

CHARTER

For

U.S. Army Corps of Engineers

**REAL ESTATE SYSTEMS
NATIONAL CENTER
(RESNC)**

CHARTER

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U.S. Army Corps of Engineers

REAL ESTATE SYSTEMS NATIONAL CENTER

(RESNC)

I. PURPOSE

This Charter provides the principles, functions and organization of the REAL ESTATE SYSTEMS NATIONAL CENTER (RESNC), for the furnishing and/or oversight of all operational computer information technology (IT) support for the successful operation of real estate business processes to the U.S. Army Corps of Engineers' Real Estate Community (Headquarters, U.S. Army Corps of Engineers; RESNC; Major Subordinate Commands; U.S. Army Engineer Districts; and the Real Estate Configuration Management Board and User Groups).

II. MISSION

The RESNC Mission Is to support and enable the real estate business processes to perform effectively and efficiently with automation tools and knowledge management resources that meet and exceed industry standards

III. OBJECTIVES

As a forward operating element of Headquarters, U.S. Army Corps of Engineers, RESNC is the consolidated Program Executive Office (PEO) of real estate automated information systems (AIS) composed of AIS and other IT initiatives from the Headquarters, U.S. Army Corps of Engineers, Real Estate Directorate, the Real Estate Systems Support Center and the Engineering Research and Design Center/Information Technology Laboratory, and is located at U.S. Army Corps of Engineers District, Mobile, to:

1. Provide IT capital investment and planning support for the Real Estate Business Area IT requirements.
2. Serve as the Information Architect for the Real Estate Business Area under the Corps Enterprise Architecture (CeA). In this capacity, facilitates interface and/or integration requirements with all other corporate information systems and modernization efforts at the Headquarters, U.S. Army Corps of Engineers (HQUSACE), Headquarters, Department of the Army (HQDA), and Department of Defense (DOD) levels.
3. Serve as Operations Manager for Real Estate AIS, as designated by the HQUSACE Director of Real Estate. This includes assuring compliance with DOD information security processes.

4. Serve as the Project Manager (PM) for IT modernization/redesign initiatives, as designated by the HQUSACE functional proponent.
5. Manage Real Estate IT related contracts, including serving as the Contracting Officer's Technical Representative (COTR) as designated by the HQUSACE Director of Real Estate.
6. Propose and administer the Real Estate annual budget. Final budget approvals remain the responsibility of the HQUSACE Director of Real Estate, the HQUSACE Deputy Commander General and/or DOD/HQDA Functional Proponents of related Real Estate information systems.
7. Manage and maintain the Information Technology Investment Portfolio System (ITIPS) with respect to identifying Real Estate AIS/IT requirements
8. Sustain Real Estate AIS Training and Help Desk support, to include review of IT contractor trend analysis, as required.
9. Define requirements in terms of the Corps of Engineers Enterprise Infrastructure Services (CEEIS) and complete CEEIS Engineer Change Proposals (ECPs) as needed.
10. Provide technical advice and/or documentation support for responding to formal HQUSACE, HQDA, or DOD directives related to IT initiatives. Advises the HQUSACE Real Estate Program (Domain) Level Manager on all matters related to Life Cycle Management of Information Systems (LCMIS).
11. Represent the HQUSACE Real Estate Program Functional Proponent, as requested, in forums addressing IT initiatives related to the Real Estate Business Processes.
12. Enable real estate business requirements through AIS implementation from a District operations level, with a corporate perspective.

IV. PRINCIPLES

A. Accomplish Real Estate IT Goals:

1. Technology Insertion and webification continuously responsive to Real Estate Business Process re-engineering, streamlining and regionalization and/or centralization requirements
2. Migration to Commercial-Off-The-Shelf (COTS) products and an open systems architecture
3. Enterprise-wide Integration through Information and data sharing information
4. Streamlined business processes
5. IT investments that meet business performance goals
6. IT investments that promote virtual teaming and collaboration among the total Real Estate Community of Practice (CoP).

