

**BY ORDER OF THE COMMANDER
AIR FORCE GLOBAL STRIKE COMMAND**

**AIR FORCE GLOBAL STRIKE COMMAND
INSTRUCTION 90-101**



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Special Management

**STRATEGIC COORDINATION AND
RESOLUTION PROGRAM (SCRP)**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This supplement implements Department of the Air Force Policy Directive (DAFPD) 90-16, *Studies and Analysis* and Air Force Policy Directive (AFPD) 90-70, *Enterprise Data Management*. This instruction provides guidance and procedures for the AFGSC Strategic Coordination and Resolution Program (SCRP). This instruction applies to all Regular Air Force, Department of the Air Force civilian personnel, and contractors, if included in the applicable contract, assigned to AFGSC or tasked with the responsibility to operate, maintain, control, secure, inspect, manage, and account for nuclear equipment including AF NC3 systems and applications, or accomplishing any nuclear-related tasks. Ensure all records created resulting from processes prescribed in this publication are maintained IAW AFI 33-322, *Records Management and Information Governance Program*, and disposed of IAW the Air Force Records Disposition Schedule located in the Air Force Records Management System. Refer recommended changes and questions about this publication to the OPR using the DAF Form 847, *Recommendation for Change of Publication*. Route DAF Forms 847 from the field through the appropriate functional chain of command. This publication may be supplemented at any level, but all supplements must be routed to the OPR of the publication for coordination prior to certification and approval. The authorities to waive wing/unit level requirements in this publication are identified with a Tier (“T-0, T-3”) number following the compliance statement. See DAFMAN 90-161, *Publishing Processes and Procedures*, 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. This publication provides guidance and procedures for the AFGSC SCRCP.

1.1. SCRCP in the Operational Context. Timely, accurate, and pertinent planning and action is imperative for conducting integrated air, space, and cyberspace operations for multi-domain command and control. Lack of a coordinated project implementation and issue resolution process degrades our ability to conduct and support operations with the certainty required to support the National Defense Strategy and other national military objectives. A deliberate approach to collaboration, analysis, coordination, and implementation is required to enable project completion and issue resolution at the speed of relevance. The SCRCP supports this approach by coordinating efforts to improve the unit and execute the mission.

1.2. Purpose. The SCRCP is designed to enhance readiness or improve combat capability by providing AFGSC and its subordinate units with an established, proactive, and enduring project planning, implementation, and issue resolution process.

1.3. SCRCP Process. The SCRCP involves four distinct components: the Commander's Resolution Council (CRC), the Commander's Resolution Office (CRO), Standardized Assessment Processes, and the Coordination and Resolution Tracking Mechanism (CRTM).

1.3.1. Commander's Resolution Council (CRC). The CRC provides guidance and oversight of project implementation and issue resolution management within AFGSC. It is the advisory and decision-making authority for the SCRCP.

1.3.2. Commander's Resolution Office (CRO). The CRO promotes collaboration, coordination, and visibility among internal and external entities to ensure efficiency and effectiveness within AFGSC project implementation and issue resolution processes. It is the Program Management Office (PMO) for the SCRCP.

1.3.3. Standardized Assessment Processes. Standardizing internal and external assessment processes ensures consistent, effective project management and issue identification, resulting in relevant data collection, accurate trend analyses, thorough project management plan (PMP) and corrective action plan (CAP) development and implementation, and effective issue resolution.

1.3.4. Coordination and Resolution Tracking Mechanism (CRTM). The CRTM provides a collective tracking mechanism for PMPs and CAPs. It is designed as the primary tool for the SCRCP to ensure timely implementation and evaluation of projects and issue resolution initiatives.

1.4. Though the CRO can assist in establishing procedures for developing project plans and accomplishing issue resolution actions, the responsibility for project or issue resolution implementation will remain with the designated Office of Primary Responsibility (OPR). OPRs will ensure that periodic updates for their PMPs and CAPs are annotated in the CRTM. A CAP will remain open until all identified Doctrine, Organization, Training, Materiel, Leadership and Education, Personnel, Facilities, Policy, and Interoperability (DOTMLPF-PI) changes have been coordinated, implemented, and evaluated for effectiveness.

