

MANAGEMENT AND DECISION SUPPORT SYSTEM

- 1. REASON FOR ISSUE:** To recertify and update National Cemetery Administration (NCA) policy and responsibilities for the Management and Decision Support System.
- 2. SUMMARY OF CHANGES:** This directive updates policy and responsibilities associated with accounting for gravesites.
- 3. RESPONSIBLE OFFICE:** NCA Office of Finance and Planning, Policy and Planning Service (42A), 810 Vermont Avenue NW, Washington, DC 20420, is responsible for the contents of this directive.
- 4. RELATED PUBLICATIONS:** NCA Handbook 3140 – Management and Decision Support System Procedures (November 10, 2011).
- 5. RESCISSIONS:** NCA Directive 3140 – Management and Decision Support System (September 21, 2011).
- 6. RECERTIFICATION:** This publication is scheduled for recertification the last day of October 2024.

/s/
Ronald E. Walters
Principal Under Secretary for Memorial Affairs

Distribution: Electronic

MANAGEMENT AND DECISION SUPPORT SYSTEM

1. PURPOSE AND SCOPE: This NCA directive establishes policy and responsibilities for the Management and Decision Support System (MADSS).

2. POLICY:

a. NCA management will ensure a viable electronic information management system is in place to record workload and administrative data, and make it available to plan, monitor, and manage activities and resources at Department of Veterans Affairs (VA) national cemeteries and supporting offices;

b. NCA cemeteries will enter workload and administrative data into MADSS monthly, not later than the fifth business day of the month;

c. NCA management will utilize data reported in MADSS to plan, monitor, and manage activities and resources at VA national cemeteries and supporting offices.

3. RESPONSIBILITIES:

a. **Deputy Under Secretary for Finance and Planning (42)** is responsible for utilizing data reported in MADSS to plan, monitor, and manage activities and resources at VA national cemeteries and supporting offices;

b. **Director, Policy and Planning Service (42A)** is responsible for:

(1) Establishing MADSS policy and procedures, and overseeing data entry, reporting, and integrity;

(2) Reviewing, auditing, and analyzing data collected to provide performance and workload reports to responsible offices;

(3) Developing and maintaining procedures for entering data into MADSS;

(4) Determining the level of MADSS access and change capability for NCA staff;

(5) Assisting national cemetery staff and other users in accessing MADSS and entering, analyzing, and reporting MADSS data; and,

(6) Designating a MADSS data manager in Policy and Planning Service as a point of contact who can access and change all data in the system, and aid with data entry or questions.

(7) Documenting and requesting application changes through the enterprise service request process.

c. **Director, Budget Service (42B)** is responsible for:

(1) Using MADSS data on the number of available gravesites and usage rates to project cemetery burial capacity and depletion dates; and,

(2) Collaborating with Executive Director, Cemetery Operations to set an annual deadline for completion of cemetery/district MADSS certifications to ensure timely completion of NCA statistical reports and projections.

d. **Executive Director, Cemetery Operations (41A)** is responsible for:

(1) Collaborating with Director, Budget Service to set an annual deadline for completion of cemetery/district MADSS certifications to ensure timely completion of NCA statistical reports and projections; and,

(2) Issuing the annual call for MADSS certification and ensuring all certifications are completed by the annual deadline agreed upon with Director, Budget Service.

e. **District Executive Directors** are responsible for ensuring cemeteries within their district complete MADSS certification annually, reviewing certification results, and directing appropriate corrective actions.

f. **Cemetery Directors** are responsible for:

(1) Entering workload and administrative data into MADSS consistently, accurately, and in accordance with procedures, not later than the fifth business day of the following month;

(2) Taking appropriate corrective action to reconcile MADSS data errors monthly, including if necessary, contacting the MADSS data manager in Policy and Planning Service (42A) for assistance;

(3) Limiting MADSS access to authorized personnel;

(4) Training authorized personnel on data entry procedures and assigning system management responsibilities as appropriate, including designating a site administrator and at least one alternate site administrator;

(5) Completing annual MADSS data certification in accordance with requirements specified by the Executive Director, Cemetery Operations (41A) during the annual call for MADSS certification;

(6) Coordinating access authorization with the MADSS data manager in Policy and Planning Service (42A), and notifying him or her in writing when a change in site administrator or alternate is made (including work title and telephone number); and

(7) Informing the MADSS data manager in Policy and Planning Service (42A) and Quantico Information Technology Center (QITC), as appropriate, of issues that might impact the timely and accurate entry of data.

g. **Deputy Under Secretary for Management (43)** is responsible for ensuring the MADSS application functions as needed to meet business requirements.

h. **Director, Business Transformation and Requirements Service (43E)** is responsible for:

(1) Ensuring requirement request changes for MADSS meet business requirements;
and

(2) Submitting application changes to OIT through the enterprise service request process.

4. REFERENCES: None

5. DEFINITIONS: None