



## Support Personnel

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## 1 Overview

The Contingency Acquisition Support Model, also known as cASM, is an easy to use web based tool, used to plan, generate, track and report Requirements Packages (RP).

cASM exchanges Package information using Purchase Request Data Standard (PRDS) through the Defense Logistics Agency (DLA) Transaction Services, (e.g., contract writing tools, Standard Procurement System (SPS)).

## 2 System Requirements

- Adobe® Flash® Player 11
- CAC Reader
- JAVA™ Runtime Environment (JRE) version 6
- Microsoft® Word/Excel 2007 or Microsoft® Word/Excel 2010
- Windows® Internet Explorer 9 or Internet Explorer 10
- Minimum Resolution: 1024x768
- Recommended Resolution: 1280x768

## 3 Super User Summary

All cASM users have access to the Dashboard, however Super Users are provided with additional access to support management activities.

## 4 cASM Support

cASM user support will be provided through a local Super User and regional Subject Matter Expert (SME). Additional support is available through the Technical Support Center (TSC).

1. Users may refer to the training materials located at [www.tqsapps.com](http://www.tqsapps.com).
2. If needed, the user may contact the Super User for further assistance.
3. If the user still needs assistance, the Super User may contact the regional SME.
4. A SME or Super User may forward an issue, concern or suggestion to the TSC.

### **cASM Support Personnel will have the following tools:**

- HEAT provides the following: known issues, ticket status updates and entering tickets for support.
- Phone Support – Toll free numbers are available for national and international users.

National users:       1-801-781-1998  
                                  1-877-434-2754

DSN users:               877-434-2754

DSN – Toll Free Commercial Calls Instructions

<http://www.disa.mil/Network-Services/Voice/SBU-Voice/Using-DSN/DSN-Tutorial/Toll-Free-Commercial-Calls>

Link to the cASM EDU site:       [https://edu.tqsapps.com/casmportal\\_EDU/](https://edu.tqsapps.com/casmportal_EDU/)

Link to the cASM production site:       <https://www.casm.csd.disa.mil/casmportal/>



### 4.1 Tier 1 Support

Users will have a local Super User responsible for creating and maintaining user accounts.

- Manage User Accounts
  - Add, remove, inactivate, and reinstate account permission rights
  - Create, assign, and edit Staffing Structures
  - Assign user permission rights for Super Users, SMEs, and cASM Portal
  - Assign groups and roles
  - Reset user passwords
- Resolve and Submit tickets using HEAT Web UI
- Assist Users with Application
  - Local procedures and policies
  - Local operating procedures and business rules

### 4.2 Tier 2 Support

A user's second line of support is a regional SME (if applicable). The SME is the contact between the TSC and users of cASM. Regional SMEs are responsible for training Super Users.

- Administrative contact
  - Create and Assign Staffing Structures
- Train Super Users on cASM to support
  - Regional policies
  - Regional chain of command
  - Regional business rules and operating procedures
- Submit tickets to TSC using HEAT Web UI

### 4.3 Tier 3 Support

The TSC shall respond to requests for assistance from Support Personnel.

- Train pre-deployment users
- Train SMEs
- Support activities
  - Phone and email ticket requests
  - Resolve system issues
    - Interface with DISA
  - Software changes



**Note:** All changes or requests shall be reviewed and/or approved by the cASM Configuration Control Board (CCB).



### 5 Utilities

The Utilities page is available to Super Users and allows a Super User to manage users and their rights within cASM. The utilities described below may or may not be available to all Super Users (see **Figure 1**).



Figure 1: Super User Utilities

#### 5.1 User Management

Allows a Super User to update a user’s information, view membership data, and replace users. Individual user accounts created or edited by the logged in user are represented by an asterisk (\*) in the first column of the user list (see **Figure 2**).

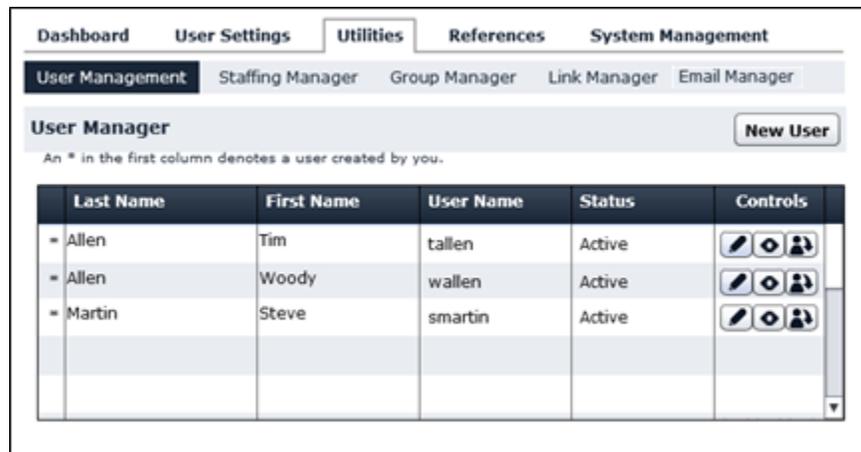


Figure 2: User Manager

The following icons are used in the Controls column of the User Manager list:

-  Edit User
-  View Membership Data
-  Replace User

##### 5.1.1 Edit User - General

A Super User can update User information by selecting the edit icon. All information except for the User Name may be modified (see **Figure 3**).



