

**SUBJECT:** Contractors Accompanying the Force -- Accounting for Contractor Personnel Deployed in Support of Army Operations.

**PURPOSE:** To identify the Army's newly-unveiled personnel data system to account for contractor personnel, highlighting the current capabilities of the system and projecting the future capabilities of the system.

**SUMMARY:** The Civilian Tracking System (CIVTRACKS), which became operational at the beginning of June 2002, is designed to capture data on Department of the Army civilians to assist tactical commanders in identifying all personnel within their areas of operation. This capability includes data on contractors, Red Cross, AAFES and other DoD component personnel.

- Operation Desert Shield/Storm Key Lesson Learned. During Operation Desert Shield/Storm there was no centralized automated data system that provided for the tracking of civilians once they were deployed, so tactical commanders were unable to identify all personnel within their areas of operation/responsibility.
- Replacement Operations Application Management System (ROAMS). In response to this key lesson learned, ROAMS was created to track civilians from the CONUS Replacement Center (CRC) into the theater of operation. Until recently, however, there was no visibility once the civilians arrived in theater.
- Civilian Tracking System (CIVTRACKS). CIVTRACKS fills the void in personnel accountability, allowing the capture of data on all deployed civilians, including contractor personnel.
  - Data Entry Burden. CIVTRACKS does not increase the burden upon G-1 personnel to enter the data into the system. Each individual tracked in the system is responsible for the input of his/her own data into the CIVTRACKS database.
  - Current Data Entry Method. CIVTRACKS is a web based system that allows for worldwide data entry via keyboard through connections accessing the internet. Drawbacks include human error each time data is keyed in, and the potential for fraud, e.g., an individual who is actually CONUS could enter false information indicating that he/she is OCONUS.

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- Future Data Entry Method. Long-term, the plan is to use the Common Access Card (CAC), also known as the "Smart Card", as the front end of CIVTRACKS, i.e., serve as the mechanism for entering data, to facilitate the tracking of deployed civilians. Under the Smart Card concept deployed civilians will be able to swipe their card at any location and the tracking data will be transmitted to a central collection point. This method will greatly reduce the chances of human error in data entry, and also reduce the incidences of fraud, i.e., at least the card must be at the deployment location where it is swiped in order to initiate data collection.
- CIVTRACKS and Revised AR 715-9. The regulation governing contractors accompanying the force (AR 715-9) is currently being revised. According to the action officer responsible for the revision, the plan is to reference CIVTRACKS as the system to use in the updated regulation.

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