

Department of the Army
Headquarters, United States Army
Training and Doctrine Command
Fort Eustis, Virginia 23604

*TRADOC Regulation 600-18

3 May 2013

Personnel – General

TRADOC GUIDANCE FOR THE DEPARTMENT OF DEFENSE TELEWORK POLICY

FOR THE COMMANDER:

OFFICIAL:

DAVID D. HALVERSON
Lieutenant General, U.S. Army
Deputy Commanding General/
Chief of Staff



CHARLES E. HARRIS, III
Colonel, GS
Deputy Chief of Staff, G-6

History. This publication is a rapid action revision to U.S. Army Training and Doctrine Command (TRADOC) Regulation (TR) 600-18.

Summary. This regulation implements Department of Defense (DOD) Telework Policy within TRADOC and defines responsibilities for the administration and management of the program on TRADOC installations.

Applicability. This regulation applies to all TRADOC civilian employees.

Proponent and exception authority. The proponent of this regulation is Deputy Chief of Staff, G-1/4. The proponent has the authority to approve exceptions or waivers to this regulation that are consistent with controlling law and regulations.

Army Management Control Process. This regulation does not contain management control provisions.

Supplementation. Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval from the Deputy Chief of Staff, G-1/4, 661 Sheppard Place, (ATBO-C), Fort Eustis, VA 23604-5745.

*This Regulation supersedes TRADOC Regulation 600-18, dated 21 July 2004.

Suggested improvements. The proponent of this regulation is the Deputy Chief of Staff for G-1/4. Send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) through channels to Deputy Chief of Staff, G-1/4, 661 Sheppard Place, (ATBO-C), Fort Eustis, VA 23604-5745. Suggested improvements may also be submitted using DA Form 1045 (Army Ideas for Excellence Program Proposal).

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Summary of Change

TRADOC Regulation 600-18

TRADOC Guidance for the Department of Defense Telework Policy

This rapid action revision, dated, 3 May 2013-

- o Changes name of proponent from Office of the Secretary of the General Staff to Command Group Actions Office.
- o Changes applicability to all United States Army Training and Doctrine Command civilian employees.
- o Updates the reference from Deputy Chief of Staff for Personnel, Infrastructure, and Logistics (DCSPIL), 5 North Gate Road, Fort Monroe, VA 23651-1048 to Deputy Chief of Staff, G-1/4 to 661 Sheppard Place, (ATBO-C), Fort Eustis, VA 23604-5745 throughout the publication.
- o Updates Public Law chapter, section and title to read Public Law 111-292, chapter 65 (Telework Enhancement Act of 2010) throughout the publication.
- o Changes the Point of Contact to Civilian Human Resources Directorate (ATBO-C) (para 1-4a(4)).
- o Adds designation of Telework Program Coordinator for United States Army Training and Doctrine Command Headquarters (para 1-4a(5)).
- o Changes Senior Mission Commanders to Commanders throughout the publication.
- o Changes installation to organization (para 1-4c(1)).
- o Adds requirement for fulfilling local bargaining obligations (para 1-4c).
- o Adds requirement to designate a Telework Program Coordinator for respective commands (para 1-4c(5)).

- o Adds requirement to designate eligible telework positions and documentation of position in the Defense Civilian Personnel Data System (para 1-4d(1)).
 - o Removes “documentation of employee eligibility in Defense Civilian Personnel Data system and notification of telework eligibility to the employee” (para 1-4d(2)).
 - o Adds participation in telework training prior to approving a telework agreement (para 1-4d(2)).
 - o Adds approval or denial of requests based on mission requirements, employee performance, and disciplinary actions (para 1-4d(3)).
 - o Adds signature and maintenance of Department of Defense telework agreement (Department of Defense Form 2946), consistent with the requirements of Office of Personnel Management Telework Guide (para 1-4d(4)).
 - o Adds employees will participate in telework training before signing a telework agreement (para 1-4e(1)).
 - o Adds protection of controlled unclassified information (para 1-4e(3)).
 - o Adds requirement to work at the regular worksite on a scheduled telework day if called for by mission requirements (para 1-4e(4)).
 - o Adds contacting the supervisor to request unscheduled telework (para 1-4e(5)).
 - o Adds maintaining a required performance level of at least the fully successful or equivalent (para 1-4e(6)).
 - o Adds coding and reporting approved telework time in the Component Time and Attendance System (para 1-4e(7)).
 - o Removes responsibilities of the local Civilian Personnel Advisory Center (para 1-4f).
 - o Removes responsibilities of the Designated Approval Authority (para 1-4g).
 - o Removes access to technology, equipment, or facilities that are not available at the alternate work site (para 2-2(4)).
 - o Removes employees recently assigned or newly appointed to (para 2-2(6)).
 - o Removes the provision of emergency services and/or services involved in the protection of life and property (firefighters, police, and guards) (para 2-2(7)).
- Changes Employee suitability considerations (para 2-3).

