DEPARTMENT OF DEFENSE
Defense Contract Management Agency

INSTRUCTION

Onboarding Process

Human Capital Directorate
OPR: DCMA-HCS

DCMA-INST 632
December 19, 2013
Administratively reissued, December 5, 2016

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1. PURPOSE. This Instruction:

a. Establishes and implements procedures within DCMA to ensure a consistent, informative, onboarding process.

b. Creates a positive first impression of the agency.

c. Is established in accordance with DoD Directive (DoDD) 5105.64, "Defense Contract Management Agency (DCMA)" (Reference (a)).

2. APPLICABILITY. This Instruction applies to *all* DCMA ~~Headquarters (HQ), Operations, Special Programs, International, Contract Management Offices (CMO), and their subordinate offices~~ *activities*.

3. MANAGERS' INTERNAL CONTROL PROGRAM. In accordance with DCMA Instruction (DCMA-INST) 710, "Managers' Internal Control Program" (Reference (b)), this Instruction is subject to evaluation and testing. The process flow is located at Appendix A.

4. RELEASABILITY – UNLIMITED. This Instruction is approved for public release.

5. LABOR CODES. Located on resource page.

6. RESOURCE PAGE. https://360.dcma.mil/sites/policy/HC/SitePages/632r.aspx.

7. EFFECTIVE DATE. By order of the Director, DCMA, this Instruction is effective December 19, 2013, and all applicable activities shall be fully compliant within 60 days from this date.

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REFERENCES

(a) DoD Directive 5105.64, "Defense Contract Management Agency (DCMA)," January 10, 2013
(b) DCMA-INST 710, "Managers' Internal Control Program," September 12, 2011
(c) Internal Web Access Management (IWAM) User Manual

CHAPTER 1

POLICY

1.1. OVERVIEW. It is DCMA's policy that:

1.1. At DCMA locations where new employees report for work, an individual will be assigned to act as an onboarding point of contact (POC) to conduct onboarding sessions.

1.2. All employees performing onboarding duties will be trained prior to conducting any onboarding sessions. Supervisors with newly assigned onboarders who will perform onboarding duties must notify and coordinate with the HQ Onboarding Program Manager, Human Capital, Field Service Center (HC-FSC) to have newly assigned onboarders trained.

1.3. All incoming employees will normally be onboarded on the first workday of the new pay period where they are required to report for duty. Supervisors must coordinate with the onboarding POC if an employee is required to be onboarded on a different date. The supervisor should also confirm the employee's Entrance On Duty (EOD) date with the Army Servicing Team (AST).

1.4. All incoming employees will receive the most current information from their onboarder regarding entitlements, benefits, and agency specific procedures, as well as a brief overview of the agency's strategic goals. Employees will be briefed on specific employment information in relation to their respective employment location (i.e., overseas tour requirements, renewal agreement tour, home leave). They will be notified that all benefits inquiries must be addressed to the Army Benefits Center – Civilian (ABC-C).

1.5. Within 48 hours after completion of the onboarding process, all identified and required employment forms must be sent electronically to the AST or other designated entity. The exception is signed, original Designation of Beneficiary (DOB) forms for Unpaid Compensation, Federal Employees Government Life Insurance, and the Federal Employees Retirement System must be sent to the ABC-C via an expedited mailing service. The Thrift Savings Plan DOB must be mailed by the employee to the address listed on the form. Civil Service Retirement System Forms will be sent to the U.S. Office of Personnel Management Retirement Operations Center in Boyers, Pennsylvania.

CHAPTER 2

ROLES AND RESPONSIBILITIES

2.1. SUPERVISORS/MANAGERS. Supervisors/managers:

2.1.1. Will ensure that required employee information is entered into the Internal Web Access Management (IWAM) system to generate an employee system account. The required information is available in the IWAM User Manual (Reference (c)). The link for this manual can be found on this Instruction's resource page.

