

5320
LR
10Oct02

From: Head, Installation Reform Office

Subj: INSTALLATION PROCESSES DEFINITION UPDATE

Ref: (a) DC I&L INSTALLATION PROCESS DEFINITIONS ltr of
27Jun01
(b) CMC MSG R 101936ZOCT02 ACTIVITY BASED COSTING
MODEL UPDATE SCHEDULE FOR FY03

Encl: (1) Installation process definitions dtd 10Oct02

1. Ref (a) established standard installation processes. The enclosure refines those process definitions to be used in the FY02 model update directed by ref(b).

2. Significant changes are listed as follows:

- (a) Community Services has redefined all major process labels and should be reviewed in their entirety. Example products and services are the result of a recent working group and are provided for illustrative purposes only (as are all cost objects.)
- (b) "Provide transportation" now includes Household Goods and passenger services.
- (c) Mail/postal shifted to "provide personnel support" within "command and staff support."

3. These definitions are to be used when attributing activities only. There is currently no standard for sub-processes (ie. a level below the 37) nor products and services. Typical sub-processes and example products and services are shown only to assist in defining processes.

4. Future revisions will include standardized cost objects (ie. products and services) and appropriate references.

5. These definitions are also located on the LR website. Questions can be directed to Mr Stephen Pellegrino or Ms Janet Vito at 703-614-0853.

/signed/
T.P. Davis
By direction

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A. Facilities and Land Management

1. Provide Real Property and Land Management Services

Definition:

All activities necessary to conduct the management oversight function related to the base land and facilities. Includes functions of facilities' planning, maintenance of the Master Plan, assignment of spaces, controlling encroachment, major construction oversight, managing natural resources, and real estate management.

Typical High-Level Processes and Activities

Manage Facilities Directorate

Direct Facilities and Land Management Functions

Provide Facilities Fiscal Administration

Provide Facilities Personnel Administration

Provide Facilities Computer Support

Provide Facilities and Land Management Services

Manage Installation Construction Activities

Provide Facilities Engineering Services

Provide Real Property Services

Products and Service Examples

Long range/master plan

Engineering

Designs

Contract management

Quality assurance

Real Estate Management

2. Provide Facilities Services

Definition:

All activities related to installation support services primarily in the areas of custodial support, roads and grounds maintenance.

Typical High-Level Processes and Activities

Manage Facility Services

Manage Facility Services

Manage Facility Service Contracts

Provide Facility Services

Custodial Support

Supervise Custodial Activities

Manage Pest Control Activities

Conduct Refuse Activities

Installation Grounds

Maintain Roads & Grounds

Products and Service Examples

Custodial Services

Grounds Maintenance

Pest Control Services

Refuse collection services

3. Sustain, Restore, and Modernize Facilities

Definition:

The activities and processes that support the day-to-day periodic or scheduled work to preserve real property in a condition so that it may be used for its designated purpose and the activities related to new construction and additions to existing structures.

Typical High-Level Processes and Activities

Perform Building Trades

- Carpentry Activities
- Electrical Activities
- Painting Activities
- Masonry Activities
- Plumbing Activities
- Wait Time

Perform Shop Trades

- Pipefitting Shop
- Welding Shop
- Locksmith Shop
- Sheetmetal Shop
- Machine Shop
- Heavy Equip Repair Shop
- Mechanical Shop
- HVAC/Reefer shop
- Boiler/Heating shop
- Electronic shop

Maintain Utility Infrastructure

- Maintain Utility Systems

Products and Service Examples

Building Trade Services

Carpentry
Painting
Masonry
Electrical

Shop Trade Services

Plumbing
Pipefitting
Welding
Refrigeration
Locksmith
Sheet Metal
Machine Shop
Heavy Equip Repair
Boiler/Heating Shop
Mechanical Shop
Electronic
Utilities Repair

Maintained Facilities

1. Ops & Training Facilities
2. Supply Facilities
3. Hospital & Medical Facilities
4. Maint & Production Facilities
5. RDT&E Facilities
6. Admin Facilities
7. Housing and Community Support Facilities
8. Utilities & Grounds Improvement

4. Provide Utilities

Definition:

All Activities related to the purchase or production, and delivery, of utility services required by installation.

Typical High-Level Processes and Activities

Manage Utility Systems

Bill/Plan/Manage Utilities

Provide Central Heating

Purchase Steam or Hot Water
Produce Steam or Hot Water (plant)
Deliver Steam or Hot Water

Provide Electricity

Purchase Electricity
Produce Electricity (plant)
Deliver Electricity

Provide Natural Gas/Propane

Purchase Natural Gas/Propane
Deliver Natural Gas/Propane

Provide Sewage Treatment

Purchase Sewage Treatment
Produce Sewage Treatment (plant)
Collect Sewage

Provide Potable Water

Purchase Water
Produce Water (plant)
Deliver Water

Provide Non-Potable Water

Purchase Water
Produce Water (plant)
Deliver Water

Provide Central Chilled Water

Purchase Chilled Water
Provide Chilled Water (plant)
Deliver Chilled Water

Provide Other Fuels for Heating

Purchase/Deliver Other Fuels

Products and Service Examples

Central Heating
Electricity
Natural Gas/Propane
Sewage Treatment
Potable Water
Non-Potable Water
Central Chilled Water
Other Heating Fuels

5. Provide Environmental Services

Definition:

All activities necessary to ensure (1) compliance with federal, state, local, Executive Order, Host Nation and DoD environmental requirements, regulations and policies, (2) conservation, protection or enhancement of natural or cultural resources, and (3) pollution prevention to reduce or eliminate the future impact on the environment.