B. Work to Implement Real Estate AIS and Related IT Initiatives:

1. Best Value
2. Standardized Best Practices
3. Quality Improvements
4. Integrated Solutions

C. Utilize Project Management Enablers:

1. Proactive-Responsive
2. Collaboration for Early and Ongoing User Buy-in
3. Apply Technologies for Efficiency and Quality
4. Share Lessons Learned
5. Integrated Teamwork
6. Effective Communication
7. Process Focused and Results Oriented
7. Utilize Innovative Solutions
8. Use Best Practices in IT Project Management

D. Commit to Success with:

Fully Integrated Real Estate AIS for Planning, Acquisition, Management and Disposal of Real Property

V. FUNCTIONS

A. Interested Parties:

1. HQUSACE Real Estate Director (**HQRE**)
2. DOD/HQDA/HQUSACE Real Estate AIS Functional Proponent....(**Proponent**)
3. Configuration Management Board (**CMB**)
4. Chief, Real Estate Division, Mobile District (**Mobile District**)
5. Real Estate Systems National Center (**RESNC**)
6. Real Estate Business Process/AIS User Groups (**User Groups**)
7. Customers and Stakeholders.....(**ACSIM, CEIM, CERM-B, JFRC, etc.**)

B. Roles and Responsibilities:

HQUSACE Real Estate Director

1. The HQUSACE Director of Real Estate (**HQRE**) provides the real estate vision, policy, programmatic guidance, corporate business practices, funding and strategic planning to **RESNC** (and the Real Estate AIS community) along with oversight of **RESNC** operations and performance.

Proponent

2. The Headquarters designated Functional **Proponent** (Real Estate AIS Program (Domain) Level Manager), shall work in coordination with both **RESNC** and the **CMB**, to provide **RESNC** day-to-day operations corporate oversight action and furnish corporate strategic direction as needed to sustain a modern suite of IT investments.

- a. The HQUSACE Functional **Proponent** shall serve as the Chairperson of the **CMB**.
- b. The HQUSACE Functional **Proponent** will defend Real Estate IT initiatives within the Headquarters annual budget processes, furnish the allocated funds and manage the tracking of resources provided to **RESNC**.
- c. The HQUSACE Functional **Proponent** will partner in development of Headquarters strategic plans and work with **RESNC** to identify impacts and make adjustments in the suite of Real Estate IT initiatives, as appropriate.

Real Estate Configuration Management Board (CMB)

3. The **CMB** is a permanent, standing, Real Estate Automated Information System (AIS) management committee for the real estate community that prioritizes recommended major software change packages for the baseline suite of AIS, as well as provides realty program strategic direction, budgetary guidance, and review of related IT initiatives.

- a. The **CMB** will meet annually or as needed,
- b. The **RESNC** Office Chief will serve as the designated **CMB** secretary who shall provide all meeting logistics, along with agendas with background material and minutes for distribution to CMB members.
- c. The **CMB** will be composed of the HQUSACE Functional **Proponent** as Chairperson, **RESNC** Office Chief as Secretary, Primary Stakeholders and Customers, to include the Joint Recruiting Facilities Committee (JRFC) Chairperson, and with other Board Members to be determined by its Charter
- d. Corps Division **CMB** representatives will report on information technology issues and AIS management quality assurance, within their area of responsibility, as requested by the **CMB**.
- e. **RESNC** will be responsible for performing the technical and cost evaluations/impact analyses for recommended AIS change packages for prioritization by the **CMB**

U.S. Army Engineer District, Mobile, Real Estate Division

4. The **Mobile District** shall provide logistical support, personnel management and supervisory oversight to **RESNC** that is collocated within the District.

Real Estate Systems National Center (RESNC)

5. The **RESNC** primary functions will be based on Section III of this Charter: These functions include full life cycle management (LCM) responsibilities for assigned AIS and IT initiatives.

- a. The **RESNC** shall provide the full range of operations and maintenance (O&M) functions for the suite of Real Estate AIS currently in their Production Phase. This includes all necessary coordination with the Corps of Engineers Enterprise Infrastructure Services (CEEIS) Program Management Office.
- b. As assigned by the HQUSACE Functional **Proponent**, **RESNC** will assume planning, requirements definition, technical design, testing, pre-deployment and deployment activities for modernized AIS/IT initiatives being proposed for incorporation into the baseline of real estate production systems.

