

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 (MADSS).

2. SUMMARY OF CHANGES: This directive incorporates some policies and procedures contained in NCA Handbook 3140 Management and Decision Support System (Nov. 10, 2011) and updates employee roles and responsibilities.

3. RESPONSIBLE OFFICE: NCA Office of Finance and Planning (42), 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 (November 10, 2011).

5. RESCISSIONS: NCA Directive 3140 Management and Decision Support System (Oct. 18, 2019).

6. RECERTIFICATION: This directive is scheduled for recertification not later than five (5) years from the date of issuance.

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

Distribution: Electronic

MANAGEMENT AND DECISION SUPPORT SYSTEM

1. PURPOSE/AUTHORITY This NCA directive describes policy and employee responsibilities for the Management and Decision Support System (MADSS).

2. POLICY:

a. It is NCA policy to maintain a viable electronic information management system 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 or a negative report into MADSS on a monthly basis, not later than the fifth business day of the month.

3. RESPONSIBILITIES:

a. Deputy Under Secretary for Finance and Planning (42) is responsible for:

(1) Establishing MADSS policy and procedures.

(2) Utilizing MADSS data to plan, monitor, and manage activities and resources for VA national cemeteries and supporting offices; and,

(3) Designating a MADSS Data Manager within 42.

b. Designated MADSS Data Manager (42 Designee) is responsible for:

(1) Advising NCA components on MADSS policy and procedures, and overseeing data entry, reporting, and integrity;

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

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

(4) Documenting and requesting application changes through the enterprise service request process;

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

(6) Collaborating with Executive Director, Cemetery Operations (41A), to set an annual deadline for completion of cemetery and district MADSS certifications to ensure timely completion of NCA statistical reports and projections.

c. Director, Finance Service (42C) is responsible for collecting and transmitting accurate NCA workload data to support NCA and VA cost accounting requirements.

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

(1) Collaborating with the Designated MADSS Data Manager (42) to set an annual deadline for completion of cemetery/district MADSS certifications for timely completion of NCA statistical reports and projections; and,

(2) Issuing the annual data call for MADSS certification and ensuring all certifications are completed by the annual deadline agreed upon with the Designated MADSS Data Manager (42).

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) Assigning system management responsibilities as appropriate, to include designating a Primary Program Administrator and at least one Alternate Program Administrator;

(2) Providing the Director, Business Transformation and Requirements Service (43E) with the name, job title, email address, and phone number of all primary and alternate program administrators for their cemetery;

(3) Coordinating with the Director, Business Transformation and Requirements Service (43E) to obtain system access for authorized Primary and Alternate Program Administrators and providing written notification of changes to authorized administrators (NOTE: MADSS access is limited to authorized cemetery or site personnel only.);

(4) Training authorized Primary and Alternative Program Administrators on data entry procedures;

(5) Verifying monthly workload and administrative data or a negative report is entered into MADSS by authorized Primary and Alternate Program Administrators;

(6) Informing the MADSS Data Manager and Business Transformation and Requirements Service (43E), as appropriate, of issues the cemetery has identified that may impact timely or accurate data reporting;

(7) Taking corrective action to reconcile MADSS data errors monthly, including if necessary, contacting the MADSS Data Manager for assistance; and,

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

g. Primary and Alternate Program Administrators are responsible for:

(1) Entering monthly workload and administrative data for their cemeteries into MADSS consistently and accurately. If there is no new data to update that month, submit a negative report in MADSS. The following information must be reported monthly:

- (i) MADSS 01 – Gravesites Activities
- (ii) MADSS 02 – General Schedule Employee Activities
- (iii) MADSS 03 – Wage Grade Employee Activities
- (iv) MADSS 04 – Miscellaneous Management Data
- (v) MADSS EN – Energy Management
- (vi) MADSS OR – Outreach Activities

(2) Alerting their cemetery director to any issues they identify that may impact the timely or accurate entry of data into MADSS.

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

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

(1) Coordinating with VA Office of Information and Technology to request changes to MADSS that meet requisite business requirements;

(2) Coordinating with the Cemetery Directors to grant system access for authorized Primary and Alternate Program Administrators and receive written notification of changes to authorized administrators;

(3) Establishing and maintaining current roster of Primary and Alternate Program Administrators who are authorized to access MADSS; and,

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

4. REFERENCES: NCA Handbook 3140, Management and Decision Support System (November 10, 2011).