Typical High-Level Processes and Activities

Environmental Affairs Management

- Manage Environmental Programs
- Conduct Emergency Planning and Response
- Provide Training and Education

Environmental Compliance

- Comply with Water Quality Standards
- Comply with Drinking Water Quality Standards
- Comply with Air Quality Standards
- Manage Hazardous Material Programs
- Comply with Solid Waste Management Standards
- Perform Environmental Planning

Natural Resource Conservation

- Comply with Historic & Cultural Resources Requirements
- Comply with Wetlands Requirements
- Comply with Endangered Species Act
- Comply with other Natural Resources Requirements

Environmental Restoration

- Provide Environmental Restoration Services

Pollution Prevention

- Provide Pollution Prevention Services
- Provide Recycling Services

Products and Service Examples

Environment Compliance

- Hazardous Waste Compliance
- Underground Storage Tank (UST) Compliance
- Solid Waste Compliance
- Air pollution abatement
- Environmental Plans
- Environmental Audits
- Compliance with other laws and regulations

Pollution Prevention

- Ozone Depleting Chemical Reduction/Recycling
- Hazardous Material Reduction

- Hazardous Waste Reduction
- Solid Waste Reduction
- Toxic Release Inventory and Reduction
- Air pollution reduction
- Water pollution reduction
- Nonpoint Source Pollution reduction
- Environmental Restoration
- Natural Resources Conservation
 - Wetlands
 - Endangered Species
 - Ecosystems
 - Soil Erosion control
 - Archaeological Resources
 - Historic Structures
- GIS Reports

6. Provide Housing

Definition:

The activities and processes that support providing quarters for families and unaccompanied personnel to include houses, barracks, dormitories, unaccompanied enlisted housing (BEQ), unaccompanied officer personnel housing (BOQ) and transient quarters.

Typical High-Level Processes and Activities

Family Housing

Provide Family Housing Services

- Process housing applications
- Maintain waiting lists
- Provide family housing assignments

Manage Family Housing Assets

- Maintain housing
- Repair/Renovate/Replace housing
- Provide refuse collection
- Provide pest control
- Provide fire protection
- Provide police protection
- Provide furnishing/equipment
- Provide utilities
- Provide resident relations services

Administer Family Housing Program

- Provide Family Housing Administration/Management
- Provide Public-Private Venture oversight

Procure Public-Private Venture Housing

Bachelor Housing

Provide Bachelor Housing Assignments

Manage Bachelor Housing Assets

- Maintain housing
- Repair/Renovate/Replace housing
- Provide refuse collection
- Provide pest control
- Provide fire protection
- Provide police protection
- Provide furnishings/equipment
- Provide utilities
- Provide resident relations services

Administer Bachelor Housing Program

Provide Bachelor Housing Administration/Management
Provide Public-Private Venture oversight

Transient Housing

Provide Transient Housing Services Assignments

Manage Transient Housing Assets

Maintain housing
Repair/Renovate/Replace housing
Provide refuse collection
Provide pest control
Provide fire protection
Provide police protection
Provide furnishings/equipment
Provide utilities
Provide resident relations services

Administer Transient Housing Program

Community Housing

Provide community housing relocation assistance

Products and Service Examples

Family Housing

Enlisted Housing – Government Owned
Officer Housing – Government Owned
General Officer Quarters – Government Owned
Enlisted Housing – PPV
Officer Housing – PPV
General Officer Quarters – PPV
Enlisted Housing – Leased
Officer Housing – Leased
General Officer Housing – Leased

Bachelor Housing

Enlisted Housing – Government Owned
Officer Housing – Government Owned
General Officer Quarters – Government Owned
Enlisted Housing – PPV
Officer Housing – PPV
General Officer Quarters – PPV
Enlisted Housing – Leased
Officer Housing – Leased
General Officer Housing - Leased

Transient Housing

Enlisted Housing – Government Owned
Officer Housing – Government Owned
General Officer Quarters – Government Owned
Enlisted Housing – PPV

Officer Housing – PPV
General Officer Quarters – PPV
Enlisted Housing – Leased
Officer Housing – Leased
General Officer Housing – Leased

Community Referral Services

Family Referrals
Bachelor Referrals

B. Community Services

7. Develop Family Readiness

Definition:

Programs, activities and services that prepare and equip families with the skills and tools necessary to cope with the challenges of the military lifestyle.

Typical High-Level Processes and Activities

Family Readiness Programs

Spouse Education Programs

Provide Spouse Education Programs

Family Team Building/Family Care

Provide Family Team Building Services

Provide Family Care Plan

Provide Community Support Programs

Manage Family Readiness Programs

Provide Support and Advocacy for Family Readiness Programs

Provide Key Volunteer Support Programs

Child Care Programs

Center Based Childcare

Operate Child Development Centers

Provide Assessment Training

Provide Childcare R&R Services

Home Based Family Childcare

Provide Family Child Care (FCC)

School-Age Care

Provide School-Age Care Programs (SAC)

Products and Service Examples

Childcare Resource and Referral Services

Resource and Referral Services

Full-Time Day Care

Infant Care-FT
Pre-toddler Care-FT
Toddler Care-FT
Preschool Care-FT
School Age Care-FT

Hourly Day Care

Infant Care - hourly
Pre-toddler Care - hourly
Toddler Care - hourly
Preschool Care - hourly
School Age Care - hourly

In Home Family Child Care

Infant Care - in home
Pre-toddler Care - in home
Toddler Care - in home
Preschool Care - in home
School Age Care - in home

Marine Corps Family Team Building

LINKS Program
Key Volunteer Program
Spouse Leadership Program

8. Provide Recreational Opportunities

Definition:

Programs, activities and services that contribute to the wholesome use of leisure time by; maintaining morale, developing esprit de corps, and enhancing the quality of life for Marines and families by providing opportunities for self-expression, skills development and social/physical activities.

