Introduction

About iPERMS

The Interactive Personnel Electronic Records Management System (iPERMS) is an integrated imaging system and powerful database that provides electronic personnel records storage, retrieval, and transfer capabilities, and enhances both mobilization and personnel readiness. iPERMS is designed to accommodate the following domains: National Guard; US Army Enlisted Records and Evaluation Center (EREC); Army Recruiting Information Support System (ARISS); Management Support Directorate (MSD) - Active Duty Officer Records (Alexandria, VA); Combat Related Special Compensation Program (CRSC); and the US Army Human Resources Command, St. Louis (HRC-STL). Each Domain may have unique document management needs and may use the system differently. The Domain Differences table, included as an attachment, lists any system and process differences that exist between Domains. Review the table for your Domain entry within the table to see how each function is used. This information is helpful when using the quick reference guides. For example, ARISS does not perform indexing, and will not need to refer to an explanation of the indexing process in the guide.

For iPERMS, the Ascent Capture software (KOFAX) is used to scan, recognize data, and release images and data to the IQC application (Indexing/Validation, Verification, and Quality Control subsystem). In IQC, the images are organized into documents, indexed, and released to Input Processing for error checking, data transfer and storage, and placement into soldier records. At this stage, the electronic documents are visible from the Primary Data Center (Hoffman Building) through the Official Military Personnel File (OMPF) online and maintained primarily by Domain Managers through secure remote web access using the Records Management System (RMS).

System Benefits

The use of the iPERMS provides many benefits to all domains. System benefits include:

- Providing timely, web-enabled visibility of personnel records.
- Eliminating the need to mail paper copies of files upon a soldier's transfer.
- Improving the quality, accuracy, and consistency of OMPF contents throughout the Army Personnel locations.
- Providing the ability to maintain a detailed inventory of the active, inactive and transfer records.
- Providing a complete backup of the system, the personnel records, and related iPERMS data.
- Reducing physical record storage space.
- Easy update of records.

A list of common symbols, acronyms, and terminology is provided as an attachment to the Introduction.

System Overview

iPERMS includes several subsystems, that follow the workflow for adding personnel documents to the system and for managing the documents once they are in the system. An Army Knowledge Online (AKO) ID and authentication password is needed to access the single sign-on screen for soldiers to access OMPF Online and for Administrators to access the RMS.

Record Input

Record Input is the process of converting paper documents into digital images and associating the images with data. The image capture process includes scanning, recognition, and release of data and images to the IQC server.

Scan

Scanning converts paper records into digital images. These images are displayed on a monitor so that scan operators can ensure that images are legible and in the correct orientation. Those images reside in batches that go through a recognition process and are eventually sent to the Index/Validation queue on the IQC server.

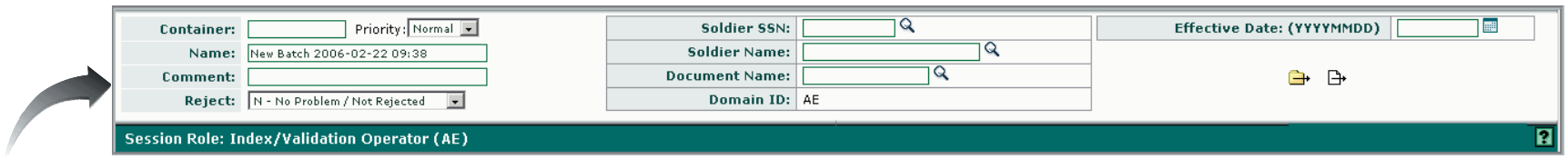
Recognition

When a scanned batch is closed, it is automatically released to Recognition. In the Recognition stage, Optical Character Recognition (OCR) is used to identify the document name and input it into the index field, when possible. OCR is the ability to recognize printed characters and translate them into computer-readable data.

