REPLY TO
ATTENTION OF:

ATCC-IT

JUN 15 2018

MEMORANDUM FOR

Commanders, All Units Reporting Directly to this Headquarters
Directors and Chiefs, Primary and Special Staff Offices, HQ USACC

SUBJECT: IT Policy 01 - Use of BMC Remedy Information Technology (IT) Service Management System

1. References.

     a. Army Regulation 25-1 (Army Information Technology), 25 June 2013.

     b. Army Regulation 25-2 (Information Assurance), 23 March 2009.

     c. Army Regulation 380-5 (Department of the Army Information Security Program), 29 September 2000.

2. Purpose. To initiate and mandate the use of BMC Remedy to track Information Management Officer (IMO) workload and tasks for IT support by personnel assigned, attached to or working in support of U.S. Army Cadet Command (USACC).

3. Applicability. This policy applies to all IMO personnel assigned or attached to USACC, excluding those tasked to support Cadet Summer Training, at Fort Knox, KY.

4. Policy.

     a. This policy applies to IMO staff using the Human Resources Command (HRC) BMC Remedy system to track IT support requests. Utilizing BMC Remedy to track all IT support requests will allow for more efficient workload management and provide the ability to track metrics on issues being reported by our command. The BMC Remedy system will be used to identify historical trends, reduce or eliminate recurring incidents, and stabilize the IT computing environment. Moreover, it will determine the workload and time required for supporting USACC users and its missions.

     b. Tickets will be submitted in the HRC BMC Remedy system for all IT support requests worked by IMO staff in USACC. Work to be tracked via BMC Remedy will include, but is not limited to, user access requests, imaging computers, mapping printers, report requests, training validation requests, troubleshooting system

access/hardware/software issues reported by USACC staff, in and out processing, and any other touch labor support provided by IMOs.

    c. BMC Remedy tickets will be used to quantify and measure the level of efficiency pertaining to the IT support required to support U.S. Army Cadet Command, develop management workflows, and improve resolution times.

5. The proponent for this policy is the U.S. Army Cadet Command G-6.

FOR THE COMMANDER:

JANET R. HOLLIDAY
COL, GS
Chief of Staff