Typical High-Level Processes and Activities

Recreational Activities

Pools, Gyms and Golf

Operate Pools
Provide an Aquatics Program
Operate Gyms
Operate Golf Courses

Hobby Related Activities

Provide Bowling Program
Maintain Stable Operations
Operate Marina
Provide Skeet and Pistol Ranges
Provide Auto Hobby Center
Operate Ceramic Shop
Operate Wood Shop
Provide Arts and Crafts Skills Development Program
Operate Photography Studio

Other Recreational Activities

Manage Recreational Operations
Provide Basic Social Recreation Programs
Provide Information, Tickets & Tours (ITT)
Provide Camping Programs
Provide Animal Care
Operate Theatres
Operate Gaming Programs
Provide Other Recreation Activities
Provide Recreation Equipment Rentals
Coordinate Special Events

Group Recreational Activities

Single Marine Program

Provide Semper Fit Program
Provide Single Marine Program

Youth/Teen Services

Provide Youth/Teen Activities

Sports and Athletics

Coordinate Sports Programs
 Coordinate Youth Sports Programs
 Provide Outdoor Facilities

Manage Parks and Playgrounds
 Manage Beach Operations

Products and Service Examples

Recreation Business

Stable

Stable Special Events/Parties
 Horseback Riding & Related Lessons
 Govt-Owned Horse Rental
 Stable Boarding

Community Wide Special Events

Other
 Air Shows

Bowling

Bowling Lessons
 League Bowling Line
 Open Bowling Line
 Bowling Parties
 Bowling Shoe Rental

ITT/Leisure Travel

Ticket and Information Service
 Leisure Group Tours
 Recreational Ticket Sales
 Leisure Travel

Golf

Golf Equipment Rental
 Golf Lessons
 Round of Golf
 Golf Driving Range

Skills Development

Recreational Shooting Operations
 Arts & Crafts Operations
 Auto Skills Operations

Theatre Operations

Performing Arts/Production Shows
 Theatre Special Events
 Non-MCCS Training Support
 Motion Pictures

Recreation

- Recreation Equipment Issue/Rental
 - Tool and Equipment Rental
 - Recreational Equipment Rental
 - Recreational Gear Issue
 - Recreational Mount Out Packages
- Outdoor Recreation
 - Outdoor Facility Reservations
 - Outdoor Rec Directed Activities
 - High Adventure Program
 - Camping
- Marina
 - Private Berthing
 - Marina Equipment Rental
 - Certification/Safety Classes
 - Charters
 - Dry Slip Rental
- Recreation Centers
 - Rec Center Directed Activities
 - Rec Center Equipment Issue
 - Computer Availability
 - Rec Center Self Directed Activities
- Aquatics
 - Aquatics Lessons
 - Open Swim
 - Aquatics Parties/Events
 - Military Aquatic Training
- Physical Fitness
 - Physical Fit Group Exercise Classes
 - Personal Fitness Training
 - Self Directed Physical Fitness Activities
 - Return to Readiness/Injury Prevention
- Sports
 - Intramural Sports
 - Youth Sports
 - Varsity Sports
 - Self Directed Sports Activities
 - Sports Equipment Rental
 - MCCS Sporting Events
 - Other Events (as defined on installation)
- Single Marine Program
 - Single Marine Program
- Children, Youth, and Teen Services**
- Youth & Teen Services
 - Life Skill/Character Development
 - Recreation & Arts

9. Develop Physical Wellness

Definition:

Programs, activities and services that enhance the Marines' overall health and physical performance through proper exercise, nutrition and health education, which contributes to operational readiness.

Typical High-Level Processes and Activities

Develop Physical Wellness

Provide Fitness Programs

Provide Fitness Services

Operate Fitness Center

Present Health and Wellness Promotion Programs

Provide Wellness Education and Awareness

Products and Service Examples

Health Promotion

Wellness Education and Awareness

Health Promotion Classes

10. Provide Personal Support Services

Definition:

Programs, activities and counseling services designed to modify behavior, and enhance mental well being through prevention, intervention and treatment strategies.

Typical High-Level Processes and Activities

Provide Counseling Services

Provide Counseling Services

Conduct Individual/Marital/Family Counseling

Provide Family Advocacy

Provide (FAP) Counseling /Treatment

Provide New Parent Support Program

Manage Counseling Services

Provide Personal Services Oversight/Management

Coordinate Suicide Awareness and Prevention Programs

Provide Behavioral Development Services

Provide Substance Abuse Services

Administer Urinalysis Program

Conduct Substance Abuse Prevention Classes/Workshops

Provide Substance Abuse Counseling Program

Provide Intervention & Treatment Program

Provide Crisis Intervention

Conduct Crisis Intervention

Provide Life Skills Services

Provide Educational Classes

Products and Service Examples

Family Advocacy Program

- FA Assessments
- FA Individual Counseling
- FA Group Counseling
- FA Classes
- Victim Advocacy
- FA Command Education

General Counseling

- GC Assessments
- GC Individual Counseling
- GC Group Counseling
- GC Classes
- GC Command Education

Substance Abuse

- SA Assessments
- SA Individual Counseling
- SA Group Counseling
- SA Classes
- SA Command Education

Drug Demand Reduction

- Young Marines Program
- Drug Demand Reduction

Suicide Prevention

- Suicide Prevention

Marine Corps Family Team Building

- CREDO
- PREP

11. Provide Retail/Resale Goods and Services

Definition:

Business activities that provide quality goods and services for health, comfort, convenience, morale, and general well-being of Marines and their families (to include food, beverage and retail.)

