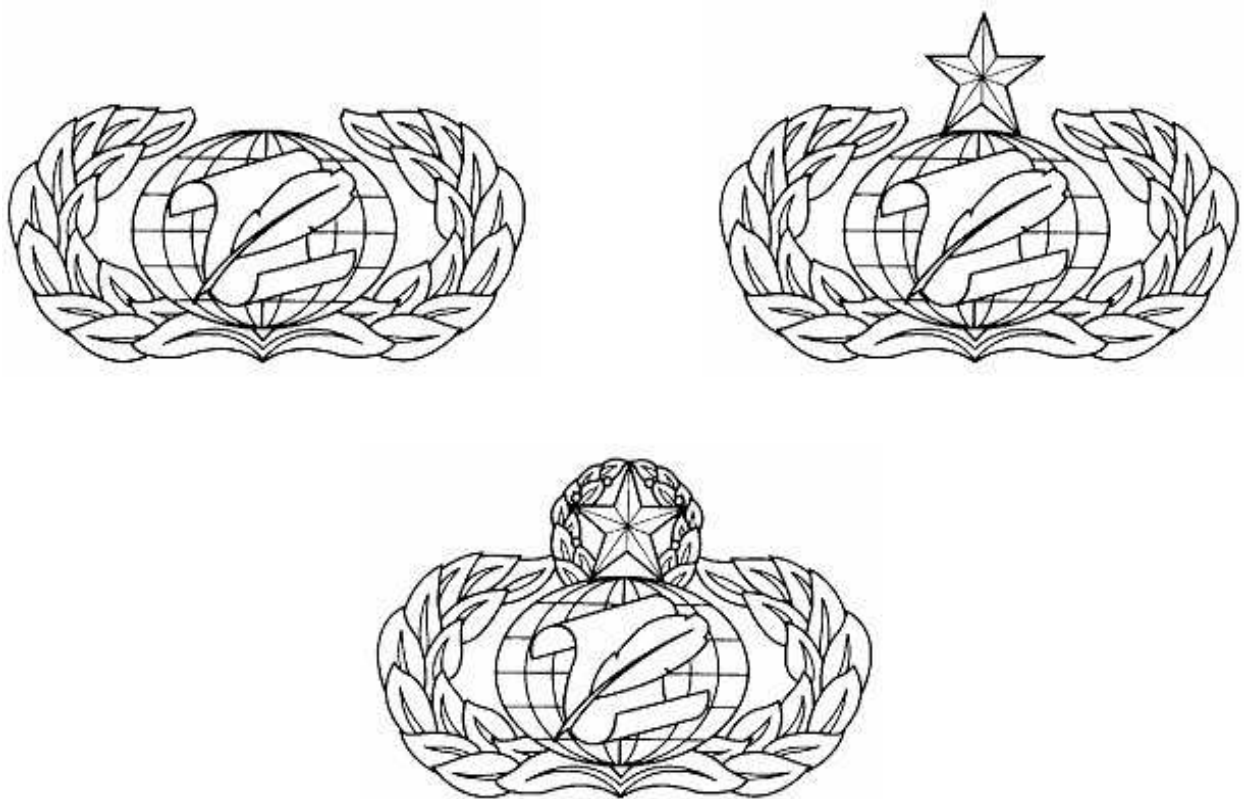


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AFSC 3A0X1 INFORMATION MANAGEMENT



CAREER FIELD EDUCATION AND TRAINING PLAN

**INFORMATION MANAGEMENT
AFSC 3A0X1
CAREER FIELD EDUCATION AND TRAINING PLAN**

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**INFORMATION MANAGEMENT
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PART I

Preface

1. The 2002 Air Force Information Strategy defines Information Management (IM) as the planning, budgeting, manipulating and controlling of information throughout its lifecycle. Management of information has become a central element of all industrial, government and military operations. Critical to the success of any AF mission is easy access to authoritative, relevant, and sufficient information. All AF personnel must be provided the appropriate information to execute their duties. We all manage information, and everyone is an information manager. To enable mission requirements, information must be readily available across many mediums. Web-enabled AF applications are becoming the preferred method for timely information sharing. The Air Force is focusing on institutionalization of the AF portal as the primary user interface for all user applications. The AF Portal provides the capability for seamless access to both classified and unclassified information in an integrated web-based environment. The Information Manager is the key to leveraging change management throughout the Air Force.

2. People are the foundation of our Air Force. Force Development dictates we strive to ensure our Airmen are well trained, educated, and developed to meet future challenges. The 3A0X1 CFETP is the blueprint for Information Management. This CFETP outlines the training information managers' need through the Senior NCO rank to meet mission needs.

3. This is not a document to be pencil-whipped or to be pulled out right before inspections. This is a living document of how well we train our Enlisted Airmen. The Airmen or NCO is only as good as the emphasis we place on training. Following this plan and command supplements will prepare today's information manager for tomorrow's challenges. Supervisors, use Parts I and II to plan, manage, and document IM training.

3.1. Part I is a detailed overview of the IM career field. It contains administrative details and a specialty description. It explains the purpose and use of the CFETP. It also identifies career field requirements/progression, information, and documented training decisions. Finally, each skill level is defined, resource constraints are identified, and a continuation list of training is provided.

3.2. Part II provides the information necessary to control training. It includes the 1-, 3-, 5- and 7- level Specialty Training Standard (STS) to include Direct Duty Assignment (DDA) and Retraitees (Contact your Base Information Management Functional Manager for guidance). Supervisors use the STS to conduct graduate evaluations using AFI 36-2201, Air Force Training Program. The STS includes tasks for upgrade training (UGT) (5- and 7-level). Part II further identifies training resources available to support IM progression. At unit level, supervisors and trainers use Part II to identify, plan, and conduct training commensurate with the overall goals of this plan.

Abbreviations/Terms Explained

This section provides a common understanding of the terms that apply to the Information Management Career Field Education and Training Plan.

Advanced Training. A formal course of training that leads to a technical or supervisory level of an AFS. Training is for selected Airmen at the advanced level of an AFS.

Air and Space Expeditionary Force (AEF). An organizational structure composed of force packages of capabilities that provide warfighting combatant commanders with rapid and responsive air and space power. The AEF concept utilizes 10 individual force packages and are designated AEFs one through ten. The ten AEFs together with their support and command and control elements are tailored to meet specific combatant commanders' requirements across the spectrum of response options. An AEF, by itself, is not a deployable or employable entity. Rather, AEFs deploy within an Air Expeditionary Task Force as air and space expeditionary wings, groups, or squadrons.

Air Education and Training Command (AETC). AETC recruits new people into the US Air Force and provides them with military, technical, and flying training. AETC also provides precommissioning, professional military, and continuing education. AETC is responsible for the free world's largest training system.

Air Force Career Field Manager (AFCFM). AFCFMs communicate with major command functional managers and Air Education and Training Command (AETC) training managers to disseminate Air Force and career field policies and program requirements.

Air Force Job Qualification Standard (AFJQS). A comprehensive task list that describes a particular job type or duty position. Supervisors use the AFJQS to document task qualification. The tasks on AFJQSs are common to all personnel serving in the described duty position. AFJQS's are officially posted at <https://wwwmil.keesler.af.mil/81trss/qflight/index.htm>.

Air Force Occupational Measurement Squadron. Provides occupational programs to optimize United States Air Force personnel and training decisions.

Air Force Qualification Training Package (AFQTP). An instructional document designed for use at the unit to qualify or aid qualification in a duty position, program, or on a piece of equipment. It may be printed, computer-based, or other audiovisual media. AFQTP's are officially posted at <https://wwwmil.keesler.af.mil/81trss/qflight/index.htm>.

Air Force Specialty Code (AFSC). Alphanumeric identifiers of occupational specialties of airmen and their skill levels: unskilled (1 level), apprentice (3 level), journeyman (5 level), craftsman (7 level) or superintendent (9 level).

Air Force Training Management System (AFTMS). An HQ AFPC/DPPAT managed computer support system that links Air Force units or activities. This system is used for planning, controlling, and funding formal training throughout the Air Force, including the MAJCOM TDY-to-School Programs.

Air Expeditionary Task Force (AETF). The organization designated for providing air and space power wherever it is required. AETFs are packages of capabilities, normally established for a temporary time, to meet the specific needs of a theater combatant commander. The forces in an AETF are either deployed into the theater or are already in-place.

Career Field Education and Training Plan (CFETP). A CFETP is a comprehensive core training document that identifies: life-cycle education and training requirements; training support resources, and minimum core task requirements for a specialty. The CFETP aims to give personnel a clear path and instill a sense of industry in career field training. CFETPs are officially posted at <http://www.e-publishing.af.mil/afpubs.asp>.

Certification. A formal indication of an individual's ability to perform a task to required standards.

Certifying Official. A person assigned by the commander to determine an individual's ability to perform a task to required standards.

Chief Enlisted Manager (CEM) Code. CEM codes identify all chief master sergeant positions in the Enlisted Classification Structure. They also identify chief master sergeants who, through extensive experience and training, have demonstrated managerial ability to plan, direct, coordinate, implement, and control a wide range of work activity. Some managerial duties and responsibilities that are common to all chief enlisted managers are: managing and directing personnel resource activities; interpreting and enforcing policy and applicable directives; establishing control procedures to meet work goals and standards; recommending or initiating actions to improve functional operation efficiency; planning and programming work commitments and schedules; developing plans regarding facilities, supplies, and equipment procurement and maintenance.

Chief Information Officer (CIO). An appointed individual responsible for full and accurate accounting of information technology expenditures, expenses, and results as well as establishing goals and promoting the use of information technology to improve productivity, efficiency, and effectiveness.

Client Support (CS). - Performs and manages client support tasks and functions from flight to Air Staff level at HQ USAF. Involves an integration of IM core competencies to include Client Support Administrator (CSA) duties if required.

Client Support Administrator (CSA). The primary point of contact for computer related problems. The person appointed and certified under AFI 33-115, Vol 1 to support information systems/technology related tasks. Formerly Workgroup Manager (WM).

Collaborative Tools. Collaboration is the interaction among two or more individuals encompassing a variety of behaviors, including communication, information sharing, coordination, cooperation, problem-solving and negotiation. Collaborative tools consist of specific technologies including sharing advanced white boarding, groupware and facilitation. Collaborative capabilities assist significantly with managing information throughout its lifecycle and enable Air Force members to perform most office-oriented and operational communication tasks from their desktops.

Combat Information Transport System (CITS). The backbone network that provides high-capacity transport of data, voice, and video for all active duty and reserve AF bases. The model includes the network topology, the configuration and interconnection of network hardware, reliability and maintainability design predictions for all network hardware, and the expected network operational maintenance and sparing policies.

Command, Control, Communications, and Computer Systems (C4). Integrated systems of doctrine, procedures, organizational structures, personnel, equipment, facilities, and communications designed to support a commander's exercise of command and control through all phases of the operational continuum. C4 systems include base visual information support systems. ([Joint Pub 1-02, Department of Defense Dictionary of Military and Associated Terms](#))

Computer Based Training (CBT). A forum for training in which the student learns via a computer terminal. It is an especially effective training tool that allows the students to practice applications while they learn.

Content Management (CM). The management of digital entities (to include but not limited to HTML pages, documents, graphics, video and audio). The ability for web-based content creation and publishing which allows the management of what is created.

Continuation Training. Additional advanced training that exceeds the minimum upgrade training requirements and emphasizes present or future duty assignments.

Core Competency. An integrated bundle of expert knowledge and organizational skills inherent to a particular career field(s) which makes a disproportionate contribution to the success of providing the right skills needed for military operations, anywhere, anytime. It cannot be duplicated by any other organization, and is critical for the future.

