

Information Management: Telecommunications

CC:Mail Management Program

This UPDATE printing publishes a new regulation which is effective 1 March 1995.

For the Commander:

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Summary. This regulation assigns responsibilities, establishes policy and procedures, and provides guidance for the CC:Mail Management Program.

New Manning System.

Supplementation. Supplementation of this regulation is prohibited.

Changes to Publications and Blank Forms) directly to HQ USAREC (RCIM-CE-D), Fort Knox, KY 40121-2726.

Applicability. This regulation applies to all elements of this command utilizing cc:mail.

Suggested improvements. The proponent agency of this regulation is the Office of the Director of Information Management. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended

Distribution. Distribution of this regulation has been made in accordance with USAREC Pam 25-30, distribution A. This regulation is published in the Recruiting Station Administration UP-DATE.

Impact on New Manning System. This regulation does not contain information that affects the

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Chapter 1

General

1-1. Purpose

This regulation assigns responsibilities, establishes policy and procedures, and provides guidance for the United States Army Recruiting Command (USAREC) CC:Mail Management Program.

1-2. Related publications

- a. AR 340-21 (The Army Privacy Program).
- b. USAREC Pam 380-3 (Terminal Area Security Officer's Handbook).

1-3. Explanation of abbreviations

Abbreviations used in this regulation are explained in the glossary.

1-4. Scope

- a. The Director of Information Management is responsible for implementing and overseeing the management of cc:mail.
- b. CC:mail management is a function of the Information Management Directorate, Communications-Electronics Division, Data Branch. The cc:mail administrator reports directly to the Chief, Data Branch.

1-5. Policy

- a. All requests for cc:mail support will be submitted through command channels to HQ USAREC (RCIM), Fort Knox, KY 40121-2726. Requests from recruiting battalions (Rctg Bns) and their subordinate activities will be submitted

through the designated single cc:mail point of contact at the Rctg Bn to the recruiting brigade (Rctg Bde) information management officer (IMO) for further review and recommendation.

b. CC:mail mailboxes, software, documentation, and support will be provided in accordance with a standard basis of issue (BOI). The BOI prescribes where the software will be located and the naming convention for each location's cc:mail users (see tables 4-1 and 4-2).

c. No user will duplicate the cc:mail software except for purposes of "backing up" the original in case of disk failure.

d. Privacy Act concerns (see AR 340-21 for guidance) must be coordinated with the unit Privacy Act coordinator. If questions remain, the brigade judge advocate should be consulted.

e. Use proper staffing techniques that are reasonably applicable to written and typed correspondence. For instance, do not jump the chain of command (do not answer your supervisor's supervisor unless authorized). Check with all other affected directorates and organizations before assuming your staff work is complete. Remember "To addressees" are the action addressees, and "cc addressees" are information only addressees. Provide courtesy copies to cc (copy furnished) addressees.

f. Mail should be checked at least once a day. It should be checked more frequently if the cc:mail recipient is in a key position or receives great quantities of cc:mail.

g. Do not use the "Urgent" designator on priority messages unless the message is truly urgent, use "Low" priority for routine messages

and "Normal" for all others. Mail is sent and received "Urgent" first. Return receipts are only on "To addressees."

h. When replying to a message, either add to the original text screen or delete all but the part of the original you are responding to and add your textual response. If absolutely necessary to use the "Reply" capability, make sure that the "Subject of the Message" is in the subject field or your recipient will not know the issue to which you are replying.

i. Do not use gaudy color selections for developing text responses, especially for electronic staffing. For laptop recipients, the originator must be careful with color schemes. Laptops with non-color screens have trouble with low contrast messages, such as yellow text on white background or gray text on black background, etc.

j. Do not send mega files, graphics and data bases take up massive amounts of disk space. Laptops on the road may have a poor interconnection and lack the capability to receive large files. If you are sending a large file (150K or more) make it a "Low priority" so that it will not block smaller messages from getting through. Low priority messages are moved to the back of the mailbox and transmitted last.

k. Remote customers must archive to a floppy disk or tape drive to reduce the load on their personal computer. Local area network (LAN) customers should also archive to a floppy disk or tape drive to avoid loss of messages in the event of maintenance or server crashes. Servers are backed up regularly, but messages could still be lost if a backup fails.

l. Create a "Message Log" folder on all remote systems to keep a copy of the cc:mail messages you have sent.