The screenshot shows a web-based form titled "Edit User" for user "Allen, Woody". The form is divided into several sections:

- General Information:** First Name (Woody), Last Name (Allen), DODAAC (W9124U), Unit, UIC, Office Symbol (os), Phone 1 (888-888-8888), Phone 2, Email 1 (wallen@anywhere.com), Email 2.
- Service and Grade:** Service (DoD), Grade (Contractor).
- Addresses:** Main Address (Address 1, Address 2, City, State/Province, Postal Code, Country) and Alternate Address (Address 1, Address 2, City, State/Province, Postal Code, Country).
- User Management:** User Name (wallen), Password (with a "Reset Password" button), Is Locked (checkbox), Inactive (checkbox).

At the bottom of the form are three buttons: "Cancel", "Reset", and "Save".

Figure 3: Edit User – General

### 5.1.1.1 Password

Reset password sends a new system generated password to the user’s email. To reset a user password select **Reset** then **Save**.

### 5.1.1.2 Is Locked

Enables and disables the user’s account access to cASM Portal. The user is viewable in the cASM system and may be assigned work; the user is required to contact a Super User to uncheck the lock on the account for access.

### 5.1.1.3 Inactive

The user’s account is inactive until the Super User reinstates the user’s account. The user’s account can be seen in cASM by a Super User and is not viewable by any other users of cASM.

## 5.1.2 Edit User – Staffing Structures

Users may be assigned to a staffing structure(s). Select a staffing structure(s) for each user from the **Available Staffing Structures**, move to the **Assigned Staffing Structures**, then **Save** (see **Figure 4**).

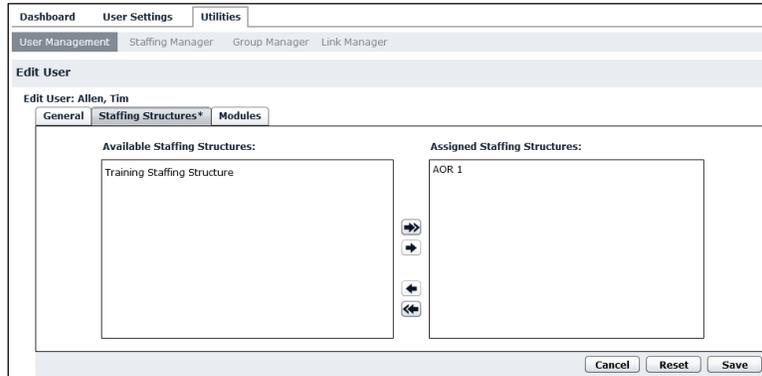


Figure 4: Edit User - Staffing Structures

### 5.1.3 Modules

Modules are used to assign permissions and roles within cASM. Permissions and roles are assigned using the form DD 2875. Once all permissions and roles are established select **Save** (see Figure 5).

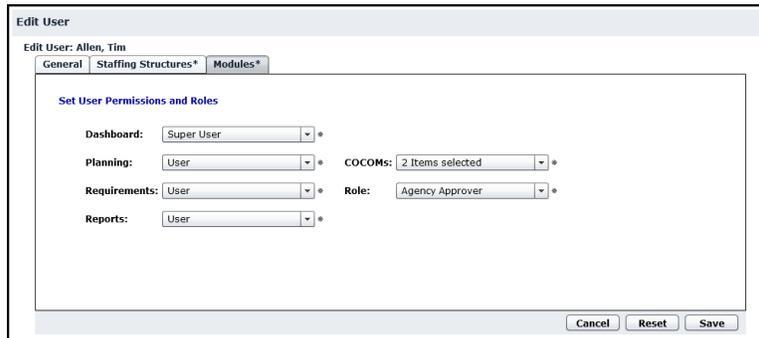


Figure 5: Edit User – Modules

#### Dashboard Permission

The Dashboard permission identifies the system level access given to the user. To set up access rights for a Super User, select **Super User**, to give a user access to the dashboard select **User**.

#### Module Access

To establish access to a module (i.e., Planning, Requirements, and Reports) select **User** from the drop down. To prevent access to a module select **None**.

#### COCOMS

Assigning the user one or more COCOM(s) allows the user to create or be associated with a Plan in the Planning module. Select the COCOM(s) using the drop down and check the applicable boxes.

