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CNIC INSTRUCTION 2000.1B

From: Commander, Navy Installations Command

Subj: GOVERNING POLICY FOR CNIC GATEWAY 2.0

Ref: (a) OPNAVINST 5450.339
       (b) CNICINST 5211.1
       (c) SECNAVINST 5210.8E
       (d) SECNAV M-5510.36
       (e) CNIC Notice 5450 6 July 2015
       (f) SECNAV M-5210.1

1. Purpose. This instruction serves as the governance policy for the Commander, Navy Installations Command (CNIC) portal, Gateway 2.0 (G2). This revision refreshes the strategy, policy, guidelines, and responsibilities across the CNIC enterprise for the storage and sharing of unclassified information, up to and including controlled unclassified information (CUI). This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. CNICINST 2000.1A dated 10 January 2013.

3. Background. To enable CNIC's ability to perform the functions and tasks described in reference (a), G2 is CNIC's single on-line environment designed to promote communication, collaboration, and productivity across the enterprise. G2 can enable staff to conduct business more efficiently, measure and manage organizational performance, locate subject matter experts, collaborate across Regions and Installations, and communicate immediate updates of important information. It is a highly flexible platform that can be customized to meet many program requirements for data collection, workflow management, and information sharing.

    a. In addition to the aforementioned, G2 provides reporting functions to users at the HQ, Region, and Installation levels through dashboards and ad hoc interfaces. The information

available on G2 provides insight to define performance levels
and metrics to standardize business practices and enhance
oversight. G2's reporting capability enables CNIC to manage the
Navy's total shore operating costs, find innovative solutions to
control and mitigate those costs, and develop shore readiness by
implementing guidance in coordination with Navy Component
Commanders to mitigate impacts, ensure operational readiness and
resourcing, and maintain reliable, accurate, and authoritative
data and information systems.

4. <u>Policy</u>

    a. Function. G2 is the standard system for content
management, collaboration and business management processes
across the Command. CNIC has identified G2 as an integration
path for existing applications. It shall be used to fulfill
CNIC business needs including, but not limited to, information
sharing, data collection, document storage, document search,
workflow, strategic communication, business process management,
and application integration.

        (1) As the principal information exchange medium, G2 is
configured to address a wide variety of user information
requirements. The CNIC Enterise Data Warehouse (EDW), a
component of G2, shall serve as the clearinghouse for data
exchanges between CNIC systems. The use of the CNIC EDW should
minimize the need for users to create internal Interface
Agreements or go outside of the G2 infrastructure to satisfy
their information-sharing and collaboration needs.

    b. Access. Any DoD CAC holder with a validated business
need may obtain access to G2. This includes all of CNIC, its
subordinate commands, partners, tenants, and their personnel.
CNIC G2 is accessible from any computer with a valid Department
of Defense (DoD) Public Key Infrastructure (PKI) certificate at
https://g2.cnic.navy.mil.

        (1) For CNIC personnel, access to G2 is automatically
available if the individual is assigned or associated to a CNIC
Unit Identification Code (UIC) in Total Workforce Management
Services (TWMS). Access will be granted automatically by G2
processes upon receipt of an employee's record from TWMS.

        (2) For non-CNIC personnel, access to G2 is requested at
https://g2.cnic.navy.mil/selfregistration. A CNIC government

sponsor must approve G2 account requests from non-CNIC personnel. Any CNIC Civilian or Military personnel may act as a sponsor of a G2 account.

(3) For Foreign Nationals, access to G2 is requested through a registration request to the CNIC Support Center at cnicg2support.fct@navy.mil. This request should be submitted after they have verified their TWMS record has been created and includes their DOD-ID.

(4) G2 accounts will be disabled if an account is inactive for 30 days and deleted if inactive for more than 45 days.

c. Authorized Uses. All users must abide by the G2 Business Rules located at https://g2.cnic.navy.mil/help. The G2 Business Rules define technical governance policies based on industry best practices and CNIC requirements. Business rules will be maintained to reflect the current capabilities and requirements of the applications that make up G2.

(1) The CNIC G2 is for unclassified information only, including controlled unclassified information (CUI). Anything posted on G2 could be considered discoverable information in a court of law and could be used for litigation purposes. Content found on G2 that is deemed inappropriate could subject the content provider to appropriate disciplinary action.