1-6. Responsibilities

a. The Director of Information Management is responsible for ensuring that Department of the Army, United States Army Information Systems Command, and USAREC regulations are adhered to in the administration of cc:mail and that cc:mail services are provided to USAREC in the most efficient and economical manner possible. Concerns relating to the BOI will be addressed to the Director of Information Management.

b. All directors of Headquarters, United States Army Recruiting Command (HQ USAREC) staff elements, Rctg Bde and Rctg Bn commanders, and subordinate activities are responsible for the management, security, and proper use of all cc:mail software under their control. Additionally, they must:

(1) Make new cc:mail requirements known to the Information Management Directorate in a timely manner to facilitate budgeting and procurement actions.

(2) Maintain an accurate inventory of all cc:mail software and documentation.

(3) Coordinate all cc:mail training with the Information Management Directorate.

c. Rctg Bde commanders are responsible for providing oversight of cc:mail in their Rctg Bde. Through the Rctg Bde IMO and the Command

Inspection Program they must ensure that the command standard cc:mail systems and software are properly utilized and in compliance with regulatory provisions.

d. The Rctg Bde IMO will:

(1) Administer the distribution and use of cc:mail for the Rctg Bde and subordinate activities.

(2) Provide management oversight of cc:mail by conducting command inspections and training.

(3) Represent the Rctg Bde in the development of cc:mail plans.

(4) Assist the Rctg Bde in the identification of the need for cc:mail support.

(5) Review and provide recommendations on requests for cc:mail support.

(6) Maintain an accurate inventory of cc:mail software within the Rctg Bde by controlling its distribution and return when no longer in use.

(7) Maintain the accuracy of the Rctg Bde Mail Directory by informing the Information Management Directorate, Help Desk, of changes to and deletions of cc:mail users.

(8) Identify two mailboxes at the Rctg Bde that will receive bulletin board messages from the HQ USAREC Public Bulletin Board and the HQ USAREC Alert Bulletin Board.

(9) Further ensure messages received from HQ USAREC bulletin boards are forwarded throughout the Rctg Bde and its subordinate organizations in a timely fashion.

(10) Provide technical assistance to the Rctg Bde and subordinate activities. Forward requests that can't be resolved at the Rctg Bde to the Information Management Directorate, Help Desk.

e. Rctg Bn commanders are responsible for ensuring proper utilization and management of cc:mail resources in their command. The commander will appoint a single point of contact for cc:mail and provide a copy of that appointment to the Rctg Bde IMO and to HQ USAREC (RCIM-CE-D).

f. Terminal area security officers will:

(1) Administer cc:mail policies and procedures for all users within their functional areas.

(2) Inform the Rctg Bde IMO of any additions, deletions, or changes in cc:mail users in their respective functional areas.

g. All cc:mail users will:

(1) Operate cc:mail in accordance with USAREC Pam 380-3, that is:

(a) Safeguard their user identifications (ID) and passwords at the For Official Use Only level.

(b) Ensure cc:mail is used for valid job requirements.

(c) Ensure all cc:mail software is secured.

(2) Check their mail daily (minimum).

(3) Perform proper maintenance on their mailbox.

Chapter 2

Request for CC:Mail Support

2-1. Responsibilities

a. The Information Management Directorate, Help Desk, will be the focal point for all cc:mail trouble calls and requests for support. Any incident or request that requires further attention will

be forwarded by the Help Desk to the appropriate technical support area. The Help Desk will followup on cc:mail calls and inform the customer when problems are resolved.

b. Information Management Directorate, Help Desk, information:

(1) Toll free 1-800-223-3735, ext. 4-1077.

(2) DSN 464-1077.

(3) cc:mail HELPDESK.

c. The cc:mail administrator will handle all cc:mail trouble calls and requests referred by the Help Desk. The cc:mail administrator will inform the Help Desk when the problem is resolved or the request is answered.

d. Requesting directorates and proponents will submit requests for cc:mail support through the IMO or Rctg Bde information systems security officer or technical support officer to the Help Desk.

2-2. Procedures

a. All requests for support and/or trouble calls must include the following information:

(1) Rank and name (e.g., SPC John Doe; Ms. Joan Smith, IMO).

(2) User ID (e.g., Doe, John; 7IMO).

(3) Location (e.g., Bldg. 6581, HQ USAREC; 7th Brigade).

(4) Telephone number (e.g., DSN 555-5555, 1-555-555-5555).

(5) Description (need to have a new mailbox created; need to have a complete directory sent to recruiting station identification (RSID)_____).

b. Requests should be submitted in writing via cc:mail, whenever possible.

Chapter 3

CC:Mail Training

3-1. General

To ensure enforcement of command standard cc:mail use, all cc:mail training will be coordinated with the Director of Information Management at least 30 days prior to any scheduling and training being affected.