Core Knowledge. A general knowledge requirement identified within an Air Force specialty. This document identifies core knowledge items by a double asterisk (**).

Core Task. Tasks the AFCFM identifies as minimum qualification requirements within an AFSC, regardless of duty position. Core tasks may be specified for a particular skill level or in general across the AFSC. Guidance for using core tasks can be found in the applicable CFETP narrative. This document identifies core tasks by a single asterisk (*).

Course Training Standard (CTS). A standard developed for all courses not governed by an STS, including specialized training packages and computer-based training courses.

Direct Reporting Unit (DRU). Air Force subdivisions directly subordinate to the CSAF. A DRU performs a mission that does not fit into any of the MAJCOMs. A DRU has many of the same administrative and organizational responsibilities as a MAJCOM. (Example of a DRU: USAF Academy)

Document Management (DM). Provides a robust electronic capability to maintain document profiling, version control and key word search. DM tools are primarily concerned with the early stages of the information life cycle from creation until it's declared "official." DM tools also manage records that are not designated "official" and enhance users' ability to find, track, and control electronic documents.

Electronic Records Management (ERM). ERM is concerned with the preservation of digital information as records that (1) document the organization, functions, policies, decisions, procedures, and essential transactions of the agency and (2) provide the information necessary to protect the legal and financial rights of the government and of persons directly affected by the agency's activities.

Electronic Workflow (EWF). EWF products allow electronic coordination, staffing, and task management of documents and files. They are relational to an electronic version of the Staff Summary Sheet (SSS) and other AF/DoD forms used for routing/collection of information. EWF provides the capability to suspense and track correspondence through the workflow process and provides action officers and document originators status on their packages.

Electronic-Freedom of Information Act (E-FOIA). An Act to make provision for the disclosure of information held by public authorities or by persons providing services for them and to amend the Data Protection Act 1998 and the Public Records Act 1958; and for connected purposes.

Enlisted Specialty Training (EST). A mix of formal training (technical school) and informal training (on-the-job) to qualify and upgrade Airmen in each skill level of a specialty.

Enterprise Information Management (EIM). A combination of functions and business processes for leveraging information management techniques, accountability, and policies. This includes planning, manipulating, and controlling information across the Global Information Grid throughout its life cycle to enhance aerospace operations.

E-Publishing. Single source for accessing, viewing, downloading, and printing electronic products and ordering remaining Air Force products. <http://www.e-publishing.af.mil/afpubs.asp>.

Exportable Training. Additional training via computer assisted, paper text, interactive video, CBT, or other necessary means to supplement training.

Field Operating Agency (FOA). FOAs are subdivisions of the Air Force directly subordinate to a Headquarters US Air Force functional manager. An FOA performs field activities beyond the scope of any of the MAJCOMs. The activities are specialized or associated with an Air Force-wide mission. Example: Air Force Communications Agency.

Functional Area Manager (FAM). The individual or designated agency responsible for the management and planning of all personnel and equipment within a specific functional discipline to support wartime contingencies. At each level of responsibility (Air Staff, Joint Command, MAJCOM, component, FOA, and unit) the FAM should be one of the most knowledgeable and experienced persons within the functional area.

Functional Manager (FM). An individual assigned collateral responsibility for training, classification, utilization, and career development of enlisted information management personnel as required by AFI 33-101, *Communications and Information Management Guidance and Responsibilities*.

Global Command and Control System (GCCS). An automated information system designed to support deliberate and crisis planning with the use of an integrated set of analytic tools and the flexible data transfer capabilities. GCCS will become the single C4I system to support the warfighter from foxhole to command post.

Global Combat Support System (GCSS). Provides the joint warfighter with a single, end-to-end capability to manage and monitor units, personnel, and equipment from mobilization through deployment, employment, sustainment, redeployment, and demobilization. As an end state, GCSS is a secure network environment allowing Department of Defense (DoD) users to access shared data and application, regardless of location and supported by a robust network/information-centric infrastructure.

Global Information Grid (GIG). The globally interconnected, end-to-end set of information capabilities, associated processes, and personnel for collecting, processing, storing, disseminating and managing information on demand to warfighters, policy makers, and support personnel. The GIG includes all owned and leased communications and computing systems and services, software, data, security services, and other associated services necessary to achieve Information Superiority. The GIG provides capabilities from all operating locations (bases, posts, camps, stations, facilities, mobile platforms, and deployed sites). The GIG provides interfaces to coalition, allied, and non-DOD users and systems. The GIG supports all DOD, National Security, and related Intelligence Community missions and functions in war and in peace.

Integrated Maintenance Data System (IMDS). IMDS is an incremental, evolutionary developed system that will incorporate, replace, or subsume a currently estimated 50 plus legacy maintenance systems into a single integrated maintenance data system. IMDS will support base, depot, Major Command (MAJCOM), and Air Force (AF) level. IMDS supports the Air Expeditionary Forces (AEF) concept and Dominant Maneuver, provides accurate and reliable data for Command and Control (C2), increases Combat Support Response, and allows support of faster Operational Tempo.

Information Management Tools (IMT). Provides a collaborative environment to create, manage and track form-based information to automate common business processes that require structured data content. This capability provides for the management of form content for further dissemination and reuse. IMT's leverage the EIM capabilities.

Information Resource Management (IRM). The process of managing information resources (information and related resources such as personnel, equipment, funds, and related technology) to accomplish agency missions and to improve agency performance.

Initial Skills Training. A formal resident course resulting in award of the 3-skill level.

Instructional System Development (ISD). A deliberate and orderly (but flexible) process for planning, developing, implementing, and managing instructional systems. It ensures personnel are taught in a cost efficient way the knowledge, skills, and attitudes essential for successful job performance.

Information Life Cycle Management. The creation/production, collection, access, storage, retrieval, and disposal of all information originated and received by an organization.

Knowledge Management (KM). Enhances decision capabilities through disciplined creation, collection, sharing, and application of knowledge assets. KM activities ensure tacit, explicit, and embedded knowledge are accessible and leveraged across disparate organizations to promote collaboration and sharpen-decision making to facilitate war fighter effectiveness and increase battle space awareness.

Major Command (MAJCOM). A MAJCOM represents a major Air Force subdivision having a specific portion of the Air Force mission. Each MAJCOM is directly subordinate to HQ USAF. MAJCOMs are interrelated and complementary, providing offensive, defensive, and support elements.

Network Control Center (NCC). A work center within the communications squadron that provides network services to the base. They are the single point of presence for information entering and exiting the base network.

Network Operations and Security Center (NOSC). The mid-level (regional) MAJCOM NOSC is the mid-level organization in the three tiered NETOPS structure. NOSC provides commanders with real-time operational network intrusion detection and perimeter defense capabilities, and fault resolution activities. This dedicated first-line of defense is employed at the commander's direction to defend information networks both in-theater and in-garrison. NOSC personnel monitor and support the day-to-day operational issues associated with their subordinate bases and units. Their mission focus is to ensure their command's operational and support systems are fully capable.

Occupational Survey Report (OSR). A detailed report showing the results of an occupational survey of tasks performed within a particular AFSC. The part of the ISD process are an outcome of this report. This data is used to develop the 3A Specialty Knowledge Test (SKT).

Operationalizing and Professionalizing the Network (OPTN). A broad initiative to standardize Air Force networks and institutionalize networking skills as a communications and information core competency. The term "operationalizing" focuses on the command and control structure of network operations. "Professionalizing" networks involves actions required to organize, equip, and sustain the networks and train personnel who operate them.

On-the-Job Training (OJT). Hands-on, over-the-shoulder training conducted to certify personnel in both upgrade (skill level award) and job qualification (duty position certification) training.

Qualification Training. Actual hands-on, task performance based training designed to qualify Airmen in a specific duty position. This training program occurs both during and after the upgrade training process and is designed to provide skills training required to do the job.

Records Management. Involves the planning, controlling, directing, organizing, training, promoting, and other managerial activities involving the lifecycle of information, including the creation, maintenance, and disposal, regardless of media (DOD 5015.2-STD). The end vision is to perform some of the functions electronically, transparently to the user.

Resource Constraints. Resource deficiencies (such as money, facilities, time, manpower, and equipment) that preclude desired training from being delivered.

Skill Progression Training. Training toward a portion of an AFS without a change in AFSC. It is formal training on equipment, methods, and technology that are not suited for OJT and not included in AFS upgrade training.

Specialty Training Standard (STS). An Air Force publication that describes an Air Force specialty in terms of tasks and knowledge that an airman in that specialty may be expected to perform or to know on the job. Also identifies the training provided to achieve a 3-, 5-, or 7-skill level within an enlisted AFS. It further serves as a contract between AETC and the functional user to show which of the overall training requirements for an Air Force Specialty Code (AFSC) are taught in formal schools and correspondence courses.

Standard. An exact value, a physical entity, or an abstract concept established and defined by authority, custom, or common consent to serve as a reference, model, or rule in measuring quantities or qualities, establishing practices or procedures, or evaluating results. It is a fixed quantity or quality.

Total Force. All collective components (active, reserve, guard, and civilian elements) of the United States Air Force.

Training Capability. The capability of a training setting to provide training on specified requirements, based on the availability of resources.

Training Planning Team (TPT). Comprised of the same personnel as a U&TW, TPTs are more intimately involved in training development and the range of issues examined is greater than in the U&TW forum.

Training Requirements Analysis (TRA). A detailed analysis of tasks for a particular AFSC to be included in the training decision process.

Training Setting. The type of forum in which training is provided (formal resident school, on-the-job, field training, mobile training team, self-study, etc.).

Upgrade Training. Training that leads to the award of a higher skill level.

Unit Type Code (UTC). A 5-character alphanumeric code identifying a specific force package of personnel and/or equipment. The UTC is the means for linking logistics and manpower details within a unit type and is used to communicate force data in the automated JOPEs. A UTC suffix of zero indicates the UTC has been approved and registered by HQ USAF/XOXW. The UTC represents a wartime capability designed to fill a valid contingency requirement.

Utilization and Training Pattern. A depiction of the training provided to and the jobs performed by personnel throughout their tenure within a career field or AFS. There are two types of patterns: 1) Current pattern, which is based on the training provided to incumbents and the jobs to which they have been and are assigned; and 2) Alternate pattern, which considers proposed changes in manpower, personnel, and training policies.

Utilization and Training Workshop (U&TW). A forum of the AFCFM, MAJCOM Functional Managers, selected DRUs, subject matter experts (SME), and AETC training personnel that determines career ladder training requirements.

Wartime Task. Those tasks that must be taught when courses are accelerated in a wartime environment. These tasks are identified in CFETP Part II, Section A, STS. In response to a wartime scenario, these tasks will be taught in the 3- level course in a streamlined training environment. These tasks are only for those career fields that still need them applied to their schoolhouse tasks.

Workflow. A series of steps necessary for the initiation, tracking and delivery of services or outputs with the capability to cut across existing or future organizational boundaries.

Section A - General Information

1. Purpose of the CFETP. This CFETP provides the information necessary for functional managers, training managers, supervisors, and trainers to plan, develop, manage, conduct, and document an effective and efficient career field training program. The plan outlines the training that individuals in AFSC 3A0X1 must receive in order to develop and progress throughout their careers. It identifies initial skills, upgrade, qualification, advanced, and continuation training. Initial skills training is the AFS specific training an individual receives upon entering into the AFSC. This training is provided by the 336th Training Squadron (TRS) at Keesler AFB MS. Upgrade training identifies the mandatory courses, task qualification requirements, and Career Development Course (CDC) completion required for award of the 5-, 7-, or 9-skill level. Qualification training is actual hands-on task performance training designed to qualify an Airman in a specific duty position. This training program occurs both during and after the upgrade training process. It is designed to provide the performance skills/knowledge training required to do the job. Continuation training is additional training provided to 3-, 5-, 7-, and 9-level personnel to increase their skills and knowledge beyond the minimum required for upgrade. The CFETP has several purposes, some of which are:

1.1. Serves as a management tool to plan, develop, manage, and conduct a career field-training program. Also, ensures that established training is provided at the appropriate point in an individual's career.