Index/Validation

The images and recognized data are released to the IQC server in the Index/Validation stage where images can be checked for quality and orientation. If any documents in the batch are deemed unacceptable, they can be rejected and sent to the Rescan module to be corrected, or to Rescan or Quality Control to be corrected or deleted.

The Index/Validation process involves two steps: batch editing and data entry. Batch Editing functions include regrouping and reordering individual pages into multi-page documents, and rejecting documents. Data entry involves entering index data from the image and validating recognized data so that records may be retrieved and managed. During data entry, the Social Security Number (SSN) and soldier's name will be validated against a database (TAPDB or SIDPERS).



Index Fields

Record Input (*continued*)

Verification

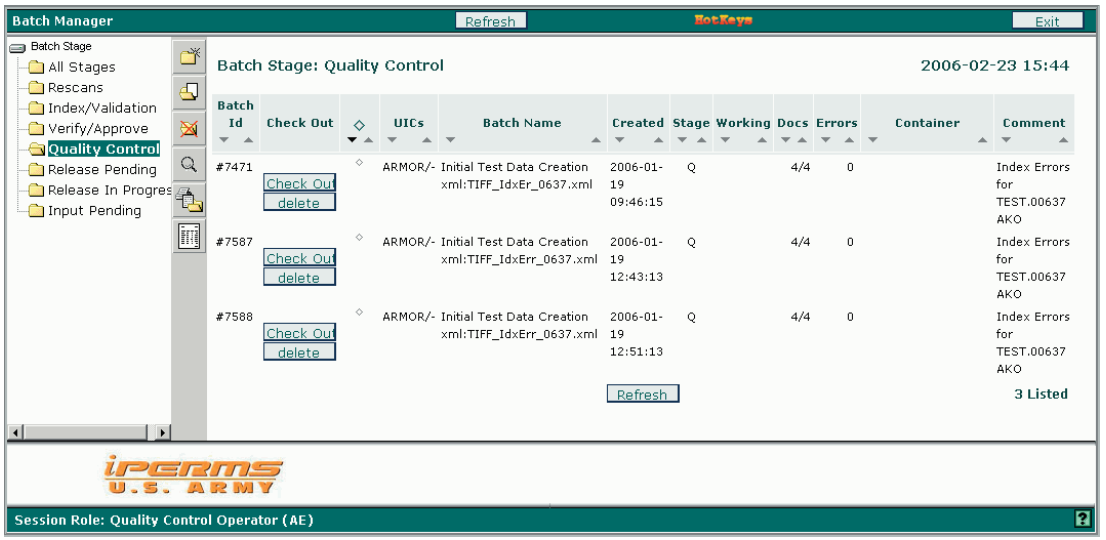
The Domain Manager can direct all or a percentage of Index/Validation work to the Verification queue for each individual user. If a user's permissions indicate that their Index/Validation work must go through verification, batches will move to the Verification queue once the batch is finished in Indexing. Verification Operators visually verify data previously processed by Index/Validation Operators. If necessary, the Verification Operator can correct data. When the batch is ready for further processing, the Verification Operator can finish the batch to send it to the next processing queue (Release). The Verification Operator can also send the batch back to Index/Validation or to Quality Control.

Release

In the Release stage, the system takes over and automatically transfers the data and images to the Primary Data Center. The images and index data are not deleted from the local server until there is a "handshake" confirmation of data being imported to the Primary Data Center. At the Primary Data Center, the data and images go through an input process. The input process is responsible for adding the images and data to long-term storage and to the workflow management system.

