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Everybody Has a Role to Play – The Hierarchy of Roles in Army 365 SharePoint Online

 As the Army transitions to Army 365 (A365), a suite of Microsoft 365 cloud-based platforms, applications, and services, everyone may not understand the different roles involved in the administration and utilization of these capabilities. The migration to SharePoint Online (SPO) is still ongoing and will facilitate the increase of shared understanding by sharing information, critical knowledge, common operating pictures, and dashboards. This article will briefly define roles within the SPO environment, at what levels they operate, and how they inter-relate.

End Users

Most everybody who operates in the A365 SPO environment are end users or 'consumers' of content. Army end users are required to possess a Common Access Card (CAC) to access A365 SPO. End users have read permissions for most sites but can obtain contribute permissions for specific libraries and lists as needed. As we migrate to A365 SPO, as an end user, you will be impacted by persons in other A365 SPO roles, even though you probably won't see when or how. Consequently, it's good to know what these other roles are and their responsibilities.

Content Managers

It is best practice to have a designated Content Manager – someone accountable and trained to assist in content management even if that person is wearing other hats. Content Managers ensure content in assigned site collection(s)/site(s) is optimally organized, meet quality requirements, and adheres to content management guidance such as requirements for naming conventions. Content Managers may also manage permissions for specified site(s), lists, or libraries, so if you need permission to edit or upload specific files, content managers are your go to people. Think of them as the 'keepers' of the content that they manage.

Site Owner

Site Owners are the 'keepers' of the specific site(s) created within their organization. They manage full control of permissions for approved sites created within their organizations' site collections. Site Owners also ensure their site's compliance with records management requirements per AR 25-400-2, The Army Records Information System (ARIMS). They are responsible for the format, design, and layout of the site as well. As a user, you may have recommended improvements for a site that you could bring to the Site Owner for consideration.

Change Control Board and Command SharePoint Framework Developer

Some roles that are at the TRADOC level are the Change Control Board (CCB) and the Command SharePoint Framework Developer (C-SPFxD). This is where requests for changes to

the TRADOC SPO site are reviewed. The CCB consists, at a minimum, of representatives from the TRADOC G-6, G-3/5/7, and Office of the Chief Knowledge Officer. The C-SPFxD is the trusted agent of the command to review and analyze business needs brought before the CCB. They submit solutions for review by the CCB for deployment on the SharePoint site. The SPFxD creates solutions and submits them to the developer.

Additional Roles

The Major Command Level Administrator (MCLA) manages, oversees, audits, and serves as the approving authority for new site collections, features, and applications within the TRADOC Hub. The Command Hub Administrator (CHA) administratively and technically assists in managing the TRADOC Hub. The Delegated Command Hub Administrator (DCHA) technically manages and serves as the site collection administrator of the TRADOC Hub. The Local Site Collection Administrator (LSCA) serves as site collection administrator for their local site collection(s).
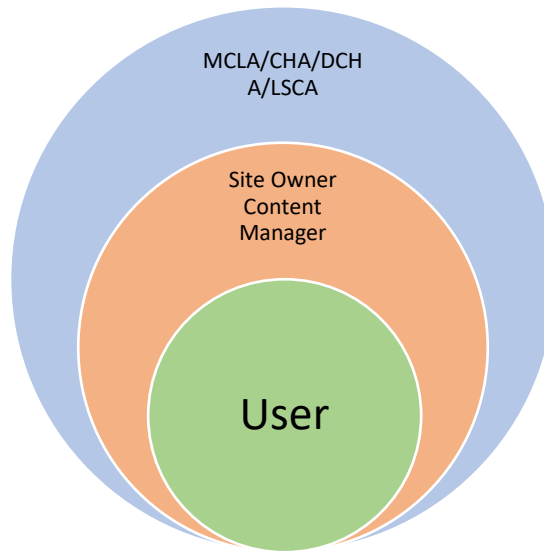

Figure 1. A365 SPO Hierarchy

Figure 1 shows you how you fit into the bigger picture of SPO roles. Now that you have a better idea of the roles and responsibilities within SPO, this will help you identify who and what you need to identify in your organization to start using SPO. Outlined below is a handy summary of all the roles discussed.

Roles Within SPO

Major Command (MACOM) A365 Change Control Board (CCB):

- Chaired by the G-6 and consist, at a minimum, of representatives from the G-3/5/7 and Knowledge Management.
- Review requests for changes to the A365 SPO.

Major Command Level Administrator (MCLA):

- Manage, oversee, and audit the TRADOC A365 SPO presence.
- Serve as approval authority for new site collections, features, and applications within the TRADOC Hub.

Command Hub Administrator (CHA):

- Administratively and technically assist in managing the TRADOC Hub.
- Serve as the TRADOC Hub Site Collection Administrator.
- Establish, implement, and maintain needed A365 Groups, or Security Groups for the Delegated Command Hub Administrators and Local Site Collection Administrators to complete mission requirements.
- Support MCLA in auditing responsibilities.

Delegated Command Hub Administrator (DCHA):

- Technically manage the TRADOC Hub.
- Serve as TRADOC Hub Site Collection Administrator.

Local Site Collection Administrator (LSCA):

- Serves as Site Collection Administrator for their Local Site Collections.
- SCA rights are the highest level of permissions for a site collection.

Site Owner:

- Manages specific site(s) created within their organization.
- Performs full control permissions for approved sites created within their organizations' site collections.
- Ensures their site's compliance with records management requirements per AR 25-400-2, The Army Records Information System (ARIMS).

Command SharePoint Framework Developer (C-SPFxD):

- Reviews and analyzes the business needs of the command to create a functional SharePoint Environment.
- Reviews and analyzes SharePoint Developer solutions they submit to improve business processes throughout the enterprise.

SharePoint Framework Developer (SPFxD):

- Submits solutions for review by the CCB for deployment into SharePoint.
- Creates SharePoint solutions and submits to the C-SPFxD for approval.

Content Manager:

- Ensures that all final content within their assigned site collection(s)/site(s) conform to content management requirements such as retention and naming convention guidance.
- Full Control permissions for specified site(s), lists, or libraries to administer document management settings, monitor metrics, and set user permissions as appropriate.

End User:

- Uses content and features of member sites within guidelines and requirements.
- Contribute permissions for specific libraries and lists as needed, read permissions for most sites.

References:

1. HQDA, "Army 365 SharePoint Online Governance," Version 3.05 Draft.
2. TRADOC Memorandum, "Governance of the TRADOC SharePoint Environment in Army 365 SPO," Draft.

This TRADOC OCKO publication was written by Nathan Truckenbrod. Want to learn more? You can respond to this article or access related articles, blogs, media presentations, and more at https://www.milsuite.mil/book/groups/tradoc-km .

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