and types of rental equipment and facility operating hours etc. need to be entered, and all users must be set-up with their own user ID to utilize the RecTrac System.
2. **DAR's.** DAR's must be completed at the end of each day of operation. DAR procedures of RecTrac must still be followed, even if local rules require usage of the official DAR form. All pertinent data from the printout generated by RecTrac will be transferred to the official DAR form. DAR's will be submitted daily in a timely manner, as this is an essential function of business management and the management control principles. Appropriate local controls are to be established either by FMDs, BODs or equivalent offices to ensure timely submissions.
3. **Inventory.** RecTrac provides for a number of inventory reports. The facility manager is required to generate reorder reports on a regular basis (monthly/bi-weekly/weekly) to ensure appropriate inventory levels are maintained at all times. Variance reports are to be generated on a regular basis to assist in identification of lacking management controls (e.g. missing TBAs, missing posting of inventory received, incorrect counts, etc.). If lacking data has been identified and corrected, monthly variances of cost of goods percentages due to inventory discrepancies will be kept to a minimum.
4. **Management Reports.** These reports are additional tools for facility managers and their chain of command to monitor operations and to take action for proper stewardship. Example of such reports are Cost of Goods sold, Inventory Accountability, "What's Hot/What's Not", POS Discount Report, Cashiers Sales History Report, Inventory Cost/Value Report, GL Department Report, Facility Booking Report, Facility Fee Report, etc. Comparison of certain reports will provide for additional checks to ensure clean operations and provide assurance that management controls are in place and functioning properly. One example of such crosschecking of reports is Inventory Accountability compared to Sales history (does the number of items taken from inventory match the sold quantity, and does that result support the amount of cash received?).

## Measures of Success / Commander's Mission Box

MANAGEMENT INFORMATION SYSTEMS	QUALITY FACTORS	REGULATORY REQUIREMENT
Management Information Systems	Applications available to users. Mission Box MIS assessment standards met. Hardware operational and secure. Latest software version installed.	BOD Directives, AR 215-1,
Facilities	Facilities have network capabilities connection. Server rooms are secure and have controlled access. Workstations and computer equipment is secure to control theft of assets. Manufacturers specifications for power and air conditioning met. The LCCS has dedicated and conditioned power.	NEMA, AR 380-19, Local security regulations
Training	<ul style="list-style-type: none"> <li>- DISC4 Systems Administration Certification. Three levels.</li> <li>- Information Services Officer Training- CFS Academy one class every other year</li> <li>- Staff receives appropriate training to ensure technical competence.</li> <li>- Must have appropriate professional credentials and certifications or comparable demonstrated professional experience</li> </ul>	Army Standards, DISC4 guidance, AR 380-19, AR 215-1
Program Support	<ul style="list-style-type: none"> <li>- Applications available to the various Program Managers.</li> <li>- Customer Service consistent and uninterrupted.</li> <li>- Refresher training for users completed as required on applications.</li> </ul>	Army Standards, User requirements

## Measures of Success / Commander's Mission Box

MANAGEMENT INFORMATION SYSTEMS	QUALITY FACTORS	REGULATORY REQUIREMENT
Equipment	<ul style="list-style-type: none"> <li>- Equipment is maintained in operational condition in accordance with manufacturers recommended preventive maintenance schedule.</li> <li>- Manufacturers warranty maintained.</li> <li>- Accountability is established.</li> <li>- Equipment is repaired within 7 days</li> </ul>	Manufacturers Service manual, Warranty registration, Army Standards
Automation	<ul style="list-style-type: none"> <li>- License information maintained.</li> <li>- Continuity of Operations Plan developed.</li> <li>- System Security Plan developed and implemented</li> <li>- System Architecture on file.</li> </ul>	Physical Security Regulations, Army Standard, AR 380-19, Systems Accreditation
Systems Security/ Certification	<ul style="list-style-type: none"> <li>- The delivery and management of the MWR MIS will be performed to insure that the availability, integrity and confidentiality of data is maintained.</li> <li>- Unique USERID and passwords for Network log-in as well as application log-in will be maintained.</li> <li>- Passwords changed every 90 days.</li> <li>- Data backup performed on schedule and safeguarded.</li> <li>- Routine archive performed</li> </ul>	Computer Security Act 1987 OMB Circular, A-130