Quality Control

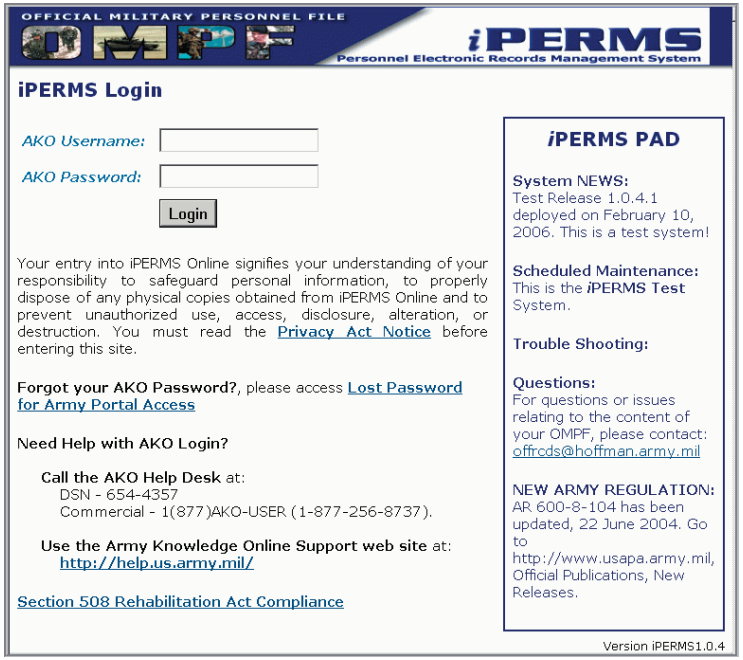
If a batch is sent to the Quality Control from Index/Validation or Verification, the QC Operator can resolve any issues and process the batch. Once the batch is processed in Quality Control, it is sent to Release. The Quality Control operator can view, and, if necessary, relocate any batch in any queue. The Quality Control operator can also delete a batch, if necessary, and force the release of a batch to the Primary Data Center.



Quality Control Window

Image Retrieval and Viewing (OMPF)

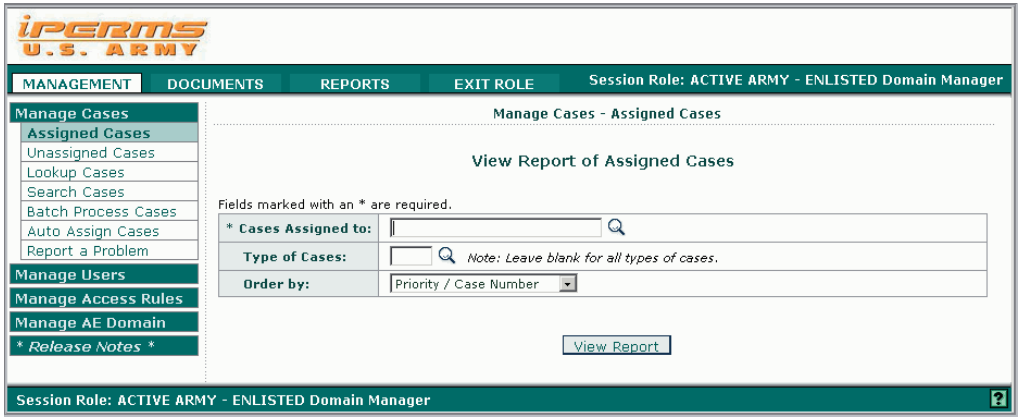
Once the images and data are released and have gone through the input process, they can be retrieved, viewed by soldiers authorized to use OMPF Online. The access to these records is facilitated through the use of a secure browser-based application.



PERMS PAD - Provides system news, support numbers and contact information, and information on New Army Regulations.

Records Management System (RMS)

Once images and data are released and go through Input Processing, they can be viewed and managed by System Administrators (SA), Domain Managers (DM), and Domain Administrators (DA) using the Records Management System (RMS). Using the RMS, records may be viewed, updated, and printed. The SA and DM are primarily responsible for managing access to iPERMS by adding new users and modifying user permissions. The SA and DM can also resolve cases and view management reports to assist in the records management process. In addition to the SA and DM roles, there are several RMS user roles for iPERMS, including Domain Administrator, Problem Resolver (PR), and Authorized Official (AO).



System Roles

There are numerous system roles for iPERMS. An individual user can be assigned a single role or multiple roles. Upon login, the user can select from a list of available session roles. If an individual user only has the soldier role, access is limited to their own record. The Record Input, OMPF, and RMS roles are defined below.