1.5. The SCRCP does not bypass the chain of command. The SCRCP is a process that works alongside the chain of command to review project implementation and issue resolution processes by appropriate command teams, functional managers, and functional subject matter experts.

2. Roles and Responsibilities.

2.1. The AFGSC Commander (AFGSC/CC):

- 2.1.1. Leads the AFGSC SCRП and retains full command authority over all matters before the SCRП.
- 2.1.2. Serves as Chairperson of the CRC.
- 2.1.3. Ensures the SCRП meets the goals of AFGSC and the needs of AFGSC Airmen and commanders at all levels.
- 2.1.4. Approves AFGSC/A9 organizational/operational assessment focus areas.
- 2.1.5. Designates PMPs and CAPs for CRO oversight when warranted.
- 2.1.6. Advocates for collaboration and coordination support from relevant external agencies for designated PMPs and CAPs through the SCRП Process.

2.2. The AFGSC Deputy Commander (AFGSC/CD):

- 2.2.1. Oversees the AFGSC CRO as delegated by the AFGSC/CC.
- 2.2.2. Serves as Deputy Chairperson of the CRC.
- 2.2.3. Approves prioritization of designated PMP/CAP-directed actions, and takes any other actions directed or delegated by the AFGSC/CC.

2.3. Commander's Resolution Council (CRC):

2.3.1. Membership.

2.3.1.1. Mandatory Members.

- 2.3.1.1.1. Chairperson. AFGSC/CC.
- 2.3.1.1.2. Deputy Chairperson. AFGSC/CD.
- 2.3.1.1.3. HQ AFGSC Staff. Chief of Staff (AFGSC/CoS), Command Chief, Director of CRO, Director of Analyses, Assessments and Lessons Learned (AFGSC/A9).
- 2.3.1.1.4. Administrative Secretariat.

2.3.1.2. **Ad-Hoc Members.** Others as determined by meeting agendas or the CRC Chairperson, CRC Deputy Chairperson, or AFGSC/CoS.

2.3.2. Roles and Responsibilities.

- 2.3.2.1. Serves as an advisory and decision-making authority for the SCRП.
- 2.3.2.2. Reviews and approves SCRП standards and requirements.
- 2.3.2.3. Reviews and approves PMPs and CAPs to be designated for CRO oversight.
- 2.3.2.4. Maintains situational awareness over all PMPs and CAPs designated for CRO oversight.
- 2.3.2.5. Serves as a source of expertise to advise HQ AFGSC leaders on all matters pertaining to project implementation and issue resolution initiatives.

2.3.2.5.1. Provides guidance on matters involving PMP/CAP implementation issues and setbacks.

2.3.2.6. Reviews and approves PMPs and CAPs necessitating Command-level authorization.

2.3.2.7. Reviews and coordinates requests for resources that require Headquarters Air Force (HAF)-level or higher approval.

2.3.2.8. Uses historical data and Lessons Learned from similar issues and/or programs to assist in the evaluation of designated large-scale PMPs and CAPs.

2.3.2.9. Evaluates risks associated with PMP and CAP implementation as warranted.

2.3.2.9.1. Recommends methods to mitigate risks identified during CRC proceedings. Where risks cannot be mitigated, the CRC-adjudicated risk assessment shall be accepted by the appropriate level of authority, or the CRC will disapprove the associated PMP/CAP for implementation.

2.3.2.10. Reviews progress of selected PMPs and CAPs determined by the AFGSC/CC.

2.3.2.11. Verifies closure of designated large-scale PMPs and CAPs.

2.3.2.12. Members advocate for project implementation and issue resolution within their command or area of functional responsibility.

2.4. AFGSC/Chief of Staff (CoS):

2.4.1. Coordinates with CRO on project and CAP-directed action directives that require coordination through Task Management Tool (TMT) processes.

2.4.2. Assists with coordination of Headquarters (HQ) AFGSC staff directorates for designated PMP/CAP developments, project and CAP implementations, and evaluation processes as required.

2.4.3. Aids in the collaboration and coordination with relevant external agencies for designated PMPs and CAPs through the SCRCP Process.