- c. The **RESNC** will address security and accuracy (quality control) issues for all real estate AIS operating within the CEEIS production environment.
- d. The **RESNC** will coordinate on all recommendations from the **User Groups** that need to be forwarded to the **CMB**.
- e. The **RESNC** will coordinate with both the HQUSACE Functional **Proponent** and **CMB** for support (technical assistance, guidance, clarification, business processes) on an "as required" basis, for issues beyond the capabilities of **Mobile District**.
- f. The **RESNC** shall designate a Contracting Officer's Technical Representative (COTR) to manage each Real Estate IT contract and who shall perform as required to provide contract information, data, actions, reports and contract requirements.
- g. AIS Hotline support will be a responsibility of the **RESNC**, with the **RESNC** using the Hotline to analyze the incoming trouble calls for future changes to the real estate AIS.
- h. The **RESNC** will prepare, and participate with the HQUSACE Functional **Proponent**, in the annual development of budget requirements and IT business cases and will participate in their defense and justification at Headquarters.
- i. The **RESNC** will coordinate and accomplish, with **HQRE**, HQUSACE Functional **Proponent** and **CMB** support, the continued development of Real Estate AIS into a tightly integrated, modernized suite of software along with integration and/or interfacing requirements with other USACE-wide, DOD or HQDA AIS initiatives.
- j. The **RESNC** will manage the continuing requirement for AIS training for the real estate community.
- k. The **RESNC** will provide support to the Corps District's Functional Administrators (FA) and will act as their primary point-of-contact in AIS management.
- l. The **RESNC** will coordinate **Stakeholders, Customers, and Contractors** participation in AIS functions and issues that arise as required.
- m. The handling of operational issues for AIS **Customers**, Corps and non-Corps, and their requirements will be a **RESNC** responsibility.
- n. The **RESNC** will participate in a non-voting capacity in the **CMB** and **User Groups** and will be the conduit for business requirements and proposals for modifications to the real estate AIS that will be presented to both groups.
- o. Metrics to validate and measure the progress and success of the real estate AIS will be developed jointly by the **RESNC** and the USACE Functional **Proponent**.
- p. The **RESNC** personnel will travel to communicate with representatives of internal and external organizations to facilitate USACE and Real Estate AIS organizational objectives and goals, as well as represent the **HQRE** and HQUSACE Functional **Proponent** as required.

Real Estate Business Process/AIS Integrated Users Groups

6. The **User Groups** are committees comprised of real estate AIS program users, **Customers and Stakeholders**, that will be established for each AIS, sub-system or Business Process, as needed. These **User Groups** will serve as the conduit for information to flow between the **RESNC** and the AIS/Business Process recipients. The **User Groups** will serve as an integral part of the operations and development of the Real Estate AIS by providing requested data, system performance feedback and recommendations for AIS improvements to the **RESNC** and **CMB** for review and consideration.

- a. The **User Groups** will meet no less than biannually each year
- b. There will be a **User Group RESNC** secretary who shall provide all meeting logistics, along with agendas with background material and minutes for distribution to **User Group** members.
- c. The **User Groups** will be composed of members selected by **RESNC** to represent issues, realty programmatic functions and associated real estate business processes utilizing RE AIS/software, (REMIS, RFMIS, RECIS, HAPMIS, other generally utilized software programs). **RESNC** will seek to have broad representation from Real Estate AIS users and the associated Real Estate community.
- d. Additionally, **User Group** members will include, as appropriate and within their organizational guidelines, stakeholders and customers having an interest in the operations of the Real Estate AIS/Business Process.
- e. **RESNC** will be a non-voting member in the **User Groups** meetings.
- f. As warranted, the **CMB** or **RESNC** may provide direction to the Real Estate community for the formation of specific **User Groups** to ensure representation of a function or a particular issue that requires AIS input from the users or those impacted by the AIS.

Customers and Stakeholders

7. The primary **Customers and Stakeholders** of Real Estate AIS functions or products and impacted Real Estate Business Programs members shall have representation on the **CMB** and also have representation on the **User Groups**.

VI. AMENDING CHARTER

The **HQRE** and **Mobile District** will amend the Charter as recommended and agreed upon.