Typical High-Level Processes and Activities

Provide Goods

Operate Base Exchanges

- Provide Exchange Sales
- Prepare Goods for Resale

Operate Base Service Stations

- Provide Service Station Sales
- Provide Service Station Support Functions

Operate Convenience Stores

- Provide Convenience Store Sales
- Provide Convenience Store Support Services

Provide Services

Operate Retail Service Facilities

- Provide Do-It-Yourself Rental Truck Services
- Provide Military Clothing Sales
- Provide Mail Order Services
- Operate Tailor Shop
- Operate Printing and Engraving Shop
- Provide Video Rental Activities
- Operate Barber Shop
- Obtain Liquor & Gun Licenses
- Animal Care Clinic
- Operate Key Shop
- Provide Cobbler Services
- Maintain Car Wash
- Operate Beauty Shop
- Operate Flower Shop
- Provide Retail Telephone Communications
- Operate Laundromat
- Operate Dry Cleaners
- Operate Bookstore
- Operate Car Rental
- Provide Recruit Photo
- Oversee Optical Shop
- Operate Vending Outlets

Provide General Support

Manage MCCS Retail Operations

Provide Support to All Retail Operations
 Maintain Retail Facilities

Conduct Purchasing Operations

Procure Merchandise
 Maintain all Contract Retail Agreements
 Provide Warehousing

Provide Financial Management Support

Perform Financial Budgeting and Oversight

Provide Personnel Support

Perform Personnel Actions

Provide Sales and Marketing Support

Determine Merchandise Needs
 Promote Merchandise Sales

Products and Service Examples

Misc. Services

Vehicle Rentals	Vehicle Rental
Optical Service	Optical Services
Telecommunication Services	Barracks Phones Pay Phones Cell Phones
Florist	Florist Operation
Video Store	Video Store Operations
Laundry/Dry Cleaning	Dry Cleaning Services Laundry Services Coin Operated Laundry
Vet. Clinic	Vet. Clinic Operations
Vending	Gaming Machines Amusement Machines Product Vending Machines Car Wash
Barber/Beauty Shop	Barber Shop Operations

	Beauty Shop Operations
Tailor Shop	Tailor Shop Operations
Storage	Mini Storage Operations Vehicle Storage Operations
Retail	
Package Store	Package Store Operations
Branch Store	Branch Store Operations
Recreation Retail Outlets	Recreational Shooting Retail Lumber Retail Crafts Retail Auto Skills Retail Scuba Pro Shop Marina Fuel Fitness Center Retail Bowling Center Pro Shop Golf Pro Shop Tack Shop Marina Retail
Book Store	Book Store Operations
Main Store	Main Store Operations
Military Clothing	DPSC Commercial Uniforms
Convenience Stores	Convenience Store Operations
Service Station	Service Station Retail Fuel Service Vehicle Services
Food and Hospitality	
Restaurants	Restaurant Operations
Snack Bar	Other Snack Bars Mobile Snack Bar Theatre Snack Bar Golf Snack Bar Bowling Center Snack Bar
Club Operations	PME Bingo

	Special Events
Catering	Catering
O Club	Food Beverage
Consolidated Clubs	Food Beverage
Enlisted Club	Food Beverage
Staff NCO Club	Food Beverage
Food Court/Fast Food	Fast Food Operations
Support Division	
Marketing	Public Speaking Appearances Market Research Web Page Management Commercial Sponsorship Graphic Art Production Periodical Publication Production Cable TV Channel/Video Operations Commercial Advertising
Finance Office	Manage Unit Party Funds APF Financial Management NAF Financial Analysis NAF Payroll Accounts Payable Accounts Receivable MCCS Budget/Financial Planning Fixed Asset Management
IT	POS Support PC Support Network Management Application Development/Modernization Database Administration
Contracting & Purchasing	Multi-Year Contracts 1 Year Contracts Special Events Contracts Purchasing
Personnel Office	

	Employee Training
	Personnel Actions
	New Hires
	Separations
	Labor Relations
	Employee Benefits Administration
Logistics	
	MCCS Vehicle Maintenance
	Construction
	Command Support
	Maintenance Operations
Command & Control	
	Administrative Support
	Internal Audit/Review

12. Provide Lodging Services

Definition:

Business activities that offer temporary and recreational lodging to Marines and families.

Typical High-Level Processes and Activities

Provide Lodging

Provide Temporary Lodging Facilities

Provide Building Management Services

Provide Housekeeping Services

Provide Hotel Desk Services

Provide Janitorial

Services

Provide Recreational Lodging

Products and Service Examples

Lodging Services

RV Parks

Recreational Lodging

Temporary Lodging

13. Provide Information and Referral Services

Definition:

Services which provide information concerning local military and civilian service agencies. Serves as a link between families and those human service agencies that can further assist them in solving social, economic, relocation, medical or educational concerns.

Typical High-Level Processes and Activities

Provide Information

Career Resource Management Center

- Provide Career Info/Referral
- Provide Family Member Employment Support
- Provide Exceptional Family Member Program
- Provide Relocation Assistance
- Provide TAP training

Provide Other Information Services

- Manage Retired Affairs
- Volunteer Services
- Provide Information and referral

Provide Non-Professional Education

Provide Lifelong Learning Center

- Provide Education Service Activities
- Provide Financial Counseling
- Facilitate Cultural Adaptation

Products and Service Examples

Information & Referral Program

- Information & Referral Programs
- Referral

Relocation Assistance Program

- Relocation Information & Referral
- Relocation Assistance Classes/Briefs
- Hospitality Kits
- Relocation Packages

Exceptional Family Member Program

- Enrollments
- EFMP Programs/Briefs
- EFMP Information & Referral

Education Center

- Tuition Assistance
- Educational Testing
- Academic Advisement
- Deployed Education

14. Provide Personal and Professional Development

Definition:

Programs, activities and services that help Marines both active and retired and their families connect to civilian communities, increase knowledge through self-directed or institutional education sources and to develop or enhance basic life skills.

Typical High-Level Processes and Activities

Provide Family Member Employment Assistance
 Provide Transition Assistance Support Program
 Coordinate Retired Activities
 Coordinate Voluntary Education Program
 Provide Personal Financial Management Information and Counseling
 Conduct Library Program

Products and Service Examples

Financial Fitness Program
 Command Training
 Financial Fitness Classes
 Financial Management Counseling Sessions

Library
 Computer Availability
 Enrichment Programs
 Circulation

Family Employment Assistance
 Employment Assistance Classes
 Employment Assistance Job Referrals

Transition Assistance Management Program
 TAMP Classes/Seminars
 TAMP/TAP Job Referrals

Retiree Programs
 Retiree Information/Referral

15. Provide Legal Services

Definition:

Programs, activities or services Marines and their families require in relation to the protection of rights, legal and statutory authorizations, and representation. These services are often provided at the individual's request (as opposed to legal action taken against them).