(2) CNIC Programs with authority to collect Personally Identifiable Information (PII) may store PII in the Controlled Access area of G2 with the approval of the CNIC Privacy Officer. PII may not be stored in other areas of G2. G2 may not be used to store Protected Health Information (PHI). Users should contact the CNIC Privacy Act Coordinator or Region Privacy Act Coordinator if they have questions regarding PII. Any collection of PII on G2 must be in compliance with the CNIC Privacy Program, reference (b).

(3) G2 is not an authorized records management tool. Programs should work with the CNIC Records Manager or Region Records Manager to ensure preservation of documentary materials, specifically records and reference materials, to meet Federal and DON regulations. Refer to the Department of Navy Records Management Program, reference (c), for proper handling of records.

(4) Users who inadvertently upload a classified document into the CNIC G2 or find a classified document posted by another user should immediately follow the requirements detailed within section 12-2 of reference (d).

(5) Functionality that can not be met by baseline G2 capabilties must follow the Enterprise Information Management (EIM) Capabilities Development Framework. Development of new tools will follow the guidance in the EIM Business Rules, which provides a standardized set of governing processes and procedures. The EIM Business Rules are located at https://g2.cnic.navy.mil/help.

5. Responsibilities

    a. CNIC Headquarters (HQ) Information Technology (N6) is responsible for:

        (1) Managing overall G2 operations

            (a) Designating a CNIC G2 Operations Support Group to support the operation and maintenance of the hardware and software that compose G2;

            (b) Designating the CNIC Enterprise Support Center as the centralized help desk for G2 user support;

            (c) Reviewing the G2 structure and providing technical insight in selecting platforms, network architecture, system software, and security on a regular basis; and

            (d) Conducting annual co-located Region Gateway Master (RGM) training and operational mission debriefs.

        (2) Coordinating as appropriate with N-Codes/Special Asssistants to provide technical insight for the relevant business areas.

        (3) Ensuring documents and electronic evidence are preserved as soon as a party reasonably anticipates litigation, to minimize the risk that potentially relevant evidence is inadvertently or intentionally destroyed and to avoid court sanctions. Questions regarding the preservation of classified

materials should be directed to CNIC HQ Office of General Counsel (OGC) or Force Judge Advocate (FJA).

b. CNIC Enterprise Gateway Master (EGM) is responsible for:

(1) Developing, executing, monitoring, and maintaining all aspects of the CNIC G2 governance policy;

(2) Overseeing the activities of the G2 Operations Support Group;

(3) Conducting organizational impact planning and coordinating specific change management communication activities;

(4) Managing and maintaining the various levels of training for CNIC leadership, Regional Gateway Masters (RGM), CNIC personnel, and other user communities within G2 Help Central, the area on G2 dedicated to providing assistance and training;

(5) Maintaining the G2 Business Rules to reflect best practices for the current capabilities and requirements of the applications that make up G2;

(6) Leading and coordinating an RGM meeting on a monthly, or as needed, basis to discuss various G2 topics, such as project and ticket resolution status, system performance, training opportunities, and recommendations; and

(7) Performing all of the functions of the RGMs described in paragraph 5.f for the HQ community;

c. Region Commanders (REGCOM), Executive Directors, and Region Program Directorts (RPDs) are responsible for championing the use of the CNIC G2 within the Region by ensuring that this instruction is properly implemented to support G2 strategic communications throughout the Region.

d. N-Code Directors and Special Asssistants are responsible for:

(1) Designating Content Managers for G2 sites pertaining to their Area of Responsibility (AOR), HQ, Region, or Installation;

(a) Notifying the RGM of changes to Content Managers; and

(b) Providing guidance to Content Managers on site requirements.

(2) Designating CNIC government sponsors to approve G2 accounts for non-CNIC personnel who require G2 access to support their AOR; and.