2.1.2. No later than 72 hours after an employee's EOD, the supervisor, manager, sponsor, mentor, or other designated POC must verify that the employee record has been uploaded into the Defense Civilian Personnel Data System (DCPDS) which is viewable in Civilian Personnel Online (CPOL). If the new employee record cannot be retrieved from the CPOL system, the directorate POC must contact the assigned AST representative and request the personnel action be processed, or submit a CPOL Help Desk Ticket.

2.1.3. Will conduct initial safety training and ergonomic evaluation of employee workplaces as outlined in the Safety and Occupational Health (SOH) Orientation Checklist located on this Instruction's resource page. Briefing templates and guides are available from DCMA SOH Managers or the DCMA SOH homepage.

2.1.4. Are strongly encouraged to identify a sponsor for all employees. Sponsors will serve as an information source and provide assistance to incoming personnel.

2.2. ONBOARDING POINTS OF CONTACTS (POC). Onboarding POCs:

2.2.1. Will be appointed by Region Commanders, CMO Directors or HQ Component Heads.

2.2.1.1. Supervisors/managers are encouraged to identify alternate onboarding POCs.

2.2.1.2. All onboarding POCs and identified alternates must receive onboarding training. The HC-FSC will schedule training via any available means.

2.2.2. The HC-FSC will keep identified onboarding POCs abreast of changes to onboarding procedures due to changes in Federal Civilian employment regulations, requirements, and forms. An e-mail distribution list has been created to disseminate new onboarding information to POCs.

2.2.3. Onboarding POCs will provide a general overview of all Federal Benefits and Entitlements available to employees. A copy of the onboarding checklist is located on this Instruction's resource page.

2.2.4. Onboarding POCs will familiarize themselves with the local processes to obtain a Common Access Card (CAC), and any other form of identification required at the worksite.

2.2.5. Onboarding POCs will scan payroll documents (Direct Deposit, Change of Address, W-4, State Withholding, any city or local tax withholding forms, TSP-19, copy of Combined Federal Campaign (CFC) pledge document, and last Leave and Earning Statement) and send encrypted to the appropriate identified payroll POC. A payroll POC Listing is located on this Instruction's resource page.

2.2.6. All other onboarding forms shall be forwarded to the indicated POC per the method specified in the Onboarding Checklist located on this Instruction's resource page.

2.2.7. Within 3 business days, onboarding POCs will verify the onboarding employees' employment eligibility status via the E-Verify system. Upon receipt of an employment eligibility verification report, the onboarding POCs will write the reference number generated by the E-Verify system along with the date and initials of the onboarder on the upper right hand side of Form I-9 , Employment Eligibility Verification **or** print and attach the E-Verify report to the copy of the completed Form I-9 and retain in a secure place for 6 months, at which time they must be permanently disposed of by shredding, burning, or any other secure means.

2.2.8. Upon completion of the onboarding session, the onboarder will request that attendees complete the New Employee Survey located on this Instruction's resource page. Completed survey forms must be sent to the centralized e-mail address also located on the resource page for this Instruction. There is no demographic or Personally Identifiable Indicator information collected on this form.

CHAPTER 3

PROCEDURES

3.1. ONBOARDING OVERVIEW.

3.1.1. Upon completion of all pre-employment requirements, the AST will establish an EOD date for the new employee. The new employee should bring all pre-identified forms to the new worksite to be onboarded. The onboarder will have a blank copy of all required forms on hand in the event the AST system is not accessible or the employee needs to make corrections. All onboarding forms are available on the Internet and specific Agency forms will be loaded into the USASTAFFING Onboarding Manager system. In addition, forms will be available on the DCMA webpage on the Human Capital tab. As forms become obsolete, the latest issuance will be provided on the DCMA Human Capital Web site. The employee should be provided with information about the local area, employee benefits, entitlements, the agency's mission/strategic goals, and any specific employment information that is germane to the respective employment location (overseas tour requirements, renewal agreement tour, home leave, etc.).