Record Input Roles

Kofax Scan Operator (SO) is a role that allows access to the KOFAX Scan stage, where an operator can make digital images from paper copies of records by scanning images into the system.

Scan Operator (SO) is a role that allows access to the Rescan queue where an operator can rescan using web scanning.

Index/Validation Operator (IV) is a role that allows access to the Index/Validation queue, where an operator can organize batches and enter data associated with the image. The data will be used to retrieve images from the RMS.

Verification Operator (VR) is a role that allows access to the Verification queue, where an operator can verify the accuracy of the data entered in Validation.

QC Operator (QC) role allows access to the IQC Quality Control queue, where an operator can view all the batches in IQC. QC Operators can process, delete, and force batches from input to the RMS.

OMPF Role

Soldier is a role that allows individual users to look only at their own record. By default, every individual defined in iPERMS is assigned the role of Soldier. This role has meaning as long as there are documents stored in the system pertaining to the individual. Soldiers can view the record contents and download the documents. This view-only access does not permit record alteration.

RMS Roles

System Administrator (SA) is a role designed to permit the user to perform system-wide functions. In other words, System Administrators have the ability to view and manage records for all Domains.

Domain Manager (DM) is a role designed to permit the user to perform document management functions on behalf of the Domain. Each Domain may have multiple individuals assigned to the DM role. All DMs are notified of certain system events that require the DM's attention. If there are multiple DMs for a Domain, a workload distribution will need to be determined by the Domain.

Domain Administrator (DA) is a role designed to permit the user to perform document management functions on behalf of the Domain. The Domain Administrator's functions are limited by the Domain Manager when the role is assigned.

Problem Resolver (PR) is a role assigned by a DM and is designed to permit the user to resolve system- and user-generated cases.

Authorized Official (AO) is an all-encompassing role for any individual whose official duties require *view only* access to documents pertaining to another soldier. It is possible for an SA, DM, or DA to create AO roles and provide individuals or authorized communities (e.g., FBI, IG) with permissions to access certain groups of documents or records to complete a specific task.

System Roles

System Tasks	Kofax Scan	Scan	Validation	Verification	Quality Control	Domain Manager	Domain Admin**	Authorized Official	Problem Resolver
Scan	✔								
Rescan	✔	✔			✔				
Web Scan		✔	✔	✔	✔				
Index/Validate		✔	✔	✔	✔				
Batch Edit		✔	✔	✔	✔				
Delete Documents	✔	✔	✔	✔	✔	✔	✔		
Delete Batches	✔	✔	✔	✔	✔				
Force Release					✔				
Create a Batch	✔	✔	✔	✔	✔				
Run IQC Digital Import					✔				
Assign Cases						✔	✔		✔
Search Cases						✔	✔		✔
Resolve Cases						✔	✔		✔
Reindex Documents						✔	✔		✔
Download Record						✔	✔	✔	✔
Add a User						✔	✔		
Disable a User						✔	✔		
Add Rules						✔	✔		
Update Rules						✔	✔		
Update Domain Information						✔	✔		
View Documents						✔	✔	✔	
View List of Soldiers						✔	✔	✔	
Report a Problem						✔	✔	✔	✔
Mask OERs						✔	✔		
View Matrix						✔	✔		
Update Matrix*						✔			
View Case Status Reports						✔	✔		
View RMS Schedules						✔	✔		
View IQC Configuration						✔			
Update IQC Configuration						✔	✔		
Download Data						✔	✔		

* Can only update if permissions granted by SA

** Tasks available are dependant on permissions granted by DM. This table assumes all available permissions have been granted

System Documentation

There is a Quick Reference Guide available for each system role. The guides have been designed to provide step-by-step procedures. All of the available Quick Reference Guides are described below:

