

**BY ORDER OF THE COMMANDER
AIR EDUCATION AND TRAINING
COMMAND**

AETC INSTRUCTION 33-303

28 FEBRUARY 2012



Communications and Information

**COMMAND ENTERPRISE INFORMATION
MANAGEMENT SHAREPOINT**

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This instruction implements AFD 33-3, Information Management, 28 March 2006 and TO 00-33D-3001, AF Enterprise Information Management (EIM) Procedures for Site Owners and End Users, 15 September 2009. It outlines procedures for the command enterprise information management SharePoint process in AETC. It applies to all personnel (military, civilian and contractors) at AETC installations. This publication applies to Air Force Reserve Command and Air National Guard (ANG) if the units are utilizing AETC provided EIM-SharePoint environment. Submit suggested changes to this instruction to the office of primary responsibility (OPR) on AF Form 847, *Recommendation for Change of Publication*. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 33-363, *Management of Records*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <http://www.my.af.mil/afrims/afrims/afrims/rims.cfm>. Attachment 1 contains a glossary of the references and supporting information used in this publication. The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

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1. Purpose and Description:

1.1. AETC/A6 is responsible for establishing policy for AETC Enterprise Information Management (EIM)-SharePoint program. This document sets forth guidance and procedures for the AETC EIM-SharePoint environment and applies to all AETC installations and mission partners. The purpose of this environment is to create a standardized electronic collaborative workplace. EIM-SharePoint is a common global environment for Airmen to share and acquire information and knowledge. The mission of EIM is to provide the right information to the right individuals to support combat and mission operations through a single common platform and standardized business processes. EIM-SharePoint will be the primary tool for management of calendars, announcements, events, document libraries, document workspaces and workflows. The EIM-SharePoint environment is not to be used for storage purposes, such as file shares or shared drives. This instruction covers Roles and Responsibilities, EIM-SharePoint Environment, Personally Identifiable Information, Records Management, and Notice and Consent Banners.

1.2. Scope:

1.2.1. **SharePoint Capabilities.** AETC provides SharePoint Standard Edition to provide a command-wide capability for creating, searching, displaying, and storing information in a collaborative environment.

1.2.2. **Customer Base.** The customer base includes the bases, units, and tenants supported by the bases on the AETC Non-Secure Internet Protocol Router Network (NIPRNet) and Secure Internet Protocol Router Network (SIPRNet). Organizational SharePoint sites are available for each headquarters directorate, division, and branch; numbered Air Force; wing; group; and squadron; as well as major tenant organizations. Base site owners and unit site managers can create sub-sites in SharePoint to support

operational needs. Each unit site is allocated space to store content in the EIM-SharePoint environment.

1.2.3. Classification. The AETC NIPRNet SharePoint environment is only authorized to handle up to classification level UNCLASSIFIED. The AETC SIPRNet SharePoint environment is only authorized to handle up to the classification level SECRET.

2. Roles and Responsibilities:

2.1. AETC Director of Communications (AETC/A6). Oversees the AETC EIM-SharePoint program.

2.2. Command Knowledge Operations (AETC/A6OK):

2.2.1. Responsible for policy and provides guidance.

2.2.2. Manage the AETC EIM-SharePoint Site: <https://eis.aetc.af.mil/default.aspx>

2.2.3. Represents AETC at AF Enterprise Information Services (EIS) conference/policy governance meetings.

2.2.4. Maintains awareness of AF initiatives for organizational site best practices and standards.

2.2.5. Approve new top level site requests.

2.2.6. Direct deployment and execution of AF Enterprise Information Services (EIS) training curriculum. Maintain course updates as required.

2.2.7. Will manage the AETC EIM-SharePoint Change Control Board.

2.3. AETC Computer Systems Squadron will:

2.3.1. Provide customer support for all AETC EIM Site Owners in the form of training, consulting services on tool usage, day-to-day assistance and troubleshooting.

2.3.2. Provide and manage service request tracker for Site Owners.

2.3.3. Manage Site Owner permissions.

2.3.4. Ensure all base site owners are properly trained to maintain the EIM environment IAW with T.O. 00-33D-3001, EIM Procedures for Site Owners and End Users.

2.3.5. Maintain an organized network of base site owners along with appointment memorandums and training certificates.

2.3.6. Ensure base site owners are trained on the AF EIS curriculum within 90 days of assignment and grant permissions after training is complete

2.3.7. Provide support for maintaining and administering SharePoint features, including daily monitoring, troubleshooting, and performance analysis of the system specifically supporting AETC capabilities.

2.3.8. Continuously monitor and analyze the AETC EIM environment for performance issues and employ enhancements when required.

2.3.9. Perform regular system checks ensuring AF security and system compliance.

2.3.10. Conduct and maintain backups, patches, other system maintenance services as required. See para 3.1.1 for backup schedule.

2.3.11. Provide ad hoc reports to program office as needed for trend analysis.

2.3.12. Update and maintain contingency plan, architecture designs, and configuration documentation for AETC collaborative environment.

2.3.13. Create top site collections using the AF site templates

2.4. Base Communications Squadron Commanders:

2.4.1. Each Base Communications Squadron Commander will appoint (in writing) a primary and alternate base site owner for EIM-SharePoint and forward memorandum to AETC CSS/CC. (See Attachment 2 for a sample site owner appointment memorandum.)

2.4.2. Establish local EIM-SharePoint policy and training requirements to provide oversight and management for the EIM-SharePoint framework (i.e. site managers, end users).

2.5. Base Site Owners:

2.5.1. Maintain top-level site collections, such as <https://basename.eis.aetc.af.mil>.

2.5.2. Create sites, assign permissions, and request Active Directory (AD) security groups IAW T.O. 00-33D-3001, AF EIM Procedures for Site Owners and End Users.

2.5.3. Complete AF EIS training curriculum administered by the AETC Knowledge Operations Center.

2.5.4. Establish local training sessions using AF EIS training curriculum as provided the AETC Knowledge Operations Center. Training may include local operating procedures or requirements. Train unit site managers within 90 days of notification of assignment.

2.5.5. Maintain an organized network of site managers along with appointment memorandum.

2.5.6. Site Owners will notify Site Managers to review and move any stagnant information before increasing site storage. Follow TO-33D-3001, para 6.5.1 File Deletion Policy.

2.6. Unit Site Manager:

2.6.1. Each base-level unit, principal staff office within an organization, AETC Directorate and Staff Agencies will appoint a site manager in writing and submit to the base/HQs site owner. (See Attachment 3 for a sample site manager appointment memorandum.)

2.6.2. Must complete EIM-SharePoint training provided by the Base/HQs Site Owner.

2.6.3. Will conduct day-to-day administration and support for assigned SharePoint site, to include managing site permissions and information

2.6.4. Will assist users on how to use SharePoint functionality IAW T.O. 00-33D-3001, AF EIM Procedures for Site Owners and End Users.

2.6.5. Will identify content managers for workspaces and sites as required.

2.6.6. Will provide end user training.

3. EIM SharePoint Environment. The AETC EIM-SharePoint environment is accessible at <https://eis.aetc.af.mil> and base-level sites at <https://basename.eis.aetc.af.mil>. AETC provides a standardized electronic collaborative workplace, using the following business procedures/practices:

3.1. EIM SharePoint Administration:

3.1.1. Backups. Full backups are done on a weekly basis (Sunday) and differential backups are done daily. Full backup data is retained for 7 days and is deleted only after a more recent backup is verified

3.1.2. Recycle Bin. Use the SharePoint built-in recycle bin to restore an accidentally deleted file. The data will remain in the recycle bin for 7 days..

3.1.3. Blocked File Types. Files that may cause system vulnerabilities or security risks are blocked and cannot be uploaded to the system. Upload of a blocked file will result in a Warning Notice. By default, several standard file extensions are blocked, including any file extensions that are treated as executable files by Windows Explorer. See attachment 5 for list of blocked file types.

3.1.4. Default Maximum Upload Size. The default maximum upload size of a file is 50 MB. The Microsoft SQL Server maximum upload limit is 2 GB. Site Owners can submit requests to the AETC Knowledge Operations Center to increase the upload size. Default maximum upload size is restored back to default of 50 MB within 24 hours of the approved change request.

3.1.5. Storage. Initially each top site is set with 50 MB of storage space. Automatic notices are sent to the EIM-SharePoint Administrators and Site Owners at the 50 MB, 500 MB, and 1GB thresholds requesting more storage. Site managers will ensure a current content review is conducted and documented per para 3.3.3 of this instruction. Thereafter, storage space is increased at 2GB increments. Site Collections may not exceed 100GB due to performance issues. My Site storage space is 25 MB.

3.2. Search Configuration:

3.2.1. Sites, lists, and libraries are not hidden from search for security considerations. Use SharePoint permissions to control visibility of content.

3.2.2. All content is automatically set for search crawl, however site managers have the ability to prevent site objects from being crawled by adjusting Search visibility setting at the site level, or modifying Advanced settings at the library or list level. Note: Information will not appear in the search results immediately. Information is made available to search engine once it has been indexed. Information indexing occurs once a day, thus information will not be available until next day.

3.2.3. Site search visibility will be managed by base site owner using the Search Visibility settings under the List Settings.

3.3. SharePoint Development.

3.3.1. Adding client side scripting to out of the box web parts is authorized. For example adding JavaScript to the content editor web part is allowed.

3.3.2. Server side development encompasses any functionality added to the AETC EIM SharePoint environment that cannot be accomplished by a user within the SharePoint interface. Development includes custom code, products produced or modified within SharePoint Designer, branding, Master Pages, custom templates, custom site definitions, and custom workflows. All SharePoint software programs, applications, source code, object code, documentation and data shall be guarded and protected as property of the United States Air Force. No modifications will be made to the environment without proper Change Control Board (CCB) approval, development, testing, and Certification and Accreditation (C&A) procedures.

3.4. AETC CSS will host AF and AETC-wide applications, i.e. the Air Force Evaluation Management System (EMS). These applications are not authorized to be hosted at base-level.

3.5. Branding.

3.5.1. Master page editing is not authorized. AETC uses the AF EIM site templates which restrict the ability to edit master pages. The branding elements provided by AF are generic enough to accommodate both AETC and tenant organizations.

3.5.2. Themes. Site Owners are not authorized to change portal themes, styles, background colors, borders, or other page elements.

3.6. SharePoint Designer. Microsoft SharePoint Designer is not authorized by Site Owners, Site Managers or End users; improper use of designer can cause system malfunctions.

3.7. SharePoint Web Parts. Third party web parts are not authorized. Third party web parts can have hidden malicious codes and contents and pose a security threat to our network.

3.8. Deleting Sites and Workspaces.

3.8.1. To avoid the stagnation of information within the environment, organizations must ensure the accuracy and relevance of information within the sites.

3.8.2. The automatic site deletion feature will be disabled. This will require site owners and site managers to monitor the activity on sites and workspaces. Unused sites and workspaces should be deleted by the site manager if there was inactivity for 90 days.

3.9. Site Management & Support:

3.9.1. Permissions Levels. See attachment 4.

3.9.2. Site Contact Information. All organizational sites will have site contact information displayed.

3.9.3. Content Review. Site Managers will conduct content review and clean up of their respective sites and workspaces once every 180 days. Ensure the sites and workspaces follow the guidelines established in this guide. A "Content Review" link is located at the bottom of each organizational site and should be annotated upon completion. Most importantly, duplicate files and unnecessary working documents need to be managed based on the Records Management lifecycle. Site Owners and Records Professionals should team up in this effort to maintain document integrity and records management. Documents within the completed or finished project site must be managed in accordance with the records management disposition.

3.9.4. See attachment 5 for AETC EIM Support Workflow diagram.

3.10. AETC Site Taxonomy. The site taxonomy is per Chapter 2, Sites, in the AF TO 00-33D-3001, AF Enterprise Information Management (EIM) Procedures for Site Owners and End Users.

4. Personally Identifiable Information (PII).

4.1. Site owners and site managers need to have a heightened awareness of high impact PII (Social Security Number (SSN) stored and accessed through SharePoint. Access to documents containing PII should never be given to groups of individuals unless each person has an official need to know the information to perform their job. The AETC C-E has an approved Privacy Impact Assessment. See AFI 33-332, para 1.1.4.10 and 6.1.2. on storing PII.

4.2. Site managers should limit the number of people with administrative privileges in SharePoint to ensure access and control is not compromised.

5. Records Management. Records play a vital role in managing and operating Air Force activities. EIM-SharePoint is not authorized to store official records and is not an official records repository. Manage official records in the EIM-SharePoint environment according to the Air Force Electronic Records Management (ERM) Solution. Contact your local record professional for specific office filing procedures.

6. Notice and Consent Banner. As the AETC EIM-SharePoint enclave is a web-enabled application and not a web site, notice and consent banners will not be displayed.

MONA LISA D. TUCKER, Colonel, USAF
Director of Communications

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 33-3, *Information Management*, 8 Sep 11

AFMAN 33-363, *Management of Records*, 1 Mar 08

TO 00-33D-3001, AF Enterprise Information Management (EIM) Procedures for Site Owners and End Users, 15 Sep 09

Adopted Forms

AF Form 847, Recommendation for Change of Publication, 22 Sep 09

Abbreviations and Acronyms

AD—Active Directory

AFMAN—Air Force Manual

AFRIMS— Air Force Records Information Management System

ANG—Air National Guard

ERM—Electronic Records Management

EIM—Enterprise Information Management

GB— Gigabyte

MAJCOM—Major Command

MB—Megabyte

MOSS—Microsoft Office SharePoint Server

NIPRNet—Non-Classified Internet Protocol Router Network

OPR— Office of Primary Responsibility

POC — Point of Contact

PII— - Personally Identifiable Information

RDS— - Records Disposition Schedule

Terms

Announcements— The announcements area is the area that you will use to let the users in your SharePoint site know what is going on. The announcements area is visible from the Home page and used for posting general messages for site users.

Branding— The customizing of the standard portal site "look and feel." using Microsoft SharePoint Designer or Visual Studio.

Calendar— Use a calendar to post important dates/schedules for your group. Examples include maintenance schedules, duty rotations, etc.

Collaboration— Collaborative tools facilitate the interaction among two or more individuals and encompass a variety of behaviors, including communication, information sharing, coordination, cooperation, problem solving, and negotiation.

Content Manager— Has the ability to view, add, and modify content and documents .

Documents— After documents have been added to a document library you can edit the documents, use the Check In/Check Out feature and view all versions of a document. If you cannot perform any of these processes you may not have permission and should contact your site owner.

Documents Library— Document libraries are the most general form of libraries, being able to store virtually any type of Microsoft Office document.

Library— An area where a collection of files is stored. The two types of libraries available are document libraries and picture libraries.

List— A list is a collection of information items displayed in an area or on a site. List types include: announcements, links, contacts, events, tasks and issues. Custom lists can be created to store many other kinds of information.

Master Page— Master Pages are a template that other pages can inherit from to keep consistent functionality. The pages that inherit from Master Pages are referred to as content pages. Master Pages allow the developer to keep consistent, reusable, in one high level place, so the content pages can concentrate on their specific web-based code. This allows for easily manageable web-based applications.

Recycle Bin— The SharePoint **Recycle Bin** is the storage location where deleted files go. When you delete items on your SharePoint site, go to the **Recycle Bin** and can be restored for up to 7 days by users. Note: Documents will be restored back to their original location. Site owners also have the ability to view the recycle bins of other users.

Searching— SharePoint sites have a search feature that allows you to search the whole site or a particular list. These searches find results within Office documents and PDFs.

SharePoint— Automation tool selected to provide the user interface and document collaboration piece of EIM.

SharePoint Server Farm— Multiple machines running services for SharePoint.

Site Collection— A group of sites that exists under a top-level site and have the same owner.

Site Owner— Has full control of a top-level site and all of its sub-sites.

Site Manager— A user who can create lists and libraries, contribute to lists and libraries, and assign user permissions.

Subsite— A separate site, with individual permissions and content, stored within a main site (top-level site).

Themes— SharePoint themes represent a collection of graphics and cascading style sheets that can modify how a Web site looks. The SharePoint site settings interface provides the ability for both site administrators and site owners to customize the look and feel of their site by selecting from a pre-defined list of available site themes.

Third Party Software— Software developed by vendors

Types of Site Content— There are two basic types of content in a SharePoint site: lists and libraries.

Web Part— A customizable web page element that is typically used to display data from lists and libraries on site pages.

Workflow— A workflow is a natural way to organize and run a set of work units, or activities, to form an executable representation of a work process. This process can control almost any aspect of a work unit to include the life cycle. The workflow is flexible enough to model both the system functions and the human actions necessary for the workflow to complete.

Attachment 2

SAMPLE SITE OWNER APPOINTMENT MEMORANDUM



DEPARTMENT OF THE AIR FORCE
AIR EDUCATION AND TRAINING COMMAND

MEMORANDUM FOR AETC CSS/CC

FROM:

SUBJECT: SharePoint Base Site Owner Appointment Letter

1. This letter supersedes all previous appointments.
2. Per AETCI 33-303, para 2.4.1 the individuals listed below are designated as primary and alternate Base Site Owners.

Primary:

Name: _____ Rank/Title: _____
 Organization: _____ Office Symbol: _____
 Duty Phone: _____ E-mail: _____
 Signature of Appointee: _____

Alternate:

Name: _____ Rank/Title: _____
 Organization: _____ Office Symbol: _____
 Duty Phone: _____ E-mail: _____
 Signature of Appointee: _____

3. By signing this letter we certify that the appointee(s) have and will comply with Section 508 Compliance Information. Furthermore, I certify that all appointees have received training on, but no limited to, OPSEC, Privacy Act, FOUO, and computer-based training on "SharePoint 2007 Essentials" at IT-E-Learning via the Air Force Portal.

4. Please contact _____, DSN _____, for further information.

Commander's Signature Block

Attachment 3

SAMPLE SITE MANAGER APPOINTMENT MEMORANDUM



DEPARTMENT OF THE AIR FORCE
AIR EDUCATION AND TRAINING COMMAND

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MEMORANDUM FOR (Base Site Owner)

FROM:

SUBJECT: Appointment of Unit SharePoint Site Manager

1. Per AETCI 33-303, para 2.6.1 the individuals listed below are designated as primary and alternate Site Managers.

<u>Rank/Name</u>	<u>Office Symbol</u>	<u>Phone</u>	<u>Primary/Alternate</u>
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2. This letter supersedes all previous letters, same subject. If you have any questions, please contact _____ at _____.

Signature Block

Cc: Each Individual

Attachment 4

PERMISSION LEVELS

A4.1. Permission Levels

A4.1.1. Each customized permission level will require a detailed description depicting the level of authority being provided by the level. The base-line levels for the AETC SharePoint environment will use the following verbiage. Reference TO 00-33D-3001 for step by step instructions on how to permission sites, lists, document libraries and other SharePoint objects.