3.1.2. Representatives from the following offices will be invited to present information about their respective programs for HQ new employees: Security, Diversity, Union, Equal Employment Opportunity (EEO), Safety, Performance Labor Accounting System (PLAS), Information Technology, and Training/Workforce Development. Directorate subject matter experts (SME), from such areas as International, Special Programs, Financial and Business Operations , Contracts, etc., should also present a 10 to 15 minute overview of their role in the agency. EEO will provide a welcome packet to all incoming employees identifying employee rights and services provided. All representatives identified above will be provided reasonable advance notice of the HQ orientation sessions to ensure a representative is made available. All presenters will be sent a yearly calendar of onboarding dates.

3.1.3. Remote location onboarding POCs should present videos of the same material discussed by the respective SMEs at HQ. These videos should be sent to appropriate onboarding POCs to maintain at their respective facilities. Videos will be reviewed as necessary and new videos will be taped and uploaded as needed. In addition to the video, EEO will also provide onboarding POCs with a welcome packet to be given to all incoming employees identifying employee rights and services provided.

3.2. IN-COMING EMPLOYEES.

3.2.1. All in-coming employees will promptly complete and return all AST required forms to the AST prior to onboarding, as instructed through the Electronic EOD system.

3.2.2. All in-coming employees should bring all pre-identified forms requiring an original signature; i.e., SF-61 Appointment Affidavit, and any Designation of Beneficiary forms unsigned when reporting for duty. In-coming employees who do not bring forms shall be provided with requisite form(s) by the Onboarder or supervisor.

3.2.3. Incoming employees must complete an original Form I-9 and bring an unexpired passport or other approved document(s) as listed in the Form I-9 instruction section to onboarding. Onboarding POCs will verify employment eligibility and complete the verification process using the E-Verify system.

3.2.4. DCMA employees changing duty stations and Federal Civilian employees who are transferring to a new duty location and participating in a Health Maintenance Organization (HMO) under Federal Employee Health Benefits (FEHB) should contact the HMO to verify continuation of their eligibility. Most HMOs have specified service areas and Federal employees who move to a different geographic area may no longer be eligible to continue FEHB coverage with their elected HMOs. Onboarders will advise the employee(s) by e-mail, fax, verbal, or written instructions to contact the ABC-C to verify coverage or change plans.

3.3. ONBOARDING.

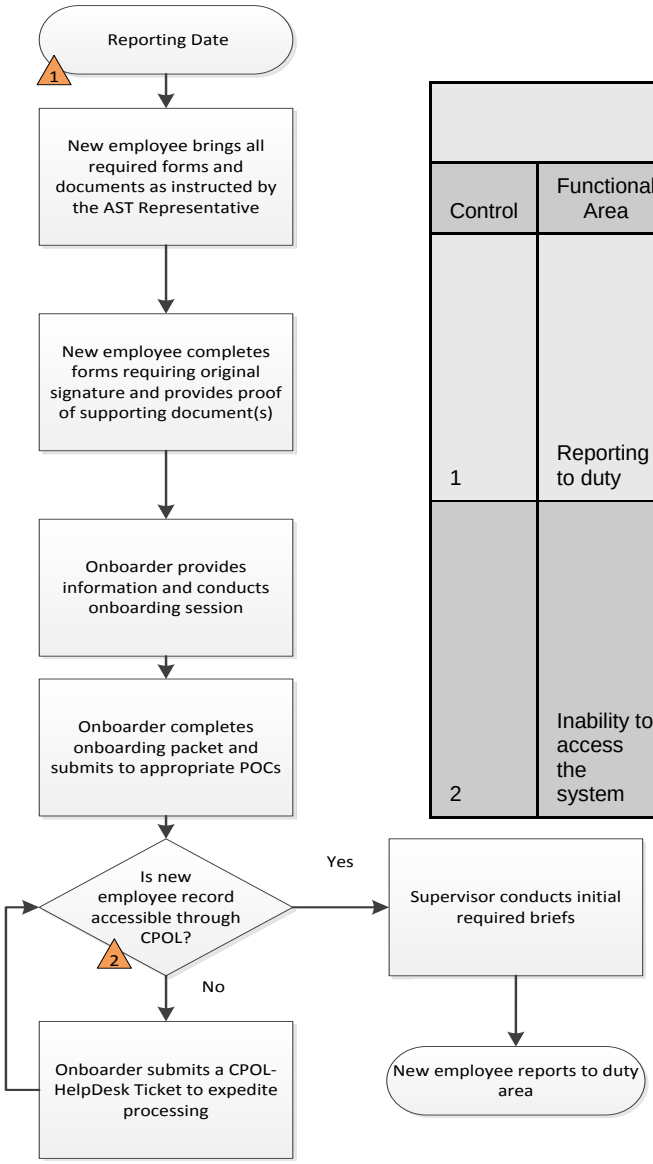
3.3.1. Onboarding is normally held on the first workday of every pay period. Supervisors must coordinate with the Onboarding POC if an employee needs to be onboarded on a different date.