Input Quick Reference Guides

Scanning - This guide provides step-by-step procedures on how to prepare and scan documents for inclusion in iPERMS.
Scan Maintenance - This guide provides information regarding the scan equipment and maintenance.
Web Scanning - This guide provides step-by-step procedures on how use web scanning for rescanning and for input into iPERMS.
Scanner Maintenance - This guide provides some general information on scanner maintenance.
Index/Validation - This guide provides step-by-step procedures for organizing documents and entering index data.
Verification - This guide provides detailed procedures for verifying the data entered during Index/Validation.
Quality Control -This guide provides detailed procedures for processing batches, performing rescanning, moving batches to processing queues, deleting batches, and forcing the release of documents to the RMS.

Domain Manager Quick Reference Guides

Domain Manager Basics - This guide provides information on how to perform the basic tasks that are used throughout the system.
Domain Manager Management - This guide provides step-by-step procedures on how to manage cases, users, and access rules.
Domain Manager Documents - This guide provides step-by-step procedures on how to manage documents by viewing and updating document data, as well as managing the document matrix for the Domain.
Domain Manager Reports -This guide provides step-by-step procedures on how to access management reports, including case reports, system audit reports, pending soldier transfer reports, and a document distribution report.
Domain Administrator - This guide provides information on the Domain Administrator role. The DA should follow the instructions for each function as provided in the Domain Manager Quick Reference guides.
Problem Resolver - This guide provides step-by-step procedures on how to resolve cases, including performing case searches and assigning cases.
Authorized Official - This guide provides step-by-step procedures on how to view and download records.
Tracker - This guide provides information on how to use Tracker; enter tickets, view user guides, and access Frequently Asked Questions (FAQs).

iPERMS Symbols, Acronyms, and Terminology

Domain Differences Table

iPERMS Symbols, Acronyms, and Terminology

Symbol/Acronym/Term	Description
!	Inverse symbol
%	Wildcard symbol (e.g., when searching for the name 'Goldsmith' you could enter 'gold%')
?	When this symbol is used in rule creation it makes a template rule.
*****	If this symbol is next to a rule, it means a system administrator created it, and it cannot be changed.
201 file	The MPRJ (military personnel records jacket)
ADF	Automatic Document Feeder on the scanner
AIIM	Association of Information and Image Management
AKO	Army Knowledge On-Line
Alias	An assumed or additional name
ANSI	American National Standards Institute
AO	Authorized Official
API	Application Programming Interface
ARIMS	Army Records Information Management System
ARMA	Association of Records Managers and Administrators
ARNG	U.S. Army National Guard
ASCII	American Standard Code for Information Interchange
ASP	Active Status Program; identifies the programs active status soldiers are ordered to attend, accomplish, or perform. Defines the purpose of the full-time, active duty status of a soldier.
ARISS	Army Recruiting Information Support System
Batch	A batch is a group of one or more documents of the same document class. Each document in a batch consists of one or more pages.
BMP	Bitmap image file format (Document image file)
Capture	Converts paper documents into images. Generally includes batch preparation, scanning, QA, indexing, rescanning, and exporting of images and indices to long-term storage.
CCITT	Consultative Committee for International Telephone and Telegraph
COM	Component Object Module
Command Hierarchy	Identifier for a unit that designates the location of the unit in the overall command structure. Same as RSC.

iPERMS Symbols, Acronyms, and Terminology
(Continued)

