

UNITED STATES ARMY INSPECTOR GENERAL SCHOOL

**INSPECTOR GENERAL
ACTION REQUEST SYSTEM (IGARS)
HANDBOOK**



**DEPARTMENT OF THE ARMY INSPECTOR GENERAL AGENCY
TRAINING DIVISION
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July 2017**

**Inspector General Action Request System (IGARS) Handbook
Table of Contents**

	Page
Chapter 1 - Logging In to IGARS	3
Chapter 2 - Main Page Overview	8
Chapter 3 - Information IGAR	18
Chapter 4 - Standard IGAR	30
Chapter 5 - Search	76
Chapter 6 - View	84
Chapter 7 - Reports – Standard	90
a. Electronic 1559 – Individual Case	
b. Electronic 1559 – Blank	
c. Standard Reports	
Chapter 8 - Referrals: Accepting, Submitting for Review, Declining, and Linking	124
Chapter 9 - Reports – Statistical	156
Chapter 10 - Reports – Ad Hoc Query	184
Chapter 11 - Utilities	216
Chapter 12 - Reports – Management	232
a. Referral	
b. Man Hours-Days Open	
Appendix A - Glossary of Terms	

Inspector General Action Request System (IGARS) Database Version 5.10.1

Introduction

1. **Purpose:** This handbook provides instructions on how to navigate the IGARS database and create new -- or open existing -- cases. The Inspector General Action Request System (IGARS) Handbook implements AR 20-1, Inspector General Activities and Procedures, and The Assistance and Investigations Guide only in relation to data entry in IGARS. The handbook is an illustrated roadmap, organized into 12 chapters, to help Inspectors General familiarize themselves with IGARS features and common tasks. The handbook provides specific instructions for the use of IGARS. The appendix contains a glossary of terms commonly used in IGARS.

2. **Overview:** IGARS allows IGs to enter Assistance cases, completed Reports of Investigation, and information from IG Inspections into a Windows-based database that is easy to use and understand. The IGARS database facilitates the identification of trends, helps IGs monitor and track open cases, and helps IGs refer back to closed cases as necessary. IGs may also use this database to run reports to capture trends, to determine workload, and to balance caseloads. The IG will open a case in IGARS prior to completing Step Two, Preliminary Analysis. This database has several entry fields to identify and track pertinent information for each case.

3. **Current Version:** This manual replaces the Inspector General Action Request System (IGARS) Handbook, dated January 2012.

Chapter 1

Logging In to IGARS

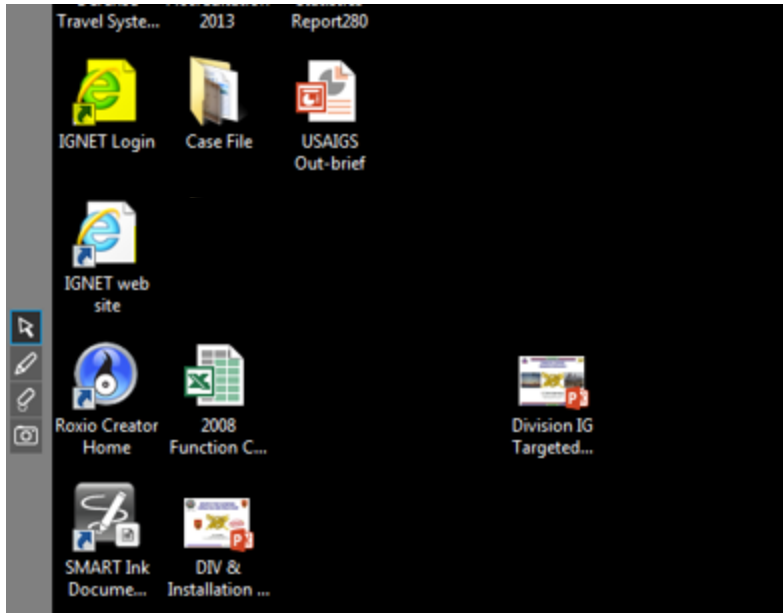


Figure 1
Window's Home Page
From the desktop, locate and double-click on the 'IGNET Login' icon

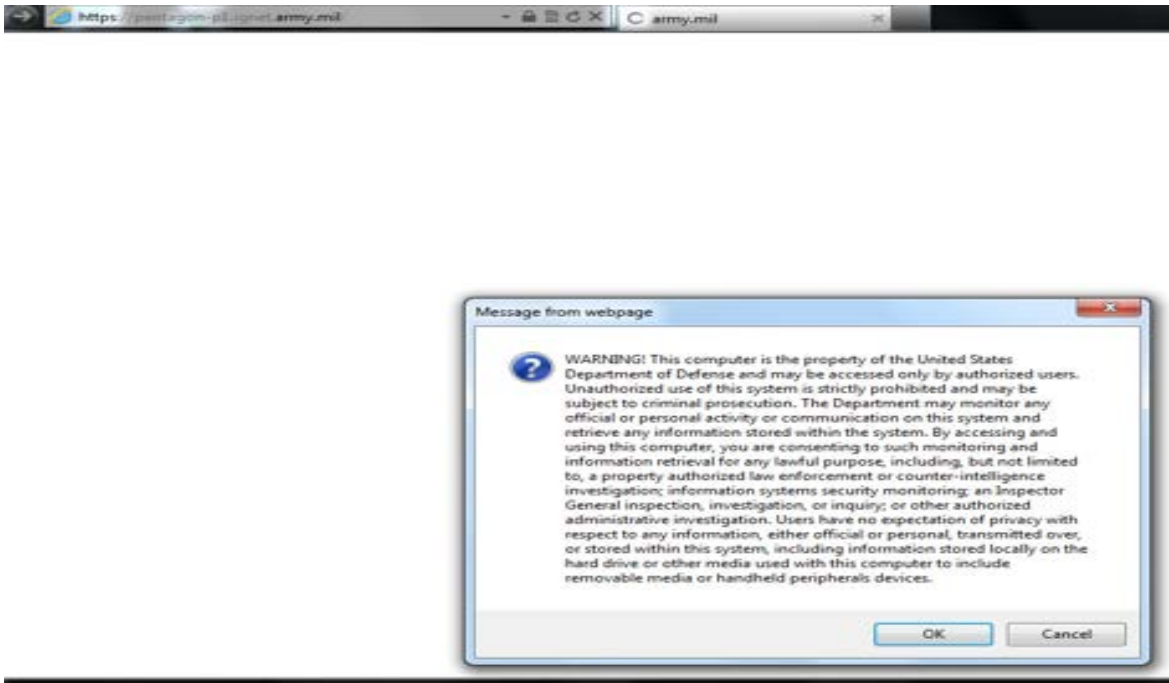


Figure 2
IGARS Warning Banner
An initial warning banner will appear. Select 'Ok.'