VII. ORGANIZATIONAL STRUCTURE

- A. The **CMB** shall define its Charter. Its structure and operational procedures will be implemented after coordination with the **HQRE** for concurrence
- B. The **User Groups** shall define their own Charters. A Charters structure and operational procedures will be implemented after coordination with the **RESNC** for concurrence.
- C. The Real Estate AIS organizational structure is as follows:

**HEADQUARTERS
US ARMY CORPS of ENGINEERS**

**REAL ESTATE
DIRECTORATE**

**HEADQUARTERS
SOUTH ATLANTIC
DIVISION
REAL ESTATE**

**MOBILE
DISTRICT
REAL ESTATE
OFFICE**

**CONFIGURATION
MANAGEMENT BOARD**
Chair: HQRE Proponent
Secretary: Chief RESNC
Charter Designated Reps:
Stakeholders & Customers

- Division Real Estate Offices
- Districts Real Estate Offices
- Stakeholders: JRFC, etc.
- Customers Corps/non-Corps

REAL ESTATE SYSTEMS NATIONAL CENTER

Office Chief: Management Program Analyst (Realty), AIS PA GS-14-0343
(3) Specialists: PM for REMIS GS-12-xxxx
PM for HAPMIS/RECIS GS-12-2210
DB Manager/CESAM IM POC GS-12-2210
Proposed Position PM for RFMIS GS-12-xxxx

Contractors

USER GROUPS:

- REMIS
- RFMIS
- RECIS
- HAPMIS
- Functional Administrators
- Business Process

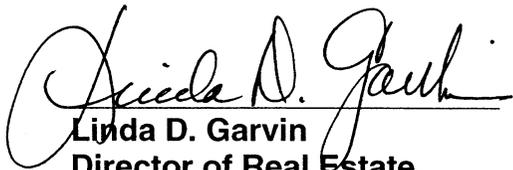
Material Developers

Staff & Advisory Lines

Operational Lines

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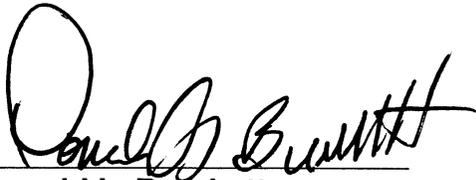
SIGNATURE PAGE



Linda D. Garvin
Director of Real Estate
U.S. Army Corps of Engineers

26 SEP 2003

Date



Donald L. Burchett
Chief, Real Estate Division
U.S. Army Engineer District, Mobile

30 Oct 03

Date

EXECUTIVE SUMMARY

WHO: This Charter describes the roles, responsibilities, relationships and organizational structure between the Headquarters, U.S. Army Corps of Engineers, Real Estate Directorate (HQRE), the U.S. Army Engineer District, Mobile, Real Estate Division, and the Real Estate Systems National Center (RESNC) to be located in the Mobile District.

WHY: The Charter was developed to address the AIS business problem:

“Operation and maintenance of Real Estate automated information systems (AIS) is divided between the Corps Headquarters and an intermediate Major Subordinate Command office, requiring duplication of maintenance, funding, employee expertise and it is not functioning optimally at the District, or user, business process operating level.”

WHAT: The RESNC will be a HQUSACE funded, forward operating, element of HQRE. Primary RESNC functions will include:

- Operations Manager for Real Estate AIS,
- Project Manager for Information Technology (IT) modernization/redesign efforts,
- Manage Real Estate IT related contracts,
- Administer annual Real Estate IT budget,
- Identify Real Estate AIS/IT requirements,
- Sustain Real Estate AIS Training and help desk support,
- Provide technical IT advice and/or documentation support, and
- Serves as Secretary for the Configuration Management Board and User Groups.

The Mobile District shall provide:

- Logistical support,
- Personnel management and
- Supervisory oversight to RESNC.

The organizational structure of RESNC provides for the establishment of:

- Configuration Management Board – Provide realty program strategic direction and approval of the submissions of User Group recommendations to HQRE, and
- User Groups – Comprised of Real Estate AIS program users to obtain their input regarding system problems, proposed enhancements and issues of concern.

HOW: The move comes after our solicitation and evaluation of proposals to consolidate operations of our Real Estate AIS (REMIS, RECIS, HAPMIS, RFMIS, REDMS), into one center. It also resulted from CECI agreement with our business case to establish RESNC.

The Charter has been reviewed and concurred with by CECI, CELD, CERM and CESAD. This action supports EFAT recommendations for consolidation and integration of IT.

WHEN: Effective 1 Oct 03, the existing Real Estate System Support Center (RSSC) will be replaced by RESNC.