2.5. Commander's Resolution Office (AFGSC/CCZ):

2.5.1. Serves as the PMO for the AFGSC SCRCP.

2.5.2. Serves as Administrative Secretariat for the CRC.

2.5.3. CRO Director serves as the primary SCRCP advisor to the AFGSC/CC and the CRC.

2.5.4. Provides guidance and establishes processes for the SCRCP, to include developing standards for project and issue resolution implementation under the SCRCP as endorsed by the CRC.

2.5.5. Collaborates with designated representatives from HQ AFGSC staff agencies and subordinate units to facilitate communication, knowledge sharing, and problem-solving related to designated project and issue resolution initiatives.

2.5.5.1. Authorized direct authority (DIRLAUTH) to collaborate with designated representatives of AFGSC subordinate units as needed.

2.5.6. Coordinates with designated representatives from HQ AFGSC staff agencies and subordinate units to facilitate a timely, effective, and holistic approach to designated PMP and CAP implementation.

2.5.7. Collaborates and coordinates with higher-level authorities, federal agencies, and other external entities to improve mutual processes, eliminate redundancies, and streamline project implementation and joint issue resolution efforts concerning AFGSC platforms.

2.5.7.1. Develops and implements processes and relationships with external entities to facilitate communication, information sharing, and problem-solving regarding issue resolution initiatives for AFGSC.

2.5.7.2. Authorized DIRLAUTH to collaborate with AFGSC external stakeholders such as: HAF designated representatives, other Major Command (MAJCOM) directorates, sister military branches, universities, industry partners, small businesses, and any other industry or governmental organization as needed.

2.5.8. Ensures designated PMPs and CAPs align with AFGSC's vision, mission, goals, and strategic objectives.

2.5.9. Oversees the CRTM.

2.5.9.1. Ensures designated PMPs and CAPs are uploaded in the CRTM.

2.5.9.2. Monitors/tracks the progress of designated PMPs and CAPs in the CRTM.

2.5.9.3. Coordinates with designated OPRs to ensure timely CRTM updates.

2.5.9.4. Ensures CRTM records are accurate, thorough, and complete.

2.5.10. For PMPs and CAPs identified as AFGSC/CC priority, validates that all PMP/CAP components are complete and associated Measures of Performance (MOPs), and Measures of Effectiveness (MOEs) are thoroughly evaluated prior to closure.

2.5.11. Coordinates with designated OPRs if setbacks arise in designated PMP or CAP implementation and elevates issues to CRC if warranted.

2.5.12. Conducts and briefs comprehensive risk assessments of designated PMPs and CAPs to the CRC when necessary, referencing DAFPAM 90-803, *Risk Management (RM) Guidelines and Tools*.

2.5.13. Prepares AFGSC/CC and other senior leadership for external agency meetings pertaining to designated project implementation and issue resolution initiatives through comprehensive, point-focused pre-briefs and prepared documents when requested.

2.5.14. Provides internal and external collaboration and coordination support to AFGSC/A9 on studies, analyses, and projects when requested.

2.5.15. Assesses ongoing HAF and external agency efforts that may benefit from AFGSC participation.

2.5.16. Provides guidance on standardized assessment processes to HQ AFGSC staff and subordinate units.

2.5.17. During urgent needs for change, assists with coordinated response efforts.

2.6. AFGSC/A9 Analyses, Assessments and Lessons Learned:

- 2.6.1. AFGSC/A9 Director serves as the primary analytics advisor to the CRC.
- 2.6.2. Updates standardized assessment processes as needed.
- 2.6.3. Maintains Assessment Cycle Calendar of identified functional area, unit, and topical assessments.
- 2.6.4. Completes organizational/operational assessments as determined by the Assessment Cycle Calendar.
 - 2.6.4.1. Completes additional organizational/operational assessments as directed by the AFGSC/CC.
- 2.6.5. Provides subject matter expertise, operational concepts, and capability performance data for designated project and issue resolution initiatives to the CRO when required.
- 2.6.6. Provides analytical support for designated PMP/CAP development when required.
- 2.6.7. Provides technical support for the CRTM host database platform.
- 2.6.8. Collaborates with the CRO when operational Lessons Learned and subsequent recommendations are designated for CRO oversight.
- 2.6.9. Coordinates with the CRO to ensure operational Lessons Learned and best practices are effectively communicated throughout the Command prior to future operational events and exercises, facilitating a proactive and interactive AFGSC Lessons Learned Program.