#### Role

The Requirements module requires an assigned role for all users; select the applicable role for the user by using the drop down.



### 5.1.4 View Memberships Data

Displays the Staffing Groups and Staffing Structures a user is associated with.

User Memberships	
<b>Tim Allen's Staffing Groups</b>	
Group Name	Status
Legal Group	Active
<b>Tim Allen's Staffing Structures</b>	
Structure Name	Description
AOR 1	3 Levels
Training Staffing Structure	Training Staffing Structure
Close	

Figure 6: User Memberships

### 5.1.5 Replace User

Replace User allows the Super User to replace and assign packages to another user. Select the User using **Replace User**, check all Packages to be reassigned, use the **Replace With:** drop down to select the new user, then **Apply** (see **Figure 7**).

Replace User					
Replace User: Allen, Tim			Replace With:	Steve Martin	Apply
<input checked="" type="checkbox"/> All	Acq ID	Acq Title	Stage	Level	<ul style="list-style-type: none"> <li>Woody Allen</li> <li>Tim Allen</li> <li>Louie Anderson</li> <li>George Carlin</li> <li>Jim Carrey</li> <li>Steve Martin</li> </ul>
<input checked="" type="checkbox"/>	2C15-908W	Water Supply Facilities	STAGE RG	Requirement Gener	
Close					

Figure 7: Replace User

### 5.1.6 New User

New User allows the setup of a new User Account. To create a New User, select **New User**. All fields for creating a new user are required, except phone. Complete the required fields and select **Continue**. To assign staffing structures or permissions and roles for the various modules, find the newly created user on the user list and **Edit** the user (see **Figure 8**).



**Create New User**

First Name:  \*

Last Name:  \*

DODAAC:  \*

Unit:  \*

Unit Id Code:  \*

Office Symbol:  \*

Phone:

Email:  \*

Service:  \*

Grade:  \*

Figure 8: Create a New User

### 5.2 Staffing Manager

The Staffing Structure Manager is used to create, edit, clone, and remove Staffing Structures for the Requirements Module. The Staffing Structure Manager displays all staffing structures available to the user (see Figure 9).

Staffing Structure Manager		New Staffing Structure
Name	Description	Controls
AOR 1	3 Levels	
Training Staffing Structure	Training Staffing Structure	

Figure 9: Staffing Structure Manager



The following icons are used in the Controls column of the Staffing Structure list:

-  Edit Staffing Structure
-  Clone Staffing Structure
-  Remove Staffing Structure

## 5.2.1 New Staffing Structure

To create a New Staffing Structure, select **New Staffing Structure**. Enter the **Staffing Structure Name** and **Description** (see **Figure 10**).

To save changes select **Save**. **Reset** discards any unsaved changes and displays the information last saved (if applicable).



**Figure 10: New Staffing Structure**

## 5.2.2 Edit Staffing Structure

Edit Staffing Structure allows a user to manager the staffing structures Details, Users, Levels, and Thresholds. To edit a staffing structure, select **Edit Staffing Structure** from the Controls column (see **Figure 9**).

### 5.2.2.1 Details

Details allow a user access to Staffing Structure details (e.g., Name, and Description). If any information is modified select **Save** (see **Figure 10**).



### 5.2.2.2 Users

To assign Users to a Staffing Structure, select the individual users from the **Available Users**, select the right arrow to move the users to the **Assigned Users** area. A minimum of one user from the **Available Users** must be assigned to the Staffing Structure, then select **Save** (see **Figure 11** ).

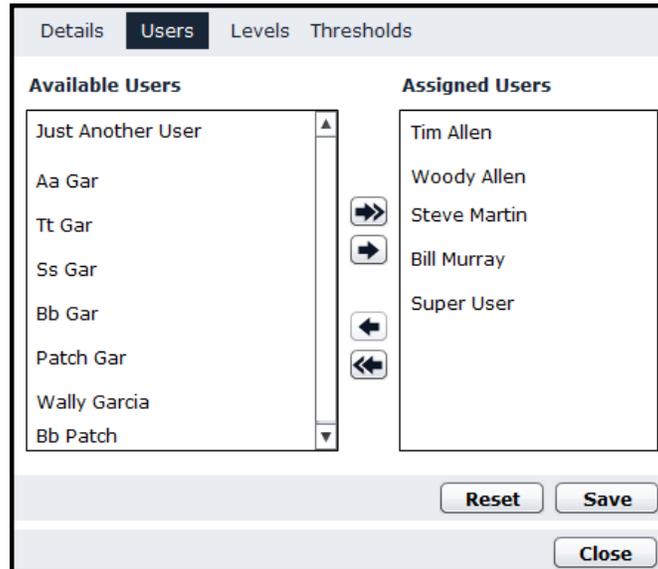


Figure 11: Users

### 5.2.2.3 Levels

Levels in a Staffing Structure are the positions that might need to view or approve a requirements package. In order for a position to be available for a Stage, it must be added as a level. The three primary levels (i.e., Contracting Officer, Requirement Generator, and Resource Manager) will auto-generate under **Levels** (see **Figure 12**).