(3) Ensuring processes are in place to provide Sponsors with situational awareness of onboarding and offboarding of personnel for whom they sponsor a G2 account.

e. Region N6s are responsible for:

(1) Designating RGMs;

(2) Notifying the EGM of changes to RGM.

f. RGMs are responsible for:

(1) Serving as primary Point Of Contact (POC) within their Region for CNIC G2 site management;

(a) Providing Tier Two (2) technical support for Region-specific tool issues;

(b) Responding to and resolving Region-specific incident tickets in accordance with the incident management guidelines defined in the G2 Service Level Agreement (https://g2.cnic.navy.mil/help) and coordinating with Content Managers as necessary;

(c) Supporting Region business requirements using the standard RGM toolset defined in the G2 Business Rules;

(d) Migrating business relevant content into G2 from other data storage systems, including shared drives and local drives;

(e) Managing site structure and permissions for their Region; and

(f) Identifying, recording, and communicating G2 feedback and issues to the G2 Operations Support Group for resolution.

(2) Participating in monthly, or as needed, RGM meetings conducted by the EGM;

(3) Ensuring compliance with G2 Business Rules;

(a) Educating Content Managers on the use of G2 to store and share content from their own programs and communities;

(b) Communicating changes to the CNIC Gateway policy and G2 Business Rules; and

(c) Informing Region personnel and CMs of G2 training opportunities.

(4) Engaging with the CNIC HQ records manager or Region records manager to ensure questions regarding the preservation of documentary materials, specifically records and reference materials, meet Federal and DON regulations;

(5) Responding to inquiries regarding unauthorized collection or maintenance of PII in accordance with reference (b);

(6) Ensuring proper alignment between Region and enterprise efforts for business management, technology management, and internal communications in G2 implementation within the Region; and

(7) Assisting with the testing of new software capabilities within G2.

g. Installation N6s are responsible for designating Content Managers.

h. Content Managers (CM)

(1) Managing content in a specific area within G2 in accordance with the G2 Business Rules. AORs may be at the HQ N-Code level, HQ sub-N-Code level, Region N-Code level, Region sub-N-Code level, or Installation level.

(2) Maintaining overall authority for the content on their G2 AOR to ensure up-to-date, accurate, and appropriate information.

(3) Monitoring files uploaded into their assigned G2 AOR to ensure no classified information is posted.

(4) Ensuring that information requiring special handling, such as information subject to the Privacy Act or contract-sensitive information, is stored in the controlled access area of G2 and appropriate permissions are in place in accordance with reference (b).

(5) Ensuring records and record data are archived in an approved electronic records management application.

(6) Managing document libraries, metadata, local configuration settings, and local taxonomy.

(7) Providing user feedback to RGMs to improve G2 operation.

(8) Determining or validating permissions to their area of G2.

   i. Sponsors

(1) Responding to G2 self-registration requests in a timely manner;

(2) Validating business need of personnel who self-register for a G2 account. If business need is valid, approve account;

(3) Verifying access start and end dates for contractors do not exceed the contract period of performance; and

(4) Disapproving accounts for self-registered personnel who detach from the command.

   j. G2 Users

(1) Using G2 to maintain and access data, information, and knowledge required to execute their job responsibilities;

(2) Ensuring that only appropriate unclassified information is placed within the G2 environment and that restricted-access information (Privacy Act, contract-sensitive, etc.) is properly stored and controlled in accordance with reference (b);

(3) Ensuring records and record data are archived in an approved electronic records management application; and

(4) Abiding by the G2 Business Rules located at https://g2.cnic.navy.mil/help.

6. <u>Action</u>

a. HQ and Region N6s shall:

(1) Identify and assign RGMs in accordance with, reference (e); and

(2) Contribute to the adoption and implementation of best practices within G2.

b. HQ, Region, and Installation N-Codes/SAs shall:

(1) Contribute to the adoption and implementation of best practices within G2;

(2) Designate G2 Content Manager(s);

(3) Ensure the continutity of duties for Content Managers attaching and detaching;

(4) Designate G2 Government Sponsor(s) for non-CNIC personnel who require G2 access to support their area of responsibility; and

(5) Notify Sponsors of personnel attaching and detaching.

7. <u>Records Management</u>. Records created as a result of this instruction, regardless of media and format, shall be managed in accordance with reference (f).

D. R. SMITH

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https://g2.cnic.navy.mil/CNICHQ