1.2. Identifies task and knowledge training requirements for each skill level in the specialty and recommends training throughout each phase of an individual's career.

1.3. Lists training courses available in the specialty, identifies sources of the training, and provides the training medium.

1.4. Identifies major resource constraints that impact implementation of the desired career field training program.

2. Use of the CFETP. The CFETP is maintained by the 3A Air Force Career Field Manager (AFCFM), SAF/XCIF. MAJCOM Functional Managers and AETC review the plan annually to ensure currency and accuracy and forward recommended changes to the AFCFM. Using the list of courses in Part II, they determine whether duplicate training exists and take steps to eliminate/prevent duplicate efforts. Training managers at all levels use the plan to ensure a comprehensive and cohesive training program is available for each individual in the career ladder.

2.1. AETC training personnel develop/revise formal resident and exportable training based upon requirements established by the users and documented in the STS. They also work with the AFCFM to develop procurement and acquisition strategies for obtaining resources needed to provide the identified training.

2.2. MAJCOM Functional Managers ensure their training programs complement the CFETP mandatory initial skill and upgrade requirements. They also identify AFJQs/AFQTPs to document unique upgrade and continuation training requirements. Requirements are satisfied through OJT, resident training, contract training, or exportable courseware/courses. MAJCOM-developed training to support this AFSC must be identified for inclusion into this plan and must not duplicate available training resources.

2.3. 81 TRSS Qualification Training Flight (Q-Flight) personnel develop AFJQs/AFQTPs based on requests submitted by the MAJCOMs and according to the priorities assigned at the Utilization and Training Workshop (U&TW).

2.4. Unit level training managers and supervisors manage and control progression through the career field by ensuring individuals complete the mandatory training requirements for upgrade specified in this

plan and supplemented by their MAJCOM. The list of courses in Part II is used as a reference for planning continuation or career enhancement training.

2.5. Submit recommended CFETP improvements/corrections to the AFSC Training Manager at 336 TRS/TRR, 108 Phantom Drive, Keesler AFB MS 39534-2235 or call DSN 597-7783.

3. Coordination and Approval of the CFETP. The AFCFM is the approval authority. MAJCOM representatives and AETC training personnel coordinate on the career field training requirements. The AETC training manager initiates an annual review of this document by AETC and MAJCOM IM functional managers to ensure its currency and accuracy by using the list of courses in Part II to eliminate duplicate training.

Section B - Career Field Progression and Information

4. Specialty Description. This information supplements that presented in AFMAN 36-2108, *Airman Classification*.

CEM Code 3A000, Chief Enlisted Manager **AFSC 3A051, Journeyman**

AFSC 3A091, Superintendent **AFSC 3A031, Apprentice**

AFSC 3A071, Craftsman **AFSC 3A011, Helper**

4.1. Specialty Summary. Performs, supervises, manages, and superintends a variety of communications and information tasks, functions, and organizational elements including Client Support, Enterprise Information Management (EIM), Records Management, Electronic Communications (E-Comm), and Client Support Administrator (CSA) (information systems/technology management).

4.2. Duties and Responsibilities: The duties and responsibilities of information managers are arranged below starting with items that generally apply to all skill levels within the AFSC and proceeding to items that apply to higher skill levels.

4.2.1. Client Support (CS) (formerly Staff Support): Performs, supervises, and manages Client Support tasks and functions at every echelon from flight-level to the Air Staff at HQ USAF. This activity involves an integration of all IM core competencies to assist the supported staff with a range of tasks including records management; Enterprise Information Management (EIM); workflow including processing, controlling, and distributing correspondence; web content, portal management, and Client Support Administrator (CSA) duties if required.

4.2.2. Client Support Administrator (CSA) (formerly Workgroup Management): Performs, supervises, and manages client software and hardware (information systems/technology management) tasks and functions. Performs configuration management and initial diagnostics of information systems. Coordinates and documents information system repairs. Runs system diagnostics, isolates faults and determines cause of hardware and software failures. Removes and replaces replaceable units to restore system operation. Provides customer service to assist in operation, restoral, and configuration of information systems. Responds to trouble calls. Works with network control activities to resolve information system deficiencies/problems. Operates information systems (stand alone and networked) to create, collect, use, access, disseminate, maintain and dispose of information. Develops and implements web sites/pages. Manages and assists others in content management of web sites/pages. Assists supported activities and units with standard business/office automation applications. Controls and maintains accountability for unit-level information systems. Monitors maintenance contracts and submits reports. Monitors and manages information system security programs to include unit-level Information Assurance awareness training requirements. Ensures compliance with directives governing physical and operational security requirements for information systems. Reports security incidents and formulates and applies corrective security procedures.

4.2.3. Enterprise Information Management (EIM): EIM tools are a series of supporting tools utilizing software plug and play capabilities. EIM responsibilities revolve around document management, records management, electronic forms/records, collaboration, workflow and knowledge management. Planning and flexible policy development are keys to ensure end users benefit firsthand from technical and information management experts assigned to their work areas. Client Support Administrators (CSAs), Records Managers, FARMS, and Client Support personnel will be responsible for managing the EIM tools (listed above) to align with standard Air Force business processes under their purview. The seven basic EIM lifecycle components consist of: creating, storing, accessing, manipulating, distributing, protecting, and archiving/disposing of information. These activities occur continuously throughout the information management lifecycle and enable understanding and decision-making. These stages do not necessarily occur sequentially and often operate independently, in parallel, or overlap.

4.2.4. Records Management: Performs, supervises, and manages records management tasks and functions manually and electronically. Establishes and maintains offices of record. Conducts surveys to

analyze and identify the records created and/or maintained by the office of record. Applies file cutoff procedures, and disposes of and retrieves records. Coordinates and implements records maintenance and disposition procedures. Operates and manages automated records information management system. Operates and manages a records staging area for inactive records storage. Disposes of eligible records. Transfers records, as appropriate, to Federal Record Centers and/or the National Archives. Maintains accountability of records on loan from the records staging area, records center or other sources. Evaluates and processes records disposition changes. Manages the information collection and reports program. Performs records manager, functional area records manager and records custodian duties. Performs and supervises Privacy Act (PA) and Freedom of Information Act (FOIA) tasks and functions. Complies with PA and FOIA procedures and provides assistance to ensure others comply. Provides PA and FOIA training. Monitors and manages PA and FOIA requests to ensure compliance with statutory requirements. Provides document release service, and accounts for fees collected. Manages, develops and administers program requirements on Information Collections and Reports Management.

4.2.5. Electronic Communications (E-Comm) (formerly Administrative Communications):

Installation focal point for all desktop Electronic Communications processes. Conducts information analyses to determine proper flow and life cycle management of information. Provides guidance, assistance and training to unit information managers on common/standard electronic communications applications and establishes EIM policy, processes, and procedures for document management, collaboration, workflow and knowledge management. Installation focal point for Internet and e-mail management and use policies outlined in AFI 33-129 and AFI 33-119. Interfaces with unit information managers to ensure policies are enforced, and users are trained and informed about internet/e-mail requirements. Provides installation Air Force Portal use/management training. Interfaces with unit information managers to provide guidance/oversight to ensure electronic communications and staff packages comply with appropriate style and format as prescribed in the Tongue and Quill and Higher Headquarters guidelines. Manages, develops and administers program requirements on Information Collections and Reports Management.

4.2.6. Information Management Functional Manager (FM) duties (AFI 33-101, Communications and Information Management Guidance and Responsibilities). Appointed by the senior communications and information officer (normally the communications squadron commander) or equivalent for tenant units, GSUs and other organizations with 10 or more IMers assigned. The IM FM is normally the highest-ranking IM at the respective location. Advises squadron, group, and wing commanders on 3A0X1 utilization and training issues. Assigned collateral responsibility for training, classification, utilization, and career development of enlisted information management personnel. Ensures depth and breadth of career field training, experience, and development by rotating information managers through a variety of jobs, duty positions, activities, and/or organizations. Communicates and coordinates with MAJCOM IM Functional Manager. This position serves at the operational level.

4.2.7. Chief Enlisted Managers (CEM). Personnel attaining the rank of Chief Master Sergeant are assigned broad ranging duties in directing and managing a diverse range of communications and information functions including: controlling and facilitating work load and project assignments for individuals, large groups, and work centers; planning and programming for strategic, wartime, and contingency requirements to support mission needs; budgeting and manpower planning; supervising or superintending major organizational elements; advising and assisting senior leadership with mission requirements and communications and information enlisted corps issues and concerns. Two unique CEM positions are:

4.2.7.1. MAJCOM Information Management Functional Manager (MFM) (AFI 36-2201, Air Force Training Program; AFI 36-2101, Classifying Military Personnel (Officers and Airmen); AFMAN 36-2108, Enlisted Classification). Appointed by the MAJCOM Director of Communications and Information (SC) or equivalent. Advises the MAJCOM/SC and staff on 3A0X1 utilization and training issues. Serves as the MAJCOM voting representative during career field Utilization and Training Workshops. Assists in gathering inputs and data to complete enlisted grade allocation for Career Progression Group (CPG) reviews. Provides guidance to subordinate units on 3A0X1 personnel issues. Assists with the dissemination of information regarding Air Force and career field policies, plans, programs, and procedures to subordinate units. Assists in identifying qualified subject matter experts to help with the development of Specialty Knowledge Tests (SKT) and the Career Development Course (CDC). Acts as

the primary MAJCOM reviewer on CDC training and classification waiver request packages. Coordinates on all MAJCOM 3A0X1 staffing and manpower issues.

4.2.7.2. Air Force Career Field Manager (AFCFM) for the Information Management Career Field (AFPD 36-22, Military Training; AFI 36-2201, Air Force Training Program; AFI 36-2101, Classifying Military Personnel (Officers and Airmen); AFMAN 36-2108, Enlisted Classification). Appointed by the Air Force Deputy Chief of Staff for Communications and Information (DCS/C&I). Advisor to the DCS/C&I on all matters affecting the Information Management career field. Communicates directly with MFMs and AETC Training Managers to disseminate Air Force and career field policies and program requirements. Ensures development, implementation, and maintenance of the CFETP. Serves as the chairperson for the U&TW and uses it as a forum to determine and manage career field education and training requirements, as they apply to mission needs. Possesses final authority to waive CFETP requirements, including CDCs. Assists AETC training managers and course supervisors with planning, developing, implementing, and maintaining all AFSC-specific training courses. Assists in the development of AFSC-related manpower standards.

5. Skill/Career Progression. Adequate training is essential to timely progression of personnel from the apprentice to superintendent skill levels and plays an important role in the Air Force's ability to accomplish its mission. It is essential that everyone involved in training do their part to plan, manage, and conduct effective training programs. The guidance provided in this part of the CFETP and the [3A0X1 Education and Training Path](#) table will ensure individuals receive viable training at appropriate points in their careers.

