Unit's Office Symbol   Date

MEMORANDUM FOR All Virtual Family Readiness Group (vFRG) Users/Administrators

SUBJECT: vFRG Sample Standard Operating Procedure (SOP)

1. <u>REFERENCES</u>.

    a. AR 600-20, Command Policy, 7 June 2006

    b. AR 530-1, Operations Security (OPSEC) (Draft), 1 May 06

    c. AR 608-1, Army Community Service Center, 21 Jul 06, Appendix J - Army Family Readiness Group Operations,

2. <u>PURPOSE</u>. To define procedures for the use and operation of the command's vFRG web system.

3. <u>SUMMARY</u>. The vFRG web system was developed to assist commands in communicating with Soldiers, civilian employees, and family members, both immediate and extended.   It is a forum to provide timely, accurate information in a secured environment to authorized membership.

4. <u>SCOPE</u>. This SOP applies to all personnel within the command to include all volunteers for the command's Family Readiness Group (FRG).

5. <u>DEFINITIONS</u>.

    a. Membership – Soldiers, civilian employees, immediate and extended family members.

    b. Immediate Family Members – Spouse and children.

    c. Extended Family Members – Parents, siblings, and other loved ones designated by the Soldier.

    d. Webinar - Training conducted with visual instruction from a computer with broadband internet conductivity and verbal instructions given through a dial in teleconference.

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6. <u>RESPONSIBILITIES</u>.

   a. The Battalion Commander/Rear Detachment Commander will -

     (1) Provide supervision and oversight of the command's vFRG web system.

     (2) Approve content to be posted on the command's vFRG web system, after ensuring it meets operations security guidance provided in reference b of para 1.

     (3) Appoint a system administrator(s) to maintain the vFRG, preferably a Soldier or civilian employee, such as the S6 or FRG Deployment Assistant (FRGDA), not a volunteer. The following factors should be considered when appointing a system administrator:

        (a) Time requirement.

        (b) The skills and knowledge level required.

        (c) An understanding of OPSEC and its applicability to content management.

        (d) Availability of resources required (i.e. computer with broadband internet conductivity).

        (e) Ability to interact and take direction from command staff.

        (f)   Ability to convey command approved information to its subscribers.

   b. System Administrator(s) will:

     (1) Complete the following System Administrator training programs within two weeks of appointment.

        (a) vFRG Content Administrator Orientation. This online training, available at www.armyfrg.org, contains self-paced modules that provide system administrators with the tools required to get started in updating and maintaining the unit's vFRG web system.

        (b) System Administrator's Webinar Train-the-Trainer Course. This interactive course provides visual instruction via your computer with internet broadband conductivity and verbal instruction given through a teleconference. The webinar training schedule is posted on the Army FRG home page at www.armyfrg.org.

(2) Review and approve/disapprove requests for access to the vFRG.

(3) Post, review, and release approved content on the vFRG web system.

(4) Post items, ordering and payment information to vFRG Store received from the FRG's vFRG Store POC.

c. Family Readiness Group Leaders, or designated volunteer, will:

(1) Provide content for command's web system to the vFRG system administrator, such as FRG newsletters, FRG calendar of events and information on new policies, resources for families, and community events.

(2) Monitor the vFRG Forum and provide answers to the questions submitted.

(3) Market the vFRG resources to the unit's families through e-mail, flyers and newsletters.

(4) Act as a liaison between family members and command for questions and concerns regarding the vFRG web system.

(5) Assign a vFRG Store POC for monitoring store operations. Note: This can be the Fundraising Chairperson or another FRG member. The use of the vFRG Store adheres to current fundraising policies listed in reference 1c., but its use is optional.

(6) Ensure vFRG Store POC provides pictures and a description of items to display in the vFRG store to the system administrator. The FRG contact for receiving and sending orders and payments must be included.

d. OPSEC Officers and Public Affairs Officers (PAO) will:

(1) Conduct routine reviews of the command vFRG web system. At a minimum, these reviews will be conducted on a quarterly basis for adherence to Army guidelines.

(2) Direct the system administrator to immediately remove information deemed to be a possible security risk.

e. Soldiers will:

(1) Authorize family members (immediate and extended) and other loved ones (i.e., fiancée) access to the vFRG.
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(2) Review and update the access list on a periodic basis or as needed.

f. Subscribed Users (Membership) will:

(1) Agree not to share or release any information on the vFRG to an unauthorized person. The information on the vFRG is for authorized users only. Sharing this information with others could create a risk to Soldiers or their families.

(2) Protect logon id and password and report any compromises to the system administrator.

7. <u>PROCEDURES</u>.

a. Site Development. Only one command site will be developed at the Battalion level. If requested by the company commander, the system administrator will develop separate pages for each company and linked them to the battalion's home page.

b. Subscriber Authorization.

(1) The system administrator will check for new subscribers to the vFRG web system on a daily basis.

(2) Access to the unit's vFRG will be limited to Soldiers and civilian employees assigned to the unit (permanently or temporarily) and their family members (immediate and extended) and other loved ones authorized by the Soldier. The System Administrator will validate each subscriber to the vFRG prior to granting vFRG access approval by authenticating the subscriber through DEERS, AKO or the vFRG Access Authorization Form (Encl 1).

(3) The system administrator will notify subscribers via email the status of their request.

(4) The subscriber will cancel a subscriber's account immediately upon request of the commander/rear detachment commander, Soldier or subscriber.

c. Update vFRG Content. The vFRG content will be reviewed and updated on a weekly basis as a minimum. Old content will be deleted and new content posted. Content that is not appropriate for posting includes:

(1) Photos showing results of IED strikes, battle scenes, casualties, destroyed or damaged equipment, and access to military facilities.

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(2) Information divulging command locations, mission, and logistical support.

(3) Personal information of Soldiers and their families that would comprise their security.

(4) Rumor, speculation, or gossip.

8. The unit vFRG point of contact is (POC name), (phone number), (email address).

Encl   COMMANDER'S NAME
as   Rank, Branch, Component
                                                    Commanding

Virtual Family Readiness Group (vFRG) Access Authorization Form

I hereby request access to the _____ vFRG be granted to my family
(name of unit)
members and loved ones listed below.   I have explained to each of them that the information included on the vFRG is sensitive and may not be shared with others. Sharing information such as a Soldier's/unit's activities, location, or deployment or redeployment schedule could put Soldiers' lives at risk.

Name of Family Member	Relationship to Soldier

Soldier's Name: _____   Rank: _____

Unit: _____

Soldier's signature: _____ Date: _____