DEPARTMENT OF THE ARMY
Corps of Engineers, Omaha District
215 North 17th Street
Omaha, Nebraska 68102-4978

DM 25-1-71

CEMRO-IM-PM

Memorandum
No. 25-1-71

1 October 1989

Information Management
CAPABILITY REQUEST FORMS

1. Purpose. The purpose of this memorandum is to establish procedures for requesting and tracking of Information Management (IM) services of an Automated Data Processing (ADP) nature. These services include the procurement of hardware and software, and requests for analysis, design, implementation, enhancement and maintenance of manual and automated systems.

2. Applicability. This memorandum applies to all elements of the Omaha District.

3. Reference. AR 25-1, para 4-3 b(9)

4. General.

a. Army Regulation (AR) 25-1 requires IM to establish a Capability Request System (CAPR). CAPR is a set of processes established to track service requests thru IM. These processes are outlined in paragraph 5, below.

b. All CAPR's for hardware/software acquisition, software programming and program maintenance, and any other automation support related activity will be requested by submitting one of the following to the Planning and Requirements Section (CEMRO-IM-PR). See Appendices A and B for examples of forms and instructions.

(1) User Service Request (USR): is for any automation/systems related activity including requests for analysis, design, implementation, enhancement and/or maintenance of manual and/or automated systems.

(2) Justification For Acquisition Request (JAR): is used for the procurement of any hardware or software related items.

5. Procedures.

a. An initial review will be conducted on all complete capability requests upon receipt. The review will consist of the initial interviews with the requester and key users in the process being addressed, and identifying certain criteria (paragraph 6 below). The following criteria will be used to test whether the requests meet established standards.

This memorandum supersedes DM 18-1-1 and DM 18-1-2, dated 1 Mar 84, and MRO Forms 1792 and 2000 (Test).

(1) All JAR requests must be for items listed as District standard hardware or software. If an item is not considered standard, a review by the Information Systems Priority Review Committee (ISPRC) will consider its merits for standardization. Requests for low value (under $1,000) non-standard items (not on standard list) will not be referred to the ISPRC. These requests will be accepted or rejected based on their justification.

(2) Justification of non-standard hardware/software equipment will be determined by the support and availability of the resources required for that support.

(3) All USR requests of an unusual nature, such as a large amount of overhead funding or dedicated IM manpower must be reviewed by the ISPRC. IM will determine if resources are available and the committee will recommend whether or not to commit them.

b. Following the review, a response document will be prepared containing the analyst's results of the review and forwarded to the requester. The response document for a USR will include data (e.g. cost estimate, feasibility study, and planning on how to proceed) regarding status of the project, and User and IM responsibilities. The User will be required to provide written authorization for IM to continue based on the estimates and responsibilities outlined in the response information. If the request is a JAR and meets the criteria in paragraph 5a above, the response will include all requisition information.

c. If the USR or JAR is rejected, the response document will contain the reason for rejection and signature of the Chief of Information Management. A request can be re-submitted if the User can show additional information or justification as to why the request should be approved.

d. A request that meets the initial review and has been authorized by the User based on the response information, will be forwarded to the appropriate Project Manager within IM. It is the Project Manager's responsibility to report project progression and ensure all appropriate milestones are met.

e. A request will be tracked through completion. The requester can contact the CAPR tracking desk in CEMRO-IM-PR to check for current status information.

6. Responsibilities.

a. CEMRO-IM-PR will conduct USR initial reviews including the following tasks:

(1) Classify User Requests

(2) Identify Objectives

(3) Determine the Scope of the Project

(4) Define Problem(s)

(5) Describe Existing Procedures

(6) Generate Possible Solutions

(7) Evaluate Feasibility of:

(a) Financial

(b) Operational

(c) Technical

(d) Schedule

(e) Human Factors

b. Review JAR submittals, complete requisitions and track pending requests.

c. Communicate the status of capability requests to users through the CAPR Tracking Desk.

d. The requesting office (User) will be responsible for:

(1) Submitting all requests for ADP related services to CEMRO-IM-PR through the use of an official service request form, either a User Service Request (USR) or a Justification for Acquisition Request (JAR). ADP related services pertain to requests for analysis, design, implementation, enhancement and maintenance of manual and automated systems (USR) or procurement requests for any hardware or software (JAR).