Symbol/Acronym/Term	Description
COTS	Commercial, off-the-shelf (software)
CPU	Computer Processing Unit
DA	Domain Administrator role which permits the user to perform document management functions on behalf of the Domain. The Domain Administrator's functions are limited by the Domain Manager when the role is assigned.
DCOM	Distributed Component Object Module
DITSCAP	DoD Information Technology Security Certification and Accreditation Process - Implements policy, assigns responsibilities, and prescribes procedures for Certification and Accreditation (C&A) of information technology (IT) including automated information, systems, networks, and sites.
DLL	Dynamic Link Library
DM	Domain Manager
Doc ID	Document Identification (number)
EDP	Electronic Data Processing
Encryption	Any procedure used in cryptography to convert plain text into cipher text in order to prevent any but the intended recipient from reading the data.
EREC	U.S. Army Enlisted Records and Evaluation Center, Indianapolis, IN
Fed PERMS	Federal Personnel Electronic Records Management System
FTP	File Transfer Protocol
GIF	Graphics Interchange Format (Document image file)
Grade	Step or degree within a graduate scale of office or military rank that is established and designated as a grade by law or regulation (used for pay purposes).
GuardNet	U.S. Army National Guard Network
GUI	Graphical User Interface
ICR	Intelligent Character Recognition
ID	Identification
IOC	Initial Operating Capability
IP	Internet Protocol
iPERMS	Interactive Personnel Electronic Records Management System; developed by the U.S. Army for the Official Military Personnel File (OMPF) optical digital imagery system.
IQC	Indexing and Quality Control - Assigns index keywords to all documents so that they can be retrieved later.
IV	Index/Validation Operator
JPEG	Joint Photographic Experts Group (Document image file)

iPERMS Symbols, Acronyms, and Terminology
(Continued)

Symbol/Acronym/Term	Description
KOFAX	Ascent Capture Software for the scanner.
LDAP	Local Directory Access Protocol
MILPO	Military Personnel Office
MPC	Military Personnel Class - The category into which the service member is classified based upon grade and status (i.e., E for enlisted, O for officer)
MPRJ	Military Personnel Records Jacket - The MPRJ is the soldier personnel record maintained in the 201 file. It is normally kept in the Personnel Service Company or Personnel Office servicing the soldiers' military unit. The MPRJ has temporary, permanent, and action pending sections. In an effort to make all the records electronic, the physical files are being returned to the soldiers.
NARA	National Archives and Records Administration
NGB	U.S. Army National Guard Bureau, Arlington, VA
NPRC	National Personnel Records Center, St. Louis, MO
OCR	Optical Character Recognition
ODBC	Open Database Connectivity
OMPF	Official Military Personnel File - The OMPF is the permanent historical and official Army record of members' military service performance, commendations, decorations, and disciplinary actions. The OMPF consists of three sections: (1) a Performance section, containing evaluation reports, awards, letters of commendation/appreciation, derogatory information, and records of disciplinary action; (2) a Service section, containing a history of enlistments, reenlistments, separations, and medical examinations; and (3) a Restricted section, containing the results of investigations and appeal actions. This record is usually maintained on microfiche, but may also be a paper record.
OMR	Optical Mark Recognition
PC	Personal Computer
PDF	Portable Document Format
PERSCOM	U.S. Total Army Personnel Command, Alexandria VA
PR	Problem Resolver
QA	Quality Assurance
QC	Quality Control - Examines documents to make sure they are scanned correctly and are easily readable. Checks for contrast density, misfeeds, upside-down pages, etc.
RAID	Redundant Arrays of Independent Disks
Rank	The order of precedence among members of the Armed Forces.
Recognition	The automatic extraction of data (from a form) or index (from a document).

iPERMS Symbols, Acronyms, and Terminology
(Continued)

