



DEPARTMENT OF THE NAVY  
OFFICE OF THE CHIEF OF NAVAL OPERATIONS  
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WASHINGTON, DC 20350-2000

OPNAVINST 5222.1  
DNS  
14 Aug 2013

OPNAV INSTRUCTION 5222.1

From: Chief of Naval Operations

Subj: NAVY TASKERS BUSINESS RULES

Ref: (a) SECNAV M-5216.5 of March 2010  
(b) DoD 5110.04-M-V1, DoD Manual for Written Material:  
Correspondence Management, October 2010  
(c) SECNAVINST 5430.7Q  
(d) OPNAVINST 5430.48E

Encl: (1) Business Rules

1. Purpose. To designate Navy Taskers as the authoritative correspondence management system for the Office of the Chief of Naval Operations (OPNAV) staff and provide policy for consistent usage by all N-codes that comprise of or are assigned to OPNAV.

2. Applicability. This instruction applies to all users of Navy Taskers.

3. Background. Navy Taskers is a software application supporting the Department of the Navy (DON) semi-structured business process of getting knowledge based work defined, communicated, collaborated, executed, and managed.

4. Definition. For the purpose of this instruction correspondence is defined as any communication exchange that may serve as a paper trail of events from point A to point B, to include, but not limited to, letters, memorandums, endorsements, briefs, directives (instructions and notices), and e-mails.

5. Process. All unclassified and classified naval correspondence will follow guidelines set forth in reference (a). Correspondence being forwarded to the Office of the Secretary of Defense (OSD), the Joint Staff, and combatant commanders will follow reference (b). Correspondence to Secretary of the Navy (SECNAV) staff (reference (c)) and OPNAV

OPNAVINST 5222.1  
14 Aug 2013

staff (reference (d)) will be entered in Navy Taskers. OPNAV shall also use Navy Taskers to staff correspondence to echelon 2 commands.

6. Action. All users of Navy Taskers will abide by the business rules set forth in enclosure (1). The Director of Navy Staff, Executive Secretariat (DNS-1) serves as the central authority for prioritizing, managing, coordinating and tracking all Navy staff actions, tasking, and correspondence for OPNAV.

7. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed per SECNAV Manual 5210.1 of January 2012.



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BUSINESS RULES

1. Description. There are three Navy Taskers templates:

a. Basic Tasker. Used for simple data calls, information dissemination, or when review is required. If a more formal chop or coordination workflow structure is required, use a general tasker.

b. General Tasker. Used as an all-purpose tasker that allows work to be routed for action, coordination, and chop. Of note, some organizations have their own template that mirrors that of a general tasker.

c. Congressional Tasker. Used for any tasker that originates from Congress and for which congressional information is required. This tasker does not replace the Congressional Information Management System (CIMS).

2. Roles and Responsibilities

a. Basic Tasker

(1) Requestor. The single originating organization requesting a response, unless otherwise authorized. The requestor assigns responders, provides first-level suspense dates and any extensions thereto, and closes the tasker.

(2) Responder. In parallel, organizations providing information to or accepting information from the requestor in support of a review, data call, information dissemination, or similar activity.

(3) Information. Organizations provided insight on the tasker without requiring response or action. Information offices are responsible for ensuring that principal officials within their organization are informed of information being shared.

b. General Tasker

(1) Tasking Authority. The single originating organization assigning action, unless otherwise authorized. The tasking authority makes initial assignments, populates tasker

package and reference folder as needed, provides first-level suspense dates and any extensions thereto, and closes the tasker.

(2) Action Office. Organization ultimately responsible for doing the work, consolidating coordination input to create the final work product, and tracking the tasker to ensure its closure. There is to be only ONE organization assigned as the action office. This supports a clear line of accountability. If the assignment is subordinated, the final action office has ultimate responsibility and is reported as such.

NOTE: Unless format for a final work product is specifically directed in tasker instruction summary, the action office will determine the most effective means to answer the tasker (i.e., action memo, info memo, e-mail, Chief of Naval Operations (CNO) weekly update, etc.).

(3) Coordination. In parallel, organizations providing concurrence or non-concurrence, assistance, review, collaboration and or input. Organizations assigned coordination are not responsible for drafting the final product.

(4) Chop. In parallel and then sequentially, organizations that need to approve the final work product. Sequential chop is an orderly process where the final product works its way up the chain of command (i.e., Director, Navy Staff (DNS) to Vice Chief of Naval Operations (VCNO) to CNO).

(5) Information. Same as "Basic" (subparagraph 2a(3)).

c. Congressional Tasker. Same as "General Tasker" (subparagraph 2b).

### 3. Workflow Rules

a. General and congressional taskers are routed from the tasking authority to the final action office performing the work through the chain of command or other routing agreements and understandings.

(1) The originating office enters themselves as the tasking authority and the appropriate office with which they have an agreement for the work will be the action office.