Details Users <b>Levels</b> Thresholds <span style="float: right;">Add Level</span>				
Level Name	Abbr	System Role	Description	Controls
Contracting Officer	CCO	Contracting Officer	Contracting Officer	
Requirement Generator	RG	Requirement Generator	Requirement Generator	
Resource Manager	RM	Resource Manager	Resource Manager	
Close				

Figure 12: Levels



### 5.2.2.3.1 Add Levels

To add additional levels to a Staffing Structure, select **Add Level**. Select the System Role, Enter the Level Name, Abbreviation, and Description then select **Save**. Repeat these steps for each required level name. These level names will be used to create Thresholds and Stages (see **Figure 13**).

Details Users **Levels** Thresholds

System Role: \* Agency Approver

Name: \* Commander

Abbreviation: \* CMD

Description: \* Commander

Close Reset Save

Figure 13: Add Level

### 5.2.2.3.2 Edit / Delete Levels

Levels may be edited or deleted after being added. To edit a level select the **Edit Level** icon from the Controls column. Modify any of the information and then select **Save**. To delete a level select the **Delete Level** icon from the Controls column, then select **Yes** (see **Figure 14**).

Level Name	Abbr	System Role	Description	Controls
Commander	CMD	Agency Approver	Commander	
Contracting Officer	CCO	Contracting Officer	Contracting Officer	
Cost Analyst	CA	Agency Approver	Cost Analyst	
Engineer	ENG	Agency Approver	Engineer	
Medical	MED	Agency Approver	Medical	
Requirement Generator	RG	Requirement Generator	Requirement Generator	
Resource Manager	RM	Resource Manager	Resource Manager	
SJA	SJA	Legal	Legal Advisor	

Add Level

Close

Figure 14: Edit / Delete Levels

### 5.2.2.4 Thresholds

The generation of Threshold within Staffing Structures allows for customized routing and approvals for Packages. A default routing will be customized for general packages or specific



individual thresholds may be assigned for purchase types (i.e., Construction, Service, and Commodities) Packages. The highest dollar value type within a package designates the threshold assignment for routing and approvals (see **Figure 12**).

Min Cost	Max Cost	Controls
<b>Default Thresholds</b>		
\$0.00	Infinity	

Figure 15: Thresholds

### 5.2.2.4.1 Add Threshold

Select **Add Threshold** to add a new cost threshold. Select the Threshold Type, complete the minimum and maximum fields and then select **Save**. The Existing thresholds for the type selected will automatically adjust. The initial Stages and Levels for a new threshold consist of the three primary required Levels (i.e., Contracting Officer, Requirement Generator, and Resource Manager) (see **Figure 16**).

Threshold Type: Default

Minimum Cost: \$0.00

Maximum Cost: \$200,000.00

Existing thresholds for type:

- \$0.00 - \$200,000.00
- \$200,000.01 - Infinity

Name	Controls
<b>Requirement Generator</b>	
Requirement Generator	
<b>Resource Manager</b>	
Resource Manager	
<b>Contracting Officer</b>	
Contracting Officer	

Figure 16: Add Threshold



### 5.2.2.6 Edit Threshold

Edit Thresholds allows the user to create a new threshold, copy an existing threshold, and to remove a threshold within a Staffing Structure. Thresholds are set dollar values limits that allow for more complex routing of requirements and are shown as a default on the Workflow screen in Requirements.

Select the threshold to be edited from the displayed list. Update the minimum and maximum fields and adjust the Threshold Staffing Structure to define the Stages and Levels as required, then select **Save** (see **Figure 15**).

#### 5.2.2.6.1 Add Stage

Add Stage allows the user to create additional default stages for sequential or parallel routing of a Requirements Package. Each Stage must have at least one Level associated with it and may have multiple Levels. All new Stages must fall between the Requirements Generator and Contracting Officer Stages.

To add a new Stage, select **Add Stage**. Complete the Stage Name field and select the Level for the Stage. Select **Save** to add the Stage and Level to the Threshold Staffing Structure or **Cancel** to discard the changes (see **Figure 17**).

Thresholds	
Threshold Type: Default	Existing thresholds for type:
Minimum Cost: \$0.00	\$0.00 - \$20,000.00
Maximum Cost: \$20,000.00	\$20,000.01 - Infinity
<input type="button" value="Add Stage"/>	
Name	Controls
<b>Requirement Generator</b>	
Requirement Generator	
<b>Resource Manager</b>	
Resource Manager	
<b>Contracting Officer</b>	
Contracting Officer	
<b>New Stage Information</b>	
Stage Name: * New Stage Name	
Add Level: * Commander	
<input type="button" value="Cancel"/> <input type="button" value="Save"/>	

Figure 17: Add Stage



**Note:** The three primary Stages (i.e., Contracting Officer, Requirement Generator, and Resource Manager) may not have additional levels added.