2.7. AFGSC/A1 Manpower and Personnel:

- 2.7.1. Advises the CRC and CRO, when warranted, in determining and/or validating manpower requirements as designated PMPs/CAPs evolve and on the manpower impact of organizational changes and force structure resizing or realignment proposals.
- 2.7.2. Assists in applying Continuous Process Improvement (CPI) methodologies within CAP implementation processes IAW AFI 38-401, *Continuous Process Improvement (CPI)*.
 - 2.7.2.1. Provides Green Belt and/or Black Belt practitioners, when requested, to assist in using CPI methodologies to develop CAPs for issue resolution.
 - 2.7.2.2. Aids in developing PMP/CAP key performance and effectiveness measures when requested.

2.8. AFGSC/A3OR Readiness Reporting Office:

- 2.8.1. Identifies AFGSC Functional Area Managers (FAMs) to advise the CRC and CRO, when warranted, on the AFGSC force readiness impacts of designated PMP/CAP implementation to mitigate negative impacts and enhance positive outcomes. These designated tasks must be identified within the Defense Readiness Reporting System.

2.9. AFGSC/Financial Management (FM):

- 2.9.1. Advises the CRC and CRO, when warranted, on resource allocation based on current programmed funds.
 - 2.9.1.1. Coordinates with appropriate directorates and external agencies to identify funding solutions for PMP and CAP-associated actions as requested.

2.9.1.1.1. If it is determined that a unit or directorate can fund the solution from local resources, AFGSC/FM will present the proposed solution to the CRC for approval and implementation.

2.9.1.1.2. AFGSC/FM will report approved PMP and CAP-associated actions which are not supported under any Program Element (PE), to the CRC.

2.10. Commander's Action Group (AFGSC/CCX):

2.10.1. Collaborates and coordinates with the CRO on designated tasks or projects received from HAF or higher-level authorities and external agencies.

2.11. AFGSC/Inspector General (IG):

2.11.1. Collaborates and coordinates with the CRO on CAP development when unsatisfactory NSI findings are designated for CRO oversight.

2.11.2. Ensures designated PMP/CAP implementations are IAW requirements outlined in DAFI 90-302, *The Inspection System of the Department of the Air Force*.

2.11.3. Validates CAPs associated with inspection findings prior to closure IAW DAFI 90-302.

2.12. AFGSC/Safety (SE):

2.12.1. Advises the CRC and CRO, when warranted, on AFGSC safety impacts of designated PMP/CAP implementation to mitigate negative impacts and enhance positive outcomes.

2.12.2. Collaborates and coordinates with CRO on CAP development when unsatisfactory safety findings are designated for CRO oversight.

2.13. AFGSC/Historian (HO):

2.13.1. Provides historical reach back capability during AFGSC organizational/operational assessments as requested.

2.13.2. Provides historical reach back capability during designated PMP/CAP developments as requested.

2.13.3. Archives updated SCRPs guidance, processes, and Lessons Learned annually.

2.14. AFGSC Directorates, Functional Managers, and Subordinate Units:

2.14.1. Designate point of contact (POC) for SCRPs tasks and projects when assigned to the directorate, functional manager, or subordinate unit.

2.14.2. Collaborate and coordinate with the CRO on project implementation and CAP development/implementation when designated as OPR or Office of Collateral Responsibility (OCR) as needed.

2.14.3. Input data and track progress for designated projects and CAP-directed actions through the CRTM IAW CRTM Business Rules.

2.14.4. Collaborate and coordinate with other units, directorates, and/or external agencies during designated PMP/CAP development and implementation when warranted.