(2) Providing all information required on either the USR or JAR forms as requested.

(3) Giving approval/disapproval, as required, after the response document is returned for further action.

(4) Providing a functional User point-of-contact to assist in any analysis, design and implementation required to complete a service request, as identified in the response document sent to the requester after the review.

FOR THE COMMANDER:

for Howard E. Sudloff

ROBERT L. MENARD
LTC, EN
Deputy Commander

APPENDICES
A - User Request Instructions
B - Justification for Acquisition Instructions

DISTRIBUTION:
A(S), B(S)

Appendix A

USER SERVICE REQUEST (MRO FORM 1847)
DESCRIPTION AND COMPLETION INFORMATION

The User Service Request (USR) is used to request any ADP related services excluding office automation hardware maintenance. Services include systems analysis, design and implementation, and the enhancement and maintenance of existing manual and automated systems. An original and one copy will be submitted to CEMRO-IM-PR for processing. Upon receipt, a USR number will be assigned. Where indicated, additional instructions are provided below.

SECTION I - REQUEST FOR SYSTEMS ANALYSIS & PROGRAMMING

A. **DATE SUBMITTED** - Self explanatory

B. **DATE REQUIRED** - Date the requested action is required to be completed. Include the reason in supporting material.

C. **OFFICE SYMBOL** - Requester's office symbol (CEMRO-)

D. **REQUEST FOR** - IMO use only

E. **SUBMITTED BY** - Please print

F. **TELEPHONE NUMBER** - Include area code if field office

G. **PROJECT NAME** - Assigned by User and IM representative upon initial response to request.

H. **COST CODE** - Fifteen digit account to which services are charged.

I. **ORG CODE** - Two digit organization code

J. **DESCRIBE CURRENT SITUATION AND REQUESTED ACTION** - Describe current situation and explain in detail what objectives and requirements are to be accomplished as an end result of this request.

K. **REASON FOR REQUEST** - Outline all benefits to be achieved with the accomplishment of this request; cost, labor, etc., and what the impact will be if this is not accomplished.

L. **SUPPORTING DOCUMENTS ATTACHED** - Forms, reports and additional data which will aid in understanding the scope and objective of a request. Identify all attached documents. Supporting documents are not mandatory.

M. **REQUESTERS SIGNATURE** - Self explanatory

N. **DATE** - Self explanatory

SECTION II - REVIEW

This section will be completed by the Planning & Requirements Branch of Information Management Office. (see paragraph 6a, District Memorandum (DM 25-1-71).

SECTION III- PROJECT ANALYSIS REPORT

This section will be completed by an IM Review Analyst or Project Manager. Information from this analysis will be provided with the response document to the requester for review and authorization to continue.

SECTION IV - APPROVALS

The authorizing official for the requesting office, who has the authority to charge against the cost code assigned to this request must sign in this section in order for the project to continue. Attach an additional page for special conditions, if needed. Indicate in the area provided that there is an attachment.

COMPLETION INFORMATION:

1. Requester will:

a. Complete Section I except items D and G. These will be determined upon initial contact by CEMRO-IM-PR.

b. Upon completion of Section I have the appropriate official (supervisor with authority to charge against the indicated cost code) complete Section IV items A and B.

c. Submit request

2. Analyst/Project Manager will prepare and return a response document to the requester after IM completes a review of the request, providing all information regarding the time, resources and manpower estimates required to complete the request.

3. The requester will completely review the response information and if in agreement with the recommendations, estimates and conditions will complete Section V and return to CEMRO-IM-PR. Large projects will provide opportunities to re-evaluate user commitment following each phase in the Development Life Cycle.