Symbol/Acronym/Term	Description
Reject	Documents can be rejected and routed to another queue in IQC, depending on the problem. Rejection codes are used to direct the documents to the other queues.
Reject Batch	A type of batch created when documents are rejected and therefore split from the original batch. Based on the reject reasons chosen, reject batches are formed and routed to the Rescans or Quality Control queues. The comment field of each reject batch displays the Batch ID it was split from.
Release	Exports images to long-term storage, and indices to a permanent database.
Rescanning	Sends rejected, illegible, or incomplete documents back to be rescanned. Rescan is required for all documents that do not pass QC inspection.
RMS	Records Management System
RSC	Report Sequencing Code
SA	System Administrator
SAN storage	Storage Area Network storage
Scanning	Converts paper documents into electronic files, typically PDF or Group 4 tagged image file format (TIFF).
SID	Special Form Identifier
SIDPERS	Standard Installation/Division Personnel System
SO	Scan Operator
SQL	Structured Query Language
SSN	Social Security Number
State PERMS	State Personnel Electronic Records Management System
TAPDB	Total Army Personnel Database
TBD	To Be Determined
TCP/IP	Transmission Control Protocol/Internet Protocol
TIFF	Tagged Image File Format (Document image file)
UIC	Unit Identification Code
UNIX	A widely used, multi-user, general-purpose operating system. "UNIX" is a registered trademark of The Open Group. Unix-like operating systems include AIX, HP-UX, Linux, Solaris, SunOS, System V, and Version 7.
UPC	Unit Processing Code - An identification of an individual's current unit of assignment. This code is the Unit Identification Code minus the first character, *W*. Alpha characters *L* and *O* will never be used within the UPC. The alpha character *Z* will not be used in the first position of the UPC.
VR	Verification Operator

Domain Differences

	National Guard (55 Domains)	EREC (AE)	MSD (AA)	CRSC (CC)	ARISS (AC)	HRC/St. Louis (AV)
Document Input						
Batch Preparation	• 1,000+ Forms • 1 batch class • Differences across 55 Guard Domains	•1,000+ Forms • 10 Batch classes	• 1,000+ Forms • 1 Batch class	• 1 Form • 1 Batch class	• Data are imported via XML files. No batch preparation for input into RMS. ARISS has 1,000+ Forms and inputs Accession, Ship, and supplemental batches.	• 1,000+ Forms • Batch classes not yet defined.
Scanning	• Kofax scanning using Fujitsu 4099D, 4120C, 4120C2, and 4340 • Web Scanning used	• Kofax scanning using Fujitsu 4099D and 4340, and Kodak 3520	• Kofax scanning using Fujitsu 4340 and Kodak 3520	• Kofax scanning using Fujitsu 4099D and 4097	• No Kofax scanning • IQC import only. Electronic import via XML. Images and data are sent to target domains (AA, AE, AV, and National Guard).	• Kofax scanning using Fujitsu 4099D and 4340, Kodak 2500D and 3520
Indexing	• Can reject batches and documents. Depending on settings, batches may be split.	• Can reject batches and documents. Depending on settings, batches may be split.	• Can reject batches and documents. Depending on settings, batches may be split.	• Can reject batches and documents. Depending on settings, batches may be split.	• No indexing; data imported.	• Can reject batches and documents. Depending on settings, batches may be split.
Verification	• Can reject batches and documents. Depending on settings, batches may split.	• Can reject batches and documents. Depending on settings, batches may split.	• Can reject batches and documents. Depending on settings, batches may split.	• Can reject batches and documents. Depending on settings, batches may split.	• No verification; data imported	• Can reject batches and documents. Depending on settings, batches may split.
Quality Control	• Batches sent to QC by indexers and verifiers • Digital import available • Can rescan using Kofax or Web scanning	• Batches sent to QC by indexers and verifiers • Digital import available • Can rescan using Kofax	• Batches sent to QC by indexers and verifiers • Digital import available • Can rescan using Kofax	• Batches sent to QC by indexers and verifiers • Digital import available • Can rescan using Kofax	• Batches sent to QC if the system detects invalid index data or if there are no images in the batch. • Digital import available • Will not rescan, but may need to reindex document name.	• Batches sent to QC by indexers and verifiers • Digital import available • Can rescan using Kofax
Release	• Local release • Dual-release at NGB	• Legacy • Dual-release	• Legacy • Dual-release	• Information is sent to Army RMS database	• Release to target domains.	• Legacy • Dual release