**5.2.2.6.1.1 Edit Stage**

A Stage may be edited allowing the user to change the displayed Stage Name or to add additional Levels. To edit a Stage, select **Edit** from the controls column. To add additional levels use the **Add Level** drop down, and select **Save** to apply changes (see **Figure 18**).

Stages may be ordered in relation to one another using the arrows to move the entire Stage and all associated Levels up or down between the Requirements Generator and the Contracting Officer. The Stage order determines routing order within the Workflow for a Package. Stages are done in sequential order from first to last (i.e., top to bottom in the Threshold Staffing Structure). All Levels represented within a Stage must be approved before the Package moves to the next Stage

The screenshot shows a web interface for editing a stage. At the top, there are tabs for 'Details', 'Users', 'Levels', and 'Thresholds'. The 'Thresholds' tab is active. Below the tabs, there are input fields for 'Threshold Type' (set to 'Default'), 'Minimum Cost' (set to '\$200,000.01'), and 'Maximum Cost'. To the right, a box titled 'Existing thresholds for type:' contains two entries: '\$0.00 - \$200,000.00' and '\$200,000.01 - Infinity'. Below these fields are up and down arrows and an 'Add Stage' button. A table lists stages with columns for 'Name' and 'Controls'. The stages are: Requirement Generator, Resource Manager, New Stage (highlighted), and Contracting Officer. The 'New Stage' row has edit and delete icons in the 'Controls' column. Below the table is an 'Edit Stage Information' section with a 'Stage Name' field (containing 'New Stage') and an 'Add Level' dropdown menu (set to '--Select Level--'). 'Cancel' and 'Save' buttons are at the bottom right.

**Figure 18: Edit Stage**

**5.2.2.6.1.2 Delete Stage**

To remove a Stage and all associated Levels, select the Stage and then **Delete**.

**5.2.2.6.1.2.1 Edit Level**

The displayed Level Name for any Level may be edited. To edit a Level, select the **Edit** from the controls column. Update the Level Name and select **Save** (see **Figure 19**).



Name	Controls
<b>Requirement Generator</b>	
Requirement Generator	
<b>Resource Manager</b>	
Resource Manager	
<b>New Stage</b>	
Commander	
<b>Contracting Officer</b>	
Contracting Officer	

<b>Edit Level Information</b>	
Level Name: *	<input type="text" value="Commander"/>
<input type="button" value="Cancel"/> <input type="button" value="Save"/>	

Figure 19: Edit Level

Parallel routing may be used within each Stage and is applicable only when there are multiple Levels within a stage. All levels must approve the Package before it may be routed to another Stage. If approvals need to be done in a sequential manner they must be set up as independent Stages for sequential routing (see Figure 20).

Name	Controls
<b>Requirement Generator</b>	
Requirement Generator	
<b>Resource Manager</b>	
Resource Manager	
<b>New Stage</b>	
Commander	
Engineer	
Medical	
<b>Additional Stage</b>	
SJA	
<b>Contracting Officer</b>	
Contracting Officer	

Figure 20: Parallel Routing

5.2.2.6.1.2.2 Delete Level

To remove a Level from a Stage, select **Delete** from the controls column.



**Note:** A Stage must have at least one level. To remove the last level within a Stage the Stage must be deleted.

### 5.2.2.7 Clone Thresholds

Purchase Type thresholds (i.e. Construction, Service and Commodity) or the Default Threshold allows the option of cloning all thresholds and the associated Stages and Levels. This will replace the existing threshold Stages and Levels. To clone a threshold, select **Clone Thresholds** from the controls column (see **Figure 15**).

Select the Threshold Type from the drop down (i.e., Service, Product, Construction) then **Save** (see **Figure 21**).

Min Cost
\$0.00
\$200,000.01
Infinity

**Figure 21: Clone Threshold**



**Note:** Cloning a purchase type threshold carries over all associated dollar thresholds.

#### 5.2.2.7.1 Clone Dollar Threshold

Clone Dollar Threshold allows a user to clone a specific dollar threshold. To clone, select **Clone Threshold** from the controls column of the selected dollar threshold. Select the **Threshold Type** from the drop down and enter **Minimum** and **Maximum** cost, then **Save** (see **Figure 22**).

Name	Controls
Requirement Generator	
Requirement Generator	
New Stage	
Commander	
Resource Manager	
Resource Manager	
Contracting Officer	
Contracting Officer	



Figure 22: Clone Dollar Type



**Note:** When applying a clone threshold to an established purchase type all existing thresholds dollar ranges within the **Threshold Type** will adjust.