INFORMATION MANAGEMENT OFFICE
INFORMATION PLANNING AND REQUIREMENTS BRANCH (CEMRO-IM-P)

USER SERVICE REQUEST FORM (USR)

USR #: _____
(IMO Assigned)

SECTION I - REQUEST FOR SYSTEMS ANALYSIS & PROGRAMMING

A. Date Submitted: _____

B. Date Required: _____

C. Office Symbol: _____

D. Request For: (IMO USE)
___ 1. Change to Existing Program
___ 2. System Modification
___ 3. Redesign of System/Application
___ 4. New System/Application
___ 5. Troubleshooting
___ 6. Other

E. Submitted By (Print): _____ F. Phone _____

G. Project Name: _____ H. Cost Code: _____ I. Org Code: ___

J. Describe Current Situation and Requested Action: _____

K. Reason For Request: _____

L. Supporting Documents Attached: _____

M. Requesters Signature: _____ N. Date: _____

SECTION II - REVIEW (To be completed by CEMRO-IM-P)

A. Assigned To: _____ B. Project Manager Assignment: _____

C. Recommended Action: _____

D. Priority: (1-5): ___ E. Date Assigned: _____ F. Tentative Start Date: _____

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(Continued on Reverse)

SECTION III - Project Analysis Report (completed by the assigned project manager or review analyst)

A. Summary Of Findings: _____

_____

_____

_____

_____

_____

_____

_____

_____

B. Programming effort appears to be: ____ MINOR ____ MODERATE ____ EXTENSIVE

C. Implementation may require additional: ____ SOFTWARE ____ HARDWARE ____ PERSONNEL

COST OF SYSTEM ANALYSIS/PROGRAMMING:

D. Government Cost Estimate Attached ? (Y/N) _____

Progarmmer/Analyst . . . . . _____

Admin Support. . . . . _____

User Training. . . . . _____

Burden Rate. . . . . _____

Computer Charges . . . . . _____

TOTAL. . . . . _____

E. Tentative Starting Date: _____ F. Tentative Completion Date: _____

G. Signature: _____

SECTION IV - APPROVALS

A. Requesting Division/Office

Authorizing Official _____ Date: _____

B. Point of Contact (User Representative) _____ Phone: _____

C. ISPRC Concurrence: _____ Nonconcurrence: _____ Date: _____

D. INFORMATION MANAGEMENT

APPROVED ____ DISAPPROVED ____

Authorizing Official_____ Date: _____

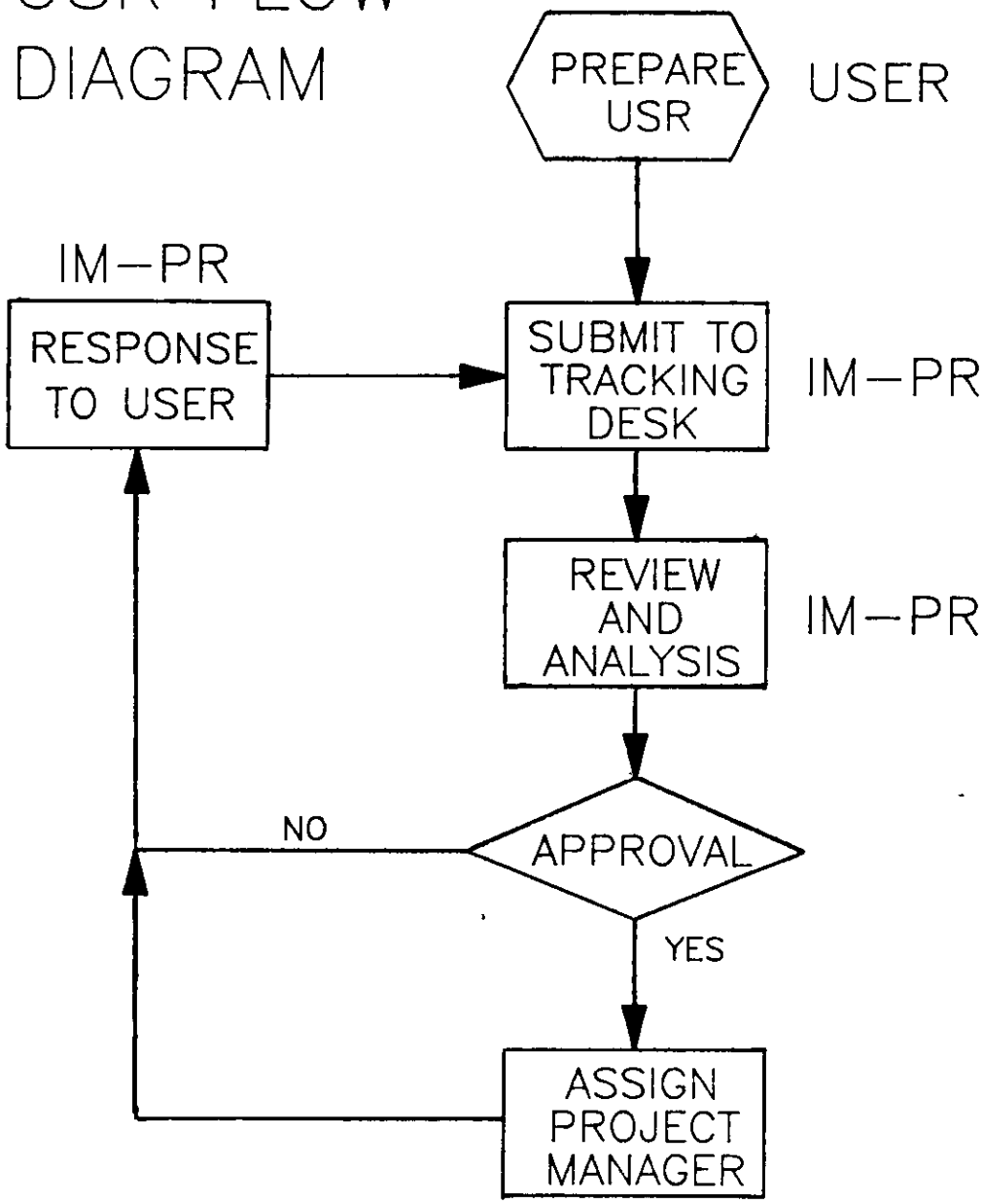
SECTION V - AUTHORIZATION TO CONTINUE

A. Requesting Division/Office

Authorizing Official _____ Date: _____

B. Special Conditions _____

USR FLOW DIAGRAM



Appendix B

JUSTIFICATION FOR ACQUISITION REQUEST (MRO FORM 1848) DESCRIPTION AND COMPLETION INFORMATION

The Justification for Acquisition Request (JAR) is used for all acquisitions of computer related hardware and software in the Omaha District. Items of information required to be filled out on the JAR will vary depending on the request. The minimum information requirements include the following:

Section I

A. Office Symbol
B. Point of Contact
C. Telephone Number
J. Cost Code
K. Org Code
L. Date Submitted

Section II

A. Justification Statement
C. Specific Requirements

Item Description
Workstation S/N
Hand Receipt Holder
Estimated Cost

Section III

B. Requester's Authorizing Official

The information contained in the Justification Statement should be as detailed as a request merits. Routine requests for District standard items will require much less justification than a non-standard request. A non-standard item requires complete justification including why it is required over a standard item that could substituted. An original and one copy of this form should be submitted to CEMRO-IM-PR for processing. The following sections describe all of the information items on the JAR form (refer to District Memorandum (DM) 25-1-71 for information regarding processing requests).

SECTION I - GENERAL INFORMATION

A. **OFFICE SYMBOL** - Requesters office symbol (CEMRO-)

B. **POINT OF CONTACT** - Individual assigned by requesting office who is familar with the requirements for the hardware/software justification. This person will be contacted by the reviewer for any additional information needed to process this request.

C. **TELEPHONE** - Telephone number of Point of Contact (POC).

D. **USER REFERENCE NUMBER** - User reference number can be an arbitrarily assigned number by the requesting office to keep track of their requests. This entry is provided for the purpose of assisting the requesting office in tracking their requests.

E. **COST CODE** - Fifteen digit accounting number that the items requested will be charged against.

F. **ORG CODE** - Two digit organization code.

G. **DATE SUBMITTED** - Date request was forwarded to CEMRO-IM-PR.

H. **DELIVERY SITE OFFICE SYMBOL** - The delivery site office symbol is required only when the requested hardware/software will be delivered outside Omaha District Headquarters (i.e., field office, area office, etc.).