(2) The assigned action office then determines which office under its control will do the work and changes the workflow appropriately. If the assigned action office continues to add value or needs to approve the work product, they can subordinate the new assignment as an action office, or they can replace themselves as the action office while adding themselves to the bottom of sequential chop.

(3) Alternately, the assigned action office can replace themselves with the new office or person under their control. This progresses with new assignments until it arrives at the organization or person who will create the action products.

b. Coordination and responder assignments can be similarly routed by using the subordination feature of the software to also assign a subordinate office or, in the case of a direct reply, replace an assignment with the subordinate office.

c. The chain of command must be honored unless a prior agreement or understanding exists. A tasking authority cannot assign a higher organization as action office. The following rules apply:

(1) only the immediate Office of the Secretary of the Navy and Under Secretary may assign OPNAV as the action office. However, when Assistant Secretaries are tasked directly from outside agencies that require OPNAV input and/or coordination, they may serve as tasking authority and task the DNS (tasking an OPNAV N-code directly is prohibited) for OPNAV action when appropriate;

(2) only the CNO, VCNO, and DNS serving as tasking authority may assign an OPNAV N-code as the action office;

(3) OPNAV tasker requests to the DNS for consideration and entry must come from the front office of the principle officials (e.g., N1, N2/N6, N3/N5, etc.); and

(4) only the DNS may assign an echelon 2 command as action office.

d. Advice (i.e., lead time, deliverable, etc.) regarding staffing packages through Director, Marine Corps Staff, or other Services is the responsibility of the action office to determine.

e. Coordination and responder assignments are requests and do not have the same assignment restrictions as other actionable assignments. However, courtesy should prevail by informing intermediate organizations regarding those requests (i.e., the Navy Deputy Chief Information Officer (CIO) organization in OPNAV should at least include echelon 2 commands as information when assigning their CIO organization as responder).

f. OPNAV organizations and echelon 2 commands will only subordinate their action office assignment for work originating with, or being chopped by, the DNS or higher organization.

g. Take great care to ensure that due dates assigned are realistic.

#### 4. Processing Rules

a. Extensions. An extension to the assignment due date cannot be self-granted. If an extension is required, the requesting office must coordinate with the organization that assigned the tasker BEFORE the assignment is due. Taskers should be assessed upon receipt, and if additional time is anticipated, the request should be submitted as early as possible. Requests should be annotated in Navy Taskers (status or comments), but followed-up by phone call or e-mail.

NOTE: With the exception of the tasker originator, other assignments cannot be granted a due date later than the office granting the extension.

b. Misroute. Once a tasker has been assigned to an organization, that organization has 2 business days, which means Monday through Friday (does not include Saturday, Sunday, or Federal Holidays) to accept or reject the assignment. If the organization holds the tasker for more than 2 business days and then decides it is not theirs, they must coordinate with the appropriate action code and, if an extension is required, they must obtain the extension before that action can be transferred.

c. Rework. Packages that need major administrative re-work or where the content of the package has been changed will be returned to the action office for revision.

d. No Equity. Organizations and people should not remove themselves from an assignment; rather, they should contact the person who made the assignment. If an organization has no equity in a coordination or responder assignment, the assignment should be completed with a "No Equity" completion.

e. Completion. Assignment should be completed on time. Use the comment feature of the tasker's blog to provide information appropriate to the completion of the assignment.

f. Track. Track all assigned actions to completion. Do not neglect a task after it enters the routing chain - an "action passed" is not an "action completed."

g. Sequence. Completing an assignment out of sequence indicates acceptance of all actions and work products of assignments of the organizations and individuals listed prior in the workflow. If a chop assignment is marked complete before the action office has created the final product, it is an indication that the organization or individual has accepted an incomplete tasker and has assumed responsibility for the final product.

## 5. Restricted Taskers

a. Directives for data sharing in a net-centric Department of Defense (DoD) mandate the sharing of information except where limited by law, policy, or security classification. The limited information includes, but is not limited to, personal information, intelligence information, medical information, information on a non-DoD person, and classified information.

b. Continue to share where appropriate, but pay special attention to restrict all personally identifiable information (PII), PHI, or sensitive issues to only those individuals who have a need to know. Taskers which include documents containing PII and/or PHI must be restricted taskers, and the PII and PHI may only be included in the attached documents to prevent inadvertent disclosure to individuals without a need to know.

Failure to restrict the tasker or including PII and PHI in the tasker summary page, comments or blog may result in a reportable breach.

c. Unless a disclosure meets one of the Acts' specified exceptions, disclosure of privacy sensitive information is a violation of public law under the Privacy Act of 1974 and Health Insurance Portability and Accountability Act of 1996, as applicable. Each violation can result in both civil and criminal penalties. The consequences of mishandling PII and PHI can include reprimand, suspension or removal of the employee. Willful violations may result in the agency being subject to civil penalties and the employee being subject to criminal penalties. DoD defines PII as personal information about an individual that identifies, links, relates, or is unique to, or describes him or her, e.g., a Social Security number (SSN); age; military rank; civilian grade; marital status; race; salary; home phone numbers; and other demographic, biometric, personnel, medical, and financial information, etc. Protected health information (PHI) is information that relates to the individual's past, present, or future physical or mental health or condition; the provision of health care to the individual; or the past, present, or future payment for the provision of health care to the individual.

d. The tasking authority or originating office of the tasker must:

(1) Ensure workflow is restricted to only those who have a need to know in packages that contain PII, PHI, or sensitive issues.