### 5.2.2.8 Delete Threshold

Removing a threshold will remove all Stages and Levels in the associated Threshold. To remove a threshold, select **Delete Threshold** from the controls column (see **Figure 23**).

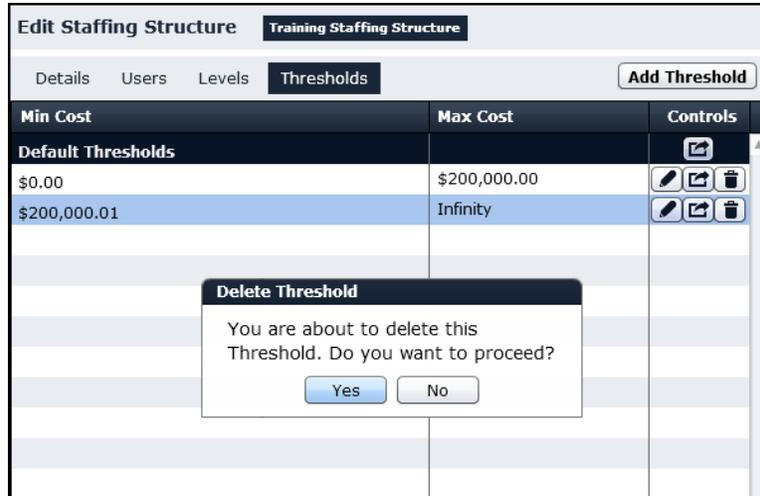


Figure 23: Delete Threshold

### 5.2.3 Clone Staffing Structure

Clone Staffing Structure allows a user to clone any existing Staffing Structure the user has access to. This action clones all assigned users, levels, and thresholds. The terms “Copy of” the Staffing Structure will appear in the title and description fields.

To Clone a Staffing Structure select **Clone Staffing Structure** from the controls column. Edit the Staffing Structure Name and Description and then **Save** (see **Figure 24**).



Staffing Structure Manager		New Staffing Structure
Name	Description	Controls
AOR 1	3 Levels	
Training Staffing Structure	Training Staffing Structure	

Figure 24: Clone Staffing Structure

### 5.2.4 Remove Staffing Structure

Remove Staffing Structure allows a Staffing Structure to be deleted from the Requirements Module. Select **Remove Staffing Structure** from the Controls column of the Staffing Structure list and **Yes** to confirm deletion of a Staffing Structure (see Figure 25).

Staffing Structure Manager		New Staffing Structure
Name	Description	Controls
AOR 1	3 Levels	
Training	Training	
Training Staffing Structure	Training Staffing Structure	

**Delete Staffing Structure**

You are about to delete this Staffing Structure. Do you want to proceed?

Figure 25: Delete Staffing Structure



**Note: Use caution when deleting staffing structures. All packages and assigned users associated with the Staffing Structure may be effect and cannot be undone.**

### 5.3 Group Manager

Group Manager allows multiple individuals to be associated with a group (i.e., Legal Review, Regional Contracting Office), in the Workflow. To a create group, select **Add Group** (see Figure 26).





### 5.3.2 Edit Group

To edit a group select **Edit**. Select **Save** to save the changes and display the Group list or select **Reset** to discard the changes (see **Figure 28**).

The screenshot shows the 'Group Manager' interface. At the top, there is a 'Group Name' field containing 'Legal Group'. Below it, the 'Workflow Structure' is divided into two panes: 'Available Staffing Structures' containing 'Training Staffing Structure' and 'Assigned Staffing Structures' containing 'AOR 1'. Between these panes are navigation arrows. Below the staffing structures, there is an 'InActive' checkbox. The 'Group Members' section includes a 'Filter by' dropdown menu set to '--Select One--', a 'Show All' button, and a note: 'Note: An \* denotes users which are not members of an assigned staffing structure.' There are two user lists: 'Available Users' with 'Woody Allen [Agency Approver]', 'George Carlin [Agency Approver]', 'Jim Carrey [Agency Approver]', and 'Johnny Carson [Agency Approver]'; and 'Assigned Users' with 'Tim Allen [Agency Approver]'. Navigation arrows are also present between the user lists. At the bottom right, there are 'Cancel', 'Reset', and 'Save' buttons.

Figure 28: Edit Group



**Note:** Before removing a user from a Staffing Structure they must first be removed from any associated user Groups or they will no longer appear as part of that structure to allow them to be removed afterward.

### 5.4 Link Manager

Allows a Super User to add a website to the Dashboard and assign them to individual COCOMs and Staffing Structures. To create a new link, select **New Link** (see **Figure 29**).