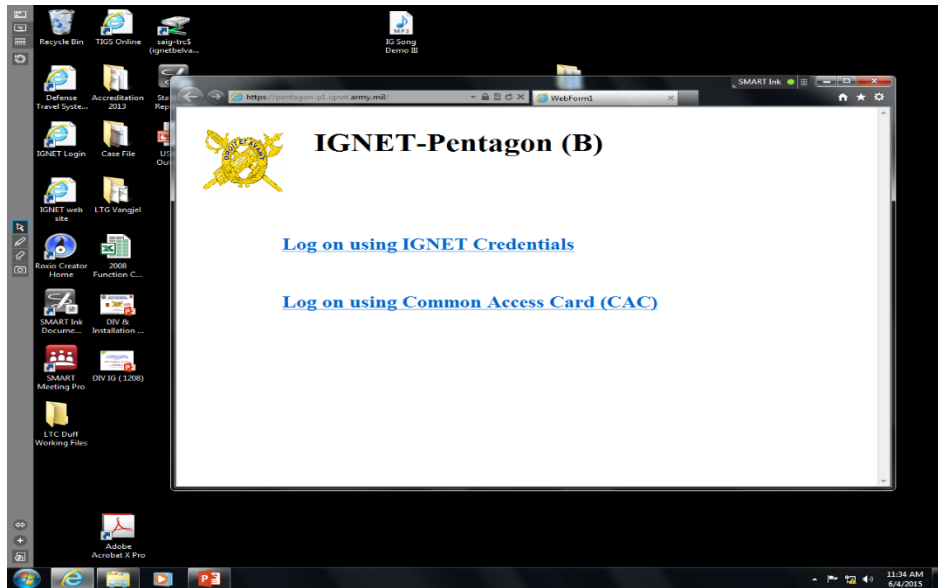


Figure 3
IGNET Log-on

There will be two options for logging in at this point. The first is using IGNET Credentials. At TIGS, you will use your credentials. In the field, you will typically use your CAC card to log into the production IGARS database.



Figure 4
IGNET Log-on (continued)

Selecting the credentials link will bring up the prompt for the login and password screen.



Figure 5
IGNET Log-on (continued)

Type in your log-in and password.



Figure 6
IGNET Log-on (continued)

While at TIGS, select 'IGARS Training'.

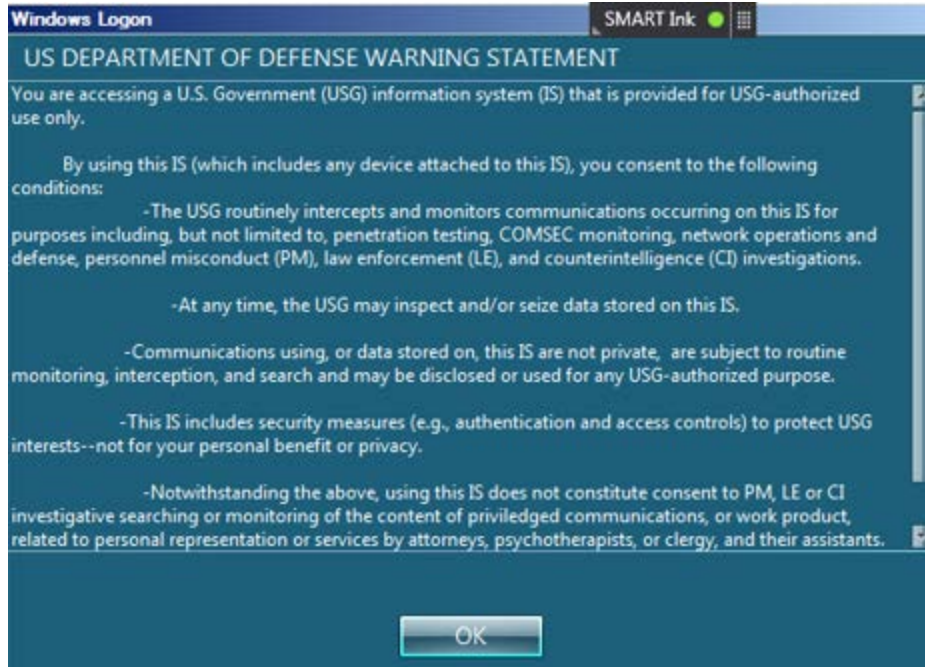


Figure 7
IGNET Log-on (continued)

A warning banner will appear. Select 'Ok'.

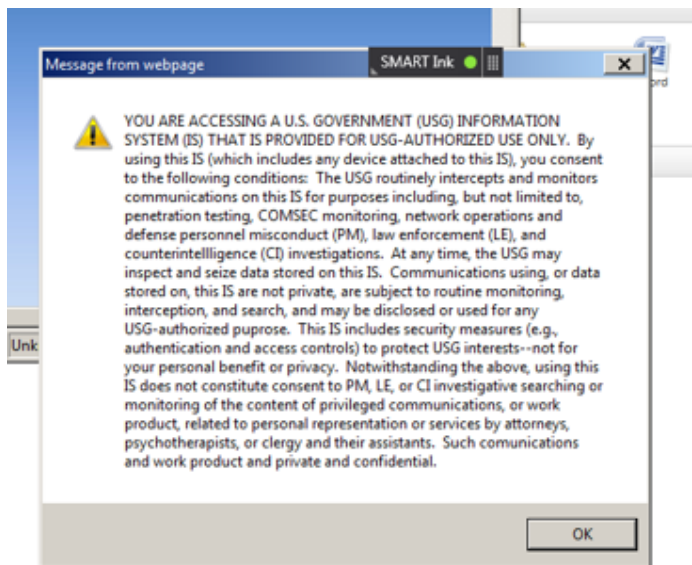


Figure 8
IGNET Log-on (continued)

One final warning banner will appear. Select 'Ok'. You will then be logged into IGARS. For purposes of illustration in this handbook, we will use the IGARS Training database.