- o Changes Employees ineligible for telework (para 2-4).
- o Adds an employee may not telework if the employee has been officially disciplined for being absent without permission for more than 5 days in any calendar year (para 2-4b).
- o Adds employee may not telework if the employee has been officially disciplined for violations of subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties (para 2-4c).
- o Adds Department of Defense to para 2-5a.
- o Adds a government-furnished computer or approved “virtual” computer is required in order to process government data in any telework arrangement. Currently, the Lightweight Portable Security-Remote Access is the only government approved virtual computer. The determination to provide and install government-furnished equipment for use by a teleworker at the alternative worksite is at the discretion of the responsible organization (para 2-5b).
- o Removes approval by Designated Approving Authority for use of employee owned computers and equipment for telework (para 2-5c(4)).
- o Removes Department of Defense assumes no responsibility for any operating costs associated with an employee using his or her personal equipment and residence as an alternative worksite. This includes home maintenance, insurance, and utilities (para 2-5c(5)).
- o Removes the responsibility of the senior mission commander to provide excess on hand government furnished equipment before purchasing new government furnished equipment (para 2-5c(7)).
- o Adds Employee Compensation for work-related illnesses while on telework (para 2-5c(5)).
- o Adds paragraph 2-6, Agreement.
- o Adds the official worksite for an employee covered by a telework agreement is the location of the regular worksite for the employee’s position (i.e. the place where the employee would normally work absent a telework agreement), as long as the employee is scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to the regular worksite (para 2-6d).
- o Adds employees approved for regular and situational telework who are not able to report to their assigned office location due to office closure or dismissal from a natural or manmade emergency event (e.g., hurricane, earthquake, wildfire, flooding, act of terrorism) or when Office of Personnel Management announces that Government offices are open with the option for unscheduled telework when weather conditions or other circumstances disrupt commuting and compromise employee safety, shall telework each regularly scheduled work day during the emergency situation, when the capability to telework is available at the alternative worksite.

Supervisors may administratively excuse designated teleworkers from teleworking on a case-by-case basis. Any requirement that a teleworker continue to work during an office closure or early dismissal shall be included in the employee's Department of Defense Form 2946 (para 2-6f).

- o Removes “and their supervisors” (para 2-7).
- o Adds prior to approving any telework agreements, all supervisors must complete Office of Personnel Management's telework training. Comprehensive Office of Personnel Management telework training courses for supervisors and employees are available at the joint Office of Personnel Management/General Services Administration website, http://www.telework.gov/tools_and_resources/training/index.aspx. Onsite training shall be provided if necessary. Each component will maintain a record of all completed telework training (para 2-7).
- o Adds paragraph 2-8, Performance Management.
- o Adds paragraph 2-9, Grievances.
- o Adds paragraph 2-10, Equal Employment Opportunity.
- o Changed “will request the following telework information” to “will request telework usage information.” (para 2-12).
- o Adds paragraph 2-13, Time Keeping.
- o Updates references (app A).

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Chapter 1

Introduction

1-1. Purpose

To establish policy and guidance for implementing the Department of Defense (DOD) Telework Policy within U.S. Army Training and Doctrine Command (TRADOC).