- 2.14.4.1. Recommend Subject Matter Experts (SMEs) that may have interest in or pertinent knowledge of the designated project or issue when warranted.
- 2.14.5. Forward designated PMP/CAP implementation issues that require material, funding, and/or doctrinal resolution to the CRO when warranted.
- 2.14.6. Disseminate designated PMP and CAP initiative information to subordinate leadership for appropriate internal dissemination and notification.

3. SCRP Process.

3.1. Project Management and Issue Resolution.

3.1.1. The AFGSC/CC is the approval authority for designating PMPs and CAPs for CRO oversight.

3.1.2. **Requests for PMP and CAP CRO Oversight.** AFGSC HQ staff requests for PMP or CAP CRO oversight are submitted through the CRTM portal, hosted through the Envision platform. Users must have an account on Envision to obtain access to the portal. All requests for platform access must be submitted through the CRTM *Requests* tab. The CRO will record all updates, modifications, and approval/disapproval to the request in the SCRP Request Tracker. If approved, the CRO will notify the requesting agency and upload the requested PMP or CAP into the CRTM for tracking and record the associated CRTM *Report Title* in the SCRP Request Tracker. The SCRP Request Tracker will be disseminated to HQ AFGSC directors on a quarterly basis.

3.2. SCRP Process.

3.2.1. **Initiation.** The AFGSC/CC and CRC initiate the SCRP process by designating a project or CAP for CRO oversight. AFGSC HQ staff and subordinate units initiate the SCRP by sending the initial SCRP Request Form through the CRTM portal.

3.2.1.1. **Submissions.** The CRO will not initiate data calls to solicit new PMPs and CAPs from the enterprise. If an agency is unsure if a PMP or CAP warrants submission into the SCRP or questions a solution or strategy for a designated PMP or CAP, they should contact the CRO. AFGSC HQ staff should submit requests for PMP/CAP CRO oversight to the CRO as needed.

3.2.1.2. **Feedback Process.** AFGSC HQ staff and subordinate units may make and view updates to their respective PMPs and CAPs via the CRTM. They may also request updates regarding a PMP or CAP they proposed for CRO oversight from the assigned CRO at any time during the process. The CRO will provide CRO Recommendations to any internal agency requesting assistance or feedback on PMP/CAP development or implementation through the *Requests* tab located in the CRTM.

3.2.1.3. **Issue Resolution.** Organizational/operational issues without an associated report may be designated for CRO oversight. In this case, the CRO will initiate collaborative processes with relevant agencies to develop a report for the identified issue. If the issue is determined to require additional assessment, the CRO will forward the request for further assessment to the CRC for approval.

3.2.2. Collaboration and Coordination. The CRO will facilitate collaboration and coordination with relevant internal and external parties to ensure cross-communication and synchronization of efforts.

3.2.3. Commander's Resolution Council (CRC). The CRC is chaired by the AFGSC/CC and comprised of AFGSC senior leaders. AFGSC HQ Directors may attend CRC meetings to request approval for PMP/CAP tasks requiring Command-level authorization, resource requests that require HAF-level or above coordination, and/or seek guidance on matters involving project and issue resolution setbacks or risk management strategies. The CRO Director will provide status updates on designated PMPs and CAPs as determined by the AFGSC/CC as well as updates on PMPs and CAP closures. Additionally, the CRO Director will present new requests for PMP and CAP CRO oversight to the CRC for discussion and approval.

3.2.4. Implementation. After collaboration with relevant agencies, each PMP/CAP will be assigned an OPR. The assigned OPR will be responsible for ensuring all specific tasks associated with the designated PMP or CAP are completed IAW their established timelines and that all established MOPs and MOEs are conducted and thoroughly evaluated.

3.2.4.1. Task Management Tool (TMT). Specific tasks derived from designated PMPs and CAPs may be assigned to the appropriate internal agency via TMT IAW AFGSC Business Rules. TMT can also be used to coordinate with or task external agencies and subordinate units. OPRs for designated PMPs and CAPs are responsible for tracking and managing any respective tasks assigned through the TMT process and for recording associated TMT tracking numbers in the CRTM.