Figure A4.1. Permission Level Descriptions

Permission Level Descriptions	Limited Access	Will provide access to specific list, document library or an item or a document in a list or document library without providing access to the entire site.
	Reader	Can view items, versions, create alerts, and view pages
	Restricted Readers	Can view pages and documents, but cannot view historical versions or review user rights information.
	Visitors	Can view only
	Member	Has the ability to view, add, and modify content and documents to existing lists and libraries.
	Content Manager	Has the ability to view, add, and modify content and documents to existing lists and libraries as well as add and customize pages, lists and libraries. Has all List & Personal Rights and can add and customize pages.
	Designers	This group has access permissions similar to those of site owners. Designers can change the performance, alter the look and feel of the site, and code to the master page gallery. Designer level access is generally restricted to small set of Web Developers, Web Designers, or both.
	Site Manager	Has all content manager rights as well as the right to add, modify and delete sites and subsites
	Site Owner	Has full administrative control of the SharePoint site

A4.1.2. The AETC SharePoint environment will utilize the below permission sets as a base line for ALL sites, sub-sites and workspaces.

Figure A4.2. Permission Level

	Limited Access	Reader	Restricted Readers	Visitors	Members	Content Managers	Designers	Site Manager	Site Owner
Out-of-Box Permission Level									
Full Control									X
Design							X		
Manage Hierarchy								X	
Approve						X			
Contribute					X				
Read				X					
Restricted Read			X						
Limited Access	X								
View Only		X							
List Rights									
Manage Lists						X	X	X	X
Override Check Out						X	X	X	X
Add Items					X	X	X	X	X
Edit Items					X	X	X	X	X
Delete Items					X	X	X	X	X
View Items		X	X	X	X	X	X	X	X
Approve Items					X	X	X	X	X
Open Items		X	X	X	X	X	X	X	X
View Versions				X	X	X	X	X	X
Delete Versions					X	X	X	X	X
Create Alerts				X	X	X	X	X	X
View Application Pages				X	X	X	X	X	X
Site Permissions									
Manage Site Groups								X	X
View Usage Data								X	X
Create Subsites								X	X
Manage Web Site								X	X
Add and Customize Pages						X	X	X	X
Apply Themes and Borders							X		X
Apply Style Sheets							X		X
Create Groups									X
Browse Directories					X	X	X	X	X
View Pages		X	X	X	X	X	X	X	X
Enumerate Permissions								X	X
Browse User Information				X	X	X	X	X	X
Manage Alerts								X	X
Use Remote Interface				X	X		X	X	X
Use Client Integration Features				X	X		X	X	X
Open		X	X	X	X	X	X	X	X
Edit Personal User Information					X	X	X	X	X
Personal Permissions									
Manage Personal Views					X	X	X	X	X
Add/Remove Private Web Parts					X	X	X	X	X
Update Personal Web Parts					X	X	X	X	X

Attachment 5

BLOCK FILE EXTENSIONS

ade
adp
app
asa
ashx
asmx
asp
bas
bat
cdx
cer
chm
class
cmd
cnt
com
config
cpl
crt
csh
der
dll
exe
fxp
gadget
hlp
hpj
hta
htr
htw
ida
idc
idq
ins
isp
its
jse
ksh
lnk
mad
maf
mag
mam

maq
mar
mas
mat
mau
mav
maw
mda
mdb
mde
mdt
mdw
mdz
msc
msh
msh1
msh1xml
msh2
msh2xml
mshxml
msi
msp
mst
ops
pcd
pif
prf
prg
printer
pst
reg
rem
scf
scr
set
shb
shs
shtm
shtml
soap
stm
url
vb
vbe
vbs
ws

wsc
wsf
wsh

Attachment 6

AETC EIM SUPPORT WORKFLOW

Figure A6.1. AETC EIM Support Workflow

AETC EIM Support Workflow