Chapter 2

Main Page Overview

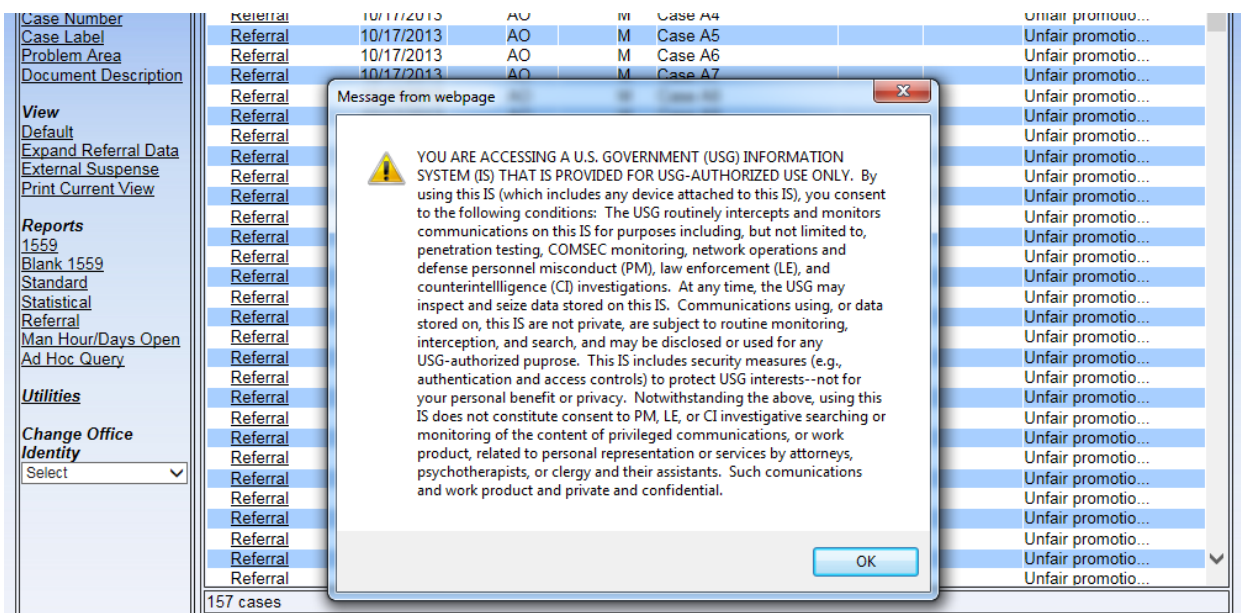


Figure 1
Logged in to IGARS

This screenshot displays the final warning banner that the IG must acknowledge prior to accessing the individual user’s home page.

The ‘Home Page’ is the first page presented to an IG once logged into the IGARS database. The upper left banner identifies the database in which the IG is working. In this view, our IG is in the training (OTR) database. After the IG’s name, the office in which the IG works is identified.

The ‘Functions’ column presents options for the IG to ‘Add a new Standard or Information IGAR’, ‘Search’, ‘View’, run ‘Reports’ in IGARS, and review look-up tables in the ‘Utilities.’

Notice at the lower left that there are 157 cases open in this particular IG office. The number of cases that your office works or has open at any given time will vary by size. Priority cases are listed at the top of the OPEN CASE list and are displayed in RED. In this view, case number OTR110006 has been identified as a HIGH PRIORITY case for our office to work by DAIG Records-Screening Office. Listed next are cases that are ‘Referrals’ to our office that we can either ‘Accept’, ‘Decline’, or ‘Link’ to another case in our office. Below the cases listed as ‘Referral’ are cases that we are working listed by case number.



Figure 2
Home Page

The case numbers and ‘Referral’ hyperlinks can be selected to take the user to the ‘Case Information’ screen for each case.

The column titles listed under the heading of ‘Open Cases Office: OTR’ will sort each of the columns when selected.

Under the IG crest, the ‘Updates’ hyperlink will bring the user to a listing of updates for each version of IGARS. Version updates are prepared and added by SAIG-IRMD as changes are made to the software.

The ‘FAQs’ link will provide a word document of Frequently Asked Questions. FAQs are also prepared and updated by SAIG-IRMD as the capabilities of the software or procedures for execution of tasks within IGARS are changed.

The ‘Home’ hyperlink will bring the user back to the ‘Home Page.’ The ‘Home Page’ will display the last screen viewed by the user. To return to the original view displayed when the IG logs into IGARS, click “Default” under the ‘View’ option. ‘Logout’ will log the IG out of the IGARS database.