3.2.4.2. CRTM. The CRO is responsible for monitoring the CRTM to ensure the CRTM is being updated correctly, and that designated PMPs and CAPs are progressing along their established timelines. The CRO will notify OPRs if there are missing or incorrect CRTM updates and will notify the CRC if a designated PMP or CAP misses a milestone on the established timeline as warranted.

3.2.4.2.1. Timeline Adjustments. If completion of an established milestone for a designated PMP or CAP is 14 days past due, the CRO will collaborate and coordinate with the OPR to determine a course of action (COA) to bring the PMP/CAP back on track or provide justification for adjusting the PMP/ CAP timeline. Timeline adjustments with justification for designated PMPs/CAPs must be recorded in the CRTM.

3.2.5. PMP and CAP Closure. The approval authority for closure of PMPs and CAPs is the associated OPR. For CAPs associated with inspection findings, the AFGSC/IG will validate all CAP components are complete and associated MOEs are thoroughly evaluated prior to closure IAW DAFI 90-302. For PMPs and CAPs identified as AFGSC/CC priority, the CRO will validate that all components of the designated PMP or CAP are complete and associated MOEs have been thoroughly evaluated prior to closure. Closure of AFGSC/CC priority PMPs and CAPs will be briefed to the AFGSC/CC at CRC meetings.

4. Internal and External Processes.

4.1. Intent. This section briefly outlines internal and external processes of AFGSC that may produce PMPs and CAPs designated for CRO oversight by the AFGSC/CC and CRC.

4.2. Internal Processes.

4.2.1. **AFGSC Organizational/Operational Assessments.** Assessments conducted as outlined in the Assessment Cycle Calendar are AFGSC/CC-directed and highlight the AFGSC/CC's priorities and focus areas. PMPs and CAPs produced from these assessments will be designated for CRO oversight and assessed, measured, and reported in the CRC's battle rhythm events.

4.2.2. **Other Internal Processes.** PMPs and CAPs derived from the following internal processes may be designated for CRO oversight at the AFGSC/CC's discretion. This list is not exhaustive.

- 4.2.2.1. Organizational studies and assessments.
- 4.2.2.2. Inspections and associated staff visits.
- 4.2.2.3. Safety assessments and reports.
- 4.2.2.4. Observations from operational activities and exercises.
- 4.2.2.5. Items identified through AFGSC HQ Council/Boards.
- 4.2.2.6. Requests for CRO oversight from HQ AFGSC staff and subordinate units.

4.3. External Processes.

4.3.1. Tasks and CAPs derived from the following external processes may be designated for CRO oversight at the AFGSC/CC's discretion. This list is not exhaustive.

- 4.3.1.1. External agency studies and assessments.
- 4.3.1.2. Higher-level command tasks.
- 4.3.1.3. External agency inspections and audits.
- 4.3.1.4. Items identified through external councils/conferences.
- 4.3.1.5. External agency support requests.

5. Standardized Assessment Processes.

5.1. **Intent.** The purpose of AFGSC standardized assessment processes is to ensure quality, consistency, timeliness, and fiscal responsibility in project management and issue resolution initiatives as outlined in AFPD 38-4, *Continuous Improvement and Airmen Powered by Innovation Program*.

5.2. **Root Cause Analysis.** A root cause analysis is required for all identified AFGSC organizational and operational issues and deficiencies IAW AFI 1-2, *Commander's Responsibilities*, AFI 10-1302, *Air Force Lessons Learned Program*, and DAFI 90-302. Reference the *Help* tab on the CRTM Dashboard for additional information on how to conduct a root cause analysis. HQ AFGSC staff may also request guidance on how to conduct a root cause analysis from the CRO via the *Requests* tab in the CRTM.

5.3. **Corrective Action Plans (CAPs).** A CAP is required upon completion of a root cause analysis for all identified AFGSC organizational and operational issues and deficiencies. Each CAP will be designed to improve organizational and operational performance by eliminating/mitigating root causes to yield resource savings, improve mission capability,

increase readiness and lethality, and/or improve Airman morale as outlined in AFI 1-2, AFI 38-401, and DAFI 90-302. Reference the *Help* tab on the CRTM Dashboard for additional information on CAP development. HQ AFGSC staff may also request guidance on CAP development from the CRO via the *Requests* tab in the CRTM.