3-2. Training

a. The Information Management Directorate will provide cc:mail training support for HQ USAREC and Rctg Bde IMO staff. The Rctg Bde IMO will provide training support for the Rctg Bde and its subordinate activities.

b. The Rctg Bde IMO will coordinate Rctg Bde cc:mail training requirements with the Information Management Directorate. The Rctg Bn cc:mail point of contact will coordinate Rctg Bn training with the Rctg Bde IMO.

Chapter 4

CC:Mail Software

4-1. Government-procured software

CC:mail is for use on Government-owned and operated hardware only. Approval to use cc:mail at home may be granted by the information system security officer. Only working copies of

cc:mail software may be used at home. No original software is permitted off site.

4-2. Message handling and storage

Each user is responsible for the messages they send. Messages sent and received should be

treated as administrative correspondence and copies to the appropriate places in accordance with records management procedures.

4-3. Rctg Bde and Rctg Bn BOI

CC:mail software and mailboxes will be distrib-

uted in accordance with the BOI displayed at table 4-1. Variations require written authorization from the Director of Information Management.

**Table 4-1
Rctg Bde and Rctg Bn BOI**

Position	User ID	Example
Rctg Bde Commander (PERSONAL/EYES ONLY)	"BY-NAME"	"Doe, John"
Rctg Bde Commander (GENERIC ADDRESS)	#BDE-CDR	1BDE-CDR
Rctg Bde Deputy Commander	#BDE-DCDR	1BDE-DCDR
Rctg Bde Secretary	#BDE-SEC	2BDE-SEC
Rctg Bde Chief of Staff	#BDE-COS	5BDE-COS
Rctg Bde Command Sergeant Major	#BDE-CSM	1BDE-CSM
Rctg Bde Education Specialist	#BDE-EDSPEC	2BDE-EDSPEC
Rctg Bde Judge Advocate	#BDE-JAG	5BDE-JAG
Rctg Bde Chaplain	#BDE-CHP	5BDE-CHP
Rctg Bde S-1	#BDE-S1	6BDE-S1
Rctg Bde S-1 Personnel Branch	#BDE-PER	1BDE-PER
Rctg Bde S-1 Administrative Services Branch	#BDE-ADM	2BDE-ADM
Rctg Bde S-3	#BDE-S3	1BDE-S3
Rctg Bde S-3 Training and Management Programs	#BDE-RTNCO	2BDE-RTNCO
Rctg Bde S-3 Marketing Branch	#BDE-MKT	5BDE-MKT
Rctg Bde S-3 Operations Branch	#BDE-OPS	6BDE-OPS
Rctg Bde S-3 Operations Noncommissioned Officer (NCO)	#BDE-OPS-NCO	1BDE-OPS-NCO
Rctg Bde S-3 United States Army Reserve (USAR) Operations	#BDE-USAR	2BDE-USAR
Rctg Bde S-3 USAR NCO	#BDE-USAR-NCO	5BDE-USAR-NCO
Rctg Bde S-4	#BDE-LOG	2BDE-LOG
Rctg Bde Telecommunications Certification Control Officer	#BDE-TCCO	3BDE-TCCO
Rctg Bde Advertising and Public Affairs	#BDE-APA	5BDE-APA
Rctg Bde Resource Management	#BDE-COMP	6BDE-COMP
Rctg Bde Master Timekeeper	#BDE-DCPS	3BDE-DCPS
Rctg Bde Resource Management Budgeting Branch	#BDE-BUDGET	1BDE-BUDGET
Rctg Bde Resource Management Accounting Branch	#BDE-ACCT	2BDE-ACCT
Rctg Bde Resource Management Force Development	#BDE-FORCE	5BDE-FORCE
Rctg Bde Army Nurse Corps	#BDE-NURSE	6BDE-NURSE
Rctg Bde Headquarters Commandant	#BDE-HQCMDT	1BDE-HQCMDT
Rctg Bde Information Management	#BDE-IMO	2BDE-IMO
Rctg Bde Information Management NCO	#BDE-IMO-NCO	5BDE-IMO-NCO
Rctg Bde Information Management Help Desk	#BDE-IMO-HELPDESK	3BDE-IMO-HELPDESK
Rctg Bde Family Services Coordinator	#BDE-FSC	6BDE-FSC
Nurse Counselor (1 each)	#BDE-NURC#	2BDE-NURC1
Rctg Bn Commander (PERSONAL/EYES ONLY)	"BY-NAME"	"Doe, James"
Rctg Bn Commander (GENERIC ADDRESS)	#XBN-CDR	1ABN-CDR
Rctg Bn Sergeant Major	#XBN-SGM	2BBN-SGM
Rctg Bn Executive Officer	#XBN-XO	5CBN-XO
Rctg Bn Education Specialist	#XBN-EDSPEC	6DBN-EDSPEC
Rctg Bn Secretary	#XBN-SEC	1BBN-SEC
Rctg Bn S-1 Personnel	#XBN-S1	2CBN-S1
Rctg Bn S-3 Operations	#XBN-S3	5DBN-S3
Rctg Bn S-3 Operations USAR	#XBN-S3-USAR	6EBN-S3-USAR
Rctg Bn Training and Management	#XBN-RTNCO	1DBN-RTNCO
Rctg Bn S-4 Logistics	#XBN-S4	1CBN-S4
Rctg Bn Advertising and Public Affairs	#XBN-APA	2DBN-APA
Rctg Bn Resource Management	#XBN-BUDGET	5FBN-BUDGET
Rctg Bn Supply	#XBN-SUPPLY	6GBN-SUPPLY
Rctg Bn Terminal Area Security Officer	#XBN-TASO	3RBN-TASO
Rctg Bn Family Services Coordinator	#XBN-FSC	1EBN-FSC
Guidance Counselor (1 each)	#XBN-GC#	2FBN-GC2