Inspector General Action Request System (IGARS) Training
Web v5.10.2
LTC Gary Duff, SAIG - Training Division, OTR

Case Information | Initiator/Complainant | Subjects/Suspects | Allegations | Issues | Case Notes | Synopsis | Documents

Save | Referrals | Delete | Print | Cancel

General Information		Status		Timeline							
Office of Record Refer Only		Anonymous Case:	No	*IGARS Date Opened:	7/23/2012						
*Case Number:	OTR110006	*Status:	AO-Open	Suspense:	9/27/2012						
*Case Label:	Whistleblower (P)	*IG:	Duff, Gary	External Suspense:							
*Received From:	M.Army IG	Historical Significance:	No	Notification:							
Control Number:		High Priority:	Yes	Acknowledgment:							
*Receipt Mode:	W.Walk in	Days in Priority Status:	37	*IGARS Date Closed:							
Non IG Referral:		Date Placed in Priority:	7/18/2016	*Total Man Hours Expended:	1 hour(s) 31 minute(s)						
IG Office:	S.AIG-T	<table border="1"> <thead> <tr> <th colspan="2">DAIG AC Division Notified</th> </tr> <tr> <th>Function code</th> <th>Notification Date</th> </tr> </thead> <tbody> <tr> <td>7A-Statutory Reprisal</td> <td>09/12/2012</td> </tr> </tbody> </table>		DAIG AC Division Notified		Function code	Notification Date	7A-Statutory Reprisal	09/12/2012	Additional Man Hours (in minutes):	
DAIG AC Division Notified											
Function code	Notification Date										
7A-Statutory Reprisal	09/12/2012										
Priority Flag:	Select			<input type="button" value="Add Timeline Event"/>							
*Location:	Fort Von Steuben, Virginia										
*Problem Area:	Whistleblower reprisal										
User Info:											

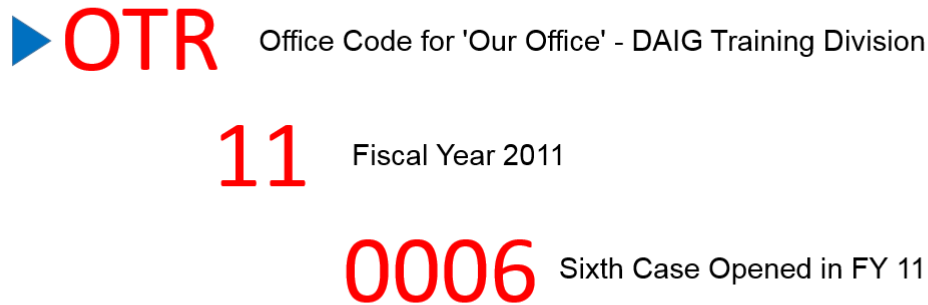
Figure 3
Case Information tab for Case number OTR 11-0006

This is the case information page of the Whistleblower (WBR) Case OTR110006. Notice the "Office of Record Referral Only" above the Case Number. This label indicates that our office is giving the case away to another office. The other office will become the Office of Record. In this case, our IG office is trying to refer this case to the 804th as the Office of Record. If the 804th accepts the case, it is their case to work.

Our IG office is at the local IG level and cannot refer to another IG office as an Office of Inquiry.

Based on changes to IGARS v5.10.2, when cases are identified as High Priority, IGARS will now track the date that the case is placed in the priority status and days open in that status.

Case Number Explanation - OTR110006



The Case Number is displayed in 'Red' because the case has been made a "Priority Case." The Blue "▶" indicates the OTR office is trying to 'refer' the case to another IG Office.

Figure 4
Case Number Explanation – OTR 11-0006

- First Characters are the IG office code, which is unique to each IG office.
- The next two numbers are the fiscal year of the date the case was opened.
- The last four numbers are a running sequential numbering of the cases as they are opened in IGARS. While an IG office can manually assigned case numbers, it's easier to let the system 'Auto Generate' the numbers. However, manually assigning case numbers is a tool a Command IG may choose to employ – similar to the assignment of target block numbers – to manage cases by type or by organization. SAIG-AC, for example, assigns all Whistleblower Reprisal (WBR) cases a -6000 series case number, while cases received from the DoD Hotline are assigned an -8000 or -9000 series number based on case type (Action or Information Only.) SAIG-AC Assistance and Investigations cases begin at -0001 each fiscal year.
- On 1 October of each year, the FY will change, and the last four digits will start again at 0001. In an FY, each office has 9999 available case numbers.