5.4. Validation for Closure. All PMPs and CAPs will include established MOPs and MOEs to ensure associated tasks are effectively accomplished and to fulfill requirements outlined in AFI 1-2 and AFI 10-201, *Force Readiness Reporting*. CAP MOEs will also be used to validate that the CAP effectively addressed the root cause(s) of the issue or deficiency. Reference the *Help* tab on the CRTM Dashboard for additional information on how to develop MOPs and MOEs. HQ AFGSC staff may also request guidance on MOP/MOE development and evaluation from the CRO via the *Requests* tab in the CRTM.

5.5. Follow-up Evaluation. Follow-up evaluations are required for all PMPs and CAPs designated as enduring. Follow-up evaluation MOEs and a tentative future evaluation schedule will be included in the initial PMP/CAP. Reference the *Help* tab on the CRTM Dashboard for additional information on follow-up evaluation development. AFGSC staff may also request guidance on follow-up evaluation development from the CRO via the *Requests* tab in the CRTM.

6. Coordination and Resolution Tracking Mechanism (CRTM).

6.1. The CRTM is a task management system used by AFGSC for tracking PMPs and CAPs to closure. The CRTM is a web-based system, hosted through the Envision platform, that provides transfer of knowledge within AFGSC through the rapid distribution of PMP and CAP overviews, statuses, issues and setbacks, deliverables, metrics, trend analyses, and organizational and operational Lessons Learned. The CRTM is also designed for near real-time communication and coordination within and between directorates, subordinate units, and Air Force agencies external to AFGSC.

6.1.1. PMPs and CAPs classified as Unclassified (U) or Controlled Unclassified Information (CUI) may be uploaded and tracked in either the Non-secure Internet Protocol Router Network (NIPR) CRTM portal or Secure Internet Protocol Router Network (SIPR) CRTM portal as data in the NIPR CRTM is pushed to the SIPR CRTM daily. PMPs and CAPs classified as Secret (S) can only be uploaded and tracked in the SIPR CRTM. PMPs and CAPS classified as Top Secret (TS) **will not** be entered into either CRTM portal. It is the responsibility of the user to verify classification of information prior to uploading information into the CRTM, to include verifying classification of compilation of information in the CRTM. Detailed instructions for uploading and tracking PMPs and CAPs are located under the *Help* tab on both the NIPR and SIPR CRTM portals.

6.2. System Administration.

6.2.1. The CRO is responsible for system administration of the NIPR and SIPR CRTM databases. AFGSC/A9 is responsible for technical support for Envision, the host database platform.

6.2.2. The CRO will update the CRTM User Guide and checklists, maintain a standard orientation package on the Training CRTM Dashboard home page, and update this instruction annually or when changes to the system and/or process occur.

6.3. CRTM Business Rules.

6.3.1. The AFGSC community will comply with the guidelines outlined in this instruction and the following Business Rules when managing their CRTM operations.

6.3.2. **Data Ethics.** The CRTM will only be used for its intended purpose of project management and issue resolution, to include managing and tracking PMPs and CAPs to closure, collaborating and coordinating on PMPs and CAPs, conducting analyses on organizational and operational processes and functions, researching historical data, and informing data-driven decision-making. Any breach of data ethics will be immediately reported to the CRO.

6.3.3. **Data Quality.** CRTM users will ensure all required fields are populated and will implement standards for data accuracy, completeness, consistency, and timeliness.

6.3.4. **Data Governance.** OPRs will define data ownership for each dataset, specifying who is responsible for its accuracy and integrity.

6.3.5. **Data Privacy and Compliance.** All CRTM users will adhere to data protection regulations, ensuring proper user permissions are set on data requiring limited access, and will ensure that all data handling practices comply with legal requirements.

6.3.6. **Data Classification.** All data uploaded into the CRTM will be marked at the appropriate classification level (i.e., UNCLASSIFIED, CUI, SECRET, etc.). No data classified as SECRET or above will be entered into the NIPR CRTM. No data classified as TOP SECRET will be inputted into the SIPR CRTM.

