

# Appendix A – Roles and Responsibilities, Tiered Support Structure

## Intent

Establish shared understanding of roles and responsibilities for the various stakeholders involved in the processes of identifying, organizing, and migrating organizational files from legacy file-share services hosted by NETCOM through the Fort Sill LNEC (LNEC) to cloud-based A365 hosted OneDrive, Teams, and SharePoint Online (SPO) services hosted by the Army G-6 and supported by the Army 365 Team. The Army 365 Team is not to be confused with Army 365 Champions. A365 Champions is a group of volunteers across the Army enterprise that has chosen to offer their support and workarounds where they may have become intermediate users or even subject matter experts on specific areas of the Army 365 platform. It is moderated by the Army 365 Team and often the first place to find information for known issues, outages or TTP's for A365 services. It is highly recommended to join this team for support as this team and the MS Teams search engine are very powerful for troubleshooting and finding solutions on the A365 cloud platform.

## Roles and Responsibilities

**Records Manager (RM): Army Records Information Management System (ARIMS) Action Officer (AO):** The Records Manager is assigned at the installation level. The RM categorizes and manages records created in his/her office on behalf of the Army that are used for office business operations. Ensures records are destroyed, deleted, or retired to the National Archives in accordance with the Office Records List (ORL). Records Managers are already grandfathered into SPO and classified as Site Owners and/or Content Managers.

**Records Coordinators (RC): Army Records Information Management System (ARIMS) Action Officer (AO):** The Records Coordinators are assigned to the Directorate level and below. The RC categorizes and manages records created in his/her office on behalf of the Army that are used for office business operations. Ensures records are destroyed, deleted, or retired to the National Archives in accordance with the Office Records List (ORL). Records Coordinators are NOT grandfathered into SPO resulting in the requirement to be appointed within their organization and approved by the Installation Records Manager (Shauki Holmes, (580) 442-6573, [shauki.m.holmes.civ@army.mil](mailto:shauki.m.holmes.civ@army.mil)).

**Security Manager POCs:** Security Manager POCs are already grandfathered into SPO and classified as Site Owners and/or Content Managers. Their responsibilities are to recognize the importance of Personally Identifiable Information (PII), Personal Health Information (PHI) and Controlled Unclassified Information (CUI), be able safeguard PII, PHI and CUI IAW applicable laws, Army regulations and policies. Security Manager POCs are appointed within their organization and approved at the Installation Security Office (John Taguding, (580) 442-5640, [john.p.taguding.civ@army.mil](mailto:john.p.taguding.civ@army.mil) or Janet Dixon, (580) 442-1812, [janet.c.dixon2.civ@army.mil](mailto:janet.c.dixon2.civ@army.mil)).

**Site Owner (SO) & Content Managers (CM):** Organizational IT leads are already grandfathered into SPO and classified as Site Owners and/or Content Managers. In the context of this migration, Site Owners at Directorate level can establish permissions for their organization at the Directorate and below. All access requests on behalf of users and/or approve user submitted access requests to their organizational site to the Directorate Level Site Owner and/or Content Manager. At the Division and below Site Owners and Content Managers will organize their site's file structure, so it is easy to navigate to ensure content is accessible.

**Information Management Office (IMO):** The IMO provides Tier II support for IT issues on office automation equipment. For the purposes of this migration, they also provide SPO Site Pages (Web Pages) site collection, SPO Org-Data site collection, and Teams support for end user issues, and gather useful information about issues so they can escalate them appropriately.

**Local Site Collection Administrator (LSCA) / Development Local Site Collection Administrator (DLSCA):** The LSCA & DLSCA are assigned to the IMO. They are the IMCOM G-6 appointed administrators of all USAG Fort Sill site collections. Responsible for the architecture within assigned site collection to support organizational needs; creating and maintaining permission structures; supporting all down trace roles; day to day maintenance of assigned site collection.

**SharePoint Online (SPO):** SPO is a specific instance of SharePoint in the Army enterprise level A365 cloud. Permissions are delegated to DLSCA, LSCA, Site Owners and Content Managers to enable and manage SPO Sites collections (Web Pages) & Org Data Site (File Shares) within their respective organizations. Support for issues comes from the next tier up as needed to resolve any issue. SPO Sites (Web Pages) are provided document libraries to store information. However, data which falls under PII, PHI, CUI in accordance with ARIMS must be stored in the Org Data Site.

## A365 (SPO) Tiered Support Structure

**Tier I: Self-help.** End users use A365 built-in, or hosted support features to find answers to questions or technical solutions for issues. Includes Teams' Army Hub, Microsoft's F1 Help feature, Google search, and asking a colleague.

- File-Share Migration Site: <https://armyeitaas.sharepoint-mil.us/sites/IMCOM/SitePages/Org-Data-Migration.aspx?OR=Teams-HL&CT=1710786657551&clickparams=eyJCbHBOYW1lIjoiVGVhbXMtRGVza3RvcClslkFwcFZlcnNpb24iOiI0OS8yNDYyMDIwNTUxNSIsIkhhc0ZlZGVyYXRIZFVzZXIiOmZhbHNlIiwiaWF0IjoiMj02MDYyMDIwNTUxNSI%3D>
- IMCOM SPO Self-Help: <https://armyeitaas.sharepoint-mil.us/sites/IMCOM/SitePages/Self-Help.aspx>
- A365 Training: [https://armyeitaas.sharepoint-mil.us/sites/spo\\_coe/SitePages/SharePoint-Online-Training.aspx](https://armyeitaas.sharepoint-mil.us/sites/spo_coe/SitePages/SharePoint-Online-Training.aspx)
- SharePoint Training Videos: <https://armyeitaas.sharepoint-mil.us/Training/Forms/AllItems.aspx>

**Tier II: Site Owners (SO).** When a user can't find and answer or solution on their own, they must request assistance from a trained support personnel in their organization. For SPO this is a unit level Site Owner. These individuals have more rights than a normal user, some specific training, and some experience answering questions and resolving issues.

**Tier IIIa: Local Site Collection Administrator (LSCA) / Development Local Site Collection Administrator (DLSCA).** When Tier II needs assistance to resolve an issue, or find an answer, they must escalate the issue to the IMO LSCA/DLSCA level. USAG LSCA/DLSCA have full control of both SPO (Web Pages & Org Data Site collections).

**Tier IIIb: IMCOM Command Level Administrator (MCLA).** Site Owners & Content Mangers can escalate their own issues/conflicts to the IMCOM level Tier IIIb, who have more rights in the A365/SPO environments. The following link can be used to submit the request which is found on the SPO Org-Data site: <https://armyeitaas.sharepoint-mil.us/sites/IMCOM/SitePages/new-ticket.aspx>. Regarding issues they cannot resolve, they can submit them to Tier IV.

**Tier IV: NETCOM/A365 Support.** This is the highest level of support for A365 and SPO. Few issues are escalated to this level, and those that do are generally severe and more related to SPO server outages and issues. Resolutions and requests for information are relayed down through the same channel they were escalated. Army Enterprise Service Management Platform (AESMP): <https://www.aesmp.army.mil/csm>.