I. **POINT OF CONTACT** - Individual designated by the requester to act as point of contact at the delivery site.

J. **TELEPHONE NUMBER** - Telephone number at the delivery site.

K. **DATE REQUESTED** - Date requested hardware/software is required, due to regulation or a high priority project.

L. **DELIVERY SITE ADDRESS** - Complete address where hardware or software is to be shipped.

SECTION II - REQUIREMENTS

A. **JUSTIFICATION STATEMENT** - District policy calls for standardization of hardware and software. Therefore it is requested that hardware/software be satisfied with District standard when applicable. Fully justify the need for any non-standard item. When requesting a unique/special application or non-standard item, provide additional information on separate sheets, (i.e., vendor brochures or detailed descriptions of non-standard hardware/software) and whether this software will interfere or is compatible with District standard software. Explain in DETAIL why hardware or software is needed, how it will be used to satisfy requirements and what applications are intended to be automated as a result. Describe the impact if the hardware/software is not received. If the requested items will be utilized to replace any existing hardware or software, include this information in the justification. If an item was previously identified as PRIP, include any justification that was submitted with the PRIP plan.

B. **SPECIAL REQUIREMENTS AND CONSIDERATIONS** - Describe any special circumstances or unusual requirements such as a necessity for compatibility with existing resources. Identify any related hardware (Honeywell, Harris, Local Area Network, microcomputer etc.) or software with which requested item(s) must be able to interface. Clearly identify sensitive data and the designated person responsible for its security.

C. **SPECIFIC REQUIREMENTS** - Each item requested must be listed as a separate line item and include the information in fields a, b, and c. Attach additional sheets of paper, if necessary.

Item Description - Self explanatory

(a) Hand Receipt Holder - All hardware and software is accountable property. Each area has an individual assigned as hand receipt holder responsible for all property in that area. List the name of the hand receipt holder for the area requested item will be assigned to.

(b) Workstation S/N - Serial number of the workstation (number on the CPU) the requested item will be assigned to. Each software and hardware item must be assigned to a specific workstation serial number. If the request is for a workstation, be sure the hand receipt holder is identified. IM will assign the workstation S/N to the individual receiving the property.

(c) Estimated Cost - The requesters estimate of the cost for an item. This is to alert IM the requesting office has knowledge of the approximate cost of the item requested.

(d) Actual Cost - Leave blank (IM use only).

(e) Category Code - Leave blank (IM use only).

SECTION III - APPROVALS

A. **REQUESTER** - Name, signature , title and date individual submits request.

B. **REQUESTER'S AUTHORIZING OFFICIAL** - Name, signature, title and date of the Branch or Section Chief of the requesting office. This individual must have the authority to charge against the cost code assigned to this request.

SECTION IV - RESPONSE INFORMATION

This section will be completed by the Planning and Requirements Branch of Information Management Office. IM will return a copy of this form to the requester as a response. The response will communicate how the request is being addressed, current status and how IM will proceed.

JUSTIFICATION FOR ACQUISITION REQUEST (JAR)			JAR #: _____ (IMO USE)
SECTION I. GENERAL INFORMATION			
A. OFFICE SYMBOL	B. POINT OF CONTACT	C. TELEPHONE #	D. USER REF.#
E. COST CODE	F. ORG CODE	G. DATE SUBMITTED	
H. DELIVERY SITE OFFICE SYMBOL	I. POINT OF CONTACT	J. TELEPHONE #	K. DATE REQ.
L. DELIVERY SITE ADDRESS			
SECTION II. REQUIREMENTS			
A. JUSTIFICATION STATEMENT (ATTACH ADDITIONAL SHEETS IF NECESSARY)			
B. SPECIAL REQUIREMENTS AND CONSIDERATIONS (i.e. SECURITY, COMPATIBILITY)			

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(Continued on Reverse)

C. SPECIFIC REQUIREMENTS				(IMO USE)	
ITEM DESCRIPTION	(a) HAND RECEIPT HOLDER	(b) WORKSTATION S/N	(c) ESTIMATED COST	(d) ACTUAL COST	(e) CAT CODE
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