Typical High-Level Processes and Activities

Provide Family Law Services

Provide Individual/Family Legal Assistance

Provide Legal Assistance to Individuals

Provide Legal Assistance to Families

Provide Tax Service

Prepare Individual Income Tax Returns

Provide Wills/Estate Planning Services

Draft Wills

Provide Estate Planning Services

Provide Notary/Power of Attorney Services

Notarize Documents

Provide Powers of Attorney

Provide Marriage/Divorce Legal Services

Provide Marriage-related Legal Services

Provide Divorce Processing

Provide Consumer Law Advice

Provide Consumer Law Counseling

Products and Service Examples

Tax Returns

Personal Legal Documents

Extended Legal Assistance

C. Security and Safety

16. Manage Safety Programs

Definition:

All activities that manage workplace and living quarters health and safety, to include installation wide safety and occupational health programs, support for military operations and training (on and off of the installation,) and all applicable Installation Core Safety Services.

Typical High-Level Processes and Activities

Provide Safety Services

- Provide Safety Support to Military Operations and Training
- Conduct Traffic Safety Activities
- Distribute Safety Promotional Material
- Manage Installation-Wide Safety and Occupational Health Program
- Conduct Safety Inspections
- Conduct Mishap Investigations
- Oversee Personal Protective Equipment
- Provide Safety Training
- Provide Safety Consulting Services
- Coordinate Occupational Health Services

Products and Service Examples

- Safety Inspections
- Military Operations and Training Support
- Safety Training and Consultation
- Traffic Safety
- Mishap Investigations
- Personal Protective Equipment (PPE)
- Safety Promotional Material
- Safety Training
- Safety Consultation
- Occupational Health Services

17. Provide Security

Definition:

All activities that provide for the security of the installation to include the conduct of criminal investigations, confinement operations, K9 Patrols, traffic court, and other Provost Marshall Office (PMO) activities.

Typical High-Level Processes and Activities

Law Enforcement

Crime Prevention

- Guard Gate Guard and Patrol Base
- Provide K-9 Patrols
- Provide Flight Line Security
- Provide Emergency and Non-Emergency Response
- Support Crime Prevention Activities

Crime Detection

- Conduct Field Investigations
- Conduct Off-site Investigations

Court Proceedings

- Provide Court Proceeding support

Detention Operations

- Provide Brig Security
- Provide Prisoner Services
- Manage Prisoner Programs

Community Relations

Traffic Control

- Enforce Traffic Regulations
- Investigate Accidents
- Perform Accident Prevention Activities

Community Well-being

- Provide Non-Law Enforcement Assistance
- Issue I.D. Cards and Passes

Products and Service Examples

- Patrols/Security
- Arrests
- Investigations
- Prosecutions
- Confinement

18. Provide Fire Protection and Emergency Services

Definition:

All activities that provide emergency fire, rescue and bomb threat services that protect DoD civilian, Military and family personnel, facilities, equipment and weapons systems from accidental or intentional loss, including, fire prevention and fire investigation activities.

Typical High-Level Processes and Activities

Emergency Response Services

- Provide Fire response
- Provide Medical response
- Provide Hazardous material response
- Provide Rescue response
- Provide Mutual aid response
- Provide other responses

Fire Prevention

- Provide Public education
- Perform inspections/tests
- Plan reviews

Training

- Perform training
- Award Certifications

Products and Service Examples

Emergency responses
Fire Prevention
Training

D. Command and Staff Support

19. Provide Legal Counsel

Definition:

All activities required to provide the Commander legal counsel on base activities and manage the legal process (often against individual members.)

Typical High-Level Processes and Activities

SJA Operations

Installation Law

- Provide Installation Law Advice
- Provide Environmental Law Services

Administrative Law

- Conduct Administrative Board
- Prepare/Review/Process Admin Separation Packages
- Process Claims Against the Gov't

Administer UCMJ

Prosecution

- Conduct Pre-Trial Activity
- Conduct Trial
- Conduct Post-Trial

Defense Services

- Provide Legal Advice
- Conduct Pre-Trial Activity
- Conduct Trial
- Conduct Post-Trial

Trial Administration Services

- Provide Court Reporter Services
- Provide Administrative Trial Support
- Conduct Preventative Law

Products and Service Examples

Legal Actions

- Non-judicial punishment
- Summary Court Martial
- Special Court Martial
- General Court Martial
- Article 32 Hearings

Civil Law

- Legal Opinions/advice
- Investigations
- FOIA requests

Administrative law

- Absentees/deserters
- Admin Separations

20. Provide Command Support

Definition:

Activities inherent in the command and administration of a Marine Corps installation (though not necessarily “inherently governmental” per commercial activity definitions.) Includes functions such as the Commander’s and Sgt Major’s offices and base inspector.

Typical High-Level Processes and Activities

Command Support

Provide Command Support
H&HB Conduct Command Functions

Command Administration

Inspect Base Activities and Units

Products and Service Examples

Command direction/guidance
Inspections
Investigations
Documents/files
Security Clearances
Coordinated visits
Coordinated trips
Congressional Inquiries

21. Manage Community Relations

Definition:

Activities used to provide community awareness of base activities and manage external relationships, public affairs, base newspaper, web site and news releases.

Typical High-Level Processes and Activities

Provide Local Community Support

Provide Band Music

- Prepare for Events
- Perform at Events

Provide Base Tours and Programs

- Base and Local Community Programs
- Base Visitors and Tours
- Special Events

Provide Community Relations

- Coordinate/Liaison with External Agencies
- Manage/Develop Community Relations Programs

Provide Information

Maintain Newspaper, Base Info, and Press Releases

- Produce Base Newspaper
- Issue Press Releases
- Maintain Base Information
- Manage Web Content

Produce Television and Radio Programs

- Originate/Write Television and Radio Programs

Provide Media Relations and FOIA Support

- Media Relations
- Freedom of Information Support

Provide PAO Support

- Provide PAO Support to Commander

Products and Service Examples

- Band events
- Media contacts
- Base newspaper
- Press releases
- Web site

22. Manage Business Practices

Definition:

All activities used to measure organizational performance, benchmark performance, develop installation wide vision and strategy and improve processes and systems.

