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Communications and Information

**WORKGROUP MANAGEMENT TRAINING
AND CERTIFICATION**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements Air Force Policy Directive (AFPD) 33-1, *Command, Control, Communications, and Computer (C4) Systems*, by defining roles, responsibilities, training and certification requirements for all workgroup managers. It provides policy, defines training levels, identifies roles and responsibilities, and explains the certification and evaluation procedures. This instruction does not apply to Air National Guard and Air Force Reserve units; it applies to all personnel assigned and/or employed as a workgroup manager on AMC owned and operated networks.

1. Introduction. Enlisted 3A0X1s, Information Managers, receive basic workgroup management skills training during technical training. Upon appointment as a workgroup manager, it is necessary for them to develop their proficiency and gain the operational experience required for certification to support home-station, Air Expeditionary Force, steady state and real world unit type code (UTC) deployment tasking. Workgroup managers are responsible for the “first 400 feet” (from wall connection to keyboard and attached peripherals). Supervisors and/or trainers will document training for all military and civilian appointed workgroup managers on the AMC Workgroup Management AF Form 797. Also, per AFI 36-2201, Volume 3 (AF Training Program, OJT Administration), enlisted 3A0X1 will use and maintain the 3A0X1 Career Field Education and Training Plan (CFETP). The AMC Workgroup Management AF Form 797 is posted on the AMC IM Website, https://www.amc.af.mil/sc/training/AMC_WM_Webpage/AMC_WM_Home.htm. The AMC Network Operations and Security Center (NOSC) will coordinate on this instruction and all revisions. The NOSC is also responsible for Scott AFB Network Control Center (NCC) responsibilities.

2. Policy:

2.1. Workgroup Managers will be an enlisted 3A0X1, Information Manager, if one is assigned to the unit. For units without a valid enlisted 3A0X1 authorization, coordinate with the base 3A0X1 func-

tional manager and/or communications squadron commander to determine the best method for providing workgroup management support to your organization.

2.2. All workgroup management training will be documented and maintained on an AF-approved manual and/or automated system. **Note:** Per AFI 33-115, Volume 2, paragraph 6.1. and 6.3.1.1., workgroup managers are NCC Network Professionals and are required to maintain a training record, regardless of rank.

2.3. Prior to appointing a civilian and/or non-3A0X1 as a workgroup manager, commanders must ensure these individuals understand and agree to meet all the requirements outlined in this instruction.

2.4. All appointed primary and alternate workgroup managers must complete Level 1 and Level 2 training (see paragraph 3.1. – 3.2.3.) within 15 months of appointment or their administrative rights to the network may be terminated. All enlisted 3A0X1s, AB – MSgt, not appointed as workgroup managers must complete Level 1 training within 9 months from their date arrived station.

2.5. To gain network administrative rights, workgroup managers must:

2.5.1. Be appointed, in writing, by their unit commander or equivalent.

2.5.2. Successfully complete Level 1 training, paragraphs 3.1. - 3.1.3. below. **Note:** Contracted personnel must be appointed in writing and attend a local procedures class prior to gaining network administrative rights.

3. AMC Workgroup Management Training Levels:

3.1. Level 1 (WM Training) is mandatory for all workgroup managers. Also, enlisted 3A0X1s (AB-MSgt) not appointed as workgroup managers, on AMC owned and operated networks will complete this training. The training will consist of:

3.1.1. Successfully completing AMC's in-residence workgroup management course. The course includes a knowledge-based test and performance-based evaluations using the AF Form 803, Task Evaluation Worksheet. Note: AMC Workgroup Management AF Form 797 items covered during Level 1 training are posted on the AMC WM Website,

https://www.amc.af.mil/sc/training/AMC_WM_Webpage/AMC_WM_Home.htm.

3.1.1.1. To pass the knowledge-based exam, individuals must achieve a 75% or higher.

3.1.1.2. To pass the performance-based exam, individuals must complete the identified tasks on the AF Form 803 to the "go/no go" level. The AMC/A6 developed AF Forms 803 are located on the website identified in paragraph 3.1.1.