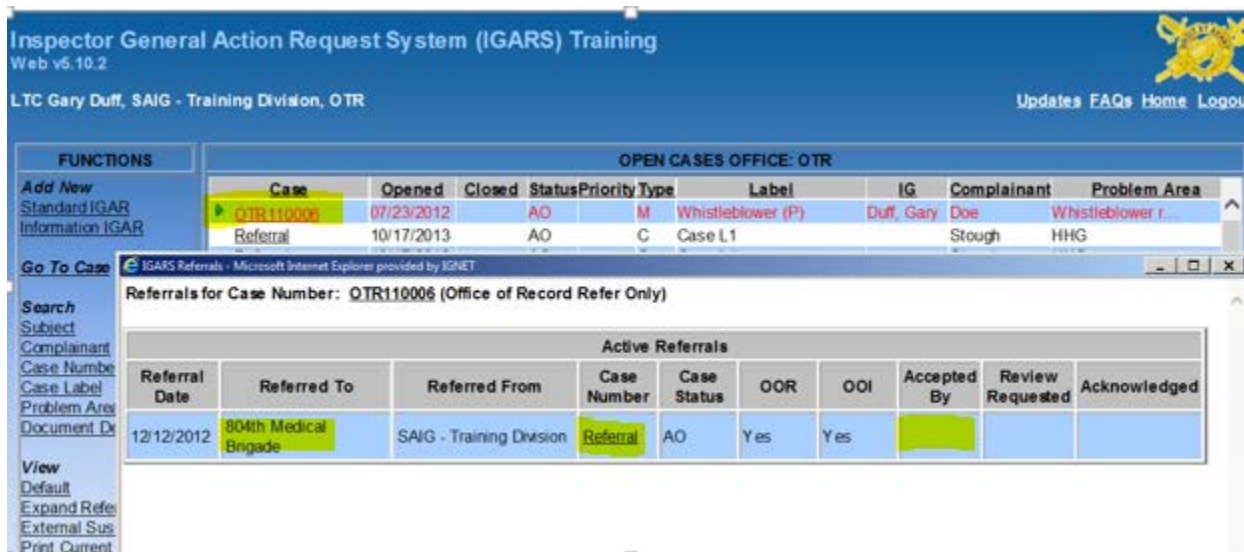


Figure 5
Referral Window

By selecting the blue triangle in Figure 5, the referral window will appear. This window allows the IG office that is referring a case to another IG office to quickly review the status of the referral. Figure 5 depicts the referral data for case OTR110006. This case was referred to the 804th Medical Brigade IG office on 12/12/2012 from the Training Division IG office of SAIG. The 804th Medical Brigade has not taken action yet since the 'Case Number' field still reflects 'Referral.' If the case had been accepted, the 804th Medical Brigade case number would be visible. If the case had been declined, the referring office would see a box labeled "Declined Referrals." The case status is 'AO', which is Open. As the Training Division has no IG offices under it, this referral is an Office-of-Record referral to the 804th Medical Brigade as reflected in the 'OOB' and 'OOI,' 'Yes' remarks. The 'Yes' in both 'OOB' and 'OOI' indicates that the 804th Medical Brigade would be accepting this case as the Office-of-Record, and the Training Division would not have further oversight of this case. If a higher level IG office desires oversight of a case, that office can refer cases down as Office-of-Inquiry referrals. If this were the case, the 'OOB' would be 'No' and 'OOI' would be 'Yes'.

When a case is accepted, the last name of the IG accepting the case will appear in the 'Accepted by' column.

Upon completion of the case, the Office-of-Inquiry will submit the case for review to the higher IG offices that holds either Office-of-Inquiry or Office-of-Record status. As the Office-of-Record maintains final responsibility for the case, that office must approve the processes and findings of the Office-of-Inquiry. When the case is submitted for review, the 'Review Requested' field is populated on the 'Active Referrals' screen and on the Case Information page for the higher level Office-of-Inquiry and Office-of-Record. Further, when the higher level offices have reviewed the case, that office can acknowledge the review, and the 'Acknowledgement' field will be populated with the date of acknowledgement.

Inspector General Action Request System (IGARS) Training
Web v5.10.2

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Updates FAQs Home Logout

Case Information Initiator/Complainant Subjects/Suspects Allegations Issues Case Notes Synopsis Documents

Referrals Print Cancel

General Information

Office of Record

*Case Number: Referral

*Case Label: Whistleblower (P)

*Received From: M-Army IG

Control Number:

*Receipt Mode: W-Walk-In

Non IG Referral:

IG Office: 804th MED BDE

Priority Flag: Select

*Location: Fort Von Steuben, Virginia

*Problem Area: Whistleblower reprisal

User Info:

Status

Anonymous Case: No

*Status: AO-Open

*IG: Select

Historical Significance: No

High Priority: No

Days in Priority Status:

Date Placed in Priority:

Case Referred By: OTR-SAIG - Training Division
IG: Griffith
Date: 12/12/2012
Case Number: OTR110006

Office of Record: 71D-804th Medical Brigade
Case Number:
Close Date:

Timeline

Chart Blocked Referral Chart List

*IGARS Date Opened: 7/23/2012

Suspense: 9/27/2012

External Suspense:

Notification:

Acknowledgement:

*IGARS Date Closed:

*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Additional Man Hours (in minutes):

Add Timeline Event

Figure 6
Referred Case (As viewed by the receiving office.)

If you select the 'Referral' hyperlink from the referral window in Figure 5, the referring IG will be able to view the case file as seen by the receiving IG office. If the 804th Medical Brigade had accepted the case, the Training Division IG office would be able to select the case number listed and see the case file.

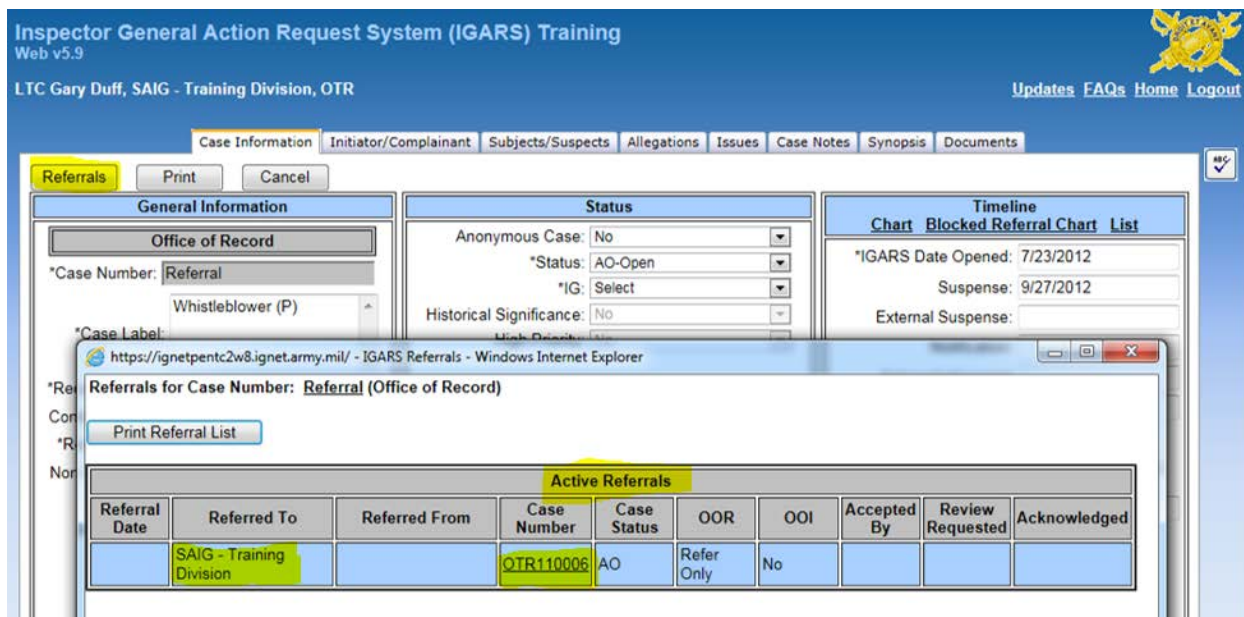


Figure 7
Referrals Button

Selecting the Referrals button from the 'Case Information' screen will bring up another referral window. In this case, the referring IG office information is visible.