Typical High-Level Processes and Activities

Operate Business Management Offices

Business Improvement Initiatives

- Activity-based Costing (ABC)
- Activity-based Management (ABM)
- Business Process Reengineering (BPR)

Strategic Sourcing

- Implement Competitive Sourcing Projects

Other Installation Reform Activities

- Conduct Special Business Reform Projects

Strategic Planning

- Manage Strategic Planning Process

Products and Service Examples

Studies

- Manpower Studies
- BPR Studies
- A76 Studies
- BeneSugg evaluations
- ABC model
- Training
- Strategic Plan
- Balanced Scorecard

23. Provide Personnel Support

Definition:

Includes all activities associated with providing personnel support to Marines and civilians such as managing deployment of personnel, employee performance, rewards and recognition, labor management relations, travel orders, recruitment and selection of employees.

Typical High-Level Processes and Activities

Military Manpower Support

Deployment of Personnel

Determine Staffing Requirements
 Manage Staffing Assignments

Adjutant

Provide Administrative Functions

Military Personnel Support

Prepare Orders
 Process Separations
 Manage/Process & Deliver
 Official Mail
 Manage/Administer Military
 Manpower Programs

Career Planning

Provide Career Planner Services

Update Military Personnel Records

Maintain Record keeping
 Recruit Records Administration
 Process Unit Diaries
 Issue Military & Civilian ID Cards

Personnel Support

Process Travel Orders/Advances

Manage/Process TAD Orders

**Manage T/O, Staffing
 Function**

Process Travel Claims

**Manage Employee
 Performance, Reward
 and Recognition**

Manage/Perform Position
 Management

Provide Personnel Support
Administer Awards Programs
Manage Performance Evaluation System

Provide Equal Opportunity Program
Manage/Administer Civilian Manpower Programs
Perform Time and Attendance Reporting

Other Support Processes

Classified Document Control

Control Classified Information and Equipment

Records Management

Maintain Forms Management program

Provide Postal Services

Process Mail
Provide Postal Security
Perform Postal Retail Operations
Support Postal Process

Products and Service Examples

General Administration

Routine correspondence
Awards
Personal Requests (leave, liberty, request masts)
Fitness/Evaluation reports
Mailed Item
ID Cards
EEO Training
EEO Complaint handled

Manpower Administration

Individual Assignments
Strength Reports (morning reports, SORTS input)
FAPs (coordination and supervision)
Sponsorship Program
T/O
Position Description

Personnel Administration

Pay
Promotions
Life Insurance
Personal Records
TAD Orders

24. Manage Financial Resources

Definition:

Includes all activities to manage financial resources, process finance and accounting transactions, report information and conduct internal audits.

Typical High-Level Processes and Activities

Manage Financial Resources

Formulate Budget

- Provide Budget Guidance
- Perform Data Calls
- Perform Budget Formulation

Execute Budget

- Allocate Financial Resources
- Monitor Budget Execution

Process Finance and Accounting Transactions

Manage O&M

- Perform Managerial Accounting Functions
- Provide Cashier Services
- Provide Financial Management

Manage Allotments & Reimbursibles

- Manage Reimbursable Program

Prepare Financial Reports

- Generate Fiscal Reports
- Produce Cost Mgmt Reports

Process Disbursements

Disburse Civilian Pay

- Process Civilian Pay
- Process timecards.

Disburse Military Pay

- Perform Military Payment Payroll
- Process Special Pay

Disburse Travel Pay

- Process Travel Advances
- Process Travel Claims

Administer Gov't Credit Cards

- Provide Government Credit Card Program

Review and Support Operations

Perform Auditing/Internal Control/Oversight functions

- Audit System
- Establish and Implement Local Financial Policies/Procedures

Perform Analytical Studies & Special Projects

- Manage System Interfaces

REA-Conduct Periodic Reviews
Manage Special Projects
Administer/Provide Financial Training Programs

Validate Accounting reports

Monitor, validate and adjust accounting input.

Support Customers/Tenants

Support Tenants & Other Customers

Products and Service Examples

Financial Accounts
Budgets
Civilian/Military Payroll
Financial Reports
Disbursements
Review and Analysis

25. Provide Religious Support

Definition:

Support or public worship services provided for Marines and families. The support services contribute to personal or spiritual development through secular or non-secular mechanisms.

Typical High-Level Processes and Activities

Worship Services

Provide Regular Worship Services

- Conduct Worship Services
- Plan/Prepare for Worship Services

Provide Special Worship Services

- Conduct Special Worship Services
- Plan/Prepare for Special Worship Services

Counseling/Ministry

Provide Pastoral Care and Support

Provide Counseling Services

- Pre/Post Counseling Operations
- Conduct Counseling Sessions

Provide Religious Education

- Prepare Course Materials
- Conduct Classes

Provide Outreach Services

Products and Service Examples

Command advise

Religious Ministry and accommodation

- Worship services
- Ceremonies

Outreach

Pastoral Care

- Visits
- Counseling
- Training and Education

E. Information Technology

26. Provide Voice

Definition:

All activities that provide support to Expeditionary Forces and Supporting Establishment organizations for the operation and maintenance of all telecommunications facilities and ancillary equipment, including telephones, leased lines and other communications.

