



DoD INSTRUCTION 5045.01

IMPLEMENTATION OF THE CORRESPONDENCE AND TASK MANAGEMENT SYSTEM (CATMS)

Originating Component: Office of the Director of Administration and Management

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Change 1 Effective: January 21, 2022

Releasability: Cleared for public release. This instruction is available on the Directives Division Website at <https://www.esd.whs.mil/DD/>.

Incorporates and Cancels: Directive-type Memorandum 15-001, "Implementation of the Correspondence and Task Management System (CATMS)" February 3, 2015

Approved by: John H. Gibson II, Chief Management Officer of the Department of Defense

**Change 1 (Administrative)
Approved by:** Christopher R. Choate, Chief, Directives Division

Purpose: In accordance with the authority in DoD Directives 5105.53, the January 11, 2021 Deputy Secretary of Defense Memorandum, establishes policy, assigns responsibilities, and provides guidance on the implementation of CATMS.

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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY. This issuance applies to OSD, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities within the DoD (referred to collectively in this issuance as the “DoD Components”).

1.2. POLICY.

a. CATMS is the OSD enterprise correspondence and coordination system that provides an integrated service for managing the official correspondence of the Secretary and Deputy Secretary of Defense in accordance with the procedures in Volumes 1 and 2 of DoD Manual 5110.04.

b. CATMS is used for receipt, coordination, change requests, and closure of OSD correspondence tasks.

c. CATMS will not be used for active investigations on current or former DoD personnel. Processing an investigation in CATMS is prohibited, but DoD Components may receive inquiries for information through CATMS for actions that may result in an investigation (criminal, Inspector General hotline, equal employment opportunity complaint, e.g.).

d. When DoD Components outside of OSD use non-Joint Service Provider (JSP) information technology (IT) to process correspondence, connections between CATMS and the non-JSP IT may be made where technically and financially feasible.

e. Nothing in this issuance will infringe on, or impair, the independence of the Office of the Inspector General of the Department of Defense.

1.3. INFORMATION COLLECTIONS. CATMS does not require licensing with a report control symbol in accordance with Paragraph 1.b.(9) of Volume 1 of DoD Manual 8910.01.

1.4. SUMMARY OF CHANGE 1. The changes to this issuance:

a. Reassign the Chief Management Officer of the Department of Defense responsibilities and duties to the Director of Administration and Management (DA&M) in accordance with:

(1) Section 901 of Public Law 116-283, which eliminated the Chief Management Officer of the Department of Defense effective January 1, 2021.

(2) The January 11, 2021 Deputy Secretary of Defense Memorandum, which implemented Section 901 and reestablished the DA&M.

- b. Update references and changes in accordance with current issuance standards.

SECTION 2: RESPONSIBILITIES

2.1. DA&M.

The DA&M:

- a. Develops and coordinates policy and oversees the administration, management, and implementation of CATMS.
- b. Oversees the direction of CATMS IT services provided by the JSP.

2.2. DIRECTOR, WASHINGTON HEADQUARTERS SERVICES (WHS). Under the authority, direction, and control of the DA&M, and in addition to the responsibilities in Paragraph 2.3, the Director, WHS:

- a. Administers CATMS.
- b. Through the Director, Executive Services Directorate, WHS, convenes a CATMS working group, as needed, to address issues concerning the processing of CATMS correspondence actions within the DoD and to review, advise, and recommend, in coordination with JSP, upgrades or enhancements to the system.

2.3. OSD AND DOD COMPONENT HEADS. The OSD and DoD Component heads:

- a. Oversee compliance with, and prescribe internal procedures necessary to implement, this issuance.
- b. May send a representative to participate in CATMS working group. The representative should be authorized by the Component head to make decision on behalf of the Component on CATMS issues.
- c. Preserve official records of all CATMS correspondence actions, to include any original signed coordinations, in accordance with DoD Instruction 5015.02.

SECTION 3: PROCEDURES

3.1. GENERAL.

a. CATMS provides:

(1) An integrated enterprise system for managing the workflow and coordination of official correspondence for the Secretary and Deputy Secretary of Defense.

(2) OSD Component action officers the ability to receive, generate, assign, and control internal OSD Component tasks.

(3) DoD Components the ability to generate and assign cross-Component tasks at the appropriate level.

b. The DoD Components will use CATMS to process all OSD correspondence, as prescribed in Volumes 1 and 2 of DoD Manual 5110.04.

c. Unclassified correspondence will be processed on the CATMS Nonsecure Internet Protocol Router Network.

d. Classified correspondence will be processed on the CATMS SECRET Internet Protocol Router Network. Components may process the unclassified metadata on the CATMS Nonsecure Internet Protocol Router Network for situational awareness or reporting purposes, e.g.

e. CATMS provides a drop down menu of record series most often used for permanent records of OSD. WHS-serviced Components can insert the OSD file number associated with their action, when completed, to assist with records management.

(1) The CATMS OSD Records Disposition Schedule Crosswalk is available in the quick reference folder on the CATMS training website at <https://whs.sp.pentagon.mil/catms/SitePages/training.aspx>.

(2) All DoD Components will ensure they are retaining and maintaining complete record sets in accordance with applicable laws, regulations, and DoD issuances pertaining to their records management programs.

f. Procedures for the use of CATMS, including training assistance, user request forms, templates, and job aids are available on the CATMS training website <https://whs.sp.pentagon.mil/catms/SitePages/training.aspx>.

3.2. PERSONALLY IDENTIFIABLE INFORMATION (PII). The DoD Components must:

a. Train users to protect PII.

- b. Comply with appropriate use of “private” or “public” designations when creating new CATMS actions or tasks.
- c. Minimize the risk of releasing correspondence containing PII outside of CATMS.
- d. Ensure PII is collected, maintained, disseminated, and used in accordance with DoD 5400.11-R.

GLOSSARY

G.1. ACRONYMS.

CATMS	Correspondence and Task Management System
DA&M	Director of Administration and Management
IT	information technology
JSP	Joint Service Provider
PII	personally identifiable information
WHS	Washington Headquarters Services

G.2. DEFINITIONS. Unless otherwise noted, these terms and their definitions are for the purpose of this issuance.

PII. Defined in DoD Instruction 5400.11.

Private Action. A field in the package and action forms that denotes the privacy level of the action. This privacy level is passed to all taskers within that package or action. An action that is marked “**Private**” can only be seen by people who have been tasked within that action.

Public Action. A field in the package and action forms that denotes the privacy level of the action. This privacy level is passed to all taskers within that package or action. An action that is marked “**Public**” is accessible to anyone in the organization who has enough information to search for it, regardless of whether or not they have been tasked.

REFERENCES

- Deputy Secretary of Defense Memorandum, “Re-establishment of the Assistant to the Secretary of Defense for Intelligence Oversight and the Director of Administration and Management,” January 11, 2021
- DoD 5400.11-R, “Department of Defense Privacy Program,” May 14, 2007
- DoD Instruction 5015.02, “DoD Records Management Program,” February 24, 2015, as amended
- DoD Directive 5110.04, “Washington Headquarters Services (WHS),” March 27, 2013
- DoD Instruction 5400.11, “DoD Privacy and Civil Liberties Programs,” January 29, 2019, as amended
- DoD Manual 5110.04, Volume 1, “DoD Manual for Written Material: Correspondence Management,” June 16, 2020, as amended
- DoD Manual 5110.04, Volume 2, “DoD Manual for Written Material: Examples and Reference Materials,” July 9, 2020
- DoD Manual 8910.01, Volume 1, “DoD Information Collections: Procedures for DoD Internal Information Collections,” June 30, 2014, as amended