3.1.2. Successfully performing 100% of the core items list in the AMC Workgroup Management AF Form 797.

3.1.3. (For enlisted 3A0X1 personnel only). Training and certification on 3A0X1 CFETP workgroup management core items. The 3A0X1 CFETP items covered during the AMC Level 1 training are posted on the AMC WM Website

https://www.amc.af.mil/sc/training/AMC_WM_Webpage/AMC_WM_Home.htm.

3.2. Level 2 (WM Certification) is mandatory for all appointed workgroup managers on AMC owned and operated networks. Level 2 will consist of:

3.2.1. Completing requirements outlined in paragraph 3.1.1. and 3.1.2.

3.2.2. Obtaining 6 months of operational experience from the completion date of the Level 1 training.

3.2.3. Completing the USAF CBTs identified in Part 2 of the AMC Workgroup Management Additional Duty AF Form 797. Trainee must provide proof of passing the required CBTs prior to workgroup management certification.

4. Roles and Responsibilities:

4.1. AMC 3A0X1 Functional Manager (AMC/A65X) will:

4.1.1. Conduct a workshop for base workgroup management instructors, as necessary.

4.1.2. Monitor enlisted 3A0X1 workgroup management training and certification by reviewing training updates provided by base 3A0X1 functional managers.

4.1.3. Be the approval authority for the AMC in-residence workgroup management course and AMC Workgroup Management AF Form 797 requirements. Per AFI 33-115, Volume 1, paragraph 7.2., AMC 3A0X1 functional manager may waive requirements that do not apply to AMC workgroup managers.

4.1.4. Notify base 3A0X1 functional managers of upcoming Structured On-the-Job Training (SOJT) classes and provide guidance and criteria for the courses so base 3A0X1 functional managers can begin the selection process for enlisted 3A0X1s to attend the courses.

4.2. HQ AMC/A65X – AMC Office Computer Training Center (OCTC) will:

4.2.1. Train base workgroup management instructors at the OCTC, when requested. TDY is unit funded.

4.2.2. (Scott AFB) Conduct workgroup management training for HQ AMC and Scott AFB workgroup managers and enlisted 3A0X1 personnel. The OCTC will also schedule workgroup managers for Level 2 training (certification) 6 months from the date of Level 1 completion.

4.2.3. Administer knowledge and performance based evaluations to base workgroup management instructors and Scott AFB workgroup management professionals.

4.2.4. Maintain positive control of OCTC authored workgroup management exams and answer keys.

4.2.5. At a minimum, conduct annual validation and review of all knowledge-base workgroup management exams and answer keys, and ensure the proper disposition of this material IAW AFI 37-139, Air Force Disposition Guide.

4.2.6. Develop, maintain, and distribute exams/answer keys, material, lesson plans, and training material/aids to each base workgroup management training center. A current listing of training materials are posted on the AMC WM Website,

https://www.amc.af.mil/sc/training/AMC_WM_Webpage/AMC_WM_Home.htm.

4.2.7. Develop AF Forms 803 for all critical and core items identified on the AMC Workgroup Management AF Form 797. Also, the OCTC personnel will conduct annual validation and review of the AF Forms 803. These forms will be used to evaluate trainees' ability to perform core and critical tasks during Levels 1 and 2 training and are accessible on the AMC WM Website,

https://www.amc.af.mil/sc/training/AMC_WM_Webpage/AMC_WM_Home.htm.

4.3. Communications Squadron Commanders (CS/CC) will:

4.3.1. Appoint, in writing, primary and alternate(s) base workgroup management instructors. Appointment memorandum will be sent to: HQ AMC/A65X (ATTN: OCTC), 203 West Losey Street, Room 3600, Scott AFB, IL 62225-5223.

4.3.2. Make necessary resources available to the base workgroup management instructors to ensure proper training of workgroup managers and enlisted 3A0X1s.