1-2. References

Appendix A lists the required publications and the prescribed form.

1-3. Explanation of abbreviations

The glossary contains abbreviations used in this regulation.

1-4. Responsibilities

a. Deputy Chief of Staff (DCS) for Personnel and Logistics (DCS, G-1/4), Headquarters (HQ) TRADOC, will:

(1) Ensure proper implementation of the telework program within TRADOC in accordance with Public Law (PL) 111-292, chapter 65 (Telework Enhancement Act of 2010).

(2) Provide guidance, updates, and assistance to subordinate activities, as required.

(3) Compile installation reports and forward required information to HQ, Department of the Army.

(4) Provide program management. Point of contact is Civilian Human Resources Directorate (ATBO-C).

(5) Designate a Telework Program Coordinator for TRADOC HQ.

b. Chief Information Officer (DCS, G-6), HQ TRADOC, will provide guidance and assistance to subordinate activities on required information technology services (computers, telephone service, telecommunications equipment, etc.).

c. Commanders will:

(1) Have overall responsibility for the implementation of the telework program of their organization.

(2) Support the telework program and overcome artificial barriers to the program.

(3) Determine availability of government-owned technology to support employees performing official duties at their homes.

(4) Ensure local bargaining obligations are satisfied.

(5) Designate a Telework Program Coordinator for their respective commands.

d. Supervisors will:

(1) Determine which positions in their organization are eligible for regular and recurring telework based on DOD and TRADOC criteria for position and employee eligibility. Designate positions to indicate telework eligibility and document determinations in the position record in the Defense Civilian Personnel Data System.

(2) Participate in telework training prior to approving employees' telework agreements and allow them to telework consistent with the requirements of section 2-1.

(3) Approve or deny requests for telework based upon mission requirements, employee performance, current disciplinary actions, inappropriate work habits, and the needs of the workgroup.

(4) Ensure completion, signature, and maintenance of the DOD telework agreement (DD Form 2946), consistent with the requirements of the Office of Personnel Management (OPM) Telework Guide, prior to the commencement of either regular and recurring or ad hoc telework arrangements.

(5) Ensure that telework does not diminish employee performance or agency operations.

(6) Ensure teleworkers are held accountable for government furnished equipment (GFE).

(7) Terminate telework arrangements if an employee's performance or conduct does not comply with the terms of the telework agreement or if the teleworking agreement fails to meet organizational needs.

e. Employees will:

(1) Participate in telework training prior to entering into a written telework agreement consistent with the requirements of section 2-1.

(2) Complete a telework agreement and obtain supervisor approval prior to commencement of either regular and recurring or ad hoc telework arrangements.

(3) Protect all controlled unclassified information and comply with all criteria and guidelines for information and electronic security.

(4) Work at the regular worksite on scheduled telework days if called for by mission requirements.

(5) Contact the supervisor to request unscheduled telework.

(6) Maintain a requirement performance level of at least the fully successful or equivalent.

(7) Code and report approved telework time in the Component Time and Attendance System.

1-5. General

a. Chapter 65 of PL 111-292 requires that federal agencies establish telework policies. The law specifically applies to appropriated fund employees. The DOD Telework Policy and the OPM Telework Guide provide the basic parameters and conditions for implementing the telework program. Chapter 2, below, provides specific requirements that supplement the DOD policy and guide.

b. Telework can benefit employee morale and reduce commuting stress, serve as an effective recruitment and retention tool, and benefit the community through cleaner air, reduced energy consumption, and decreased traffic congestion. Telework can be utilized to help relieve traffic congestion caused by restricted installation access and increased security precautions. Furthermore, it may be an appropriate component in planning for continuity of operations (COOP) during unforeseen interruptions, disaster or crisis (e.g. pandemic influenza).

Chapter 2 Policy

2-1. Positions eligible for telework.

The nature of the work should be suitable for telework. Work suitable for telework depends on the job content, rather than job title, type of appointment, or work schedule. Positions that perform tasks that are measurable, quantifiable, evaluated by the quality of a deliverable, and/or primarily project-oriented (that is, a statistical analysis or writing a field manual or program of instruction) are ideal candidates for telework. Telework is feasible for work that requires thinking and writing (that is, data analysis, reviewing grants or cases, writing decisions or reports); and for computer oriented tasks (that is, programming, data entry, and word processing).