6.3.7. **Audit Trail.** Changes in designated PMP and CAP due dates will be noted in the CRTM, including the original due date, the date the change was made, and the approving authority for the change.

6.3.8. **Data Archiving.** Data will be archived 30 days after report closure.

6.3.9. **Orientation and Awareness.** Supervisors will ensure Airmen identified as CRTM users have received proper training prior to CRTM access.

6.3.10. **CRTM Incident Response.** Immediately report any suspicious CRTM entries or activity to the CRO.

7. SCRP Orientation.

7.1. **Intent.** The purpose of SCRP orientation is to ensure individuals assigned within designated OPRs, coordinating agencies, and subject matter experts receive appropriate training to understand their role in the SCRP process.

7.2. **Orientation.** HQ AFGSC staff and subordinate units can request SCRIP orientation and CRTM training through the CRO via email, AFGSC.CCZ.CROworkflow@us.af.mil, or by requesting training through the *CRTM Training* tab located on the HQ AFGSC SharePoint page.

THOMAS A. BUSSIERE
General, USAF
Commander, AFGSC

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

AFPD 38-4, *Continuous Improvement and Airmen Powered by Innovation Program*, 23 August 2018

DAFI 38-401, *Continuous Process Improvement (CPI)*, 5 March 2024

DAFI 90-302, *The Inspection System of the Department of the Air Force*, 5 October 2023

DAFMAN 90-161, *Publishing Processes and Procedures*, 18 October 2023

DAFPAM 90-803, *Risk Management (RM) Guidelines and Tools*, 23 March 2022

AFI 1-2, *Commander's Responsibilities*, 8 May 2014

AFI 10-1302, *Air Force Lessons Learned Program*, 30 July 2019

AFI 10-201, *Force Readiness Reporting*, 6 June 2023

AFI 33-322, *Records Management and Information Governance Program*, 27 July 2021

AFI 38-401, *Continuous Process Improvement (CPI)*, 23 August 2019

Prescribed Forms

None

Adopted Forms

DAF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

AF—Air Force

AFGSC—Air Force Global Strike Command

CAP—Corrective Action Plan

COA—Course of Action

CPI—Continuous Process Improvement

CRC—Commander's Resolution Council

CRO—Commander's Resolution Office

CRTM—Coordination and Resolution Tracking Mechanism

DIRLAUTH—Direct Authority

DOTMLPF-PI—Doctrine, Organization, Training, Materiel, Leadership and Education, Personnel, Facilities, Policy, Interoperability

FAM—Functional Area Manager

HAF—Headquarters Air Force

HQ—Headquarters
IAW—In Accordance With
MAJCOM—Major Command
MOE—Measure of Effectiveness
MOP—Measure of Performance
NC3—Nuclear Command, Control, and Communications
NIPR—Non-secure Internet Protocol Router Network
NSI—Nuclear Surety Inspection
OCR—Office of Collateral Responsibility
OPR—Office of Primary Responsibility
PE—Program Element
PMO—Program Management Office
PMP—Program Management Plan
POC—Point of Contact
RM—Risk Management
SCRIP—Strategic Coordination and Resolution Program
SIPR—Secure Internet Protocol Router Network
SME—Subject Matter Expert
TMT—Task Management Tool

Office Symbols

AFGSC/A1—Air Force Global Strike Command Directorate of Manpower and Personnel
AFGSC/A3OR—Air Force Global Strike Command Readiness Reporting Office
AFGSC/A9—Air Force Global Strike Command Analyses, Assessments and Lessons Learned
AFGSC/CC—Air Force Global Strike Command Commander
AFGSC/CCX—Air Force Global Strike Command Commander’s Action Group
AFGSC/CCZ—Air Force Global Strike Command Commander’s Resolution Office
AFGSC/CD—Air Force Global Strike Command Deputy Commander
AFGSC/CoS—Air Force Global Strike Command Chief of Staff
AFGSC/FM—Air Force Global Strike Command Financial Management
AFGSC/HO—Air Force Global Strike Command Historian
AFGSC/IG—Air Force Global Strike Command Inspector General
AFGSC/SE—Air Force Global Strike Command Safety