Chapter 2

Information Services Support Office

2-1. Mission

The ISSO's primary mission is to provide BIS and policies to the commander. It also coordinates distribution/official mail, reproduction requests, and FOIA/PA for the organization. Additionally, the ISSO recommends policy, directs, and supervises staff and users in the areas of correspondence, classified document control, and publications, forms, and files management.

2-2. Functions

a. The ISSO provides--

• Distribution of official mail, reproduction, FOIA/PA support to the division, corps, and theater staff.

• Staff advice on information services functions.

• Technical assistance to information services support facilities and to subordinate units within the command.

b. The ISSO serves as a staff and technical supervisory agency. This office establishes and monitors commandwide programs for BIS and provides BIS training.

2-3. Organization

a. The ISSOs at division, corps, and theater provide the same basic functions. The difference is the level of support the ISSO provides at each echelon.

b. The theater has an ISSO and an ISSB.

(1) The ISSO is responsible to the Chief of Staff of the theater signal command and is responsible for the internal information needs for the theater Army. The theater ISSO coordinates reproduction requests and controls the theater reproduction detachments.

(2) The ISSB works at the direction of the signal support division and is assigned to the DCSIM. The ISSB issues policies and procedures for corps and below. It also

manages, prepares, coordinates, and develops the theater Army capability analysis, BIS management, and combat camera operations.

c. The ISSO has three sections. These are the headquarters and operations section, the publications and reproduction section, and the records management and distribution section. Figure 2-1 illustrates an example of the ISSO's organization.
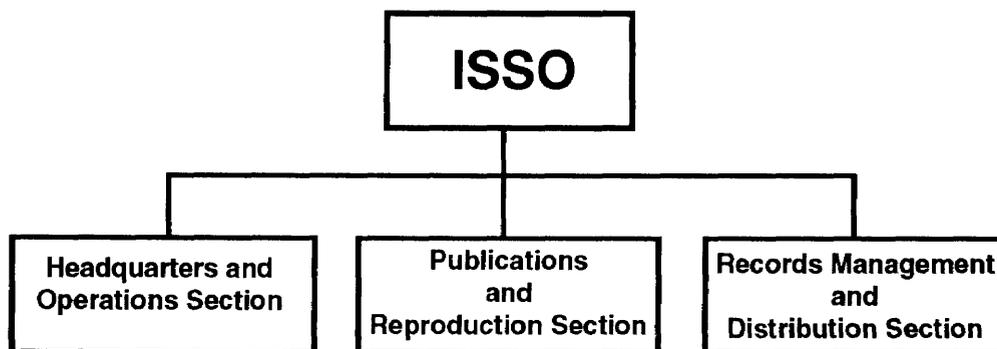

Figure 2-1. An example of a theater, corps, or division ISSO organization.

2-4. Section Personnel and Responsibilities

a. **Headquarters and Operations Section.** This section provides staff supervision over the information services support program within the division, corps, and theater. It--

(1) Establishes policies and prepares command policies on BIS for each respective level of command.

(2) Establishes a distribution/official mail pickup and delivery schedule, a routing guide, and information on procuring tactical reproduction services. The user is responsible for procuring equipment and contracting services.

(3) Prepares guidelines on preparing, coordinating, routing, and dispatching correspondence through the ISSO distribution center.

(4) Develops policies on centralized reproduction services for the classified correspondence repository. This repository is the responsibility of the ISSO until distribution is made to the user.

(5) Performs staff supervision of the FOIA/PA. Recommending policies, procedures, and conventions, and serves as the central POC within the command for FOIA/PA requests, It refers related requests to the proper staff element or personnel services support activity.

(6) Provides technical assistance to subordinate units of the command by establishing and monitoring commandwide programs for BIS support.

(7) Keeps the staff and command group informed of the information services support situation via the signal officer.

(8) Maintains a current reference library of ARs, published command guidance, and other regulatory guidance on all BIS. These references are needed to perform staff supervision functions, to   establish policies, to support the command group, and to prepare the ISSO's standing operating procedure (SOP).

b. **Publications and Reproduction Section.** This section--

(1) Performs staff supervision of reproduction, publications, and forms management. It recommends policies, procedures, standards, and conventions. When warranted, staff elements at theater and below will establish their own publications and forms account (see DA Pamphlet 25-33). This is usually due to location and special requirements.

