

Department of the Army
Headquarters, U.S. Army
Training and Doctrine Command
Fort Eustis, Virginia 23604

TRADOC Memorandum 360-3

21 March 2022

The U.S. Army Training and Doctrine Command Public Website

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History. This is a new U.S. Army Training and Doctrine Command Memorandum.

Summary. This memorandum implements U.S. Army Training and Doctrine Command public website policy and defines responsibilities.

Applicability. This memorandum applies to all Headquarters, U.S. Army Training and Doctrine Command organizations that provide content or have website management responsibilities on the TRADOC Public Website <https://www.tradoc.army.mil>. All other subordinate organizations will comply with the following policies contained in AR 25-1, AR 25-2, AR 25-22, AR 380-5, AR 381-12, AR 530-1, DoDD 1344.10, DoDI 5230.09, DoDI 5230.29, JP 3-13 and TRADOC Supplement 1 to AR 25-1.

Proponent and exception authority. The proponent of this memorandum is the U.S. Army Training and Doctrine Command, Deputy Chief of Staff. The proponent has the authority to approve exceptions or waivers to this memorandum that are consistent with controlling law and memorandums. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit or field operating activity, in the grade of colonel or the civilian equivalent (GS-15). Organizations may request a waiver to this memorandum by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. The commander or senior leader will endorse waiver requests and forward them through higher headquarters to the policy proponent.

Army management control process. This memorandum does not contain management control provisions.

Supplementation. Supplementation of this memorandum and establishment of command and local forms are prohibited without prior approval from the U.S. Army Training and Doctrine Command, Deputy Chief of Staff, Chief Knowledge Office (ATCS-CK), 950 Jefferson Avenue, Fort Eustis, VA 23604-5746.

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) via email to Deputy Chief of Staff, Chief Knowledge Office (ATCS-CK), 950 Jefferson Avenue, Fort Eustis, VA 23604-5746.

Distribution. This publication is available in electronic media only and is published at <https://adminpubs.tradoc.army.mil/>.

Summary of Change

TRADOC Memorandum 360-3

The U.S. Army Training and Doctrine Command Public Website

This new publication, dated 21 March 2022-

- o Prescribes responsibilities (para 1-4)

- o Prescribes change control processes for the U.S. Army Training and Doctrine Command Public Website at <https://www.tradoc.army.mil> (apps B and C).

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Chapter 1
Introduction

1-1. Purpose

This memorandum assigns responsibilities and establishes change control processes for the Headquarters (HQ), U.S. Training and Doctrine Command (TRADOC) public website at <https://www.tradoc.army.mil>.

1-2. References

See [appendix A](#).

1-3. Explanation of abbreviations

See the [glossary](#).

1-4. Responsibilities

a. TRADOC Deputy Chief of Staff (DCOS) will oversee and synchronize the HQ TRADOC Public Website.

b. Director, Communication Directorate, HQ TRADOC, will-

(1) Serve as owner of the TRADOC Public Website.

(2) Serve as overall content manager and messaging synchronization lead for the TRADOC Public Website in accordance with Army Regulation 360-1 and TRADOC Supplement 25-1.

(3) Ensure an operations security (OPSEC) review has been completed and content meets regulatory standards for public release prior to approving new and updated content for publication on the TRADOC Public Website.

(4) Provide the Communication Directorate Webmaster who will maintain and monitor the website for content, broken links, and functionality by:

(a) Updating content and fixing issues on the TRADOC Public Website common pages.

(b) Notifying the appropriate staff content manager (SCM) of content and functionality issues on organizational pages.

(5) Chair the TRADOC Public Website Change Control Board (CCB) and implement CCB-approved changes.

(6) Ensure content-related Vulnerability Disclosure Program items are remediated and properly reported.

c. Deputy Chief of Staff (DCS), G-6, HQ TRADOC, will-

(1) Provide the hosting infrastructure for the TRADOC Public Website and ensure it is maintained in accordance with regulatory guidance.

(2) Designate in writing to the Communication Directorate a primary and alternate to the CCB.

(3) Ensure infrastructure-related Vulnerability Disclosure Program items are remediated and properly reported.

d. Director, Office of the Chief Knowledge Officer (OCKO), HQ TRADOC will-

(1) Serve as technical support to Communication Directorate for the TRADOC Public Website.

(2) Provide technical expertise to the CCB and team for all matters related to features and capabilities of the site.

(3) Produce training materials to support SCMs in the performance of their duties.

(4) Designate in writing to the Communication Directorate a primary and alternate to the CCB.

e. TRADOC Public Website CCB will review requests for changes to the TRADOC Public Website.

f. DCSs and directors of personal and special staff will designate SCMs to:

(1) Maintain their respective organizational pages.