Typical High-Level Processes and Activities

Telecommunications Outside Plant (OSP)

Install OSP

- Design Outside Telecom Systems
- Install Outside Telecom Plant

Maintain OSP

- Maintain Outside Telecom Plant

Telecommunications Inside Plant (ISP)

Install ISP

- Design Inside Telecom Systems
- Install Inside Telecom Plant
- Provide Move/Add/Change Services

Operate/Maintain ISP

- Operate Inside Telecom Systems
- Maintain Inside Telecom Plant
- Repair Telecommunication Equipment

Provide Customer Service

- Perform Telephone Operator Assistance
- Coordinate Telecommunications Billing

Radio

Conduct Radio Operations

- Provide Radio Communication
- Manage Frequencies

Products and Service Examples

- Telecommunications
- Radio Support
- Secure Lines
- Cell phone/Pagers
- Public Address Systems

27. Provide Data Services

Definition:

All activities associated with providing data services, planning for information resource management, implementation of systems security and control, information storage and retrieval. Includes the cost of repairing and maintaining computer equipment.

Typical High-Level Processes and Activities

Communications Center

DMS-Defense Message System

- Operate Communication Center
- Provide AUTODIN Gateway
- Conduct Cryptographic Section Activities

Marine Telecomm Ctr (MTCC)

- Receive & Distribute Official Message Traffic

Network Support

Manage IT System Activities

- Manage Systems Activities
- Program Mainframe Activities
- Provide Database Support
- Perform Security Management

Manage Network Activities

- Network Administration Activities
- Network Construction Activities

Provide End User Support

- Provide Help Desk Support
- Provide Information Technology (I.T.) Training

Acquire and Maintain IT H/W and S/W

Install/Maintain HW

- Acquire IT Hardware
- Install/Maintain IT Hardware

Support SW Applications

- Software Support Activities
- Develop Applications

Products and Service Examples

Network

- Installation Backbone
- SIPERNET
- NIPERNET
- Help desk
- Software installations
- Hardware installations and repairs
- Naval messages
- CMS

28. Provide Visual Information

Definition:

All activities to provide either garrison or tactical visual information products and services to include still photography, graphics arts, motion media, printing and reproduction, combat camera and audiovisual support equipment.

Typical High-Level Processes and Activities

Visual Information

Still Photography

Acquire Imagery
Produce Imagery Based Products

Graphics Arts

Produce Manual and Computer Generated Graphics Arts Products

Motion Media

Produce Video Based Motion Media Products
Produce Audio Based Products

Printing and Reproduction

Produce High-Volume Print Products
Reproduce High-Volume Print Products

Combat Camera

Provide Tactical Combat Camera Services
Augment Tactical Combat Camera Services

Audiovisual Equipment

Provide Audiovisual Support Equipment
Manage Audiovisual Support Equipment

Products and Service Examples

Photography
Graphic Arts
Motion Media
Printing and Reproduction
Combat Camera
Audiovisual Equipment

29. Provide Ground Electronic Maintenance**Definition:**

All activities performed in support of Expeditionary Forces and the Supporting Establishment to repair electronic equipment, copiers, printers, radios and all other electronic equipment (excludes computer hardware).

Typical High-Level Processes and Activities**Install Ground Electronics**

Install Ground Electronics
Participate in Training Related to Ground Electronics

Repair Ground Electronics

Preventive Maintenance (PM)
Corrective Maintenance (CM)

Products and Service Examples

Radios
Intercoms
Cryptographic equipment
Faxes
Test equipment

F. Logistics Support

30. Provide Transportation

Definition:

Provides support for Expeditionary Forces and Supporting Establishment organizations/activities for the use of transportation assets to include motor vehicles, rail and port operations. Includes all activities associated with providing motor transport, transportation maintenance, accident repair, vehicle operation costs, monitoring and managing deliveries and freight, 5th echelon maintenance shipping and receiving.

Typical High-Level Processes and Activities

Provide Commercially Available GME Motor Transportation

Provide Operator Support Services

- Operate/Provide GME Vehicles
- Conduct Road Master Duties

Maintain GME Vehicles and Equipment

- Maintain Light Equipment Vehicles
- Maintain Heavy Equipment Vehicles
- Maintain Equipment
- Perform Mobile Equipment Repairs

Perform Fleet Mgmt and QA Activities

- Conduct Load Testing and Inspection
- Conduct Training
- Conduct Testing and Licensing
- Perform Motor T Administration
- Conduct Inventory Management

Operate Transportation Management Office

Provide Passenger Service for Official Travel

- Provide Passport Services
- Make Travel Arrangements
- Reconcile Passenger Billing Statements

Provide Personal Property Services

- Counsel Members on Entitlements
- Book shipments for transport/storage
- Operate Air Terminal
- Conduct Quality Assurance
- Locate Members at Destination
- Approve Shipments for Storage in transit
- Conduct and Monitor Nontemporary Storage Program

Provide Freight Operations

- Receive Freight
- Distribute Freight

- Process Freight Discrepancies
- Reconcile Freight Billing Statements
- Conduct Packing, Packaging and Preservation
- Book Freight Shipments
- Conduct Freight Handling/Yard Operations
- Conduct Special Handling/Shipping/Receiving of Hazmat and Weapons/Ammo

Conduct Air Terminal Support

- Provide Passenger Departure and Arrival Support
- Provide Freight Shipping and Aircraft Loading Support
- Provide Freight Receiving and Aircraft Unloading Support

Conduct Transportation Voucher Certification

- Receive and Process Public Vouchers
- Conduct Prepayment Audits of Transportation Bills**
- Prepare Statistical Reports for Freight, Personal Property and Passenger Transportation

Products and Service Examples

Freight

- General
- Hazardous materials
- Ammunition
- Weapons
- Household goods

Passenger Services

- Sedans
- Buses
- Shuttles
- Vans
- Passenger Trips
- Passports

Vehicles

- Administrative
- MHE
- Tactical vehicles
- Light Duty Trucks
- Heavy Duty Trucks
- Special Purpose Trucks
- Forklifts
- Earth Moving Equipment
- Cranes

31. Provide Procurement and Supply Operations

Definition:

All activities associated with supplying base and station activities (as opposed to directly supporting tenant organizations) to include contracting.