Apprentice (3-Level) Training
Upon completion of initial skills training a trainee will work with a trainer to enhance their knowledge and skills.
Utilize CDCs, AFJQSS/AFQTPs, and other exportable courses to progress in the career field.
Once task certified, a trainee may perform the task unsupervised.
Journeyman (5-Level) Training
Enter into continuation training to broaden experience base.
Five-levels may be assigned job positions such as team leader and shift supervisor.
Attend the Airman Leadership School (ALS) after serving 48 months in the Air Force or selection to rank of SSGT (active duty only). In-residence or correspondence course is required for Air National Guard/Air Force Reserve Command (ANG/AFRC) personnel.
Use CDCs and other references identified by the AFCFM to prepare for Weighted Airman Promotion Systems (WAPS) testing.
Continue pursuing a Community College of the Air Force (CCAF) degree.
Craftsman (7-Level) Training
Upon the first day of notification of selection for promotion to SSGT (not the day you sew it on!!), member MUST be entered into upgrade 7-level training (go order your CDCs).
A seven-level can expect to fill various supervisory and management positions such as shift leader, team chief, supervisor, or task certifier.
Seven-levels should take courses or obtain added knowledge on management of resources and personnel and attend the 7-level in-residence course.
Completion of education through CCAF and higher degree programs is appropriate.
Completion of AFCA IM Seminar is highly encouraged. (MSGts) (https://private.afca.af.mil/seminars/is.htm)
Attend the Noncommissioned Officer Academy (NCOA). In-residence or correspondence course is required for ANG/AFRC personnel.
Superintendent (9-Level) Training
A nine-level can be expected to fill positions such as flight chief, superintendents, and various staff positions.
Should pursue increased knowledge for budget, manpower, resources, and personnel management.
Encourage continuing academic education through CCAF and higher programs.
Chief Enlisted Manager (CEM) Training
Must be selected for CMSgt and possess qualifications as a 3A091.
CEMs work in a variety of similar jobs and functional areas where general managerial and supervisory abilities can be most effectively used and challenged.
Resident graduation of the USAF Senior NCO Academy (SNCOA) is a prerequisite for CMSgt sew-on (active duty only). In-residence or correspondence course required for ANG/AFRC personnel.

6. Training Decisions. This CFETP was developed to encapsulate an entire spectrum of training requirements for the Information Management career field, using a building block approach (simple to complex). Included in this spectrum was the strategy of when, where, and how to meet the training requirements. The strategy must be apparent and affordable to reduce duplication and eliminate a disjointed approach to training.

6.1. The following training decisions were made by members of the 25 - 29 October 2004 Utilization and Training Workshop:

6.1.1. The STS was streamlined to reflect current mission needs and new career field responsibilities, particularly in web technology and enterprise information management (EIM).

6.1.2. IM terminology was incorporated for the following: Admin Comm to Electronic Communications (E-Comm), Staff Support to Client Support (CS), and Workgroup Manager to Client Support Administrator (CSA).

6.1.3. IM core competencies were updated to include an illustration in Part 1, Section B. The Career Field Progression pyramid was incorporated into Part 1, Section B.

6.1.4. CBT's in problem solving and critical thinking were added to the 3- and 7-skill level courses.

6.1.5. Smart Board technology will be incorporated into the Plans of Instruction.

6.1.6. Audiovisual technology will be incorporated into the Organization Structure portion of the 3-level course to give students a look into what their career field is all about.

6.1.7. The prerequisite for 7-level CDCs was kept for entry into the 7-level course.

6.1.8. Keyboarding fundamentals requirement was deleted in its entirety.

6.1.9. The Client Support Administrator course will be fully incorporated into the 3-level course to help standardize training.

6.1.10. Inserted Enterprise Information Management (EIM).

6.1.11. Functional Management was significantly changed to reflect the breadth and depth of IM Functional Manager duties.

6.1.12. Significant modifications were made to the wartime/contingency planning section to expand the duties/responsibilities in support of the Expeditionary Air Force.

6.1.13. Air Force Doctrine Document 1-1 on "Leadership and Force Development", dated 18 Feb 04, was added to the training references for use in the 3- and 7-level courses.

6.1.14. The AFCFM established the need date for the revised 5- and 7-level CDCs as of 1 Oct 05.

6.2. Proficiency Training. This is job qualification training for an assigned duty position. Additional qualification training becomes necessary when personnel transfer to another duty position, the unit mission changes, a new program is established, or any time changes in techniques or procedures occur.

6.2.1 AFJQS 3A0X1-225D, Position Certification for Workgroup Managers, 1 June 2004. This AFJQS constitutes the approved training program for the client support administrator position. This AFJQS will be renamed Position Certification for Client Support Administrator with the next rewrite. The AFJQS is to be used by unit training managers, supervisors, trainers, trainees, and other training functions to plan, conduct, and document OJT for all 3A0X1 Client Support Administrators.

6.2.2. 81 TRSS (Q-Flight) develops AFJQSs/AFQTPs to support tasks, functions, or duties relating to communications-electronics, communications-computer systems, and information management.

Completion of certain AFJQSs/AFQTPs is mandatory by duty position for personnel in upgrade or qualification training.

7. Community College of the Air Force (CCAF) Academic Programs. Enrollment in CCAF occurs upon completion of basic military training. CCAF provides the opportunity for all enlisted members to obtain an Associate of Applied Science degree. In order to be awarded the CCAF, the associates degree, it must be completed before the student separates from the Air Force, retires, or is commissioned as an officer. In addition to its associate's degree program, CCAF offers the following:

7.1. Occupational Instructor Certification. The CCAF, offers the Occupational Instructor Certification to instructors teaching full time in a CCAF affiliated school. To qualify, instructors must complete a 3 semester hour Instructor Methodology course, a 12 semester hour Teaching Internship, have two years teaching experience from date of Teaching Internship completion, hold an associate or higher degree, and be recommended by their commander/commandant.

7.2. The Information Management (1AUJ) program applies to the 3A0X1 career field.

7.2.1. Degree Requirements: Individuals must hold the 5-skill level at the time of program completion.

	Semester hours
Technical Education.....	24
Leadership, Management, and Military Studies.....	6
Physical Education.....	4
General Education	15
Program Electives.....	15
Total	64

7.2.2. Technical Education (24 semester hours): A minimum of 12 semester hours of Technical Core subjects and courses must be applied and the remaining semester hours will be applied from Technical Core/Technical Elective subjects and courses. Requests to substitute comparable courses or to exceed specified semester hour values in any subject/course must be approved in advance by the technical branch of the CCAF Administrative Center.

7.2.3. Leadership, Management, and Military Studies (6 semester hours): Professional Military Education (PME) and/or civilian management courses. See CCAF General Catalog for application of civilian management courses.

7.2.4. Physical Education (4 semester hours): Satisfied upon completion of basic military training.

7.2.5. General Education (15 semester hours): Courses must meet the criteria for application of courses to the General Education requirement and be in agreement with the definitions of applicable General Education subjects/courses as outlined in the CCAF General Catalog.

7.2.6. Program Elective (15 semester hours): Satisfied with applicable Technical Education; Leadership, Management, and Military Studies; or General Education courses, including natural science courses meeting General Education requirement application criteria. Six semester hours of CCAF degree applicable technical credit otherwise not applicable to this program may be applied.

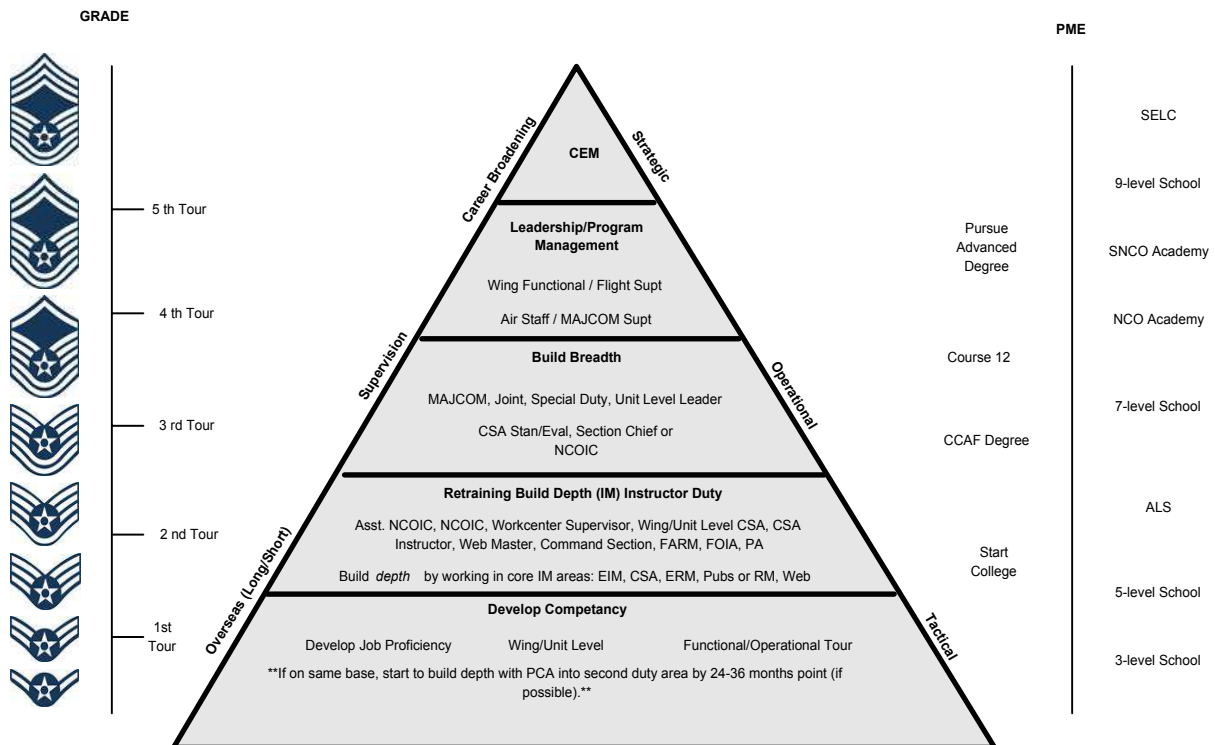
7.3. See the current CCAF General Catalog for details regarding the Associate of Applied Science in Information Management. The catalog is available at your education office or from <http://www.maxwell.af.mil/au/ccaf>.

7.4. Additional off-duty education is a personal choice that is encouraged for all. Individuals desiring to become an AETC instructor should be actively pursuing an associate degree. A degreed faculty is necessary to maintain CCAF's accreditation through the Southern Association of Colleges and Schools.