4-4. Recruiting company and recruiting station BOI

a. CC:mail software and mailboxes will be distributed in accordance with the BOI shown in

table 4-2.

b. Variations of the BOI require written authorization from the Director of Information Management.

4-5. HQ USAREC BOI

CC:mail is made available to all LAN users.

**Table 4-2
Recruiting company and recruiting station BOI**

Location	User ID	Example
Recruiting Company	RSID	1A1
Recruiting Station	RSID	3M6K
Nurse Recruiting Station	RSID	4L4Z

**Chapter 5
Maintaining the CC:Mail Electronic Mail System**

5-1. General

To provide guidance and standards for cc:mail users in order to maintain an effective CC:Mail Electronic Mail System.

5-2. Mailing lists

The cc:mail administrator has the ability to place mailing lists out on the LAN cc:mail system. These mailing lists are then available to all LAN cc:mail users on that particular post office.

a. Any requests for LAN cc:mail system mailing lists must be approved by the chief of the originating directorate and the Director of Information Management.

b. The originating directorate's secretary is responsible for notifying the Help Desk of changes that need to be made to the mailing list.

5-3. Bulletin boards

The cc:mail administrator has the ability to create bulletin boards. These bulletin boards can be used to disseminate information to all users on the LAN cc:mail system.

a. Information placed on these bulletin boards must be limited to information for the general public. Directorate, division, and branch type messages should be sent utilizing their own mailing lists.

b. Bulletin board messages will be deleted after 15 days.

c. Requests for new bulletin boards must be approved by the Director of Information Management.

5-4. LAN users

LAN users will:

a. Check their cc:mail twice daily (minimum), once at the beginning of their workday and again near the end of the day. Users may increase the number of times a day they check their cc:mail to meet their needs.

b. Delete or archive messages before they reach the age of 60 days. They should be deleted or archived in accordance with records management procedures. All messages will be

deleted from the cc:mail system automatically after 180 days.

c. Report any problems with cc:mail to their directorate technical support officer.

5-5. Remote users

Remote users will:

a. Check their cc:mail (contact their home post office) at least once per day (minimum). Users may increase the number of times a day they check their cc:mail to meet their needs.

b. Process all administrative updates within 24 hours of receipt. All other messages should be read and moved to folders or read and deleted as soon as possible to avoid disk problems on dual floppy cc:mail operation (i.e., Joint Optical Information Network System). Messages should be deleted when no longer needed or archived in accordance with records management procedures.

5-6. Generic mailboxes

a. The #BDE-CDR and #BN-CDR mailboxes will be used for cc:mail normally sent to the attention of the commander. Rctg Bde and Rctg Bn commanders have a "BY NAME" mailbox for their personal or "EYES ONLY" mail.

b. The #BDE-DCPS mailbox is for the receipt of time sheets generated by the Rctg Bns. These mailboxes will be provided as each Rctg Bde is brought on line with the new Defense Civilian Payroll System.

Glossary

BOI

basis of issue

HQ USAREC

Headquarters, United States Army Recruiting
Command

ID

identification

IMO

information management officer

LAN

local area network

NCO

noncommissioned officer

Rctg Bde

recruiting brigade

Rctg Bn

recruiting battalion

RSID

recruiting station identification

USAR

United States Army Reserve

USAREC

United States Army Recruiting Command