Typical High-Level Processes and Activities

Contracting

Provide Contracting & Procurement Services

- Perform Contract Administration
- General Procurement Activities
- Provide Administrative Support

Support Supply Operations

Provide Supply Support

- Order and receive supplies
- Store supplies
- Issue supplies
- Dispose supplies

Operate Fuel Program

- Maintain Quality Surveillance
- Order and receive fuels
- Store fuels
- Issue fuels
- Support Fuel Operations

Material Handling & Warehousing Services

- Perform Material Handling Activities
- Provide Warehousing Support
- Support Recruit Depots

Order/Store/Issue Ammunition

- Receive Ammunition
- Store Ammunition
- Issue Ammunition
- Disposal & Retrograde

Manage Property Control Program

- Maintain Property Accountability

Provide HazMat Services

- Order and Receive materials
- Store materials
- Issue materials
- Recover materials
- Redistribute materials
- Disposal materials

Products and Service Examples

Garrison Property

Plant Property

Personnel Support Equipment (PSE)

Food Preparation and Serving Equipment (FPSE)

Command Support Equipment (CSE)

Supplies

Subsistence

Clothing

Equipment

POL

Ground fuels

Aviation fuels

Construction material

Ammunition

Small Arms

Other

Sundries

Major End items

Medical supplies

Repair parts

Humanitarian supplies

Contracting

Acquisition Planning

Contracts

Over \$25k

Under \$25k

Simplified Acquisition Threshold Contracts

Purchase orders

Credit card program

32. Provide Food Services

Definition:

All activities that provide messing to Expeditionary and Supporting Establishment to include installation and maintenance of food preparation and service equipment, messing contracts, menu planning and food preparation.

Typical High-Level Processes and Activities

Provide Food Services

Operate Mess halls

- Prepare and Serve Food
- Clean up food service areas
- Outside Contractor Expenses

Provide Mess Hall Support Services

- Manage Mess hall Operations & CONUS
- Regional Food Service Contract
- Provide Mess hall Administrative Support

Provide Subsistence/Field Rations

Products and Service Examples

Dining Facilities

- Garrison
- Field
- Brig

Meals

- MREs/UGRs/UBRs
- Breakfast
- Brunch
- Lunch
- Dinner
- Midrats

G. Training and Operations Support

33. Provide Military Training

Definition:

All activities that support or provide military training and PME to Expeditionary Forces and the Supporting Establishment.

Typical High-Level Processes and Activities

Provide Military Training

MOS Training

MOS Training

Manage Training Activities

Provide Exercise Training

Support Training Exercises

Rifle/Pistol Qualification

Develop, Organize & Conduct Training Courses

Conduct Academic Training

Conduct Basic Military Skills Training

Conduct Leadership Training

Manage Training Infrastructure

Support Training Function

Products and Service Examples

Academic Training

Military Skills Training

Leadership Training (includes NCO and SNCO schools)

CAX Products and Services (selected by MAGTFTC29 Palms)

Recruit Training Products and Services (selected by MCRD's)

34. Provide Civilian Training

Definition:

All activities that provide training to Civilian Marines, develop and manage training programs, develop and manage employee orientation programs and develop management and leadership competencies.

Recommended High-Level Processes and Activities

Organizational Performance Training

Computer Training

Microsoft Office Products Training

Internet Related training

General IT Training

Business Process Improvement Training

Civilian Leadership Training

Organizational Operations Training

Organizational Sustainment Training

Provide Training Operations Support

Products and Service Examples

Civilian Leadership Development

Required training (e.g. EEO, harassment)

35. Provide Aviation Operation Support

Definition:

All activities that provide aviation operations support to include air traffic control, crash fire and rescue, weather services, customs and air facility management.

Recommended High-Level Processes and Activities

Conduct Air Operations

Manage Air Operations

- Manage Aviation Operations
- Assist Pilots, Aircrews and Visiting Aircraft
- Provide Flight Support Administration

Provide Air Traffic Control (ATC)

- Provide Flight Clearance
- Provide ATC Administration
- Maintain ATC Equipment

Produce Weather Reports

Explosives Ordnance Disposal (EOD)

Provide Flightline Support

Provide Runway and Equipment Support

- Perform Aircraft Maintenance
- Perform Airfield Equipment Repair
- Provide Recovery Services
- Provide Sweeper Services

Fuel Aircraft

- Provide Cryogenics Services
- Provide Fueling Services

Provide Fire and Rescue Support

- Perform Crash Fire Rescue Duties (CFR)
- Conduct Search Air Rescue Missions (SAR)

Products and Service Examples

Air Traffic Control

- Flight clearances
- Air Space Usage requests
- Weather forecasts
- Visiting Aircraft Line Services

Fueling Services

- Fueling
- Defueling

Crash, Fire Rescue

- Structural fire response
- CFR Response
- Training

Search and rescue

- SAR missions
- Training

36. Provide Range Management

Definition:

All activities associated with managing, operating and maintaining ranges and training areas.

Recommended High-Level Processes and Activities

Provide Range Management

Operate Training Ranges

- Schedule Ranges/Training Areas
- Conduct Pre-Use Operations
- Conduct Range Operations
- Conduct Post-Range Operations

Maintain Training Ranges

- Provide Range Maintenance
- Execute Improvement Projects

Provide EOD Support

- Perform EOD Emergency Response
- Provide EOD Support
- Provide EOD Training
- Provide Ammunition Services

Products and Service Examples

- Individual T&R events
- Aviation T&R events
- EOD Response

37. Provide Simulation Support

Definition:

All activities associated with providing simulation training.

Recommended High-Level Processes and Activities

Simulation Support

Provide Modeling and Simulation Services

Support Modeling and Simulation Activities

Products and Service Examples

Flight Simulators

MILES gear

Indoor Simulated

Marksmanship trainer
(ISMT)

Training pools and tanks

Simulation Products (DVTE, CACCTUS, CVTS, CLASS, SESAMS, RIS, RETS, PLI, MAETS)