(2) Request OPSEC and Communication Directorate approval of new and updated content to their organizational pages.

(3) Submit proposed functionality changes to the CCB for their organizational pages, as needed.

NOTE: All other subordinate organizations will follow instructions located at the TRADOC Command Webmaster at:

<https://intranet.tradoc.army.mil/sites/hq/Webmaster/SitePages/Home.aspx>.

1-5. Records management requirements

As decreed by AR 25-400-2, the records management (recordkeeping) requirements for all record numbers, associated forms, and reports are included in the Army's Records Retention Schedule-Army (RRS-A). Detailed information for all related record numbers, forms, and reports associated with AR 25-30 are located in RRS-A at <https://www.arims.army.mil>.

Chapter 2 The TRADOC Public Website Processes

2-1. General

The TRADOC Public Website consists of common and organizational pages. Common pages provide information about HQ TRADOC and TRADOC as a whole, such as the home page, watch page, and leader's page. Organizational pages provide information about the organizations that are part of HQ TRADOC, including the Deputy Chiefs of Staff, personal staff, and special staff.

2-2. Content changes

All content changes, including new content or updated content, must be approved by OPSEC and Communication Directorate as required by the TRADOC OPSEC Plan and regulatory guidance. Content is a broad term to describe the information presented on a web page, including text, images, audio, and video.

a. Common pages. The Communication Directorate Webmaster creates and updates common pages of the TRADOC Public Website.

b. Organizational pages. HQ organizations update their own pages through their SCMs.

c. Request approval for publication. Once content changes are ready and an OPSEC review has been completed, a request will be submitted to the Communication Directorate's Command Information Chief via [email \(usarmy.jble.tradoc.mbx.hq-tradoc-pao@army.mil\)](mailto:usarmy.jble.tradoc.mbx.hq-tradoc-pao@army.mil) with a subject line of "Request website publication approval:" followed by the name of the page. The email should also include the OPSEC approval. The Command Information Chief will review the content and approve or disapprove publication.

d. See AR 25-1 and AR 360-1 for examples of content prohibited on the TRADOC Public Website.

2-3. Functionality changes

Requests for changes in functionality on common pages or organizational changes must be reviewed by the TRADOC Public Website CCB. Standard change requests will follow the Deliberate CCB process detailed in [Appendix B](#), while high priority requests, typically from TRADOC leadership, will require a Hasty CCB as detailed in [Appendix C](#).

a. These requests will be submitted via [email \(usarmy.jble.tradoc.mbx.hq-tradoc-pao@army.mil\)](mailto:usarmy.jble.tradoc.mbx.hq-tradoc-pao@army.mil) to the TRADOC Communication Directorate with a subject line of "CCB Change Request:" followed by the name of the page. The body of the email will include the website address of the page and as much detail as possible about the change being requested.

b. The change will be reviewed by the CCB and the requestor notified of the board's approval or disapproval.

c. If approved, the CCB will assign the work to the appropriate organization to accomplish the change.

d. All functionality changes will be tested in the development/testing version of the TRADOC Public Website to ensure they do not cause issues with already existing functionality.

2-4. TRADOC Public Website Configuration Change Board

The TRADOC Public Website CCB is charged with approving or disapproving requests for changes in functionality to the website. It is made up of members from Communication Directorate, OCKO, and DCS, G-6. The CCB will meet monthly to review standard requests for changes to the TRADOC Public Website. For high priority changes, a Hasty CCB will be held. Currently, Army 365 Teams is the primary means for conducting and documenting these CCBs.

Appendix A References

Section I

Required Publications

Official Department of the Army publications are available on the Army Publishing Directorate website (<https://armypubs.army.mil/>). TRADOC administrative publications are available on the TRADOC Administrative Publications website (<https://adminpubs.tradoc.army.mil/>).

AR 25-1

Army Information Technology

AR 360-1

The Army Public Affairs Program

TR 10-5-1

Organizations and Functions, Headquarters, US Army Training and Doctrine Command

TS 25-1

Army Information Technology

Appendix B Deliberate Configuration Change Board Process

B-1. Deliberate CCB

The deliberate CCB will be held monthly to review valid change requests submitted prior to the date of the CCB.

B-2. Submission of a valid change

A valid change request is received via email and includes the following:

- a. A subject line consisting of “CCB Change Request:” followed by the name of the page for which the change is requested.
- b. The desired change to the site. This should be as detailed as possible.
- c. Justification for the requested change.
- d. Point of Contact. This will normally be the SCM for organizational pages and must include phone number and email address.