The screenshot shows the 'Link Manager' interface. It has a navigation bar with 'Dashboard', 'User Settings', and 'Utilities'. Under 'Utilities', there are sub-tabs for 'User Management', 'Staffing Manager', 'Group Manager', and 'Link Manager'. A 'New Link' button is located in the top right corner. Below is a table with the following columns: 'Category', 'Display Name', 'URL', 'Assignment', and 'Controls'. The table currently contains no data rows.

Category	Display Name	URL	Assignment	Controls

Figure 29: Link Manager

To create a new link use the **Assignment:** drop down and select the Staffing Structure(s) and or COCOM(s). Use the **Category:** drop down to list to define the category type of link and enter the



name of the link in the **Display Name** field. Next, enter the web address in the **URL:** field (see **Figure 30**).

**Link Manager**

New Link

Assignment: \* --Select--

Requirements:  
AOR 1  
Training Staffing Structure

Planning:  
CENTCOM

Category: \* --Select Category--

Support Links  
Other Links

Display Name: \*

Url: \*

Cancel Reset Save

Figure 30: New Link

### 5.5 Email Manager

Email Manager displays all system generated emails for all users. Super Users will see all emails from each staffing structure that they are assigned. Email Manager allows Super Users to view and resend system generated emails (see **Figure 31**).

User Management Staffing Manager Group Manager Link Manager **Email Manager**

**Email Manager**

								Reset Filters
Last N...	First Name	Email Address	Subject	Content	Status	Date	Controls	
User	Another	ausert@tqsinc.com	cASM : Removed from packa	Another User has been removed from the wc	Sent	19 Jan 2016	[Search] [Resend]	
User	Legal	luser@tqsinc.com	You are IN WORK : 2A16-90:	You are now in work for this requirements p:	Sent	19 Jan 2016	[Search] [Resend]	
User	Legal	luser@tqsinc.com	cASM : Removed from packa	Legal User has been removed from the work	Sent	19 Jan 2016	[Search] [Resend]	
User	Another	ausert@tqsinc.com	cASM : Added to package: 2	Another User has been added to the workflo	Sent	19 Jan 2016	[Search] [Resend]	
User	Legal	luser@tqsinc.com	cASM : Added to package: 2	Legal User has been added to the workflow	Sent	19 Jan 2016	[Search] [Resend]	
User	Another	ausert@tqsinc.com	You are IN WORK : 2A16-90:	You are now in work for this requirements p:	Sent	19 Jan 2016	[Search] [Resend]	
User	Another	ausert@tqsinc.com	You are IN WORK : 2A16-90:	ANOTHER USER (CONTRACTING OFFICER) has	Sent	19 Jan 2016	[Search] [Resend]	
User	Another	ausert@tqsinc.com	You are IN WORK : 2A16-90:	You are now in work for this requirements p:	Sent	19 Jan 2016	[Search] [Resend]	
User	Legal	luser@tqsinc.com	cASM : Added to package: 2	GROUP II has been added to the workflow fc	Sent	19 Jan 2016	[Search] [Resend]	
User	Another	ausert@tqsinc.com	cASM : Added to package: 2	GROUP II has been added to the workflow fc	Sent	19 Jan 2016	[Search] [Resend]	
User	Another	ausert@tqsinc.com	You are IN WORK : 2A16-90:	ANOTHER USER (CONTRACTING OFFICER) has	Sent	19 Jan 2016	[Search] [Resend]	
User	Legal	luser@tqsinc.com	cASM : Removed from packa	GROUP II has been removed from the workfl	Sent	19 Jan 2016	[Search] [Resend]	
User	Another	ausert@tqsinc.com	You are IN WORK : 2A16-90:	You are now in work for this requirements p:	Sent	19 Jan 2016	[Search] [Resend]	
User	Another	ausert@tqsinc.com	cASM : Removed from packa	GROUP II has been removed from the workfl	Sent	19 Jan 2016	[Search] [Resend]	
User	Legal	luser@tqsinc.com	You are IN WORK : 2L15-90(	LEGAL USER (CONTRACTING OFFICER) has pu	Sent	04 Dec 2015	[Search] [Resend]	

Figure 31: Email Manager

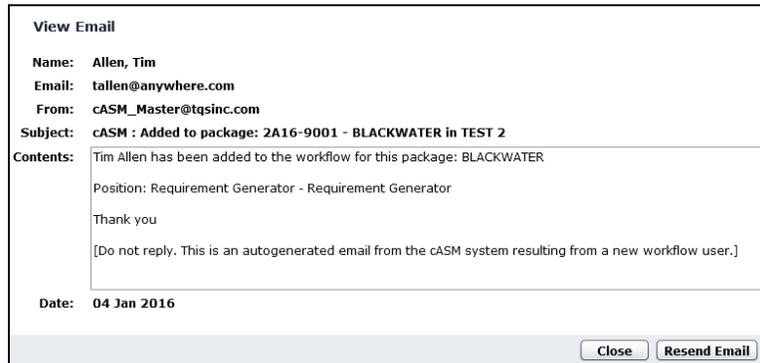


**Note:** The column headings can be used to filter the information displayed.



### 5.5.1 View Email

View Emails allows all system generated emails to be displayed and/or resent. To view an email, select **View Email** from the controls column (see **Figure 31**). To send a message, select **Resend Email** (see **Figure 32**).



