

Department of the Army
Headquarters, U.S. Army
Operations Support Command
1 Rock Island Arsenal
Rock Island, IL 61299-6000

OSC Memorandum 1-1

22 May 2000

Administration

SENIOR OFFICIALS' VISITS TO HEADQUARTERS,
U.S. ARMY OPERATIONS SUPPORT COMMAND (HQ OSC)

Applicability. This memorandum applies to all Center Directors and Special Staff Office Chiefs within HQ OSC.

Proponent. The proponent of this memorandum is the Secretary of the General Staff. Users may send comments and suggested improvements to ATTN: AMSOS-GS, e-mail sgsosc@osc.army.mil.

Distribution. The proponent determines distribution (available electronically at <http://www.osc.army.mil/im/rcdsmgt/pubs.htm>).

Supersession Notice. N/A.

FOR THE COMMANDER:

Official: //Signed//
Robert A. Benson
Colonel, GS
Chief of Staff

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1. Purpose: This memorandum establishes policy, assigns responsibilities, and prescribes procedures concerning the hosting of distinguished visitors at HQ, OSC.

2. Explanation of Terms. Distinguished visitors are defined as General Officers, members of the Senior Executive Service, elected officials (Federal, state, and local), high-level executives from private industry, distinguished citizens, and high-level Government officials of foreign countries.

3. Policies. The Secretary of the General Staff (SGS) will coordinate and monitor all visits by distinguished visitors to HQ OSC.

4. Responsibilities.

a. The Chief of Staff will:

(1) Task the SGS to take the lead on any visit involving more than one office/organization. SGS will task centers for input on agenda/briefings.

(2) Assign a lead Center or Special Staff Office for each visit to a single Center or organization.

(3) Provide guidance and forward Commanding General's (CG's) directions or special requirements.

(4) Approve all agendas for distinguished visitors.

b. Center Directors and Special Staff Office Chiefs will:

(1) Inform the SGS and the Protocol Office of all upcoming visits by distinguished visitors to HQ OSC, Army Ammunition Plants (AAP), Depots, and Arsenals as soon as a requirement is known.

(2) Provide an action officer for the visit.

(3) For single focus visits only, furnish a draft agenda to the Protocol Office and the Program Analyst not later than 10 days prior to visit. The agenda will include each briefer's name, office symbol, and the subject of briefing (see Appendix A for a sample agenda). If at any point the focus of the visit shifts to more than one organization, the SGS will take over responsibility.

(4) Furnish an after-action report when requirements are imposed, deficiencies disclosed, or any corrective action taken or recommended. This after-action report will be sent by e-mail to sgsosc@osc.army.mil, and AMSOS-GCG for all Congressional

visits, within 24 hours after completion of the visit (see Appendix B for information to be included in the after-action report).

c. The SGS will:

- (1) Appoint an escort officer.
- (2) Provide final instructions to escort officer.
- (3) Serve as liaison between Protocol Office, other SGS staff and Chief of Staff.
- (4) Monitor visit.

d. The Protocol Office will:

- (1) Coordinate and finalize agendas for all distinguished visitors to HQ OSC.
- (2) Coordinate ground and air transportation, hotel accommodations, and any special requirements with visitor's staff.
- (3) Contact embassies and DoD agencies for visits by foreign dignitaries. Arrange for interpreter, as required, and advise host of any dietary restrictions or special requirements.
- (4) Finalize and distribute approved agenda to all participants. Prepare welcome packets for visitors.
- (5) Provide escort officer a list of written instructions setting forth policies and procedures for the coordination and supervision of all details pertaining to the visit.
- (6) Notify the U.S. Army Materiel Command of distinguished visitors to HQ OSC and its installations.

e. The SGS Office, Program Analyst (e-mail harrism), will:

- (1) When multiple centers are involved in the visit, coordinate development of the agenda. This includes assigning topics, briefers, and allocating time on the agenda, for multiple centers and/or multiple installations.
- (2) Coordinate conference rooms, audiovisual requirements, determine audience/attendee requirements, and ensure

briefings conform to CG standards, create books, handouts, and CD-ROMS as necessary. Ensure appropriate administrative staff is available.

(3) Arrange pre-briefs or rehearsal of briefings as necessary.

(4) SGS Program Analyst will attend visits and record/coordinate taskings as necessary.

f. The Escort Officer will:

(1) Be familiar with routes to and from places indicated on agenda.

(2) Know locations of all buildings and conference rooms to be visited.

(3) Be familiar with the details of any ceremony scheduled for the visitor.

(4) Be familiar with visitor's biographical information and photograph, if available.

(5) Learn to correctly pronounce visitor's name.

(6) Be aware of any language difficulties.

(7) Maintain a list of key personnel phone numbers; e.g., Protocol Office, SGS, motor pool, airport, hotel, etc.

(8) Keep Protocol Office apprised of any changes to the agenda.

Appendix A

Sample Agenda

AMSOS-GSP

DATE

AGENDA
FOR VISIT OFGENERAL JOHN Q. SMITH
DEPUTY CHIEF OF STAFF FOR LOGISTICS

1-2 JUNE 1999

Official Party:

COL George S. Thompson, Tank Project Manager
MAJ Thomas P. Bennett, Military AssistantSunday, 1 June

1627	Arrive Quad cities Airport via UA 2434. Met by CPT Timothy R. Jones, OSC Escort Officer, and Depart by sedan for Plaza One Hotel, Davenport, Iowa/RON	CPT Jones AMSOS-MA
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Monday, 2 June

0745	Depart Plaza One by Gov't sedan for Rock Island Arsenal, Bldg. 390, West Court	CPT Jones
0800-0815	Courtesy visit with Commanding General CG's Office	MG Smith AMSOS-CG
0815-0845	OSC Overview Video Tape CG's Conference Room	Protocol

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Appendix A (cont)

VISIT OF GENERAL JOHN Q. SMITH (cont)

0845-0930	Orientation of OSC Conf Rm, Bldg. 350, 6th floor, west	Mr. Taylor
0930-1145	Discussion on Upgrade of XYZ Tank	Mr. Tate AMSOS-MA
1200-1300	Luncheon - Arsenal Room	MG Smith
1300-1530	Tour of Rock Island Arsenal Manufacturing Facility	COL Parker SIORI-CO
1530	Depart Rock Island Arsenal by Govt sedan For Quad Cities Airport	CPT Jones
1630	Depart Quad Cities via UA 3434	

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Appendix B

After Action Report Data

1. Place and duration of Visit:
2. Names of Visitors:
3. Areas of Interest:
4. Summary of Information Furnished:
5. Requirements Imposed:
6. Deficiencies Disclosed:
7. Any Corrective action Taken or Recommended: