

**BY ORDER OF THE COMMANDER  
AIR FORCE INTELLIGENCE  
SURVEILLANCE AND RECONNAISSANCE  
AGENCY**

**AIR FORCE ISR AGENCY INSTRUCTION  
33-302**

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**HQ AIR FORCE INTELLIGENCE,  
SURVEILLANCE, AND RECONNAISSANCE  
COMMAND POLICY**

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This instruction provides Air Force Intelligence, Surveillance and Reconnaissance Agency (AF ISR Agency) procedures for tasking, preparing, coordinating, and staffing correspondence for the AF ISR Agency Commander and senior staff. It includes procedures for preparation of the memorandum, personalized letter, and Electronic Staff Summary Sheet (E-SSS). It provides guidance on correspondence flow and preparation correspondence for routing. To the greatest extent possible, all information workflow (the process of tasking, coordinating, and staffing correspondence) within the AF ISR Agency should be electronic. This instruction applies to all AF ISR Agency and AF ISR Agency administratively supported units worldwide and AF ISR Agency-gained Air Force Reserve units. Use this instruction along with AFMAN 33-326, *Preparing Official Communications*; AFH 33-337, *The Tongue and Quill*; and the *US Air Force Effective Writing Course Handbook*, to prepare correspondence. In those cases where there is conflicting guidance, follow this instruction. Maintain records created as a result of prescribed processes IAW AFMAN 33-363, Management of Records, and dispose of them IAW the AF Records Disposition Schedule (RDS) as found on the AF Portal at the AF Records Information Management System (AFRIMS) link. Contact supporting records managers as required. 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.

**SUMMARY OF CHANGES**

The revisions to this instruction are administrative in nature.

## Chapter 1

### GENERAL GUIDANCE

**1.1. Director of Staff (AF ISR Agency/DS).** Has overall responsibility for the workflow process, correspondence management, and preparation. Executive Services (AF ISR Agency/DSE Workflow) under the direction of AF ISR Agency/DS will:

1.1.1. Provide guidance and assistance on correspondence preparation for the AF ISR Agency. Receive, control and distribute AF ISR Agency/CC correspondence, as appropriate.

1.1.2. Serve as correspondence control and task liaison between Headquarters Air Force (HAF), Major Command (MAJCOM), and Numbered Air Force (NAF), Wing/Center Commanders and HQ 2-Ltr directorates/special staff offices.

1.1.3. Assign tasks on behalf of the AF ISR Agency/CC. Before task assignment, AF ISR Agency/DSE Workflow will conduct research to preclude task duplication and to locate and reference past or related work. Clear task instructions and processing guidance will be provided. As a general rule, task assignment will occur within 24 hours of receipt of the task item. However, time-critical task items will be assigned upon receipt.

1.1.3.1. Task instructions will include at a minimum: specific actions required to complete the task, a summary of the task, Office of Primary Responsibility (OPR) and Office of Collateral Responsibility (OCR) appointments, links to associated documents and a minimum coordination and staffing recommendation.

1.1.4. Monitor the status of task actions. Provide guidance on due date extensions, assist with retrieving packages held up in coordinating offices, and assist OPRs in reassignment of erroneously assigned actions.

1.1.5. Process staff packages destined for the AF ISR Agency/CC and senior staff. Review for clarity and administrative quality to ensure correspondence meets requirements of this instruction.

1.1.6. Establish and implement workflow process policy and procedures.

**1.2. HQ 2-Ltrs and Wing/Center Commanders will:**

1.2.1. Assign actions through controlled, established procedures within their area of responsibility, assist in determining the proper reply to complete a task (e.g., E-SSS, memorandum, flag or personalized letter) and provide additional task instructions as appropriate.

1.2.2. Ensure correspondence is essential, timely, well organized and properly coordinated. Correspondence should be processed electronically unless a hardcopy version is more appropriate (e.g., cover letter used to transmit bulky attachments).

1.2.3. Comply with security classification instructions and safeguarding according to DoD 5200.1-R, Information Security Program, Directive of Central Intelligence Directive 6/6 (DCID 6/6), Security Controls on the Dissemination of Intelligence Information, and AFI 31-401, Information Security Program Management.

1.2.4. Meet established due dates. Maintain or have access to the status of actions to ensure timely submission of replies. If a task should need additional time, the Action Officer (AO) has the authority to contact the task originator directly for the requested extension.

1.2.5. Forward OPR transfer requests to AF ISR Agency/DSE Workflow, providing sound rationale for task transfer.

1.2.6. Ensure AF ISR Agency/DSE Workflow receives task status updates during the life cycle of each task.

1.2.7. Ensure directorate organizational workflow boxes are established and managed for primary receipt of incoming tasks and packages. The organizational workflow boxes should be monitored consistently throughout the day with special attention during the first duty hour, and before departure by personnel responsible for managing tasks. Each directorate should appoint a primary and alternate task manager. Each directorate should ensure a trained task manager is available at all times to ensure the prompt, expeditious processing of taskers.

1.2.8. Each directorate will save and archive a copy of all documents signed by the AF ISR Agency/CC and Senior Staff for which it is responsible, IAW AFI 33-364.

### **1.3. Action Officers (AO) will:**

1.3.1. Be responsible for developing Air Force ISR Agency positions and responses. Actions may vary widely in importance, but all must reflect the best possible advice or guidance. The AO's responsibility for the action continues until action has been completed. The action is not complete until response has been dispatched and the requested response is accepted after leaving the AF ISR Agency.

1.3.2. Ensure proper coordination and completion of the action. Coordinate actions as fully as possible, without permitting the coordination process to evade the issues, provide watered-down advice or miss the established due date. Through the coordination process, critical issues can be identified and presented to the AO's leadership for decision. The AO is responsible for ensuring such issues are identified and not lost through vague wording or a compromise on the objective of the action. Develop the response in a timely manner. The AO should balance the objective of producing "the perfect action" against the need to complete work in a timely manner. However, high quality staff work should be the fundamental goal.

1.3.3. Ensure classified information is appropriately marked in accordance with DoD 5200.1-R, Information Security Program, Directive of Central Intelligence Directive 6/6 (DCID 6/6), Security Controls on the Dissemination of Intelligence Information, and AFI 31-401, Information Security Program Management.

1.3.4. Ensure the Wing/Center Commanders or HQ Directorates update the status during the life cycle of each task.

## Chapter 2

### INFORMATION WORKFLOW MANAGEMENT

#### 2.1. Workflow Process.

2.1.1. The workflow process can begin at any level.

2.1.2. Many actions originate external to AF ISR Agency, such as HAF, MAJCOMs, and NAFs. Correspondence directed to, or originated by, the AF ISR Agency/CC is electronically tasked by AF ISR Agency/DSE Workflow to the appropriate OPR. The workflow process usually involves three main parts; tasking, response development/coordination, and staffing for final action.

2.1.3. The current tool used by the AF ISR Agency for tasking, coordinating and staffing is Outlook Task Manager. This program will be used throughout the Agency to task and monitor staff packages.

2.1.4. AF ISR Agency/DSE Workflow is the primary task agent for the Top 4 (AF ISR Agency/CC, AF ISR Agency/CV, AF ISR Agency/CA and AF ISR Agency/DS). The following task actions are most common:

2.1.4.1. AF ISR Agency Commander's Action. Actions requiring preparation of correspondence for AF ISR Agency/CC signature are tasked to appropriate Wing/Center or HQ 2-Ltrs and require AF ISR Agency/CC approval before delivery to HAF, MAJCOM, or NAF. Each staff package is processed through AF ISR Agency/DSE Workflow after coordination through designated AOs.

2.1.4.2. AF ISR Agency/CC or Top 4 Information. Correspondence for AF ISR Agency/CC or Top 4 information is tasked/coordinates by AF ISR Agency/DSE Workflow.

2.1.4.3. Top 4 Actions. These actions require preparation of correspondence for Top 4 signature, approval or information, and can be self-generated or in response to a tasking. Unless otherwise directed, responses for these actions must be forwarded to the AF ISR Agency/DSE Workflow for further processing.

2.1.4.4. Direct Reply. A task where the OPR will respond directly to the originator without the approval or signature of AF ISR Agency/CC, or Top 4. The AF ISR Agency/DSE Workflow determines the level of response within the AF ISR Agency. When the action has been tasked by AF ISR Agency/DSE Workflow, an electronic copy of the response that satisfied the tasker will be inserted into the tasker, text updated, and closed in Microsoft Task Manager. The OPR is responsible for ensuring proper retention for all direct reply responses. Additionally, should the OPR determine a higher level of response is more appropriate, notify AF ISR Agency/DSE Workflow, annotate the tasker to reflect the current status, and process accordingly.

2.1.5. Task Acceptance and Rejection (Transfer). OPRs/AOs determine if tasks should be accepted on the behalf of their directorate. The OPR of the task is responsible for adding or clarifying task instructions and guidance before assignment. However, OPRs/AOs should NOT reject/decline any tasking from the AF ISR Agency/DSE Workflow unless the

OPRs/AOs notify the tasking agent accordingly. All rejections must be requested and justified through the AF ISR Agency/DSE workflow. Requests should be submitted electronically using the Outlook Task Manager Accept/Reject feature, sending a Task Status Report from Outlook Task Manager, or e-mail.

2.1.6. Timeliness of Rejections and Transfer Requests. Rejections and transfer requests for tasks with due dates of two weeks or less should occur within one duty day; with due dates of two weeks or more within two duty days. Tasks with a high priority require transfer request upon receipt. If known, include a recommended OPR in the justification. Requests not processed in a timely manner require justification and the name/phone number of the AO accepting the task transfer.

2.1.7. Due Date Extension Requests. Proactive requests to adjust AF ISR Agency/DSE Workflow established due dates should be elevated by the AO to the OPR for assessment and further processing. Requests received after the due date has expired will be forwarded to the AF ISR Agency/DS for review. AF ISR Agency/DSE Workflow will indicate in the task instructions if an external-agency is the final approval authority and if extension requests should be routed to that external POC. In all cases, actions will be recorded by the AO and/or task manager with appropriate annotations in the task.

2.1.8. Task Maintenance. Daily task maintenance is critical to the workflow tasking process. Task managers and AOs are responsible for recording all actions relating to a task. Typical task maintenance actions include:

2.1.8.1. Task Status Reporting. Pertinent information such as location of staff packages, task milestones, and links to task-related documents should be recorded. The "Status Report" feature is the preferred means of communicating and sharing status information. Task milestones can be recorded in the task notes and/or by using the "% Complete" feature: 0% = not started; 25% = AO working; 50% = AO coordinating response; 75% = complete response being staffed; 100% = final action complete and, if applicable, documents dispatched.

2.1.9. Hot Packages. A hot package requires the senior leader to drop whatever they are doing to review the package because the issue will affect the immediate safety and security of personnel. It may also be something needed for ongoing contingencies or war efforts, or higher headquarters has asked for an immediate response on a task. In contrast, a package will not be considered "hot" if one fails to meet the tasker due date.

2.1.10. All taskers will be due to AF ISR Agency/DSE Workflow NLT 1400L of the suspense date. If items are turned in later than 1400L on the suspense date they are considered late.

## **2.2. Coordination Process.**

2.2.1. Coordination gives affected directorates an opportunity to contribute to and comment on actions. Early involvement of all concerned directorates is crucial to fully develop an issue. A properly coordinated action considers the full range of options on the issue and presents all relevant facts. The extent of coordination depends on the nature of the action.

2.2.1.1. Preliminary Coordination. At this stage, AO-level input is sought to identify issues and strengthen the action.

2.2.1.2. Final Coordination. At this stage of coordination, concurrence or non-concurrence is requested from at least the two-digit (HQ 2-Ltr) unless delegated to a lower level.

2.2.1.3. Coordination Responses. A response to the coordination is accomplished in three ways: (1) concur, (2) concur with comments or (3) non-concur. Non-concurrences must be accompanied by specific recommended changes and supporting rationale, if appropriate. Suggested changes may also be provided with a non-concurrence; however, they must be clearly distinguished from issues on which a non-concurrence is based.

2.2.1.3.1. Critical Comments. Comments that reflect changes that must be made to the staff package before moving forward. Critical comments not incorporated should be identified before the staff package moves forward. Comments matrix should be attached.

2.2.1.3.2. Non-Critical Comments. Proposed changes to the staff package that should be considered before staff package is submitted for final action. Non-Critical Comments may also be referred to in staff work as substantive comments.

2.2.1.3.3. Administrative Comments. Comments that propose changes to the format of the staff package and not the content.

2.2.1.4. Re-accomplishment of Coordination. If substantive changes are made to the staff package, coordination must be re-accomplished. Normally, any change necessary to accommodate the nonconcurring view of one directorate will be substantive and require coordination with all concerned.

2.2.1.5. Networking. Coordination is also accomplished through the system of networking. AOs generally inherit points of contact (POCs) from their predecessor. A personally-built network provides great results.

2.2.2. Coordination normally occurs at the Wing/Center Commander or HQ 2-Ltr level.

2.2.3. To obtain 3-Ltr and below coordination on packages tasked by AF ISR Agency/DSE Workflow:

2.2.3.1. The AO is responsible for obtaining proper coordination prior to sending to the 2-Ltr. Any packages coming in for 2-Ltr coordination should have been properly staffed and coordinated at the lower levels.

2.2.4. A staff package held up in the coordination process robs the action office of suspense time and deducts from the time senior leadership has to review a package and make critical decisions. To preclude the staff package from being held up during the coordination process, each level (i.e. 4-Ltr, 3-Ltr, etc.) will have 2 duty days to complete coordination. A non-response will signify a concurrence. When a problem arises, OPRs and AOs should work with the appropriate executive officers to solve the delay. If an appropriate resolution cannot be made, OPRs and AOs may forward staff packages on to the next coordinating office and the AO will place "Coordination Not Received" in the appropriate coordination block. AF ISR Agency/DSE Workflow may also be contacted anytime during the coordination process to facilitate moving the staff package.

### **2.3. Staffing Process.**

2.3.1. Packages en route to the Air Staff, NAF, MAJCOM and AF ISR Agency Top 4 must be electronically staffed through AF ISR Agency/DSE Workflow.

2.3.2. All extraneous documents should be removed from the package prior to staffing to AF ISR Agency/DSE Workflow.

2.3.3. Top 4 staffing will take 5 duty days.

2.3.4. AF ISR Agency/DSE will return the original package to the 2-Ltr office after AF ISR Agency/CC signature or approval for dissemination, future tracking and archival IAW AFI 33-364.

**2.4. Written Communications.** Specific instructions for preparing and using written communications within AF ISR Agency are expected in accordance with AFMAN 33-326 and AFH 33-337.

**2.5. Authentication and Signature.** Electronic signature is authentication. The following types of communications require an actual signature.

2.5.1. Legal matters having policy impacts.

2.5.2. Change in policy or position having AF ISR Agency-wide impacts.

2.5.2.1. Replies to officials of higher or comparable levels outside of HQ/AF ISR Agency.

2.5.2.2. Budgetary/financial documents or issues.

2.5.2.3. Manpower/billet issues.

2.5.3. Replies to senior commanders/officials within the Air Force.

## Chapter 3

### PRESENTATION AND BRIEFING POLICY

**3.1. Overview.** The following guidance applies to the briefing policy for AF ISR Agency leadership.

3.1.1. All presentations to the CC and CV in the Commander's Conference Room (CCR) must also include invitations to the CA and the DS. This rule applies unless:

3.1.1.1. The information is privileged information.

3.1.1.2. The classification of the brief(s) requires an access not held by one of the above.

3.1.1.3. The CC or CV specifically excludes their participation.

3.1.1.4. The CA and DS may always opt out.

**3.2. Project Officer Responsibilities.**

3.2.1. The Project Officer needs to contact AF ISR Agency Protocol (DSP) and the AF ISR Agency Commander's Action Group (CCX) in order to ensure proper protocol issues are met.

3.2.2. If possible, the OPRs will be seated at the table among the AF ISR Agency leadership.

3.2.3. All presentations must be forwarded via e-mail to CCX within 2 workdays of the scheduled presentation for their review. If the file is too large to e-mail OPRs will contact CCX to make arrangements to save to the global drive per the direction of CCX.

3.2.3.1. Include with the briefing: briefing date and time, length, location, format and classification, name and office symbol of the briefer(s).

3.2.4. The Project Officer for the presentation will make hard copies of all briefs for the CC, CV, CA, and DS if they are attending. Color is not required unless it is necessary for the briefing. If the briefing is being prepared for the CC to deliver, the hardcopies should include the notes pages. Otherwise, print one slide per page for the CC and two per page for the others.

**3.3. Presentations in the Commander's Conference Room (CCR) and the Bernard A. Larger Auditorium (BALA).**

3.3.1. All presentations being given in the CCR and BALA, to any audience, must be coordinated in advance through CCX.

3.3.1.1. CCX will schedule all events being held in BALA.

3.3.2. Any Executive Assistant in the Command Section can schedule events being held in the CCR.

3.3.3. All briefings, displays, music, and other materials will be coordinated with CCX prior to submission to AF ISR AGENCY/DSE for final review.

**3.4. Video Teleconferencing Policy to AF ISR Agency/CC.**

3.4.1. All video teleconference presentations involving briefs to the CC, CV, and DS require the briefs be sent to the CCX at least 2 workdays in advance. This rule applies even if the briefs are being pushed from a distant end. This will allow AF ISR Agency leadership to have read-ahead(s) prior to the brief. This will also provide a back-up capability in the event there are technical problems with the VTC.

3.4.2. The Project Officer should contact CCX in order to ensure the brief is received and coordinated beforehand. A 2-day period will allow CCX to respond to any questions or concerns before the actual presentation.

**3.5. Adopted Form.** AF Form 847, *Recommendation for Change of Publication*.

BRADLEY A. HEITHOLD, Maj Gen, USAF  
Commander

## Attachment 1

### GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

#### *References*

DoD 5200.1-R - *Information Security Program*

Director of Central Intelligence Directive 6/6, *Security Controls on the Dissemination of Intelligence Information*

AFI 31-401 - *Information Security Program Management*

AFMAN 33-326 - *Preparing Official Communications*

AFH 33-337 - *The Tongue and Quill*

AFMAN 37-139 - *Records Disposition Schedule* replaced by AF RDS located at <https://webri.ms.amc.af.mil>

#### *Terms*

**Action Officer (AO)**—The person responsible for consolidating, preparing, coordinating, and monitoring the progress of Air Force Intelligence, Surveillance and Reconnaissance Agency documents through completion.

**Air Force Intelligence, Surveillance and Reconnaissance Agency Command Section**—Includes the Commander (CC), Vice-Commander (CV), Technical Director (CA), Director of Staff (DS), Command Chief (CCC) and Executive Services (DSE).

**AF ISR Agency/DSE (Air Force Intelligence, Surveillance and Reconnaissance Agency Director of Executive Services)**—Responsible for managing and directing the correspondence control and task tracking system for AF ISR Agency correspondence requiring action by the CC, CV, CA, DS or CCC.

**Coordination**—The process event of securing agreement in developing a policy or course of action. It involves study, discussion, resolution of differences, and may be provided through participation in boards, committees, councils, or through normal staff actions.

**Office of Collateral Responsibility (OCR)**—Any headquarters, agency or activity whose assigned function is involved to a secondary degree in a matter that is the primary responsibility of another agency.

**Office of Primary Responsibility (OPR)**—Any headquarters, agency, or activity having primary functional interest in, and responsibility for, a specific action, project, plan, program, or problem.

**Staffing**—The workflow event in which staff packages are forwarded to a decision-maker for action. This event is generally linear. For example: from the AO to the two-letter OPR once all coordination is obtained, or from the two-letter OPR to the Top 4 through AF ISR Agency/DSE Workflow.

**Tasking**—The manner in which tasks are assigned. Tasking is usually linear from the top down.

**Top 4**—For workflow process purposes, Top 4 refers to the AF ISR Agency Commander (CC), Vice Commander (CV), Technical Director (CA), and the Director of Staff (DS).

**Top-Line**—The list of two-letter (or equivalent) offices or the top delegated office for the two-letter on the E-SSS required to coordinate on the staff package.

## Attachment 2

## NAMING CONVENTIONS

**A2.1.** Naming conventions for Electronic Packages: The following table depicts mandatory naming conventions for electronic packages and related e-mail traffic within AF ISR Agency.

**A2.2.** Naming conventions were established to help everyone manage email traffic, and it is critical to use them when staffing your electronic package. In AF ISR Agency/DSE Workflow as well as the Top 4 offices, email with the word “Package” is directed to a subfolder so that electronic packages can be easily differentiated from regular email traffic. Many offices across the AF ISR Agency are doing similar things using the Microsoft Outlook rules wizard. Packages not labeled correctly could linger unnecessarily in someone’s organizational inbox.

**Table A2.1. Naming Conventions for Electronic Packages.**

ITEM	RULES	EXAMPLE
Tasks	Used when tasking an item. Task should include the unique number the tasking organization assigns (i.e. Tsk: YYMMDD-01) and subject of the task requested.	Tsk: 051018-01 Briefing for COMACC
Packages	If the package correlates to a task, the reply must be imbedded in the original task request to avoid duplication in task bars.	Pkg: Briefing for COMACC
Correspondence	For general correspondence start the e-mail with “Pkg:” no unique number task identifier will be assigned to general correspondence.	Pkg: Electronic staffing policy (e-staffing).
OPRs	Used when sending an Officer Performance Report. Name should include individual’s name and closeout date.	(FOUO) OPR: Capt Jane Doe: c/o 1 Jan 08
EPRs	Used when sending an Enlisted Performance Report. Name should include individual’s name and closeout date.	(FOUO) EPR: SSgt John Doe: c/o 1 Jan 08
DEC	Used when sending a Decoration Submission. Name should include the type of decorations being awarded, individual’s name and presentation date.	(FOUO) MSM MSgt Jim Doe; Present Date 10 Sep 08
Cancellation Requests	If a directorate feels that a task needs to be cancelled, then start the e-mail with “Cancel Request:” followed by the complete title from the task.	Cancel Request: Tsk: 051018-01, Title of Tasker
Transfer Requests	If a directorate feels that a task needs to be transferred, then start the e-mail with “Transfer Request:” followed by the complete title from the task.	Transfer Request: Tsk: 051018-01, Title of Tasker

## Attachment 3

## INFORMATION WORKFLOW MANAGEMENT AND TASK DUE DATES

Table A3.1. Correspondence Control and Task Tracking Guide.