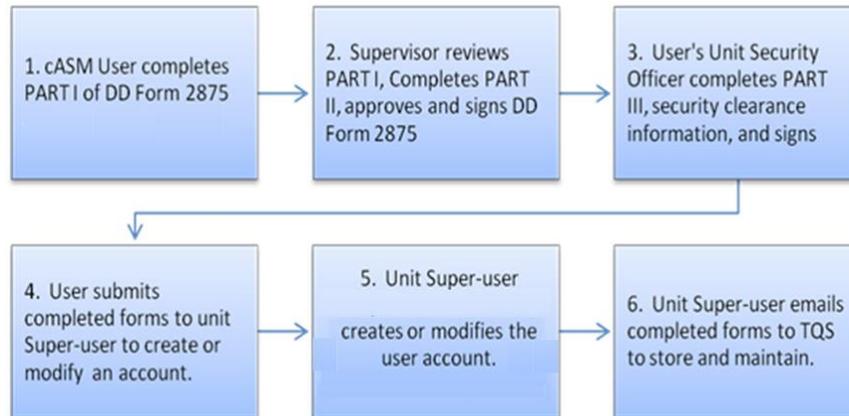
**Figure 32: View Emails**

### 5.5.2 Resend Email

Resend Email allows an email to be resent. To resend an email select the **Resend Email** icon from the controls column (see **Figure 31**).



**Appendix A – cASM DD Form 2875 Process**



**Instructions**

**Step 1:** cASM user completes DD Form 2875 PART I requesting a new account or modification to an existing account, signs and sends to the user’s supervisor.

**Step 2:** cASM user’s supervisor completes DD Form 2875 PART II, signs and sends it to the unit Security Officer.

**Block 13** Put one or more of the following statements in Block 13:

**Personal Info (Required)**

- Justification for cASM Access
- User DODACC
- Unit
- Unit Identification Code (UIC)
- Branch of Service

**Block 27** Select one or more of the following statements in Block 27:

**Access to the following Modules:**

- Planning
- Requirements
- Reports

**Access to Staffing Structure:**

(Name of Staffing Structure insert here)

**Access to COCOM:**

(Name of COCOM insert here)

**cASM Role: (select only one Role)**



Requirements Generator  
Resource Manager  
Contracting Officer  
Approver

**Step 3:** cASM user's security officer completes PART III, signs, and returns the forms to the user.

**Step 4:** cASM user provides the completed and signed forms to the unit's cASM Super-user.

**Step 5:** The Super-user emails the completed form to TQS at [TSC@TQSINC.com](mailto:TSC@TQSINC.com) who will forward the request to the cASM PMO for collection and storage of the approved 2875.



**Appendix B – Acronyms**

<b>Acronym</b>	<b>Term</b>
AF	Air Force
AOR	Area of Responsibility
CAC	Common Access Card
CARB	Contingency Acquisition Review Board
cASM	Contingency Acquisition Support Model
CCB	Configuration Control Board
CCO	Contingency Contracting Officer
CI	Counter Intelligence
cJRB	cASM Joint Review Board
COCOM	Combatant Command
COMSEC	Communications Security
.CSV	Comma Separated Values file extension
DD	Defense Department
DFARS	Defense Federal Acquisition Regulation System
DISA	Defense Information Systems Agency
DLA	Defense Logistics Agency
DoD	Department of Defense
DODAAC	Department of Defense Activity Address Code
DSN	Defense Switched Network
FAR	Federal Acquisition Regulations
GEX	Global Exchange Services
HEAT	Helpdesk Expert Automation Tool
ID	Identification or Identifier
IS	Information Systems
IT	Information Technology
JARB	Joint Acquisition Review Board
JCA	Joint Capability Area
JCC	Joint Contingency Contracting
JCCS	Joint Contingency Contracting System
JFARB	Joint Facilities Acquisition Review Board
JRE	JAVA Runtime Environment
LE	Law Enforcement
PIN	Personal Identification Number
PM	Personnel Misconduct
PR	Purchase Request
PRDS	Purchase Request Data Standard
PSC	Product Service Codes
PWS	Performance Work Statement



RG	Requirement Generator
RM	Resource Manager
RP	Requirements Package
SBIR	Small Business Innovation Research
SME	Subject Matter Expert
SOW	Statement of Work
SPS	Standard Procurement System
TQS	Total Quality Systems, Inc.
UIC	Unit Identification Code
USG	United States Government