8. Career Field Path.

8.1. The following summarizes career progression and personnel allocations across the career ladder. 3A0X1 personnel maintain their individual AFSC identifiers through the rank of SMSgt. Upon promotion to CMSgt, the 3A091 becomes a 3A000. Specific demographic information is available on the Web at <http://www.afpc.randolph.af.mil/demographics/>

3A0X1 CAREER PATH CHART



3A0X1, INFORMATION MANAGEMENT EDUCATION AND TRAINING PATH	
EDUCATION AND TRAINING REQUIREMENTS	AVERAGE SEW ON TIME AND COMMENTS
BASIC MILITARY TRAINING SCHOOL	
APPRENTICE TECHNICAL SCHOOL (3-SKILL LEVEL).....Mandatory	Amn6 months
UPGRADE TO JOURNEYMAN (5-SKILL LEVEL) Minimum 15 months OJT training (9 months for retrainees) Completion of 5-Level CDCs.....Mandatory Specific AFJQs/AFQTPs for duties at assigned location.Mandatory AETC Supplemental training courses as determined by MAJCOM..... Optional	A1C..... 10 months SrA.....3 years Earliest.....28 Months HYT..... 12 years
AIRMAN LEADERSHIP SCHOOL (ALS) Attendance is limited to SSgt selectees or those attaining 48 months Total Active Federal Military Service (TAFMS) and who have not been selected for promotion to SSgt. Completion is mandatory before assuming the rank of SSgt. ANG/AFRC may complete by correspondence course.....Mandatory	TRAINER: Must meet trainer eligibility requirements set IAW AFI 36-2201 Vol 3, Chap 6
UPGRADE TO CRAFTSMAN (7-SKILL LEVEL) Minimum rank of SSgt. 12 months OJT training (6 months for retrainees). Completion of 7-level CDCs. Attendance at formal 7-level school. Must be a 7-level to sew on TSgt.Mandatory AETC Supplemental training courses as determined by MAJCOM..... Optional	SSgt7.5 years Earliest.....3 years HYT.....20 years TSgt 12.5 years Earliest.....5 years HYT.....24 years CERTIFIER: Must meet trainer eligibility requirements set IAW AFI 36-2201 Vol 3, Chap 6
NONCOMMISSIONED OFFICER ACADEMY (NCOA) Attendance is limited to TSgt and TSgt selectees. Completion is mandatory before assuming the rank of MSgt. ANG/AFRC may attend in-residence as SSgt or TSgt or complete correspondence course. Mandatory	MSgt 16 years Earliest.....8 years HYT.....26 years
USAF SENIOR NONCOMMISSIONED OFFICER ACADEMY (SNCOA) Attendance is limited to SMSgt, SMSgt selectees, and selected MSgts. Completion is mandatory before assuming the rank of CMSgt. Mandatory ANG/AFRC may complete by correspondence course. ANG/AFRC MSgts may attend in-residence..... Mandatory	SMSgt 19.2 years Earliest..... 11 years HYT.....28 years

**3A0X1, INFORMATION MANAGEMENT
EDUCATION AND TRAINING PATH**

EDUCATION AND TRAINING REQUIREMENTS	AVERAGE SEW ON TIME AND COMMENTS
UPGRADE TO SUPERINTENDENT (9-SKILL LEVEL) Awarded upon sew on of SMSgt.....Mandatory C-CS Management and Generic AFJQs/AFQTPs for various unit level duties.....Mandatory	CMSgt.....21.5 years Earliest..... 14 years HYT.....30 years

NOTE 1: Published sew-on times are Air Force averages. Refer to the Air Force Personnel Center's homepage to determine career field specific information: <http://www.afpc.randolph.af.mil/eprom>.

NOTE 2: See Part II, Sections C and D for a list of AFJQs/AFQTPs and AETC supplemental training.

NOTE 3: All core/duty position tasks must be completed prior to upgrade.

8.2. Occupational Badges. The following guidance outlines the requirements for and heraldic significance of the Information Management occupational badges. For additional information, see AFI 36-2923, *Aeronautical, Duty, and Occupational Badges*.



Basic -- Worn upon completion of technical school



Senior -- Worn after award of the 7-skill level



Master -- Worn as a master sergeant or above with 5 years in the specialty from award of the 7-skill level

Heraldic Significance

The scroll and quill were used throughout the ages to represent information management in both the military and private business.

The scroll symbolizes the essence of information management: knowledge and the ability to access that knowledge when it is needed. Centuries ago the scroll was the primary means to record all matters of importance. The scroll reminds today's information manager of the importance of their responsibilities in the employment of aerospace power. The scroll is unrolled representing the availability of this knowledge to the people and organizations that need it.

The quill historically represents the systems used to record information. While not as technologically advanced as today's automated information management systems, the quill reminds us of the importance of timely and accurate recording of our knowledge. The quill is displayed partially covering the scroll admonishing information managers of their duty to protect our knowledge from improper disclosure.

The globe represents the span of information management systems around the world and into space. The globe also represents the large number and divergent groups of customers information managers support.

The wreath encompassing the badge represents excellence. The wreath surrounds all the other symbols to show that excellence is the standard of performance for information managers.

Information Management Creed

Updated by SrA Charles T. Apple

I am an Information Manager.
I effectively manage programs and time,
for myself and others,
with modesty and dedication.

My responsibilities exceed that of any
skilled technician as my position
encompasses the careers and
management responsibilities of my
colleagues and civilian counterparts.

The information I process
supports every facet of the Air Force
and my duties are the foundation
of organized management
practices regarding Air Force
information processing.

My professional and technical
capabilities are an indispensable
aspect of the Air Force mission
which fosters great pride in the
world of Information Management
and myself.

I AM AN INFORMATION MANAGER.

Section C - Skill Level Training Requirements

9. Purpose. Skill levels in this career field are defined in terms of tasks and knowledge requirements. This section outlines the specialty qualification requirements for each skill level in broad, general terms and establishes the mandatory requirements for entry, award, and retention of each skill level. The specific task and knowledge training requirements are identified in the COL and STS at Part II, Sections A and B of this CFETP.

10. Specialty Qualification Requirements.

10.1. Apprentice (3-Level) Training.

KNOWLEDGE	Mandatory knowledge includes policies and procedures relating to the life cycle of information, including Electronic Communications, official records, publications and IMTs; general office management principles; organizational structure and its interrelationship with the mission; security practices; information systems; and software applications. Completion of the basic IM apprentice course satisfies this mandatory requirement.
EDUCATION	Completion of high school with courses in business, English composition, computer science or information systems, mathematics, and keyboarding is desirable.
TRAINING	Completion of the Information Management Apprentice course, E3ABR3A031 00AA (PDS Code OAT) (See Part II, Section B for Course Objective List)
EXPERIENCE	None required
OTHER	None
IMPLEMENTATION	Entry into training is accomplished by approved retraining from any AFSC or initial classification.

10.2. Journeyman (5-Level) Training.

KNOWLEDGE	Mandatory knowledge includes policies and procedures relating to the life cycle of information; communications flow; computer applications, configurations, security and initial trouble shooting; customer service relations, Electronic Communications, correspondence, messages, publications, forms and IMT management; general office management principles; organizational structure and its interrelationship with the mission; communications and information terminology and procedures; security practices, operation, and management of information systems; wartime contingency preparation and operations.
EDUCATION	Completion of high school with courses in business, English composition, computer science or information systems, mathematics, and keyboarding is desirable.
TRAINING	<p>Completion of the 3A051 Career Development Course</p> <p>Completion of all STS core tasks</p> <p>Completion of applicable AFJQs/AFQTPs</p> <p>Completion of all local tasks assigned for the duty position</p> <p>Completion of an advanced-level training course for the following software applications is mandatory for upgrade to the 5-skill level: word processing, spreadsheet, database, and graphics presentation. Formal courses or CBTs may be used as training sources. CBT courses are available via the USAF CBT System</p> <p>https://www.my.af.mil/skillportcbtprod/scusaf/usaflogin/usafseamlesslogin.cfm</p>
EXPERIENCE	<p>Qualification in and possession of AFSC 3A031</p> <p>Experience is mandatory in 3A core competencies.</p>
OTHER	Completion of Critical Thinking CBT.
IMPLEMENTATION	Entry into formal journeyman upgrade training is accomplished once individuals are assigned to their first duty station. Qualification training is initiated anytime individuals are assigned duties for which they are not qualified. Use OJT, CDCs, and AFJQs/AFQTPs concurrently to obtain the necessary qualifications.

10.3. Craftsman (7-Level) Training.

KNOWLEDGE	<p>Mandatory knowledge includes policies and procedures for information life-cycle including</p> <p>Electronic Communications, records management, planning and programming, publishing, general office management, Client Support procedures employed within functional areas, operation and application of information systems, control of the information life cycle, and determining information needs and requirements of customers.</p>
TRAINING	<p>Completion of the 3A071 Career Development Course</p> <p>Completion of the Information Management Craftsman course, E3ACR3A071 00AA (PDS Code OBX)</p> <p>(See Part II, Section B for Course Objective List)</p> <p>Completion of all STS core tasks</p> <p>Completion of applicable AFJQSs/AFQTPs</p> <p>Completion of all local tasks assigned for the duty position</p> <p>Completion of an advanced-level training course for the following software applications is mandatory for upgrade to the 7-skill level: word processing, spreadsheet, database, and graphics presentation. Formal courses or CBTs may be used as training sources. CBT courses are available via the USAF CBT System (https://www.my.af.mil/skillportcbtprod/scusaf/usaflogin/usafseamlesslogin.cfm). Advanced-level training courses completed as part of 5-skill level upgrade training will count towards this requirement.</p>
EXPERIENCE	<p>Qualification in and possession of AFSC 3A051</p> <p>Experience is mandatory in 3A core competencies.</p>
OTHER	None
IMPLEMENTATION	<p>Entry into OJT is initiated when individuals are selected for promotion to SSgt and skill level. Qualification training is initiated anytime an individual is assigned duties for which they are not qualified. Use OJT, CDCs, and AFJQSs/AFQTPs concurrently to obtain the necessary qualifications.</p>

10.4. Superintendent (9-Level) Training.

KNOWLEDGE	Mandatory knowledge includes Air Force organization; the information life-cycle including role of information management/communications and information; publishing management; records management, Electronic Communications; information systems/technology concepts and terminology; understanding information/computer system, hardware and software components, and operating systems; advanced understanding of primary business software applications including database, spreadsheet, word processing, and presentation.
TRAINING	No mandatory AETC training courses are required for upgrade.
EXPERIENCE	Qualification in and possession of AFSC 3A071 Experience is mandatory in 3A core competencies. Completion of the AFCA Information Management seminar is highly desirable. https://private.afca.af.mil/seminars/
OTHER	None
IMPLEMENTATION	None

10.5. Training Sources.

10.5.1. AFSC specific training – 336 TRS, Keesler AFB MS at <https://wwwmil.keesler.af.mil>.

10.5.2. CDC 3A051 and 3A071 are available for upgrade purposes through the unit training manager and satisfy the knowledge requirements specified in the STS.

10.5.3. AFJQSs/AFQTPs are Air Force publications and are mandatory for use by personnel in upgrade or qualification training. They are developed by the 81 TRSS (Q-Flight), Keesler AFB MS and may be downloaded from <https://wwwmil.keesler.af.mil/81trss/qflight/index.htm>. Procedures for requesting development of AFJQSs/AFQTPs are contained in AFI 36-2233, *Air Force On-the-Job Training Products for Communications-Electronics Enlisted Specialty Training*. AFJQSs/AFQTPs are listed in Part II, Section C, of this CFETP.

10.5.4. Upgrade and qualification training for the duty position, program to be managed, or equipment to be used, is provided by qualified trainers. Requests for qualified trainers/certifiers should be directed to your base IM functional manager and base training manager.

10.5.5. The USAF CBT System (<https://www.my.af.mil/skillportcbtprod/scusaf/usaflogin/usafseamlesslogin.cfm>) is a unique and viable tool to keep Air Force personnel skilled in the technology they use in carrying out their missions by providing information technology training anytime, anywhere to the user's desktop. It is a key training source to support 3A0X1 OJT and should be used by workcenter supervisors to enhance the scope/quality of training already available, reduce training costs, and provide training options not otherwise available. The system is tailored towards flexibility--after registering from a ".mil" location, students can accomplish the user-friendly desktop training courses from any location--work, home, or while TDY.

Section D - Resource Constraints

11. Purpose. This section identifies known resource constraints that preclude optimal/desired training from being developed or conducted, including information such as part numbers, national stock numbers, number of units required, cost, manpower, etc. Included are narrative explanations of each resource constraint and an impact statement describing what effect each constraint has on training. Finally, this section includes actions required, OPR, and target completion date. Resource constraints will be, at a minimum, reviewed and updated annually.

12. 1-level – Direct Duty Accessions (DDA)

12.1. Constraints: None.

12.1.1. Impact. N/A

12.1.2. Resources Required. N/A

12.1.3. Action Required. N/A

12.2. OPR/Target Completion Date. N/A

13. Apprentice (3-Level) Training.

13.1. Constraints: None.

13.1.1. Impact. N/A

13.1.2. Resources Required. N/A

13.1.3. Action Required. N/A

13.2. OPR/Target Completion Date. N/A

14. Journeyman (5-Level) Training.

14.1. Constraints: None.

14.1.1. Impact. N/A

14.1.2. Resources Required. N/A

14.1.3. Action Required. N/A

14.2. OPR/Target Completion Date. N/A

15. Craftsman (7-Level) Training.

15.1. Constraints: None.

15.1.1. Impact. N/A

15.1.2. Resources Required. N/A

15.1.3. Action Required. N/A

15.2. OPR/Target Completion Date. N/A

Section E - Transition Training Guide

There are currently no transition training requirements. This area is reserved.