B-3. CCB members

The CCB convenes with members from Communication Directorate (chair), OCKO, and DCS, G-6. Each valid change request will be reviewed for the following:

- a. Does the request violate any regulatory guidance?
- b. Does the request violate any established Communication Directorate protocol, such as a messaging conflict?
- c. Is the request feasible with the website hosting service’s capability?
- d. Will the request cause any functionality issue for other parts of the site?
- e. Will the request cause security issues/vulnerabilities?
- f. Will there be any costs to add the requested functionality?
- g. If the requested change cannot be implemented, are there other methods to implement a similar functionality?
- h. What is the potential timeframe for implementing the change based on current workloads?

B-4. CCB vote

All CCB members vote.

a. If unanimous approval, Communication Directorate will respond to the requestor with the following information:

- (1) The approval from the CCB.
- (2) The estimated timeline for implementation.
- (3) The instructions for what must be changed and by whom.

b. If not unanimous approval, the request is disapproved and Communication Directorate will respond to the requestor with the following information:

(1) The denial of the request with justification for denial.

(2) Any potential alternate courses of action as identified during the CCB review with the option to resubmit pending discussion with their respective Staff Directorate.

B-5. Records

CCB records will be uploaded into the ARIMS Army Electronic Archive.

a. CCB meeting notes will be recorded and saved in the designated Army 365 Teams channel and under ARIMS record number 15-1a1.

b. Public website records will be maintained under ARIMS record number 25-1ffff.

Appendix C

Hasty Configuration Change Board Process

C-1. Hasty CCB process

Upon receipt of a request for a high priority change, typically from TRADOC leadership, a Hasty CCB will be convened. As these requests may be received through various means, it is imperative that the receiving CCB member:

a. Identify the individual requesting the change.

b. Identify the individual presenting the change request, including contact information, if not the requestor.

c. Capture as much detail as possible about the requested change.

d. Communicate to the CCB members the need for a Hasty CCB to be convened within one work day. This communication will be done via email and Teams chat with a follow-up by phone, if necessary.

e. Ensure the request is added to the CCB Teams site prior to the Hasty CCB.

f. The Hasty CCB convenes to review the high priority change request. Considerations for approval are based on the same criteria as for the deliberate CCB with the following exceptions:

(1) Does the request violate established Communication Directorate protocols? If so, does the requestor have the authority to override the previously established protocols?

(2) If the change would introduce security issues, is the Authorizing Official willing to formally accept the risk?

g. All CCB members vote.

h. If unanimous approval, Communication Directorate will respond to the requestor with the following information:

(1) The approval from the CCB.

(2) The estimated timeline for implementation. For proper expectation management, the timeline must include and clearly explain the need for testing the functionality prior to implementation to ensure it does not break current website functionality.

(3) The instructions for what must be changed and by whom.

i. If not unanimous approval, Communication Directorate will respond to the requestor with the following information and request a response.

(1) A need for more information, such as the desired goal or purpose behind the request.

(2) A risk acceptance memorandum signed by the authorizing official if implementation of the change will introduce security issues/vulnerabilities.

(3) Cost to implement, such as additional commercial software.

(4) Other details of why the change cannot be implemented, such as breaking current functionality on the website.

C-4. Hasty CCB records

Are the same as identified in para B-5.

C-5. Hasty CCB approval

In the event a hasty CCB does not initially approve a request, all members will remain vigilant for a follow-up hasty CCB based on further guidance/information from the requestor.

Glossary

Section I

Acronyms

| | |
|------|---------------------------------------|
| AR | Army regulation |
| CCB | Change Control Board |
| CKO | Chief Knowledge Office |
| DCS | deputy chief of staff |
| DoD | Department of Defense |
| G-6 | Chief Information Officer |
| GO | general officer |
| HQ | headquarters |
| KM | knowledge management |
| OCKO | Office of the Chief Knowledge Officer |

OPSEC operations security
SCM staff content manager
SES senior executive service
TRADOC U.S. Army Training and Doctrine Command

Section II

Special terms

Communication Directorate webmaster

The mission webmaster who makes modifications and content edits to the TRADOC Public Website common pages. Main responsibility is the usability and content accuracy of the website as a whole.

Deliberate CCB

The monthly Change Control Board that receives and processes change requests for website functionality.

Development and testing website

The development and testing environment for the TRADOC Public Website. This site is not publicly accessible. It is for testing changes in functionality to ensure they do not break the site. Content is not necessarily the same as the production site, but the functionality is the same.

Hasty CCB

The CCB that receives and processes high priority change requests on a short turnaround.