



DEPARTMENT OF THE NAVY  
BUREAU OF NAVAL PERSONNEL  
5720 INTEGRITY DRIVE  
MILLINGTON, TN 38055-0000

BUPERSINST 5230.11  
BUPERS-05  
22 Sep 2014

BUPERS INSTRUCTION 5230.11

From: Chief of Navy Personnel

Subj: TOTAL WORKFORCE MANAGEMENT SERVICES

Ref: (a) CNICINST 5230.1  
(b) SECNAVINST 5211.5E

Encl: (1) TWMS Data Feed Sources

1. Purpose. To implement the Total Workforce Management Services (TWMS) application as the primary total force manpower tool to manage personnel, billets, and total workforce resources at Bureau of Naval Personnel (BUPERS).

2. Cancellation. NAVPERSCOMINST 5230.1A.

3. Policy. TWMS is BUPERS source for total workforce information. All military and civilian personnel are responsible and accountable for their role in the application as outlined in this instruction. Per reference (a), Commander, Navy Installations Command (CNIC) is the owner of the TWMS application, therefore, BUPERS will implement TWMS based on reference (a) guidelines.

4. Discussion. TWMS is a dynamic system that will continue to evolve and expand to incorporate additional database sources as necessary and or available. As outlined in enclosure (1), the following data feeds from the indicated programs of record populate the TWMS database:

a. Personnel. TWMS extracts and summarizes data from all authoritative programs of record into a single repository. Current systems are: Navy Standard Integrated Personnel System for military personnel, the Defense Civilian Personnel Data

System for appropriated fund personnel, and Systems Applications and Programs - Human Resources for non-appropriated fund personnel.

b. Billet data. Information is downloaded from the Total Force Manpower Management System. All military and civilian billets and positions are updated monthly and the history of each billet is maintained in TWMS. Billet identification numbers are assigned to personnel records by the manpower office.

c. Financial Management. Labor expenditure information is derived from data feeds received from the Defense Finance and Accounting Service.

5. Procedure. The following policies and procedures shall be used to maintain the information within TWMS, request access, and recommend changes to the functionality.

a. Every military member, civilian employee, and contractor assigned should have a record maintained in TWMS.

b. Personnel requiring access to information other than their own self-service record are required to complete and submit the online account application located on the TWMS home page at <https://twms.navy.mil>. The application will be automatically forwarded to the appropriate access point of contact. The CNIC Help Desk will enable the access level once the request is approved by BUPERS, Director Total Force Human Resources (BUPERS-05). A description of account access levels can be found on the TWMS home-page. Non-BUPERS personnel having BUPERS duties and an official need to view BUPERS data and records will be considered for access on a case-by-case basis.

c. Contractor Personnel. Security officers are responsible for entering, updating, and removing and deleting contractor personnel from TWMS.

6. Training. Training support for TWMS consists of documentation (user guides, modules, and frequently asked questions (FAQs)), video teleconferencing-style training using Defense Connect Online (overviews and demonstrations) and instructor-led training (hands-on training and demonstrations). The TWMS user guides, modules, and FAQs are available on the

22 Sep 2014

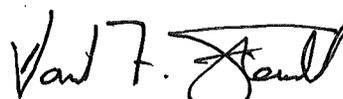
TWMS login screen. TWMS training is recommended for all personnel. Privacy Act training is required for all personnel with access to TWMS (other than self-service).

7. Action. All employees who have been issued a common access card may obtain access to TWMS Self-Service at:  
<https://twms.navy.mil/selfservice>.

a. All military and civilian personnel shall review their personal recall information periodically and update the information as necessary.

8. Penalties. Data stored in TWMS is for official use only and is subject to protection under reference (b). Any misuse or unauthorized disclosure of personally identifiable information (PII) may result in civil or criminal penalties. Any unauthorized access or misrepresentation of position to gain access, distribute, or share PII may result in disciplinary action up to and including removal for civilians. For military personnel, any unauthorized access or misrepresentation of position to gain access, distribute, or share PII may result in disciplinary action under the Uniform Code of Military Justice, article 92, and or administrative action.

9. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed per Secretary of the Navy Manual 5210.1 January 2012.



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TWMS DATA FEED SOURCES

# Data Feeds