PART II

Section A - Specialty Training Standard

1. Implementation. This STS will be used for technical training provided by AETC for 3-level classes beginning 20050502 and graduating 20050615 and 7-level courses beginning 20050509 and graduating 2005

2. Purpose. As prescribed in AFI 36-2201, this STS:

2.1. Lists in column 1 (Task, Knowledge, and Technical Reference) the most common tasks, knowledge, and technical references (TR) necessary for Airmen to perform duties in the 3-, 5-, and 7-skill level. Column 2 identifies Core Tasks (*).

2.2. Provides certification for OJT. Column 3 is used to record completion of tasks and knowledge training requirements. Use automated training management systems to document technician qualifications, if available. For initial certification or transcribing documentation complete the columns in accordance to [AFI 36-2201, vol 3, para 7.8.](#)

2.3. Shows formal training and correspondence course requirements. Column 4A shows the proficiency to be demonstrated on the job by the graduate as a result of training on the task and career knowledge provided by course E3ABR3A031 00AA, Information Management Apprentice. Column 4B shows the knowledge level an individual should possess after taking the 5-level CDC. Column 4C shows the proficiency to be demonstrated on the job by the graduate as a result of training in Course E3ACR3A071 00AA, Information Management Craftsman. It also shows the knowledge level an individual should possess after taking the 7-level CDC. See the AFIADL Catalog maintained at <http://www.maxwell.af.mil/au/afiadl> for current CDC listings.

2.4. Qualitative Requirements. Attachment 1 contains the proficiency code key used to indicate the level of training and knowledge provided by resident training and career development courses.

2.5. Becomes a job qualification standard (JQS) for on-the-job training when placed in AF Form 623, On-the-Job Training Record, and used according to AFI 36-2201, Vol 3.

2.6. Is a guide for development of promotion tests used in the Weighted Airman Promotion System (WAPS). Specialty Knowledge Tests (SKT) are developed at the USAF Occupational Measurement Squadron by senior NCOs with extensive practical experience in their career fields. The tests sample knowledge of STS subject matter areas judged by test development team members as most appropriate for promotion to higher grades. Questions are based upon study references listed in the Weighted Airman Promotion System (WAPS) catalog. Individual responsibilities are listed in chapter 1 of AFI 36-2605, *Air Force Military Personnel Testing System*. WAPS is not applicable to the Air National Guard or Air Reserve Forces.

3. Recommendations. Comments and recommendations are invited concerning the quality of AETC training. A Customer Service Information Line (CSIL) has been installed for the supervisors' convenience. For a quick response to concerns, call the CSIL at DSN 597-4566, fax at DSN 597-3790, or e-mail at 81trg-tget@keesler.af.mil. Reference this STS and identify the specific area of concern (paragraph, training standard element, etc.).

BY ORDER OF THE SECRETARY OF THE AIR FORCE

OFFICIAL

DONALD J. WETEKAM, Lieutenant General, USAF
Deputy Chief of Staff /Installations & Logistics

Attachment:
3A0X1 Specialty Training Standard

PREFACE

NOTE 1: Users are responsible for annotating technical references to identify current references pending STS revision. Locate current Air Force publications at <http://www.e-publishing.af.mil/afpubs.asp>.

NOTE 2: Core tasks are identified in the STS by a single asterisk (*) in Column 2 and are required for all skill levels. To be considered fully qualified and eligible for higher skill level award, personnel must be duty position qualified and be trained and certified on all core tasks. Only the base training manager in coordination with the MAJCOM IM functional manager and concurrence of the AFCFM can waive core task training and/or certification.

NOTE 3: Knowledge and/or performance tasks are defined in the AFJQS. AFJQS items set the standard for qualification and certification and are mandatory for use in conjunction with this STS when applicable to the duty position.

NOTE 4: All objectives are trained during wartime.

NOTE 5: Effective 1 May 2005, commanders, supervisors, and trainers will use the Integrated Maintenance Data System (IMDS) to track and manage all training for all Communications and Information personnel. Military assigned to positions with the following AFSCs: 33SX, 3V, 3A, 3C, 2E, and 8M. Use of IMDS is required IAW with policy set by HQUSAF/ILC and applicable Career Field Education and Training Plans (CFETPs). The base 3A functional manager will ensure all 3A personnel training records are loaded and managed in CAMS and migrated to IMDS when made available.

NOTE 6: Third Party Certification is waived for all Information Managers, unless mandated by the MAJCOM 3A FM.

PROFICIENCY CODE KEY		
	SCALE VALUE	DEFINITION: The individual
Task Performance Levels	1	Can do simple parts of the task. Needs to be told or shown how to do most of the task. (EXTREMELY LIMITED)
	2	Can do most parts of the task. Needs help only on hardest parts. (PARTIALLY PROFICIENT)
	3	Can do all parts of the task. Needs only a spot check of completed work. (COMPETENT)
	4	Can do the complete task quickly and accurately. Can tell or show others how to do the task. (HIGHLY PROFICIENT)
*Task Knowledge Levels	a	Can name parts, tools, and simple facts about the task. (NOMENCLATURE)
	b	Can determine step by step procedures for doing the task. (PROCEDURES)
	c	Can identify why and when the task must be done and why each step is needed. (OPERATING PRINCIPLES)
	d	Can predict, isolate, and resolve problems about the task. (COMPLETE THEORY)
**Subject Knowledge Levels	A	Can identify basic facts and terms about the subject. (FACTS)
	B	Can identify relationship of basic facts and state general principles about the subject. (PRINCIPLES)
	C	Can analyze facts and principles and draw conclusions about the subject. (ANALYSIS)
	D	Can evaluate conditions and make proper decisions about the subject. (EVALUATION)
EXPLANATIONS * A task knowledge scale value may be used alone or with a task performance scale value to define a level of knowledge for a specific task. (Examples: b and 1b) - This mark is used alone instead of a scale value to show that no proficiency training is provided in the course or CDC. X This mark is used alone in course columns to show that training is required, but not given, due to limitations in resources.		

<i>THIS BLOCK IS FOR IDENTIFICATION PURPOSES ONLY</i>		
Personal Data – Privacy Act of 1974		
PRINTED NAME OF TRAINEE (<i>Last, First, Middle Initial</i>)	INITIALS (<i>Written</i>)	SSN
PRINTED NAME OF TRAINER AND CERTIFYING OFFICIAL AND WRITTEN INITIALS		
N/I	N/I	
N/I	N/I	
N/I	N/I	
N/I	N/I	
N/I	N/I	
N/I	N/I	

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (SEE NOTE 2 IN THE STS PREFACE)	3. CERTIFICATION FOR OJT					4. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED			
		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
1. INFORMATION MANAGEMENT (IM) CAREER FIELD TR: AFI 32-7045, 33-101, 38-101; AFMAN 10-401 Vol.1, 36-2108, 37-104; AFD 37-1; WMP 1 Annex D DODD-8000.1; DODM 8020.1; 3A0X1 CFETP; Problem Solving and Critical Thinking CBTs										
1.1. Doctrine and Legal Frame Work							A	A	B	-
1.2. Information Life Cycle -- Management	*						A	A	B	C
1.3. Cognitive hierarchy (data, information, knowledge, wisdom)							A	A	B	C
1.4. Structure of IM Career Field	*									
1.4.1. Classification							A	A	-	-
1.4.2. Organizational Structure										
1.4.2.1. Planning & Implementation							A	A	-	-
1.4.2.2. Info Systems							A	A	-	-
1.4.2.3. Mission Systems							A	A	-	-
1.4.2.4. Support Flight							A	A	-	-
1.5. IM Core Competencies	*									
1.5.1. Plans and Programs							A	B	-	-
1.5.2. Content Management							A	B	-	-
1.5.3. Desktop Support							A	B	-	-
1.5.4. Records Management							A	B	-	-
1.5.5. Enterprise Information Management							A	B	-	-
1.6. Emerging Technologies							A	A	-	A
2. IM FORCE DEVELOPMENT TR: AFDD 1-1; AFI 36-2618; AFQTP 3A0X1-225E IM Functional Managers Handbook										
2.1. Terms							A	B	-	B
2.2. Career Field Pyramid	*						A	B	-	-
3. INFORMATION ASSURANCE PROGRAM										
3.1. Communications Security (COMSEC) TR: AFI 31-401; AFD 31-4, 33-2							A	A	-	-
3.2. Operations Security (OPSEC) TR: AFI 10-1101; AFD 10-11							A	A	-	-