4.3.3. Approve/disapprove all requests for workgroup management training extensions. This may be delegated by the CS/CC to the NCC flight commander and/or base 3A0X1 functional manager, as appropriate.

4.3.4. Approve workgroup management certification once workgroup managers satisfactorily meet the requirements outlined in this instruction. This may also be delegated by the CS/CC to the NCC flight commander.

4.3.5. Approve requests to terminate workgroup managers' administrative rights when deemed appropriate or necessary IAW AFI 33-115, Volume 2.

4.4. Unit Commanders or equivalent will:

4.4.1. Appoint, in writing, primary and alternate workgroup managers for their organization (**Attachment 2**, Sample Appointment Memorandum). Individuals appointed as workgroup managers must possess a Secret security clearance (or higher) at the time of appointment. Appointment memorandums must be sent to the base 3A0X1 functional manager, the base NCC help desk, and base workgroup management training center.

4.4.1.1. (HQ AMC) Workgroup managers' appointment memorandums will be sent to 868 CS/SCYOM and to HQ AMC/A65X (OCTC).

4.4.1.2. (Scott AFB) Workgroup managers' appointment memorandums will be sent to 868 CS/SCYOM, HQ AMC/A65X (OCTC), and the base 3A0X1 functional manager (375 CS/SCX).

4.4.1.3. Units without enlisted 3A0X1 authorizations may appoint civilian(s) and/or non-3A0X1s as workgroup managers. However, prior to appointment, these individuals must understand and agree to meet all the requirements outlined in this instruction.

4.4.2. Ensure appointed workgroup managers and enlisted 3A0X1s are properly trained to the appropriate level within this instructions' prescribed timelines.

4.4.3. Submit written request to the CS/CC for training extension consideration. Extension will not exceed a period of more than 90 days.

4.4.4. Inform the CS/CC, NCC, and/or base 3A0X1 functional manager of any condition IAW AFI 33-115, Volume 2, that requires termination of a workgroup manager's administrative rights to the network.

4.5. Base 3A0X1 Functional Managers will:

4.5.1. Coordinate with their CS/CC, NCC, and the OCTC to determine and arrange for any training and/or certification of base workgroup management instructor(s), as necessary.

4.5.2. Coordinate with base workgroup management instructors for scheduling appointed workgroup managers for training IAW **Table 1**. They will also monitor training to ensure successful completion and proper documentation.

4.5.3. Coordinate with base workgroup management instructors to schedule all enlisted 3A0X1 (AB-MSgt) for training IAW **Table 1**.

Table 1. AMC In-Residence Workgroup Management Scheduling Priority.

Priority	Description
1	Deploying 3A0X1 that require workgroup management (Just-In-Time Training)
2	Appointed primary workgroup managers
3	Appointed alternate workgroup managers
4	3A0X1 personnel not appointed as workgroup managers

4.5.4. Coordinate with the Communications Squadron Structured OJT (SOJT) Monitor to schedule enlisted 3A0X1 workgroup managers for available training according to **Table 2**. To be considered, members must have successfully completed Level 1 training.

Table 2. Structured On-the-Job-Training (SOJT) Scheduling Priority.

Priority	Description
1	Base workgroup management instructors
2	Appointed primary workgroup managers
3	Appointed alternate workgroup managers
4	3A0X1 personnel not appointed as workgroup managers

4.5.5. Allocate SOJT training slots and ensure scheduled members meet course prerequisites set by the SOJT contract prior to attending the training. SOJT training is Air Staff funded and annual allocations are very limited. Base 3A0X1 functional managers must carefully assess the unit's needs against the individual's status to ensure adequate payback to the organization and the Air Force.

4.5.6. Inform the NCC help desk of any condition that warrants termination of a workgroup manager's administrative rights to the network IAW AFI 33-115, Volume 2.

4.6. Base Workgroup Management Instructor(s) will:

4.6.1. Be appointed by their CS/CC to conduct workgroup management training. Instructors must successfully complete the USAF Train the Trainer's Course and also be workgroup management certified, if not already, within the time prescribed in this instruction. **Note:** Instructors that are not yet workgroup management certified are permitted to train and certify tasks that they are already certified on according to their own training records -- AMC Workgroup Management AF Form 797.