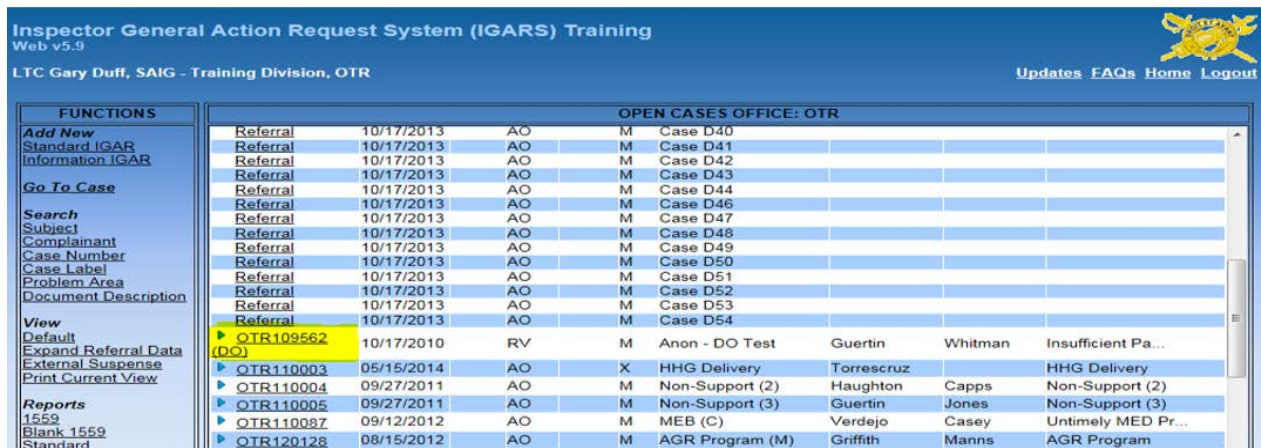


Figure 8
Main Page Showing Active Cases

Cases are listed on the Home Page. The High Priority cases appear first, followed by Referrals for action, and then open cases by fiscal year and sequence number at the bottom of the screen.

▶ OTR109562 (DO)

"(DO)" - or 'Directed Open. Once a case is closed in IGARS some data can be changed without placing the case in 'Re-Opened (RO)' status. If a field IG changes the case status to 'RO' the field IG is still limited regarding the data that can be changed locally. At the SAIG (DAIG Assistance Division) level, cases can be 'Direct Opened'. The result is the case is set back to 'AO' status and all data fields can be changed and / or updated. Field IGs must contact DAIG-AC to coordinate this action.

Figure 9
Directed-Open Status

The Directed-Open case on the IGARS training database is also a case that is being referred to another IG office.

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FUNCTIONS	OPEN				
	Case	Opened	Closed	Status	Priority Type
Add New	▶ OTR110006	07/23/2012		AO	M
Standard IGAR	Referral	10/17/2013		AO	C
Information IGAR	Referral	10/17/2013		AO	C
Go To Case	Referral	10/17/2013		AO	C
Search	Referral	10/17/2013		AO	M
Subject	Referral	10/17/2013		AO	M
Complainant	Referral	10/17/2013		AO	M
Case Number	Referral	10/17/2013		AO	M
Case Label	Referral	10/17/2013		AO	M
Problem Area	Referral	10/17/2013		AO	M
Document Description	Referral	10/17/2013		AO	M
View	Referral	10/17/2013		AO	M
Default	Referral	10/17/2013		AO	M
Expand Referral Data	Referral	10/17/2013		AO	M
External Suspense	Referral	10/17/2013		AO	M
Print Current View	Referral	10/17/2013		AO	M
Reports	Referral	10/17/2013		AO	M
1559	Referral	10/17/2013		AO	M
Blank 1559	Referral	10/17/2013		AO	M
Standard	Referral	10/17/2013		AO	M
Statistical	Referral	10/17/2013		AO	M
Referral	Referral	10/17/2013		AO	M
Man Hour/Days Open	Referral	10/17/2013		AO	M
Ad Hoc Query	Referral	10/17/2013		AO	M
Utilities	Referral	10/17/2013		AO	M
Change Office Identity	Referral	10/17/2013		AO	M
Select	Referral	10/17/2013		AO	M
OTR	Referral	10/17/2013		AO	M
DIH	Referral	10/17/2013		AO	M

Figure 10
Change Office Identity

The Change Office Identity selector allows Dual-Access Users to view cases in a different IG office. This permission is given by SAIG's Assistance Division and allows the IG to have full access to the 1559s of the other IG office. Typically, this permission would be given to a higher echelon IG office over a subordinate IG office that might not have IG personnel. If you do not have 'Dual Access,' you will not see the 'Change Office Identity' option under the Utilities function.

Figure 10 shows the 'OTR' office cases. Selecting 'DIH' will bring up the cases for the 'DIH' office.

Chapter 3

The Information Inspector General Action Request (IGAR)

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FUNCTIONS		OPEN CASES OFFICE: OTR						
		Case	Opened	Closed	Status	Priority	Type	Label
Add New		OTR110006	07/23/2012		AO		M	Whistleblower (P)
Standard IGAR		Referral	10/17/2013		AO		C	Case L1
Information IGAR		Referral	10/17/2013		AO		C	Case L1
Go To Case		Referral	10/17/2013		AO		C	Case L1
		Referral	10/17/2013		AO		M	Case A7

Figure 1
'Information IGAR' Hyperlink

The 'Information IGAR' has four main purposes. First, it is a means for the IG to document requests for information from complainants. These requests for information do not contain issues or allegations, and as such are associated with function code '1A.' An example of a routine request for information is a request for a local Standard Operating Procedure, or perhaps information concerning how to register to vote. Second, the information IGAR is a means to record IG-to-IG technical support. An example of this type of tech-channel coordination might be coordination between an IG that needs subject-matter assistance from one of the regional medical command IGs. The support provided by the regional medical command IG would then be documented in an Information IGAR. The third purpose is to document receipt of allegations made against senior officials. Before submitting an Information IGAR, contact SAIG's Investigations Division (SAIG-IN) to confirm you have actually received a senior official allegation. Remember, do not enter the name of a senior official subject / suspect or any allegation information in the Information IGAR or the IGARS database. SAIG-IN has their own version of IGARS they use to record their cases. Finally, the Information IGAR input screen has been revised to capture the 18E Inspector General non-case activity codes.