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		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
3.3. Computer Security (COMPUSEC) TR: AFI 33-202; AFPD 33-2										
3.3.1. Define COMPUSEC							A	B	-	-
3.3.2. Vulnerabilities and incidents							A	B	-	-
3.3.3. Data protection techniques and countermeasures							A	B	-	-
3.3.4. Reporting procedures							A	B	-	-
3.3.5. Explain malicious logic							A	B	-	-
3.3.6. Describe methods of malicious logic protection							A	B	-	-
3.4. Emission Security (EMSEC) TR: AFI 33-203; AFPD 33-2							A	A	-	-
3.5. Information Warfare TR: AFDD 2-5							A	-	-	-
4. OPERATIONALIZING AND PROFESSIONALIZING THE NETWORK (OPTN) TR: AFI 33-115, Vol 1										
4.1. Air Force Network Operation Security Center (AFNOSC) Familiarization							A	A	-	-
4.2. Network Operation Security Center (NOSC) Familiarization							A	A	-	-
4.3. Network Control Center (NCC)							A	A	-	-
4.4. Combat Information Transfer System (CITS)							-	A	-	-
4.5. Global Command and Control Systems (GCCS)							-	A	-	-
4.6. Global Combat Support Systems (GCSS)							-	A	-	-
4.7. Joint Technical Architecture (JTA) – Air Force TR: AFI 33-133; AFTTP (I) 3-2.22							-	A	B	-
4.8. Global Information Grid (Joint Pub 6.0)							-	A	-	-
4.9. Network Operations Standardization and Evaluation Program (NOSEP)							-	A	-	-
4.10. Structured On-the-Job Training (SOJT)							-	A	-	-
5. Client Support Administrator TR: AFI 33-115 Vol 1&2; AFJQS 3A0X1-225D										
5.1. Definition	*						A	B	-	-
5.2. Roles/Responsibilities	*						A	B	-	-
5.3. Information Operations - Rules Of Engagement	*						A	-	B	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (SEE NOTE 2 IN THE STS PREFACE)	3. CERTIFICATION FOR OJT					4. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED			
		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
5.4. Personal Computer Basics	*						A	A	-	-
5.5. Network Concepts	*									
5.5.1. Define Local Area Network \Metropolitan Area Network\Wide Area Network (LAN\MAN\WAN)							A	B	-	-
5.5.2. Topologies							A	B	-	-
5.5.3. Models (client-server, peer-to-peer)							A	B	-	-
5.5.4. Addressing (MAC, IP, network classes)							A	B	-	-
5.5.5. Media							A	B	-	-
5.5.6. Network Hardware (hubs, switches, gateways)							A	B	-	-
5.5.7. Protocols (define TCP/IP, FTP, DHCP, WINS, DNS)							A	B	-	-
5.6. Operating Systems	*									
5.6.1. Workstation/Server							A	A	-	-
5.6.2. Installation Requirements							A	A	-	-
5.6.3. Install Operating System							2b	-	-	-
5.6.4. Configure OS							2b	-	-	-
5.6.5. Monitor OS using Control Panel functions							2b	-	-	-
5.6.6. Hard disk management	*									
5.6.6.1. Define FATS/NTFS/Partitions							A	A	-	-
5.6.6.2. File names/structure							A	A	-	-
5.6.6.3. Use DOS commands							2b	-	-	-
5.6.6.4. Use Device manager							2b	-	-	-
5.6.6.5. Use Computer Manager							2b	-	-	-
5.6.7. Map/Connect network devices							2b	-	-	-
5.7. Network Administration	*									
5.7.1. Configure Workstation										
5.7.1.1. Add to domain							2b	-	-	-
5.7.1.2. Configure TCP/IP							2b	-	-	-
5.7.1.3. Install PKI/CAC card reader							2b	-	-	-
5.7.2. Define user /Administrator accounts							A	A	-	-
5.7.3. Create user accounts using computer management tools (Permissions, etc)							2b	-	-	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (SEE NOTE 2 IN THE STS PREFACE)	3. CERTIFICATION FOR OJT					4. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED			
		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
5.7.4. Manage user accounts using management tools (resetting passwords, unlocking accts, etc)							2b	-	-	-
5.7.5. Define Group/Local Accounts							A	A	-	-
5.7.6. Create/Delete Group/Local accounts							2b	-	-	-
5.7.7. Add/remove users							2b	-	-	-
5.7.8. Define/Create/Remove limited access accounts (guest, RAS)							2b	-	-	-
5.7.9. Create Profiles							2b	-	-	-
5.7.10. Directory Service Management tools (Active Directory)							A	A	-	-
5.8. Print Management	*									
5.8.1. Terms (queue, spooling)							A	A	-	-
5.8.2. Network printing										
5.8.2.1. Set up							2b	A	-	-
5.8.2.2. Share/Add							2b	A	-	-
5.8.2.3. Set up client computers							2b	A	-	-
5.8.2.4. Add printer/web browser							2b	A	-	-
5.8.2.5. Create printer pool							2b	A	-	-
5.8.2.6. Set priorities/privileges							2b	A	-	-
5.9. Application software	*									
5.9.1. Procedures and requirements							A	A	-	-
5.9.2. Use Security/Anti-virus							2b	A	-	-
5.9.3. Use Web browsers							2b	A	-	-
5.9.4. Install Applications							2b	A	-	-
5.9.5. Zip/Unzip files							2b	-	-	-
5.10. E-Mail Management	*									
5.10.1. E-Mail Server							A	A	-	-
5.10.2. Create/Configure mailboxes (user, custom)							2b	A	-	-
5.10.3. Create Distribution lists							2b	A	-	-
5.10.4. Create Public/Personal/Private folders							2b	A	-	-
5.10.5. Move mailboxes							2b	A	-	-
5.10.6. Mailbox maintenance							2b	A	-	-

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		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
5.10.7. Track messages (concepts – read receipts)							2b	-	-	-
5.11. Network security - AFCERTS/TCNO	*									
5.11.1. Perform software patches							2b	-	-	-
5.11.2. Load service packs							2b	-	-	-
5.11.3. Perform security fixes							2b	-	-	-
5.12. Troubleshooting (hands on)	*									
5.12.1. Safety							A	A	-	-
5.12.2. Use software and hardware tools										
5.12.2.1. Hard drive							2b	-	-	-
5.12.2.2. Peripherals							2b	-	-	-
5.12.2.3. Media							2b	-	-	-
5.12.2.4. OS faults										
5.12.2.4.1. Recover from System Failure							2b	A	-	-
5.12.2.4.2. Back up methods							1a	A	-	-
5.12.2.5. Hardware/Software drivers							2b	-	-	-
5.12.3. Network faults										
5.12.3.1. Addressing							A	A	B	-
5.12.3.2. TCP/IP							A	A	B	-
5.13. IT requirements										
5.13.1. Lifecycle							-	A	-	B
5.13.2. Accreditation							-	A	B	B
5.13.3. 3-5 year plan							-	A	-	-
5.13.4. IT equipment management/control							-	A	-	-
6. INTERNET TECHNOLOGIES TR: AFI 33-129, AF Portal Implementation Guide, AF Portal Style Guide	*									
6.1. Policy familiarization (Section 508)							A	A	-	B
6.2. Internet Release Package							A	A	-	B
6.3. Website Maintenance							2b	A	-	2b
6.4. Search capabilities and tools							2b	A	-	-
6.5. Design web pages										

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (SEE NOTE 2 IN THE STS PREFACE)	3. CERTIFICATION FOR OJT					4. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED			
		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
6.5.1. Insert/prepare graphics							2b	-	-	3b
6.5.2. Establish links							2b	-	-	3b
6.5.3. Assess HTML code							2b	-	A	3b
6.6. Air Force Portal										
6.6.1. Use/Customize							2b	A	-	3b
6.6.2. Portal Content Management							A	A	-	2b
7. RECORDS MANAGEMENT PROGRAM TR: AFI 33-322, 37-138; AFMAN 37-104, 37-123; AFPD 33-1; Title 44, USC										
7.1. Program Objectives	*						A	A	-	B
7.2. Responsibilities	*									
7.2.1. Training (FARMS, RC, End user)							A	A	B	-
7.2.2. Staff Assistance							A	A	B	-
7.3. Prepare Files Maintenance Disposition Plan	*									
7.3.1. File maintenance and disposition plan							2b	B	-	-
7.3.2. Files disposition labels							2b	B	-	-
7.3.3. File folder labels							2b	B	-	-
7.3.4. Cross-reference documents							2b	A	-	-
7.3.5. File/Retrieve documents							2b	B	-	-
7.3.6. Charge-out processes							A	A	-	-
7.3.7. Cutoff processes							2b	B	-	B
7.3.8. Disposition processes (transfer/destroy)							2b	B	-	B
7.3.9. File drawer labels							2b	A	-	-
7.3.10. Vital records										
7.3.10.1. Identify							A	A	-	A
7.3.10.2. Protect							A	A	-	A
7.4. Staging Area Operations TR: AFI 37-138										
7.4.1. End of CY/FY actions							-	A	-	B
7.4.2. Use of automated tools (e.g. Web rims)							-	A	-	2b
7.4.3. Accountability (e.g. SF 135)							-	A	-	2b
7.4.4. Records transfer							-	A	-	B

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (SEE NOTE 2 IN THE STS PREFACE)	3. CERTIFICATION FOR OJT					4. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED			
		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
7.4.5. Managing deployed records							-	A	-	-
7.4.6. Facility requirements							-	A	-	A
7.4.7. Destruction							-	A	-	A
7.5. Records Disposition Recommendations TR: AFI 37-138							-	A	-	A
7.6. Federal Register Requirements TR: AFI 33-320							-	-	-	A
7.7. Records Management Coordination										
7.7.1. Privacy Act (PA) compliance TR: AFI 33-332							-	A	-	-
7.7.2. Creation of records							-	A	-	-
7.7.3. Disposition of records TR: AFI 37-138							-	A	-	-
7.7.4. Information collection report control symbols TR: AFI 33-324							-	A	-	-
7.8. FOIA Program TR: DoD 5400.7/AF Sup										
7.8.1. Program objectives	*						A	A	-	B
7.8.2. Responsibilities	*						A	A	-	B
7.8.3. Processing requests							-	A	-	2b
7.8.4. Reading Rooms							-	A	-	2b
7.8.5. End-of-year reports							-	A	-	B
7.9. Privacy Act (PA) Program TR: AFI 33-332; http://defenseink.dtic.mil/privacy/notes/usaf										
7.9.1. Program objectives	*						A	A	-	-
7.9.2. Responsibilities	*						A	A	-	-
7.9.3. Processing requests							-	A	-	-
7.9.4. PA material	*									
7.9.4.1. Marking										
7.9.4.1.1. Paper							A	A	-	-
7.9.4.1.2. Electronic							A	A	-	-
7.9.4.2. Access							A	A	-	-
7.9.4.3. Protection							A	A	-	-
7.9.4.4. Disposal							A	A	-	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (SEE NOTE 2 IN THE STS PREFACE)	3. CERTIFICATION FOR OJT					4. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED			
		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
7.9.4.5. PA Warning Statement							A	A	-	-
7.9.4.6. PA Warning Notice							A	A	-	-
7.10. For Official Use Only (FOUO) TR: DODR 5400.7/AF Sup	*									
7.10.1. Define							A	A	-	-
7.10.2. Marking							A	A	-	-
7.10.3. Access							A	A	-	-
7.10.4. Protection							A	A	-	-
7.10.5. Disposal							A	A	-	-
7.11. Electronic Records Management (ERM) TR: AF Records Management Interim Solution Guide,										
7.11.1. Program Objectives	*						A	A	-	A
7.11.2. Responsibilities	*						A	A	-	A
7.11.3. Solutions	*						A	A	-	A
7.11.4. Develop electronic files plan							-	A	-	3b
8. Enterprise Information Management (EIM) TR: AFMAN 33-326, 37-104 EIM CONOPS										
8.1. Program Objectives	*						A	A	-	B
8.2. Responsibilities	*						A	A	-	B
8.3. Use word-processing applications	*						2b	-	-	2b
8.4. Use database applications	*						2b	-	-	2b
8.5. Use spreadsheet applications	*						2b	-	-	2b
8.6. Use graphic presentation applications	*						2b	-	-	2b
8.7. Use IMTs	*						2b	-	-	-
8.8. Use electronic mail applications	*						2b	-	-	2b
8.9. Establish and use Workflow										
8.9.1. Suspense							2b	-	-	2b
8.9.2. Scheduling							2b	-	-	2b
8.9.3. Organizational Mailboxes							A	-	-	-
8.9.4. Document Management							2b	-	-	2b
8.9.5. Collaboration processes							2b	-	-	2b