3.3.2. An onboarding checklist will be completed by all onboarding POCs. A copy of the Onboarding Checklist is located on this Instruction's resource page.

3.3.3. New federal civilian employees and employees transferring to DCMA from other federal agencies must attend onboarding the first day they report on duty.

3.3.4. Current DCMA employees relocating to a new duty station may attend onboarding, if desired. DCMA employees who opt not to attend the onboarding session must make appropriate payroll changes (to include new state tax forms, permanent change of address forms, and other payroll information) through the MyPay automated system, or submit their payroll forms to the appropriate payroll POC. A list of payroll POCs is located on this Instruction's resource page.

APPENDIX A
ONBOARDING PROCESS



Key Control Table

Control	Functional Area	Risk	Possible Controls
1	Reporting to duty	Applicant/Employee fails to report for duty as scheduled or at all.	- Ensure continued communication between AST/sponsor/supervisor/new employee - Provide updates in status to all parties involved in writing routinely.
2	Inability to access the system	Delays new employee from accessing critical documents and web sites to in-process.	- Supervisor/Manager ensures request for access is submitted in a timely manner. - Supervisor/Manager inputs new employee into IWAMS as soon as final job offer has been made and accepted.

GLOSSARY

DEFINITIONS

E-Verify. An Internet-based, free program run by the United States government that compares information from an employee's Employment Eligibility Verification Form I-9 to data from U.S. government records. If the information matches, that employee is eligible to work in the United States.

EOD. Entrance on duty is the first date an applicant/employee is scheduled to report to their place of work.

MyPay. Defense Finance and Accounting Services (DFAS) system which enables employees to make changes to their pay related items such as home address, direct deposit, tax withholdings and benefits.

Onboarder. Trained DCMA employees assigned to initially swear in new government employees and to provide a general overview of all Federal Benefits and Entitlements as well as provide limited local processes and information to assist the new employee.

Sponsor. DCMA trained employees assigned to assist newcomers to the Agency throughout the entire process from final job offer to arrival and getting established.

GLOSSARY

ABBREVIATIONS AND ACRONYMS

ABC-C	Army Benefit Center – Civilian
AST	Army Servicing Team
CAC	Common Access Card
CMO	Contract Management Office
CPOL	Civilian Personnel On-Line
DCPDS	Defense Civilian Personnel Data System
DCMA-INST	DCMA Instruction
DOB	Designation of Beneficiary
EEO	Equal Employment Office
EOD	Entrance On Duty
FEHB	Federal Employee Health Benefits
HC-FSC	Human Capital-Field Service Center
HMO	Health Maintenance Organization
HQ	headquarters
IWAM	Internal Web Access Management
PLAS	Performance Labor Accounting System
POC	point of contact
SME	subject matter expert
SOH	Safety and Occupational Health