2-2. Positions not eligible for telework.

a. Although use of telework is encouraged, employees cannot be ordered to telework, unless the employee's duties are designated as mission-critical or the employee's telework agreement addresses this requirement. There may be circumstances when employees in these positions may be considered for telework on a situational basis, employees may not be eligible for telework if the position requires:

(1) Frequent or short-notice face-to-face interaction with internal or external contacts, such as the supervisor, other employees, formal/informal work teams, clients, or the general

public, or frequent ad hoc meetings (that is, training instructors whose primary duty is to instruct students, or positions with direct and recurring customer service duties).

(2) Daily handling of classified materials, or data that cannot be moved from the regular office, would present a security risk, or breach of confidentiality (classified material, security documents, libraries, personnel records, medical records, etc.). Classified work at an approved alternate secure location may be allowed contingent on individual Commander requirements regarding such work, when situations warrant.

(3) Daily handling controlled unclassified information, particularly its telecommunication or electronic storage. Controlled unclassified information is explained in [AR 380-5](#), chapter 5. Examples of controlled unclassified information include for official use only (that is, information that affects individuals' privacy, law enforcement, or confidentiality of information from vendors), acquisition-sensitive data, data about internal government investigations or investigative techniques, and intra-agency correspondence which is deliberative or predecisional in nature.

(4) Use of a government vehicle (truck driver).

(5) Work that must be performed at the regular work site (such as issuing and accounting for supplies and materials, medical care, child care, safety and ammunition inspectors, range control duties, equipment repair, surveying property, or dealing with wildlife).

(6) Trainee or entry level positions.

b. Positions identified as ineligible for regular and recurring telework (at least one day per pay period) may still be considered for ad hoc telework (on an occasional, one-time, or irregular basis). For example, a position requiring daily interaction with customers would not be eligible for regular and recurring telework. However, if the employee is assigned a written project or report that could be completed at an alternate work site, an ad hoc telework arrangement could be approved.

2-3. Employee suitability considerations.

a. In addition to identifying which positions are appropriate for telework, supervisors must also determine whether employees have demonstrated personal characteristics suited to telework. The DOD policy states that, as a minimum, employees must have demonstrated dependability and the ability to handle responsibility; a proven record of high personal motivation; the ability to prioritize work effectively and utilize time management skills; and a performance rating of at least fully successful. The following should also be considered when determining employee suitability for telework:

(1) The employee's experience in performing the duties of the position and need to be in the traditional work site to learn the organization or to receive on-the-job training

(2) Exhibited characteristics of a self-starter, good organization skills, and the ability to function independently.

(3) Employee social preferences (that is, employees who thrive on office interaction might feel isolated by working at home, while employees who are easily distracted might be better able to concentrate at home).

2-4. Employees ineligible for telework.

a. Employees who are not meeting performance standards; whose rating of record is below fully successful (or its equivalent); are being counseled or disciplined for leave abuse; or who have pending or current disciplinary or adverse actions, should not be approved for telework.

b. An employee may not telework under a policy established if the employee has been officially disciplined for being absent without permission for more than 5 days in any calendar year.

c. An employee may not telework if the employee has been officially disciplined for violations of subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties.

2-5. Information technology support.

a. Commanders will determine the availability of government-owned information technology to support employees performing official duties at their homes. DOD and TRADOC assume no responsibility for any operating costs associated with the employee using his or her residence as an alternative worksite, including home maintenance, insurance, or utilities.

b. A government-furnished computer or approved “virtual” computer is required in order to process government data in any telework arrangement. Currently, the Lightweight Portable Security-Remote Access is the only government approved virtual computer. The determination to provide and install government-furnished equipment for use by a teleworker at the alternate worksite is at the discretion of the responsible organization.

c. The following policies apply:

(1) Current Microsoft End User License Agreement, such as Microsoft Office Suite software license, prohibits sharing or concurrent use of a single license of Microsoft Office Suite between two government-owned desktops, or a government-owned desktop and an employee-owned desktop. However, a single license of Microsoft Office Suite can be shared between a government-owned desktop and a laptop (government or employee-owned) as long as the individual using the desktop most of the time uses the software on the laptop, and the software is installed on the local hard drive of the desktop (that is, not run from a network server).