(2) Review all supporting documentation associated with the tasker to verify the presence of PII, PHI, or sensitive information before it is created in Navy Taskers.

(3) Where feasible, remove or redact PII and PHI from documents when that information is not germane to workflow responses. Do not include the SSN or any portion thereof unless absolutely necessary and the collection and use of the SSN has been authorized under DoD Instruction 1000.30 of 1 August 2012.

## 6. Tasker Content

### a. Content Rules

(1) Do not include privacy or sensitive information in the subject of the tasker, or tasker blog fields (i.e., status, comments, or instructions). These fields appear on reports and e-mails that may not have the same focus on sensitivity as the tasker.

(2) Use proper upper and lower case when entering information and fields in Navy Taskers, particularly the subject. Studies have shown it is more productive when reading and finding information in mixed case rather than in the all-caps format historically used in the Navy.

(3) Provide complete taskers. Make the package as complete as possible, including any instructions for producing and completing the work product of the tasker. When the action office receives that tasker, they should have all the information they need. Incomplete packages require multiple unnecessary interactions to complete the work. A complete package is a better knowledge base reference for future research.

### b. Attachments

(1) The tasker or requestor package folder should contain the document(s) that initiated the package (i.e., the incoming letter, tasking e-mail, DoD directive with applicable form(s), etc.). If necessary, instructions for completing the tasker should be attached as a file in the tasker package folder.

(2) The reference folder is intended for references used by those working to create the results for the tasker. If the references are readily available elsewhere, identify them via links in the comments or instruction summary.

(3) The final response folder is intended for the final documents. Where appropriate, this would be the signed document(s) as portable document format (PDF). If in doubt, use records management guidelines and only put attachments in this folder that should be archived. Typically, the MicroSoft Word document that is the basis for the signed document is placed in

the working documents folder. Updates to the final response folder are limited to those in the action office, chop, or tasking authority activities.

(4) The working documents and responders folders are for working documents used to create the work product of the tasker. Records management guidelines apply. This folder should not contain attachments that should be archived. However, ensure uploaded files match hard copy correspondence being routed for final disposition.

c. Collaboration

(1) Anticipate questions to the status and comments, and try to make them as complete as possible. For example, "Extension received" is better entered with who granted the extension, when was it granted, and what the new due date is.

(2) The status feature should be used to maintain the current status of a tasker. It should be updated at least once per week. Do not include privacy or sensitive information in the status field.

(3) The comments feature should be used for additional information, discussion, comments, elaborations of completed assignments, or other helpful information to all concerned.

(4) Instructions are to communicate from the tasking authority to the action office, from the requestor to the responder, from the action office to coordination. The more complete the description, the less chance for confusion and rework.

7. Supplemental Rules

a. All tasks from OSD are required to be entered in Navy Taskers by SECNAV Administration. OPNAV in receipt of OSD tasks via e-mail should inform the applicable N-code front office immediately, and the task response should be forwarded to the Director, SECNAV Administration. Use caution when providing information to OSD counterparts, as informal input may be construed as an official Navy or OPNAV policy or position. Responses to tasks affecting both the Navy and Marine Corps must be coordinated with appropriate Headquarters Marine Corps

counterparts through Director, Marine Corps staff. SECNAV will often consolidate Navy and Marine Corps input into a coordinated DON response.

b. All completed Navy taskers will be archived after 90 days.

c. Any Navy taskers over 365 days overdue will be automatically closed.

d. OPNAV directorates are responsible for monitoring and managing their organization's taskers.

e. The subject should be a short, self-contained description of the tasker. As previously mentioned, the subject must not contain any privacy or sensitive information.

(1) The subject is the only information for e-mail titles and reports and should contain enough information to uniquely describe the tasker. This includes originating office code, the event or meeting with which the tasker is associated, and a description of the work product.

(2) Any abbreviations or acronyms in the subject should be spelled out in the keywords field to help others find the tasker later.

(3) The word "tasker" is not necessary in the subject line.

(4) Avoid redundancy and elaboration in the subject. Consider that e-mail lists and reports may truncate the subject.

(5) An example subject line is "DNS - USN/USMC warfighter talks - Provide brief to CNO on USMC manning at Navy schools."

f. Report any and all errors encountered to the OPNAV Web Services Help Desk provided by the command information office. Contact information is available on the Web site.

g. The Navy Taskers system can be a valuable tool at all levels of the Navy. Organizations may use the system for their own work. OPNAV organizations are strongly encouraged to do so.