TASK		DESCRIPTION	*DUE DATE	THE "FLOW"
1	Appropriate Action	OPR determines response necessary, type and timing.	N/A	DS Actions: Forwards task instructions to AF ISR Agency/DSE Workflow to task to appropriate directorate.
2	Direct Reply	OPR responds to originator without approval or signature	N/A	AF ISR Agency/DSE Workflow Actions: Builds task in task manager Assigns identifying number. Assigns due date (if applicable).
3	Three/Four Star General Correspondence	Requires response to correspondence from three/four star general or equivalent.	3 to 5 workdays	Attaches applicable source documents. Distributes task to OPR. The OPR will disseminate to the OCRs.
4	Notes from AF ISR Agency/CC or Command Section	AF ISR Agency/CC or Command Section questions. Use ESSS to transmit information/response.	1 to 10 workdays	Reports status of late tasks to AF ISR Agency/DSE Workflow.  Reviews submitted response. Returns original staff

5	Electronic Staff Summary Sheet (E-SSS)	Required to transmit correspondence for action/info to AF ISR Agency/DS and above.	3 to 5 workdays	<p>package to OPR thru 2-letter task manager workflow or calls OPR upon request or instruction.</p> <p>OPR Actions: If accepts task, submits copies to AF ISR Agency/DSE Workflow by due date, generally NLT 1400 date due.</p> <p>If accepts task but cannot meet due date, OPR/AO has the authority to call the task originator to request an extension. Annotate the tasker to reflect the approved suspense date.</p> <p>If task is completed/canceled, but still in AF ISR Agency/DSE tracking system, insert completed products into tasker, annotate, and close tasker.</p> <p>Only DS or equivalent can sign request to cancel action.</p> <p>OCR Actions: Assists OPR in completing case.</p>
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**Note:** (\*) Due date indicated represents standard for task.



## Attachment 4

### ELECTRONIC WORKFLOW CHECKLISTS

**A4.1.** The following checklist is provided for AF ISR Agency members to use as guidance and recommendation for completing tasks and packages.

#### A4.1.1. E-SSS Specific Guidance:

All Packages going to AF ISR Agency/CC will have CV and DS on Top-line coordination.  
All packages involving enlisted personnel will have AF ISR Agency/CCC on Top-line coordination.

All electronic approval and coordination will be done using “//SIGNED//Surname, Rank, Date”.

#### A4.1.2. Tasking Items Using Outlook Task manager:

Double Click in the area that reads ‘click here to add new task’; untitled window will appear.

Begin by titling the task using the following naming conventions:

If original task not received from AF ISR Agency/DSE Workflow, then use the following naming convention: Office Symbol.YYMMDD##. Package Title e.g. 051002-01.

Set due date block.

Fill in the ‘TO’ block as you would an e-mail; ensure you send to Workflow Boxes.

Verify the subject line and ensure it is in proper convention.

Go to the instruction block and provide detailed instructions and be sure to include things like: level of coordination and disposition instructions as well as POC and phone number.

Use ‘Attach’ function from the toolbar to insert documents the AO needs.

Click ‘Send’.

Verify that the task shows up on your Org Task list.

#### A4.1.3. Accepting Tasked Items Using Outlook Task:

An e-mail will appear in your Workflow Box; once opened, you can accept or decline the task.

Choose accept.

Item will now show on your Org Task list, and a receipt message will return to the sender.

Contact DSE Workflow before declining a task to discuss OPR/AO situation/concerns. OPR/AO will need to input a justification/reason why declining the task into the text message before assigning back to DSE Workflow.

#### A4.1.4. Task Manager Org In-box Management:

View items in Org In-box: First duty hour, throughout the day, and before departure (number of looks predicated by level of traffic).

First look for any item marked task request, update, or complete.

Open all such e-mails:

Begin with updates, they will disappear once closed.

Next completed tasks, once read move to the completed task folder below the inbox.

Finally, task requests, accept or decline as necessary (if declining, need insert justification).

Review Task Extensions.