(2) Teleworkers cannot work on classified material at alternative worksites. Employee-owned hard drives used (intentionally or unintentionally) to store classified information become property of the Army.

(3) Government Furnished Equipment, software, and communications, with appropriate security measures, are required for any regular and recurring telework arrangement that involves sensitive unclassified data, including Privacy Act data, or For Official Use Only data.

(4) The government is responsible for the service and maintenance of government-owned equipment. DOD remote access software may be installed onto government-owned equipment to enable maintenance of software applications and security features.

(5) Employees are covered by chapter 81 of title 5, U.S.C. (also known as “The Federal Employees’ Compensation Act” when injured or suffering from work-related illnesses while conducting official Government business at the telework location. The DOD’s potential exposure to liability is restricted to the designated official alternative worksite.

2-6. Agreement.

a. All employees who telework must complete a DD Form 2946. The DD Form 2946 shall be signed and dated by the employee and supervisor and maintained by the employee’s supervisor. Information on telework responsibilities should be posted throughout the workplace and included in periodic training events.

b. Employees with mission-critical duties and those who may be required to telework in the case of a COOP event, office closure due to adverse or inclement weather, or pandemic health crisis must have a DD Form 2946 in place. Supervisors will include a description of emergency duties with the telework agreement if emergency duties are different from the employee’s normal duties. During any period that a Component is operating under the continuity of operations plan, that plan shall supersede the telework policy and the provisions of the telework agreement.

c. Completed DD Form 2946s should address the logistics of alternate workplace arrangements such as the employee’s work schedule, security requirements for DOD information, safety requirements for the alternate workplace, supplies and equipment issued, protection of government furnished equipment, the supervisor’s expectations of a teleworker’s performance, and the employee’s emergency response telework responsibilities. All telework agreements, regardless of the employee’s emergency response status, should address:

(1) The employee’s telework location (e.g., the employee’s home or other approved alternate workplace such as a telework center, when appropriate). If requesting telework at home, one area in the home should be designated as the official work station.

(2) How an employee will receive work assignments, how work will be reviewed, and identify a way to quantify a typical day's workload.

(3) Instructions on whether sensitive unclassified or competition sensitive source selection data is authorized for use at the telework location. If so, the DD Form 2946 shall include a description of the proper encryption, storage, safeguarding, and return of such information and data.

d. Employees are compensated based on the location of their official worksite. The official worksite for an employee covered by a telework agreement is the location of the regular worksite for the employee's position (i.e., the place where the employee would normally work absent a telework agreement), as long as the employee is scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to the regular worksite.

e. Telework agreements shall be reviewed by the supervisor and teleworker, revalidated at least every 2 years, and revised when appropriate. A new DD Form 2946 should be completed when a new relationship is established between the employee and their supervisor.

f. Employees approved for regular and ad hoc telework who are not able to report to their assigned office location due to office closure or dismissal from a natural or manmade emergency event (e.g., hurricane, earthquake, wildfire, flooding, act of terrorism) or when OPM announces that Government offices are open with the option for unscheduled telework when weather conditions or other circumstances disrupt commuting and compromise employee safety, shall telework each regularly scheduled work day during the emergency situation, when the capability to telework is available at the alternative worksite. Supervisors may administratively excuse designated teleworkers from teleworking on a case-by-case basis. Any requirement that a teleworker continue to work during an office closure or early dismissal shall be included in the employee's DD Form 2946.

g. Teleworkers may be required to return to the regular worksite on scheduled telework days based on operational requirements. A recall to the office for operational reasons is not a termination of the telework agreement.

2-7. Training.