4.6.2. Schedule workgroup managers for Level 2 training (certification) 6 months from the date Level 1 course was completed.

- 4.6.3. Plan, schedule, and conduct training. Upon completing training of specific task(s), sign off on applicable item(s) on the member's AMC Workgroup Management AF Form 797 and/or CFETP, as applicable.
- 4.6.4. Ensure training material accurately reflects local operating system.
- 4.6.5. Administer the knowledge and performance based certification evaluations.
- 4.6.6. Maintain positive control of OCTC authored workgroup management exams/answer keys, and ensure the proper disposition of the material IAW AFI 37-139, Records Disposition Schedule.
- 4.6.7. Provide remedial training to members who fail an examination/evaluation or any individual who requires/requests additional assistance.
- 4.7. Supervisors will:
- 4.7.1. Allocate sufficient time for appointed workgroup managers and/or enlisted 3A0X1s to attend and meet training requirements.
- 4.7.2. Initiate through unit commander request for training extension.
- 4.8. Base NCC will:
- 4.8.1. If necessary, train and certify base workgroup management instructors. CS/CCs may send their instructors to the OCTC for workgroup management train-the-trainer instruction. TDY is unit funded.
- 4.8.2. Assist the base workgroup management instructors in certifying appointed workgroup managers.
- 4.8.3. Upon request, assist the base workgroup management instructors perform re-certification of previously certified workgroup managers upon their re-appointment.
- 4.8.4. Develop local procedures for workgroup management based upon current operating system.
- 4.8.5. Provide network administrative rights to appointed workgroup managers once they have met the requirements outlined in paragraph 2.5. Previously appointed and certified workgroup managers will gain administrative rights to the network once they have been re-appointed by their commander and re-certified IAW paragraph 5., note 2.
- 4.8.6. Initiate an annual review of appointment memorandums and inform base 3A0X1 functional manager of any changes.
- 4.8.7. Coordinate with the base 3A0X1 functional manager on all workgroup management appointments memorandums pertaining to enlisted 3A0X1s.
- 4.8.8. Upon receiving appropriate authorization, take required steps to terminate a workgroup manager's network administrative rights IAW AFI 33-115, Volume 2.
- 4.9. Workgroup Managers will:
- 4.9.1. Successfully complete the AMC in-residence workgroup management course, Level 1 training.
- 4.9.2. Complete certification requirements outlined in AMC Workgroup Management AF Form 797. Members that completed training by other means should refer to paragraph 5., notes 1 and 2.

4.9.3. Complete workgroup management certification requirements within 15 months from date of appointment.

4.9.4. Be responsible for performing tasks outlined in the AMC Workgroup Management AF Form 797 and AFI 33-115, Volume 1, paragraph 6.4.6.

4.9.5. Bring along their training records for Level 1 and 2 training/evaluation documentation. **Note:** Enlisted 3A0X1s (AB-MSgt), non-workgroup managers, attending Level 1 training will have their AMC Workgroup Management AF Form 797 and CFEPT (if applicable) for proper documentation of training.

5. Certification. For workgroup managers to become eligible for certification, they must comply with paragraphs **3.2.** - **3.2.3.**

NOTE 1: Members with proof of a commercial A+ certification can take a bypass exam for the Level 1 and Level 2 training requirements. The bypass exam will consist of paragraphs **6.1.** – **6.2.2.** Anyone passing the bypass exam will still be required to attend a local procedures class and complete 6 months of operational experience prior to being certified.

NOTE 2: Previously AF certified workgroup managers from other MAJCOMs/DRUs/FOAs can take a bypass exam that will consist of paragraphs **6.1.** – **6.2.2.** Proof of previous certification is required, i.e. AF Form 1256, Certificate of Training, prior to taking bypass exam. Members that successfully complete the bypass exam are still required to attend a local procedures class.