SECTION III. APPROVALS

	NAME/SIGNATURE	TITLE	DATE
A. REQUESTER (BR/SEC CHIEF)			
B. REQUESTERS AUTHORIZING OFFICIAL			

SECTION IV. RESPONSE INFORMATION

A. ISPRC Concurrence: _____ Nonconcurrence: _____ Date: _____

B. INFORMATION MANAGEMENT

APPROVED ____ DISAPPROVED ____

C. IMP/ARMP

Authorizing Official _____ Date: _____

E. COMMENTS

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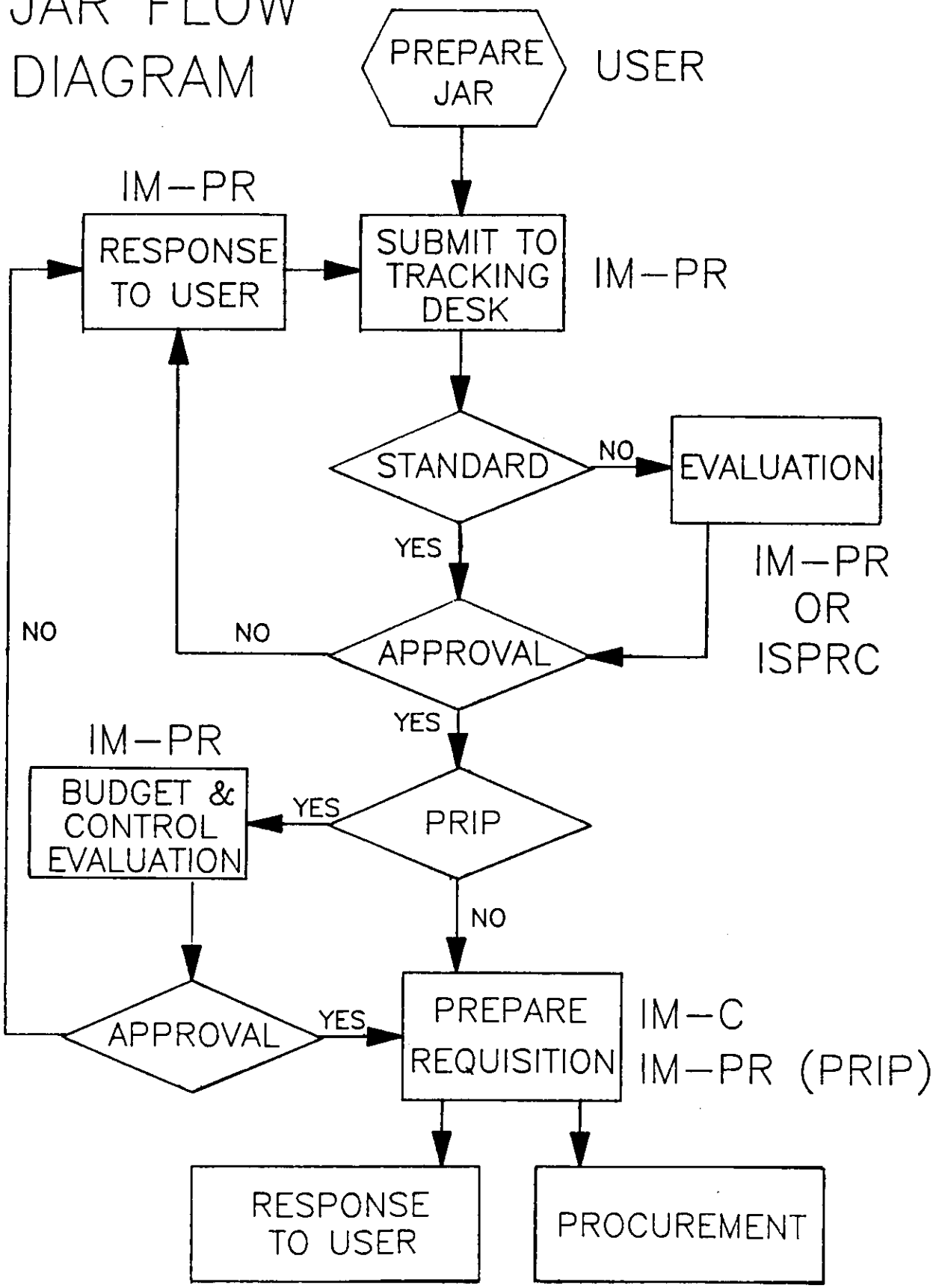
JAR FLOW DIAGRAM