



**DEPARTMENT OF THE ARMY**  
WASHINGTON DC 20310-0200

27 OCT 2016

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Implementation of Logistics Readiness Center Baseline Service Standards Beginning Fiscal Year 2017

1. References:

a. Army Management Action Group (AMAG) Approval of Program Objective Memorandum (POM) Fiscal Year (FY) 16-20 Offsite Tasks to Reduce Requirements for Contractor Logistics Support/Contracting Training Support (CLS/CTS), Program #4 – AMC Logistics Readiness Centers, 4 May 15

b. Installation Service Standards (ISS) Framework, Assistant Secretary of the Army for Installations, Energy and Environment (ASA(IE&E)) and Assistant Chief of Staff for Installation Management (ACSIM), 18 Feb 14

2. In accordance with references 1a-b, the Offices of the ACSIM (OACSIM) and Deputy Chief of Staff, G-4 (ODCS, G-4) partnered with service providers, customers, and stakeholders to refine existing baseline service standards and metrics for Army Logistics Readiness Centers (LRCs) across the enterprise. Implementation of these service standards, identified in the enclosed LRC Baseline Services (BLS) Directory, will begin in FY17.

3. The LRC BLS Directory is a customer-facing document that provides a list of non-reimbursable services for delivery in the year-of-execution. The standards will set customer expectations and assist in managing costs. The associated performance and pacing measures will be used to assess both service quality and installation readiness and aid in modeling efforts to forecast LRC requirements for Program Objective Memorandum (POM) FY19-23 and out.

4. The service provider for BLS has the authority to approve customer exceptions that are consistent with controlling laws and regulations. Customers may request a waiver or change to the service catalog by providing justification that includes a full analysis of the expected benefits. All waiver requests will be submitted through the customer's Commander/senior leader and forwarded to the service provider. Changes that fit within standard levels will remain non-reimbursable. Changes above BLS standards are reimbursable and require the customer's Command approval and commitment to obligate funds before the service is provided.

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5. OACSIM and ODCS, G-4 are the policy proponents and will develop and provide oversight of LRC policy and plans that are consistent with laws and regulations. They also serve as the functional proponent for resources in the POM process, and will integrate, validate, program and defend resources for Army LRCs.

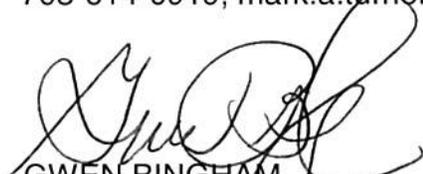
6. The service provider will conduct a formal annual review of BLS with its customers and stakeholders, updating accordingly to ensure the information is current and relevant. An enterprise change in service, service standards, or the reimbursable relationship requires review and approval at a general officer-level installation management governance board, co-chaired by OACSIM and ODCS, G-4.

7. Year-of-execution information will inform the POM process. Identification of emerging requirements and/or requirements programming changes must be requested through the respective Management Decision Evaluation Package (MDEP) Manager to the Installations Program Evaluation Group (II PEG) Requirements Validation Team (RVT) no later than 1 Feb each year. Changes will be reflected in the next POM cycle (not budget year). Changes to performance and pacing measures are to be submitted through ACSIM's Installation Status Report (ISR) Communities of Practice (CoP) sessions starting each Spring. The ISR Change Management Advisory Group (CMAG) and Council of Colonels (CoC) will provide final decision.

8. Points of contact:

a. OACSIM: Ms. Linda Groat, Chief, Requirements Modeling Division, 571-256-1193, linda.m.groat.civ@mail.mil; and Ms. Anita Tornyai, ISS Program Manager, 571-256-1196, anita.m.tornyai.civ@mail.mil.

b. ODCS, G-4: Mr. Mark Turner, Chief, Contingency Integration Branch, 703-614-0919, mark.a.turner36.civ@mail.mil.



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