6. Evaluation Criteria for Certification.

6.1. Knowledge-Based Evaluations. Member will be given a written exam and must attain a minimum score of 75% to pass. This exam will be administered upon completion of the AMC in-residence workgroup management course, Level 1 training. **Note:** This is the same test to be given to individuals that qualify under paragraph **5.**, notes 1 and 2.

6.2. Performance-Based Evaluations. Upon completing 6 months of hands-on operational experience, certification candidates must satisfactorily perform the critical and core tasks on the AMC Workgroup Management AF Form 797 to the Air Force's "go/no-go" standard (perform tasks without assistance). In addition to the requirements outlined in paragraph **6.1.**, the certification candidate (Level 2) must:

6.2.1. Satisfactorily perform 100% of the critical tasks identified on the AMC Workgroup Management AF Form 797. Critical items are identified by a "!" code in the task column.

6.2.2. Satisfactorily perform 20% of the core tasks listed on the AMC Workgroup Management AF Form 797. Core items are identified by a "X" in the task column. Evaluators will determine the 20% of core tasks to be performed and evaluated at the time of the evaluation.

6.2.3. Each task evaluation will be documented on an AF Form 803, Task Evaluation Worksheet, and placed in the member's training record upon completion. A copy of all completed AF Forms 803 will be kept on file in the evaluator's office and disposed of IAW AFI 33-139.

6.3. Failure to Pass Level 2 Evaluation. Individuals that fail to meet the minimum requirements for passing the performance-based evaluation:

6.3.1. Will return within 30 days (but no sooner than 2 weeks, to allow sufficient time for remedial training) to retake the failed evaluation(s).

6.3.2. Two evaluation retakes are permitted per individual. Failing the initial and two retakes will result in the termination of network administrative rights. Unit commanders can request remedial training; however, after 3 months the member will be reevaluated to determine future action(s): 1) Allow retesting, 2) Reaccomplish training and/or, 3) Deny member any further consideration for administrative rights to the network.

7. Recertification/Decertification: Reference AFMAN 36-2247, Planning, Conducting, Administering, and Evaluating Training for recertification and decertification procedures.

MICHAEL J. BASLA, Colonel, USAF
Director of Communications and Information

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFPD 33-1, *Command, Control, Communications, and Computer (C4) Systems*

AFI 33-115, V1, *Network Management*

AFI 33-115, V2, *Licensing Network Users and Certifying Network Professionals*

AFI 36-2201, *Developing, Managing, and Conducting Training*

AFI 36-2605, *Air Force Military Personnel Testing System*

AFMAN 36-2247, *Planning, Conducting, Administrating, and Evaluating Training*

AMC WM AF Form 797, *Position Certification for AMC Workgroup Managers*

Attachment 2DEPARTMENT OF THE AIR FORCE
Air Mobility Command

29 January 2003

MEMORANDUM FOR (Ref: paragraph 4.4.1.)

FROM: 375 SVS/CC

SUBJECT: Appointment of Workgroup Managers

1. The following personnel are appointed as Workgroup Managers IAW AMCI 33-XXXX for the 375th Services Squadron:

<u>Rank/Name</u>	<u>Office Symbol</u>	<u>Duty Phone</u>	<u>AFSC</u>	<u>Clearance</u>	<u>Date Appointed</u>
PRIMARY					
TSgt John Doe	CCQ	555-1111	3A071	Top Secret	1 Apr 02
ALTERNATES					
SSgt Jim Brown	SVM	555-5555	3A051	Secret	1 Aug 01
GS-9 Paul Cruz	SVF	555-3333		Secret	29 Jan 03

2. This letter supersedes previous letter dated 1 Jan 01, same subject.

3. If you have any questions, please contact MSgt John Doe at 555-1111.

DUNN E. NUFF, Lt Col, USAF
Commander

cc:

Base WM Training Office or HQ AMC/A65X (OCTC)

Each member

SAMPLE WM APPOINTMENT MEMORANDUM