The 'Information IGAR' does not contain all the information fields used to prepare the electronic 1559. (**But, when printed, it looks no different.**)

Select the 'Information IGAR' hyperlink under the **FUNCTIONS** menu on the **IGARS main page**.

Figure 2
Information IGAR Window

Selecting the 'Information IGAR' hyperlink will bring up the 'Information IGAR' window for data input. There is only one screen for an 'Information IGAR.'

Figure 3
Anonymous Information IGAR

The Information IGAR allows the IG to document receipt of complaints from anonymous sources. By selecting the 'Anonymous Case' drop-down arrow, the local IG can select 'No' or 'Yes.' Not selecting 'No' or 'Yes' will default the Information IGAR to 'No,' thereby requiring a 'Last Name' of the complainant. Selecting 'Yes' will negate the mandatory 'Last Name' field requirement.

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Information IGAR

Save Cancel

*Case Number: OTR 15 Auto Generate

Anonymous Case: No

*Last Name: Doe

First Name: John

Middle Name: Q

*Receipt Mode: C-Call-In

*Synopsis:

*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Additional Man Hours (in minutes):

*Date Opened/Closed: 1/20/2015

Case Label:

*Function Code: Select

*IG: Duff, Gary

Figure 4
Name and Receipt Mode

The 'Last Name' is a mandatory field, but the 'First Name' and 'Middle Name' are not. The 'Receipt Mode' is a mandatory field that allows the IG to document how the IG received the Information IGAR. The selections are the same as in the 'Standard IGAR'.

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Web v5.10.1

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Information IGAR

Save Cancel

*Case Number: OTR 16 Auto Generate

Anonymous Case: No

*Last Name: Doe

First Name: John

Middle Name: Q

*Receipt Mode: C-Call-In

*Synopsis:

*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Additional Man Hours (in minutes): 30

*Date Opened/Closed: 11/17/2015

Case Label: AR 600-20

*Function Code: Select

*IG: 1A-Routine Request for Information
1B-Request for IG to IG Support
18E-IG Staff Support of Installations / Commands
18E1-IG - led Training
18E2-IG - Staff Coordination
18E3-IG Technical Supervisory Coordination
18E4-IG-executed "Due Process" Reviews
18E5-IG Inspections

Figure 5
Man Hours, Date, Case Label, and Function Code

The 'Additional Man Hours (in minutes)' field is a mandatory entry to document the amount of time the IG spent on the 'Information IGAR.' When the 'Information IGAR' 'Case Number' is generated or saved, the 'Total Man Hours Expended' will be updated with the appropriate time in hours and minutes.

The 'Date Opened / Closed' field, when selected, will present the IG with a calendar allowing the IG to select the date that the 'Information IGAR' was received. The system will allow back-

dating but not selection of a date in the future. The 'Information IGAR' is not meant to be kept open. As such, an 'Information IGAR' is closed on the same date it was opened, and the reports modules will only reflect that these cases have been open for one (1) day.

The 'Case Label' is not a mandatory field, but it is recommended for purposes of trends analysis to include a brief description of what the 'Information IGAR' concerns.

There are multiple 'Function Codes' to choose in the 'Information IGAR', but two are primary in nature. The first is '1A (Routine Request for Information),' which is the primary reason for the 'Information IGAR'. The second is '1B (Request for Support IG-to-IG), which is the function code to select when providing technical-channel support to another IG office. The '1B' function code should also be used when documenting senior-official allegations.

A recent addition to the Function Codes is the '18E' series intended to allow the IG to document time spent either performing inspections or executing non-case IG functions.

Extract – IGARS Function Code Table
Code Category 18E

18E	IG Staff Support of Installations / Commands	<p>DO NOT select 18E as a function code. Use one of the sub-codes below to document IG staff support of installation or command activities. (18E is for roll up purposes only). Use Determination Code 'A' only. Codes are primarily to be used to document man-hours expended to provide staff support.</p> <p>PLEASE NOTE: IGARS has been upgraded to provide for input of these codes using the INFORMATION IGARS input screen to reduce the number of screens required to record this data.</p>
18E1	IG - led Training	<p>Training events led by Inspectors General that are not part of a TRADOC / Training Mission event, such as participating in local Pre-Command and 1SG courses, or conducting AR 15-6 IO training. Includes local installation or unit inprocessing briefings.</p>
18E2	IG - Staff Coordination	<p>Events requiring members of the IG Staff to participate in coordination with the Commander's Staff. These include routine staff meetings or any other meeting requiring IG presence as a staff officer outside of IG actions or functions.</p>
18E3	IG Technical Supervisory Coordination	<p>Events in which a higher echelon IG office conducts its oversight mission of lower level IG offices within its area of responsibility.</p>
18E4	IG-executed "Due Process" Reviews	<p>Execution of "Due Process" reviews by IG personnel.</p>
18E5 - New Code	IG Inspections	<p>Inspector General inspections executed IAW AR 1-201. Use this code ONLY to document man-hour execution in all phases of an IG inspection - Preparation, Execution, and Completion.</p>

Inspector General Action Request System (IGARS) Training
Web v5.9

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Updates FAQs Home Logout

Information IGAR

Save Cancel

*Case Number: OTR 15

*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Anonymous Case: No

Additional Man Hours (in minutes): 30

*Last Name: Doe

*Date Opened/Closed: 1/20/2015

First Name: John

Case Label: AR 600-20

Middle Name: Q

*Function Code: 1A (Routine Req for Information)

*Receipt Mode: C-Call-In

*IG: Duff, Gary

*Synopsis:

The complainant, SPC John Q. Doe, an active duty member of the 3-79th AR, Fort Von Steuben, VA called into the Fort Von Steuben IG Office requested a copy of current AR 600-20, "Army Command Policy". SPC Doe did not know where to find the current copy of regulations.