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (SEE NOTE 2 IN THE STS PREFACE)	3. CERTIFICATION FOR OJT					4. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED			
		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
8.10. Unit Distribution Duties TR: AFI 31-401; AFD 31-4; DOD 4525.8M/AF SUP and DOD 4525.6M										
8.10.1. Mail classes							-	A	-	-
8.10.2. Process accountable mail							-	A	-	-
8.10.3. Process official mail							-	A	-	-
8.10.4. Document security TR: AFI 31-401; AFD 31-4, 33-2							-	A	-	-
8.10.5. Security classification designations							-	A	-	-
8.10.6. Process classified material										
8.10.6.1. Marking							-	B	-	-
8.10.6.2. Safekeeping							-	B	-	-
8.10.6.3. Security incidents							-	B	-	-
8.10.6.4. Access							-	B	-	-
8.10.6.5. Accountability							-	B	-	-
8.10.6.6. Transmission							-	B	-	-
8.10.6.7. Disposal							-	B	-	-
8.11. Use Air Force Address Directory TR: AFMAN 33-326; https://private.afca.af.mil/seminars/							2b	-	-	-
8.12. Electronic Communications TR: AFH 33-337; AFI 33-119, 33-321; AFMAN 33-128, 33-326, AFH 33-337										
8.12.1. Create Official Memorandum	*						2b	B	-	-
8.12.2. Other written communications (e.g. Staff Summary Sheet, MFR, etc.)							A	B	-	2b
8.12.3. Perform Official Messaging	*						-	B	-	-
8.12.4. E-mail Policy Management TR: AFI 33-119	*						A	A	-	-
8.12.5. E-mail etiquette							A	A	-	-
9. CONTENT MANAGEMENT (Publications and IMTs) TR: AFI 33-360 Vol 1 & 2										
9.1. Program objectives							A	A	-	-
9.2. Responsibilities							A	A	-	-
9.3. Structure of publications							A	A	-	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (SEE NOTE 2 IN THE STS PREFACE)	3. CERTIFICATION FOR OJT					4. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED			
		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
9.4. Types of publications (e.g. Policy Directives, Supplements, OI's, etc.)							A	A	-	-
9.5. Publications review							-	A	-	-
9.6. Electronic publishing http://www.e-publishing.af.mil/afpubs.asp										
9.6.1. Establish account	*						2b	A	-	-
9.6.2. Order physical products	*						2b	A	-	-
9.6.3. Master Catalog	*						2b	A	-	-
9.6.4. Product Announcements							A	A	-	-
9.6.5. Subscription services	*						2b	A	-	-
9.6.6. Access publications	*						2b	A	-	-
9.6.7. Update publications										
9.6.7.1. Interim Changes (IC)							-	A	-	-
9.6.7.2. Emergency Changes (EC)							-	A	-	-
9.6.7.3. Policy Memorandums/Email							-	A	-	-
9.6.7.4. Holdover Supplements							-	A	-	-
9.7. Information Management Tools (IMTs)										
9.7.1. Program objectives							A	B	-	-
9.7.2. Responsibilities							A	B	-	-
9.7.3. Categories of IMTs (e.g. Basic, Wizards, Advanced)							-	A	-	-
9.7.4. Prescribing Directives							-	A	-	-
9.7.5. IMTs review							-	A	-	-
10. FUNCTIONAL MANAGEMENT TR: AFI 33-101, 36-2108, 36-2201 Vol. I & II, 36-2845, 38-101, AFMAN 37-104, AFQTP 3A0X1-225E,										
10.1. Responsibilities										
10.1.1. AF Career Field Manager							-	A	B	B
10.1.2. MAJCOM FM/CFM							-	A	B	B
10.1.3. Wing/Base FM							-	A	B	B
10.2. Resource Management										
10.2.1. Manpower products							-	-	B	B
10.2.2. Manpower studies (FINplan)							-	-	B	B
10.2.3. ACR/OCR Process							-	-	B	A

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (SEE NOTE 2 IN THE STS PREFACE)	3. CERTIFICATION FOR OJT					4. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED			
		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
10.2.4. Manpower standards							-	-	B	A
10.2.5. Allocating Personnel							-	A	B	B
10.2.6. Functional IM orientation							-	-	A	A
10.2.7. Job rotations							-	A	B	B
10.2.8. SME management							-	-	A	-
10.3. IM Awards program										
10.3.1. Annual										
10.3.1.1. Team and Individual							A	A	-	A
10.3.1.2. Base, MAJCOM/NAF, & Air Force							A	A	-	A
10.3.2. Quarterly										
10.3.2.1. Individual							A	A	-	A
10.3.2.2. Wing/Base (local)							A	A	-	A
10.4. Training										
10.4.1. Monitor UGT	*						A	A	-	A
10.4.2. CDC Completion/Failure	*						A	A	-	A
10.4.3. OJT										
10.4.3.1. Assigning trainers/certifiers							-	A	-	A
10.4.3.2. Alternative Training							-	A	-	A
10.4.3.3. CFETP/JQS	*						A	A	-	A
10.4.3.4. Perform task certification (e.g. CAMS/IMDS)							-	A	-	2b
10.4.4. Career Field Education/Awareness										
10.4.4.1. AFOMS survey							-	A	-	A
10.4.4.2. Utilization and Training Workshop							-	-	A	A
10.4.4.3. Forums, Web and email groups, surveys							A	-	A	A
10.4.4.4. IM Seminar							-	-	A	A
10.4.4.5. Deployment preparation responsibility							-	-	A	A
11. WARTIME/ CONTINGENCY PLANNING TR: AFI 10-400, 33-101; AFMAN 10-401 Vol 1 & 2; WMP-1 Annex D Joint Task Force Information Plan; AF Form 209; AFTTP(I) 3-2.22										
11.1. AEF Cycle posturing	*						A	-	A	B

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (SEE NOTE 2 IN THE STS PREFACE)	3. CERTIFICATION FOR OJT					4. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED			
		A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL	
		START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	(1) Course	(2) CDC	(1) CDC	(2) Course
11.2. Time Phase Forces Deployment Data (TPFDD) Overview							-	-	A	A
11.3. Sourcing requirements										
11.3.1. Steady State							A	-	A	B
11.3.2. Contingency/ Exercise							A	-	A	B
11.4. UTC Identification										
11.4.1. 6Kxxx Series UTCs	*						A	A	B	B
11.4.2. Non-6Kxxx UTCs	*						A	A	B	B
11.4.3. ART Reporting Responsibilities										
11.4.3.1. Personnel, Equipment & Training							-	-	A	A
11.4.3.2. UDM, Commander & Individual							-	-	A	A
11.4.4. Wartime Training										
11.4.4.1. Just-In-Time Training							-	-	A	A
11.4.4.2. UTC-specific							-	-	A	A
11.4.4.3. Supplemental Courses							-	-	A	A
11.4.4.4. After Action Reporting (AF Form 209)	*						A	A	B	2b
11.5. UTC Management										
11.5.1. LOGDET							-	-	A	-
11.5.2. UTC development							-	-	A	-
11.5.3. MEFPAK							-	-	A	-
11.5.4. MISCAP							-	-	A	-
11.6. War and mobilization plan							-	-	A	-
200. AIR FORCE JOB QUALIFICATION STANDARDS APPLICABLE TO 3A0X1 IF you are appointed to that function TR: AFI 36-2233; CFETP 3A0X1 (See Note 3)										
225.4. AFJQS 3A0X1-225D, Position Certification for Workgroup Management										
225.5. Functional Management										
225.5 1. AFQTP 3A0X1-225E IM Functional Manager's Handbook										

Section B - Course Objective List

4. Measurement. Each objective is indicated as follows: **W** indicates task or subject knowledge which is measured using a written test, **PC** indicates required task performance which is measured with a performance progress check, and **PC/W** indicates separate measurement of both knowledge and performance elements using a written test and a progress check.

5. Standard. The standard is 70% on written examinations. Standards for performance measurement are indicated in the objective and delineated on the individual progress checklist. Instructor assistance is provided as needed during the progress check, and students may be required to repeat all or part of the behavior until satisfactory performance is attained.

6. Proficiency Level. Most task performance is taught to the “2b” proficiency level which means the student can do most parts of the task, but does need assistance on the hardest parts of the task (partially proficient). The student can also determine step by step procedures for doing the task.

7. Course Objectives. These objectives are listed in the sequence taught by Block of Instruction. Because the IM career field is ever changing, we are providing a website with a “living” course objective list (COL). As changes are made to the courses they will also be made to the website. Use the following link to get started, and then navigate to the COL by selecting the 81 TRW, 81 TRG, and finally the 336 TRS to locate the COL for the Information Management Apprentice and Craftsman courses..
<https://wwwmil.keesler.af.mil/>.

Section C - Support Materials

8. The following list of support materials is not all-inclusive; however, it covers the most frequently referenced areas. The most current products can be found at the 81 TRSS/TSQ web page, and are available for download from the web site at <https://wwwmil.keesler.af.mil/81trss/qflight/index.htm>. These training products are also listed in AFIND 8, though not as current. Procedures for requesting product development are found in AFI 36-2233.

8.1. AFJQs/AFQTPs applicable to AFSC 3A0X1:

<u>Publication No.</u>	<u>Pseudo File Code</u>	<u>Publication Title</u>
AFJQS 3A0X1-225D	3A0X1-225.4.	Network Professional Certification for Desktop Support Technician
AFQTP 3A0X1-225E	N/A	Information Manager Functional Manager’s Handbook

8.2. AFJQs/AFQTPs currently in/scheduled for development: **None**

Section D - Training Course Index

9. Purpose. This section of the CFETP identifies training courses available for continuation/ supplemental training. For information on all formal courses, refer to the Air Force Education and Training Course Announcements (ETCA) database, formerly AFCAT 36-2223, *USAF Formal Schools Catalog* at <https://etca.randolph.af.mil/>.

10. Air Force In-Residence Courses.

<u>Course Number</u>	<u>Course Title</u>	<u>Location</u>
E3ABR3A031 00AA	Information Management Apprentice	Keesler
E3ACR3A071 00AA	Information Management Craftsman	Keesler
MCADRE 005	Information Warfare Application	Maxwell

11. AF Communications Agency (AFCA) Seminars. The IM Seminar and other courses and descriptions go to the AFCA website at <https://private.afca.af.mil/seminars/>

12. **Air Force Institute for Advanced Distributed Learning (AFIADL) Courses.** For a current listing of AFIADL courses go to <http://www.maxwell.af.mil/au/afiadl>.

13. **Exportable Courses.**

For a current list of available CBT courses refer to the USAF CBT System go to:

<https://www.my.af.mil/skillportcbtprod/scusaf/usaflogin/usafseamlesslogin.cfm>

Section E - MAJCOM Unique Requirements

14. None.

Section F – Important Information

A NOTE FROM THE 3A0X1 AFCFM AND MAJCOM/FOA/DRU 3A0X1 FUNCTIONAL MANAGERS

TO: Commanders, Supervisors, and 3A0X1 Functional Managers

Information managers are the only AFSC in the Air Force who are assigned in every functional area and are often supervised by a person having a different AFSC. Because of this, we need a unique approach to meet our training needs to include a job rotation program. The base-level IM Functional Manager, normally located in the communications squadron/group, facilitates the assignment, training, and utilization of information managers across the installation. In order for this to work we need your help and support. We realize at times you will have to give up your “super” troop or be inconvenienced for a short time in order to provide the individual the proper training they need. In the long run you will have better trained information managers which will benefit the entire Air Force. We also ask you to please use your information managers in the way the Air Force has envisioned and trained them. Compare the job requirements with the content of this CFETP to determine if an information manager is the appropriate AFSC. Please take into consideration that information managers take a specialty knowledge test (SKT) based on the areas outlined in this CFETP and contained in 3A0X1 CDCs. It will take a team effort to help our information managers keep up with the rapidly changing technology. With your help we will meet those demands and help the Air Force achieve one of its core capabilities: Information Superiority.

TO: Trainers, Training Managers, and Certifiers

We need your help to ensure our information managers are properly trained. As a minimum they must be able to perform and understand the core tasks and knowledge identified in column 2 of the STS of this CFETP. Many bases have found unique ways of meeting this challenge. Some bases, for example, have created a list of base-wide 3A0X1s who are qualified and trained as certifiers. The base-level IM Functional Manager, normally assigned to the communications squadron, can help you identify these personnel. Another approach is to temporarily assign the trainee to the communications squadron where they can receive training. You play an important role in ensuring every information manager meets the training challenges of today and in preparation for the mission challenges of the future. We need your support to succeed.

TO: Information Managers

It is **your responsibility** to ensure you do everything in your power to meet the training requirements identified in this CFETP. Take your time and read the plan thoroughly so you understand every facet of it. If you have questions or concerns seek out the senior information manager in your organization and/or your base-level IM Functional Manager. These personnel can assist you in your quest for training. Most importantly, don't sit back and wait to get the training you need--**Be proactive and start now!**

Section G – Recommended Professional Reading List

A professional reading list for Information Managers is available via the IM and Postal website (<https://private.afca.af.mil/imweb/>). The selections contained in this list cover a wide variety of topics ranging from public laws to information technology texts to commercial periodicals. The listing of a selection is not intended to nor does it reflect an official endorsement of the individual publications and/or the author's opinions or perspectives. The more familiar you are with concepts contained in these publications, the better informed you will become and, ultimately, the better prepared you will be to help the Air Force achieve information superiority.