



DoD INSTRUCTION 5330.03

SINGLE MANAGER OF DoD DOCUMENT SERVICES

Originating Component: Office of the Under Secretary of Defense for Acquisition and Sustainment

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Purpose: In accordance with the authority in DoD Directives 5135.02 and 5105.22, this issuance establishes policy and assigns responsibilities for the management of DoD document services.

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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY.

a. 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”).

b. This issuance does **not** apply to document services for DoD Intelligence Agencies (e.g., the Defense Intelligence Agency, the National Security Agency, the National Geospatial-Intelligence Agency), the National Guard and Reserve organizations, tactical activities, or Army-wide departmental printing and Army Headquarters printing by the U.S. Army Print and Media Distribution Center, except as mutually agreed by the cognizant DoD Component and Defense Logistics Agency (DLA).

1.2. POLICY.

A single agency in the DoD provides integrated management of document services on behalf of the DoD Components.

SECTION 2: RESPONSIBILITIES

2.1. UNDER SECRETARY OF DEFENSE FOR ACQUISITION AND SUSTAINMENT (USD(A&S)).

The USD(A&S):

- a. Provides policy guidance to the DoD Components regarding the integrated management of document services in the DoD.
- b. Coordinates with the Joint Committee on Printing, Government Publishing Office, Office of Management Budget, DoD Components, and other U.S. Government (USG) agencies to minimize printing costs of DoD documents.

2.2. DIRECTOR, DLA.

Under the authority, direction, and control of the USD(A&S), in accordance with DoD Directive 5015.22, and as the DoD Single Manager for the Integrated Management of Unclassified and Secret-level Document Services, the Director, DLA:

- a. Purchases, procures, and acquires document services for the DoD Components.
- b. Integrates the management of document services provided to DoD Components, including:
 - (1) Procurement (lease or purchase), delivery, and sustainment of:
 - (a) Office printing devices.
 - (b) Desktop and stand-alone printers.
 - (c) Copiers.
 - (d) Fax machines.
 - (e) Scanners.
 - (f) Multi-function devices.
 - (2) Production and delivery of unclassified, official use only, personally identifiable information, controlled unclassified information, and classified (up to the Secret level) printed products in hard copy, such as:
 - (a) Banners.
 - (b) Decals.

(c) Technical manuals.

(d) Other hard copy publications that cannot be economically produced on office printing devices.

(3) Production and delivery of documents in electronic form through document scanning or conversion of files to standard electronic formats that can be opened, viewed, or edited using a software program on a computer.

c. Assists the USD(A&S) in determining production and delivery of document services to meet DoD requirements for document services, in coordination with the DoD Components, to minimize the costs for printing and document services.

d. Conducts a coordinated DoD program to meet DoD requirements for document services.

e. Coordinates with the DoD Components to organize, direct, and manage the fulfillment of document services, ensuring effective and efficient support for document services is provided to the DoD Components.

f. Administers the DoD management systems, programs, and activities information necessary for the delivery of document services, including technical assistance and support services.

g. Provides advice and assistance on document service matters to the DoD Components, as appropriate.

h. Acts as the DoD representative for document service matters to the Joint Committee on Printing, Government Publishing Office, Office of Management and Budget, and other USG agencies.

i. Evaluates and delivers effective document service capabilities based on best value, as determined by the quality, price, and delivery time, in coordination with customer requirements.

j. Provides document services information to the DoD Components, other USG agencies, and private sector organizations.

k. Uses existing facilities and services of the DoD and other USG agencies that efficiently and economically meet customer requirements to avoid duplication of effort.

l. Coordinates with the DoD Components on exceptions to this issuance when needed to support unusual circumstances such as war-fighter requirements, mission required time constraints, or better value options.

2.3. UNDER SECRETARY OF DEFENSE (COMPTROLLER)/CHIEF FINANCIAL OFFICER, DEPARTMENT OF DEFENSE.

The Under Secretary of Defense (Comptroller)/Chief Financial Officer, Department of Defense, provides policy guidance on the Defense Working Capital Fund and related financial management matters for the management of document services in the DoD.

2.4. DOD COMPONENT HEADS.

The DoD Component heads:

- a. Obtain document services through the DLA consistent with the provisions of this issuance.
- b. Designate a single point of contact within the Component to:
 - (1) Act as a liaison with the DLA concerning document services.
 - (2) Coordinate with the DLA to:
 - (a) Identify requirements for document services and printed products.
 - (b) Establish inter-service support agreements, as needed, to meet requirements for document services.
 - (c) Procure required document services in an effective and efficient manner.
 - (d) Define unique network requirements for supported document services equipment to ensure purchased or leased items are fully functional on the Component's network as intended.
 - (e) Identify exceptions to this issuance when needed to support unusual circumstances such as war-fighter requirements, mission required time restraints, or better value options.
- c. Acquire document services from the DLA.

GLOSSARY

G.1. ACRONYMS.

ACRONYM	MEANING
DLA	Defense Logistics Agency
USD(A&S)	Under Secretary of Defense for Acquisition and Sustainment
USG	U.S. Government

G.2. DEFINITIONS.

These terms and their definitions are for the purpose of this issuance.

TERM	DEFINITION
Army-wide departmental printing	Printing of all Army-wide publications, regardless of place of origin, or printing of any publication that applies to two or more Army agencies or commands not in the same reporting structure that is Department of the Army authenticated and published.
conversion	Process of changing a document image from one format to another (e.g., from micro fiche to a digital image).
document services	Procurement (lease or purchase), delivery, and sustainment of office printing devices, desktop and stand-alone printers, copiers, fax machines, scanners, or multi-function printing devices. Services that produce printed products in hard copy such as banners, decals, technical manuals, or other publications. Services that deliver documents in electronic form through document scanning, conversion of files to standard electronic format, electronic content management capabilities, or other content management solutions.
hard copy	Drawing, photograph, text, or graphic information printed on paper.
integrated management	Central management and uniform DoD-wide criteria, guidance, procedures, requirements, and services.

TERM	DEFINITION
Joint Committee on Printing	A congressional committee, established in Chapter 1 of Title 44, United States Code, that oversees the functions of the Government Publishing Office and general printing procedures of the USG.
office printing devices	Equipment capable of producing a document image on paper, or a similar medium, within the office environment.
printing	A process for reproducing electronic text, document(s), or image(s) in hard copy.
scanning	Process of converting a hard copy text, document, or image into an electronic format.
single manager	The DoD Component designated to be responsible for management of specified commodities or common service activities.

REFERENCES

DoD Directive 5105.22, "Defense Logistics Agency (DLA)," June 29, 2017

DoD Directive 5135.02, "Under Secretary of Defense for Acquisition and Sustainment (USD(A&S))," July 15, 2020

United States Code, Title 44, Section 101