Domain Differences *(continued)*

	National Guard (55 Domains)	EREC (AE)	MSD (AA)	CRSC (CC)	ARISS (AC)	HRC St. Louis (AV)
Management - Domain Manager						
Manage Cases	• Potential for 15 different types of cases.	• Potential for 15 different types of cases.	• Potential for 15 different types of cases.	• Potential for 15 different types of cases.	• Duplicate SSN, Similar SSN, and problem cases will be created. • No duplicate document cases created. Duplicate documents replace the existing version. The existing version changes to an old revision.	• Potential for 15 different types of cases.
Manage Users	• Can create all roles except SA, and can assign rules. • May distribute work by unit.	• Can create all roles except SA, and can assign rules.	• Can create all roles except SA, and can assign rules.	• Can create all roles except SA, and can assign rules.	• Should assign DA, PR, AO, and QC roles only. Scan, Index, and Verify roles are not necessary in this Domain since data are imported. • Can assign rules.	• Can create all roles except SA, and can assign rules.
Manage Rules	• Rules can be based on soldier data and document types.	• Rules can be based on soldier data and document types.	• Rules can be based on soldier data and document types.	• Rules can be based on soldier data and document types.	• ARISS does not have the soldier attributes of Grade, Rank, unit, MCPs, RSC, etc. Rules will be based on Document Type only.	• Rules can be based on soldier data and document types.
Documents - Domain Manager						
View Records	• Cannot view ARISS folder. If ARISS document is part of the OMPF, it will be viewable. • TIFF format	• Cannot view ARISS folder. If ARISS document is part of the OMPF, it will be viewable. • TIFF format	• Cannot view ARISS folder. If ARISS document is part of the OMPF, it will be viewable. • TIFF format	• Cannot view ARISS folder. If ARISS document is part of the OMPF, it will be viewable. • TIFF format	• Can only view documents that originated in ARISS Domain, including both OMPF document types and ARISS-specific documents. The only Domain that can view the ARISS folder. • PDF format	• Cannot view ARISS folder. If ARISS document is part of the OMPF, it will be viewable. • TIFF format

Domain Differences *(continued)*

	National Guard (55 Domains)	EREC (AE)	MSD (AA)	CRSC (CC)	ARISS (AC)	HRC St. Louis (AV)
Documents - Domain Manager *(continued)*						
Document Matrix	• Can update or delete documents created in the Domain. • Can update disposition of documents in U.S. Domain.	• Can update or delete documents created in the Domain. • Can update disposition of documents in U.S. Domain.	• Can update or delete documents created in the Domain. • Can update disposition of documents in U.S. Domain.	• Can update or delete documents created in the Domain. • Can update disposition of documents in U.S. Domain.	• 130 new documents • Document retention is 3 years from the iPERMS create date. • Can update disposition of documents in U.S. Domain.	• Can update or delete documents created in the Domain. • Can update disposition of documents in U.S. Domain.
Document Input	• Can choose to verify ARISS documents or send ARISS batches to release. • Can choose if batches can be split upon rejection of documents. • Can turn field to file server on or off.	• Can choose to verify ARISS documents or send ARISS batches to release. • Can choose if batches can be split upon rejection of documents. • Can turn field to file server on or off.	• Can choose to verify ARISS documents or send ARISS batches to release. • Can choose if batches can be split upon rejection of documents. • Can turn field to file server on or off.	• Can choose to verify ARISS documents or send ARISS batches to release. • Can choose if batches can be split upon rejection of documents. • Can turn field to file server on or off.	• Local release, field to file, and split batches are turned off.	• Can choose to verify ARISS documents or send ARISS batches to release. • Can choose if batches can be split upon rejection of documents. • Can turn field to file server on or off.
Reports - Domain Manager						
Case Reports	• All Productivity Reports apply to this Domain.	• All Productivity Reports apply to this Domain.	• All Productivity Reports apply to this Domain.	• All Productivity Reports apply to this Domain.	• Only Quality Controlled, Deleted, Total Batches, Duplicate or Similar SSN, and Problem Productivity reports apply to the AC Domain.	• All Productivity Reports apply to this Domain.