All employees that participate in telework shall complete OPM's telework training prior to signing a telework agreement. It is important that managers and employees fully understand policies and guidelines prior to implementing a telework arrangement. Prior to approving any telework agreements, all supervisors must complete OPM's telework training. Comprehensive OPM telework training courses for supervisors and employees are available at the joint OPM/General Services Administration (GSA) telework website, http://www.telework.gov/tools_and_resources/training/index.aspx. Onsite training shall be provided if necessary. Each component will maintain a record of all completed telework training.

2-8. Performance Management.

a. Teleworkers and non-teleworkers shall be treated the same for the purpose of work requirements, periodic appraisals of job performance, training, rewarding, reassigning,

promoting, reducing in grade, retaining and removal, and other acts requiring management discretion.

b. Performance standards for employees that telework should be the same as performance standards for on-site employees.

c. As with any supervisory relationship, work assignments to be performed or training to be accomplished while on telework should be discussed, understood, and agreed to in advance of the telework event.

d. Supervisor expectations of an employee's performance should be clearly addressed in the DD Form 2946. As with on-site personnel, employees shall be held accountable for the results that they produce while teleworking.

e. Supervisors shall communicate expectations of telework arrangements, including work assignments, office coverage, and staff communication to teleworking and non-teleworking employees in the workgroup.

(1) Supervisors shall put procedures in place to maintain communication across all members of a workgroup.

(2) Supervisors are responsible for the effective functioning of the workgroup. However, employees are responsible for their availability and information sharing with the workgroup. Supervisors and employees are responsible for ensuring the success of the telework arrangement.

2-9. Grievances.

If an employee disputes the reasons(s) given for not approving him or her for Telework, or for terminating his or her Telework agreement, the employee may use the applicable negotiated grievance procedure or the agency administrative grievance process, as appropriate. Information relating grievance processes may be obtained from the local Civilian Personnel Advisory Center.

2-10. Equal Employment Opportunity.

An employee who believes that he or she was not approved for Telework or that his or her Telework agreement was terminated based on his or her race, color, religion, sex, national origin, physical or mental disability, age or reprisal, may file a complaint of employment discrimination. Information related to filing an Equal Employment Opportunity complaint may be obtained from the local Equal Employment Opportunity Office.

2-11. Labor relations.

Labor relations obligations must be completed prior to local implementation of local telework policies. Civilian Personnel Advisory Centers can advise on notification to labor organizations and negotiation procedures

2-12. Reporting requirements.

Headquarters TRADOC, G-1/4, Civilian Human Resources Directorate, will request telework usage information from each of the TRADOC activities at the end of each fiscal year. Reporting requirements will comply with the data required by higher headquarters.

2-13. Time Keeping.

Time spent in a telework status will be accounted for and reported in the same manner as if the employee reported for duty at the traditional worksite. Timekeepers will make a distinction between regular work hours (time spent at the traditional worksite) and telework hours and annotate them on the teleworker's time and attendance record. TRADOC uses the following codes for documenting telework:

- TW - Telework regular (and recurring)
- TS - Telework situational (ad-hoc nonmedical)
- TM - Telework medical (ad-hoc medical)

Appendix A

References

Section I

Required Publications

AR 380-5
Department of the Army Information Security Program

AR 380-19
Information Systems Security

Department of Defense Telework Policy
(Available on the joint GSA/OPM web site at
http://www.telework.gov/policies_and_procedures/index.aspx.)

Department of Defense Telework Guide
(Available on the joint GSA/OPM web site at
http://www.telework.gov/guidance_and_legislation/telework_guide/index.aspx.)

PL 111-292
Telework Enhancement Act of 2010

DoD Instruction 1035.01, 21 Apr 2012
Telework Policy

Section II

Prescribed Form

DD Form 2946, Department of Defense Telework Agreement

Glossary

DCS	Deputy Chief of Staff
DD Form	Department of Defense Form
DOD	Department of Defense
GSA	General Services Administration
HQ	headquarters
ICW	in coordination with
OPM	Office of Personnel Management
PL	Public Law
TRADOC	U.S. Army Training and Doctrine Command