



6 AUGUST 2015

Communications

AF PORTAL PROCEDURES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

ACCESSIBILITY: Publications and forms are available on the e-Publishing website at www.e-Publishing.af.mil for downloading or ordering.

RELEASABILITY: There are no releasability restrictions on this publication.

OPR: NGB/A6CK

Certified by: NGB/A6
(Col James S. Stuart)

Pages: 5

This publication implements policy and procedural guidance with respect to establishing, operating, and maintaining AF Portal site in the Air National Guard. It covers roles and responsibilities, training and mandatory content items. This instruction applies to all Air National Guard personnel. Ensure that all records created as a result of processes prescribed in this instruction are maintained in accordance with Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of in accordance with the Air Force Records Information Management System Records Disposition Schedule (RDS) located at <https://www.my.af.mil/gcss-af61a/afrims/afrims/rims.cfm>. Send all recommended changes or comments to NGB/A6CK, 3501 Fetchett Ave. Joint Base Andrews, MD 20762, through appropriate channels, using AF Form 847, Recommendation for Change of Publication. The authorities to waive wing/unit level requirements in this publication are identified with a Tier (“T-0, T-1, T-2, T-3”) number following the compliance statement. See AFI 33-360, *Publications and Forms Management*, for a description of the authorities associated with the Tier numbers. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the Publication OPR for non-tiered compliance items.

1. Overview. With AF Portal guidance lacking, it was determined that an ANGI should be written to assign responsibilities and provide general guidance on maintaining AF Portal sites, training and mandatory content items.

2. Roles and Responsibilities

2.1. NGB/A6CK serves as the MAJCOM level support for Wing Portal Content Managers (PCMs). This office will:

2.1.1. Maintain a list of Wing PCMs and training certificates using the ANG SharePoint site located at: <https://eis.ang.af.mil/func/CI/kom/Pages/AF%20Portal.aspx>

2.1.2. Provide customer support to Wing PCMs with regard to troubleshooting, editing, and system error questions. NOTE: Customers will be referred to their Wing PCM in the event they contact NGB/A6CK prior to contacting the Wing representative.

2.1.3. Provide policy updates either via email or SharePoint announcements upon receipt from the Enterprise Content Help Center (EHC).

2.2. **Wing CC.** Commanders are ultimately responsible for the content of information posted on Wing Portal pages. They will:

2.2.1. Appoint a PCM via appointment letter (See **Attachment 2**). PCMs should have all required training completed within 30 days of assignment. The wing or base-level Content Manager should be a Knowledge Manager (AFSC 3DXXX or civilian equivalent) to the maximum extent possible.

2.3. **Wing Portal Content Manager.** The PCM serves as the primary administrator for the Wing portal site. The PCM will:

2.3.1. Serve as main point of contact for all base level Portal inquiries and troubleshooting.

2.3.2. Serve as liaison between NGB/A6CK and the Wing when issues cannot be resolved.

2.3.3. Establish internal content management processes for the editing, approval and publishing of content.

2.3.4. Grant publishing rights to sub-level Content Publishers (CP).

2.3.5. Ensure compliance with all laws and policies such as Title 42, U.S.C, Section 508, *Rehabilitation Act of 1998*.

2.3.6. Complete Air Force Portal Content Management training within 30 days of appointment. **(T-1)**. This training is located on the Air Force Portal at https://aetc.csd.disa.mil/kc/main/kc_frame.asp?blnWhatsNew=True

2.3.7. Ensure AF Portal training is accomplished and documented for additional Content Managers and Portal Content Publishers. This training will be accomplished via ADLS located in the AF Portal. If needed, develop localized training in addition to the CBTs provided via ADLS.

2.3.8. Perform audit of Wing's AF Portal page every 180 days to ensure applicability and currency of information. This audit will also include but is not limited to, validating all links on Wing Portal pages to include the accomplishment of the "dead links" report sent via email from EHC. The PCM may delegate to PCPs as applicable.

2.4. **Portal Content Publisher (PCP).** The PCP is responsible for overseeing the **content** at the local Portal page only. The PCP will:

2.4.1. Add, edit and retire content at the local level within the Publishing Content Portal (PCP) environment.

2.4.2. Address any issues with page design to the PCM.

3. Training. It is critical to the success and validity of the Organization's AF Portal page that quality training is provided and taken. **(T-1)**. This training is now available via the Air Education & Training Command (AETC) website located at https://aetc.csd.disa.mil/kc/main/kc_frame.asp?blnWhatsNew=True

3.1. Upon completion of training, a copy of the training certificate should be sent to the PCM (see [paragraph 2.3.7](#)). PCMs will send training certificate in accordance with [paragraph 2.1.1](#).

4. Mandatory Content Items. Our active counterparts and Guardsmen in JFHQs and on active duty installations do not have access to the ANGEN SharePoint. Therefore, pertinent base information still needs maintaining on the AF Portal. NGB/A6CK recommends each Wing only have one AF Portal site, no sub sites. This will remove the level of burden and maintenance on each Wing. The primary site must maintain the following at a minimum, but can be adjusted based on mission and applicable facilities. **(T-1)**.

4.1. Hours of Operation. This would include: Base Services, Supply, Medical Group, Gate Hours and Base contact information.

4.1.1. Leadership Information. This would include: Contact information, Bios, Position, Mission, Vision and/or goals, OWA Access Information

4.1.2. Phone Numbers. Frequently Used Numbers, Emergency Numbers, Command Post

4.1.3. Links. Portal pages should include at a minimum: SharePoint, JFHQ, Link to Public Site and UTA Calendar.

4.1.4. Contact the Content Manager. Name and Rank of member, DSN and commercial phone and email address. Last Reviewed Date should also be included in this field.

STANLEY E. CLARKE III, Lieutenant General,
USAF
Director, Air National Guard

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION***Abbreviations and Acronyms*

ADLS—Advanced Distributed Learning Service

AF—Air Force

AFSC—Air Force Specialty Code

ANGEN—Air National Guard

ECHC—Enterprise Content Help Center

PCM—Portal Content Manager

PCP—Portal Content Publisher

JFHQ—Joint Forces Headquarters

Attachment 2

[SAMPLE APPOINTMENT LETTER UNIT/ORGANIZATIONAL LETTERHEAD]

MEMORANDUM FOR NGB/A6CK

FROM: Unit/Organizational Commander

SUBJECT: XXXth Wing Air Force Portal Content Manager Appointment Letter

1. IAW ANGI 33-XXX, the following named personnel are appointed (AF Portal Content Manager) to perform the duties of this position.

NAME	RANK	OFFICE SYM	DUTY PHONE
------	------	------------	------------

Primary

Alternate

2. The above named personnel have received the technical training required for the position. (Ref: ANGI 33-XXX, AF Portal Procedures)

Signature block

Attachments: training certificates