(2) Establishes copying, duplicating, and printing control IAW with AR 25-30.

(3) Provides supplemental high-volume reproduction/copying services for command, staff, signal headquarters, and subordinate units as necessary. Provides reproduction support to meet the requirements of the ISSO.

(4) Serves as the central POC within the command for printing support requests. It verifies the format of user printing requests and forwards them through channels to the proper signal theater reproduction detachment or sustaining base printing support activity (DOIM).

(5) Reviews requests and assists users with technical specifications for procuring user-owned reproduction equipment.

(6) Provides information on sources through which the devices may be procured; however, users are responsible for determining their own reproduction requirements. If the user identifies high-volume reproduction requirements, this section validates and forwards the requirements to the appropriate organization for action.

(7) Operates and manages the division, corps, and theater headquarters publications and forms control programs.

(8) Prepares an index of headquarters publications and forms and establishes and maintains distribution plans for headquarters publications.

(9) Reviews and submits requisitions for reproduction and publications support for the headquarters staff elements.

(10) Establishes both headquarters and command initial distribution of publications and forms to the unit staff, headquarters elements attached to the headquarters, and subordinate units.

(11) Maintains required DA publications (excluding technical publications). It also keeps other official forms for the unit staff. These functions are performed by the functional staff/user in the organizational elements within division, corps, and theater boundaries without organic ISSOs/S1s.

(12) Maintains an internal stock of DA regulations, other publications, and forms IAW operational needs. It keeps the amount and type needed to support associated information services support activities. In coordination with the ISSO, functional staff elements requisition, issue, and maintain publications and forms. They also track receipt of requisitions and dispose of expired publications and forms.

(13) Provides specific publications for the headquarters staff. In addition, it maintains an internal ISSO library of information services publications. This section maintains publications needed to provide staff supervisory support to associated ISSOs and functional information services activities.

(14) Approves user requests for new forms. Functional users must follow forms usage and generation policies, including use management and requesting resupply.

c. **Records Management and Distribution Section.** This section--

(1) Performs staff supervision of files management, classified document control, and distribution/official mail. It recommends policies, procedures, standards, conventions, and inspections as applicable.

(2) Establishes and monitors the records management program. This program includes correspondence, maintenance, management, and disposition of files. It also monitors adherence to the records management program and suggests corrective measures as needed. It maintains liaison with records management staff elements throughout the command.

(3) Advises users/functional staffs on files management as it applies to FOIA/PA.

(4) Approves files listings and electronic filing. Analyzes and evaluates proposals, studies, and equipment requests for micrographic, magnetic, optical, and electronic records systems.

(5) Recommends classified document control policies, procedures, standards, and inspections in all phases and areas of IMA. This includes correspondence, printing, reproduction, distribution/official mail, and files management.

(6) Determines routes and schedules for a classified courier system (in coordination with the G2). The G3 tasks units for personnel and equipment to man the courier system. This section stores classified documents until distribution occurs.

(7) Coordinates with the G2 on evacuation plans, headquarters' classified documents, and material held by the ISSO awaiting distribution.

(8) Operates the headquarters central distribution center and serves as the primary POC within the command for internal headquarters distribution. Headquarters staff elements are responsible for collecting their own distribution/official from the distribution center.

(9) Advises subordinate commands on postal matters.

(10) Provides external distribution services.   This section recommends policies, procedures, and conventions. It also prepares guidelines on preparing, coordinating, routing, and dispatching correspondence through the ISSO distribution center. This section receives, controls, and distributes all official publications and correspondence (except electrically transmitted messages). It coordinates requirements for messengers and classified document couriers as required.

(a) The signal officer determines messenger routes and schedules and coordinates messenger resources with the G3. Maximum use will be made of existing delivery systems.

(b) Messenger service is an unresourced signal mission (see FM 24-1). Until the mission is resourced, the signal officer ensures that messenger service is provided with augmentation by supported units. Personnel assigned to the ISSO are not resourced as messengers. However, the signal officer may use the ISSO to control messenger service.

(11) Coordinates with the appropriate telecommunications activities on receiving, controlling, and delivering electrically transmitted messages addressed to the ISSO.