SPC Doe had access to the internet while on the phone. He was directed to the Army Publishing Directorate website: <http://www.apd.army.mil/> and further how to find AR 600-20. SPC Doe confirmed he was in possession of the current regulation dated 6 November 2014.

SPC Doe did not need any further information from the Fort Von Steuben IG Office.

Figure 6
IG and Synopsis

The 'IG' drop-down menu will default to the IG entering the 'Information IGAR,' but any IG in the office can be selected. This feature allows any IG to document an 'Information IGAR' for another IG who might be unable to record the IGAR.

The 'Synopsis' is a mandatory field. While there is no prescriptive format for the synopsis in the 'Information IGAR,' the 'Synopsis' must capture much of the same information as in the 'Synopsis' information captured in a Standard IGAR. It must document the initial contact with the complainant and the actions of the IG to resolve the request for information. See Part One, Section 2-8-2, of The Assistance and Investigations Guide for elements of the Synopsis.

Inspector General Action Request System (IGARS) Training
Web v5.9

LTC Gary Duff, SAIG - Training Division, OTR

Updates FAQs Home Logout

Information IGAR

Save Cancel

*Case Number: OTR 15 **Auto Generate**

Anonymous Case: No

*Last Name: Doe

First Name: John

Middle Name: Q

*Receipt Mode: C-Call-In

*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Additional Man Hours (in minutes): 30

*Date Opened/Closed: 1/20/2015

Case Label: AR 600-20

*Function Code: 1A (Routine Req for Information)

*IG: Duff, Gary

*Synopsis:
The complainant, SPC John Q. Doe, an active duty member of the 3-79th AR, Fort Von Steuben, VA called into the Fort Von Steuben IG Office requested a copy of current AR 600-20, "Army Command Policy". SPC Doe did not know where to find the current copy of regulations.

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SPC Doe did not need any further information from the Fort Von Steuben IG Office.]

Figure 7
Auto Generate Case Number

After all mandatory fields have been filled in, select the 'Auto Generate' button.

Inspector General Action Request System (IGARS) Training
Web v5.9

LTC Gary Duff, SAIG - Training Division, OTR

Updates FAQs Home Log

Information IGAR

Save Cancel

*Case Number: OTR 15 **Auto Generate**

Anonymous Case: No

*Last Name: Doe

First Name: John

Middle Name: Q

*Receipt Mode: C-Call-In

*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Additional Man Hours (in minutes): 30

*Date Opened/Closed: 1/20/2015

Case Label: AR 600-20

*Function Code: 1A (Routine Req for Information)

*IG: Duff, Gary

*Synopsis:
The complainant, SPC John Q. Doe, an active duty member of the 3-79th AR, Fort Von Steuben, VA called into the Fort Von Steuben IG Office requested a copy of current AR 600-20, "Army Command Policy". SPC Doe did not know where to find the current copy of regulations.

SPC Doe had access to the internet while on the phone. He was directed to the Army Publishing Directorate website: <http://www.apd.army.mil/> and further how to find AR 600-20. SPC Doe confirmed he was in possession of the current regulation dated 6 November 2014.

SPC Doe did not need any further information from the

Message from webpage

OTR150139 has been created.

Figure 8
Auto Generate Case Number (continued)

Another small window will appear confirming that a case has been created. The 'Case Number' will be visible in this window. Select 'Ok.'

Inspector General Action Request System (IGARS) Training
Web v5.9

LTC Gary Duff, SAIG - Training Division, OTR

Updates FAQs Home Logout

Information IGAR

Save Print **Delete**

*Case Number: OTR150139 *Total Man Hours Expended: 0 hour(s) 30 minute(s)

Anonymous Case: No Additional Man Hours (in minutes):

*Last Name: Doe *Date Opened/Closed: 1/20/2015

First Name: John Case Label: AR 600-20

Middle Name: Q *Function Code: 1A (Routine Req for Information)

*Receipt Mode: C-Call-In *IG: Duff, Gary

Document Description	Date/Time Uploaded	File	Delete
Add New Document			

*Synopsis:
The complainant, SPC John Q. Doe, an active duty member of the 3-79th AR, Fort Von Steuben, VA called into the Fort Von Steuben IG Office requested a copy of current AR 600-20, "Army Command Policy". SPC Doe did not know where to find the current copy of regulations.

SPC Doe had access to the internet while on the phone. He was directed to the Army Publishing Directorate website: <http://www.apd.army.mil/> and further how to find AR 600-20. SPC Doe confirmed he was in possession of the current regulation dated 6 November 2014.

SPC Doe did not need any further information from the Fort Von Steuben IG Office.

Figure 9
Delete, Total Man Hours Expended, and Add New Document

After selecting 'Ok,' the 'Case Number' will now be visible. 'Total Man Hours Expended' will be reflected. Any additional or subtraction of time can be made in the 'Additional Man Hours (in minutes)' field and the update made by selecting the 'Save' button.

The 'Delete' button will delete the 'Information IGAR.'

The ability to upload document option is now available by selecting the 'Add New Document' button. This feature affords the IG the ability to document exactly what information was provided to the complainant for future reference.

*Case Number: OTR150139 *Total Man Hours Expended: 0 hour(s) 30 minute(s)

Anonymous Case: No Additional Man Hours (in minutes):

*Last Name: Doe *Date Opened/Closed: 1/20/2015

First Name: John Case Label: AR 600-20

Middle Name: Q *Function Code: 1A (Routine Req for Information)

*Receipt Mode: C-Call-In *IG: Duff, Gary

Document Description	Date/Time Uploaded	File	Delete
Add New Document			

https://ignetpentc2w8.ignet.army.mil/?from=informationigar - Add New Document - Windows Internet Explorer

*Document Description:

*Select File: **Browse...** (Maximum File Size is 30MB per Document)

Upload Cancel

Figure 10
Add New Document Window

Selecting the 'Add New Document' button will bring up another window with document upload capabilities. Select the 'Browse...' button to find the file for upload.

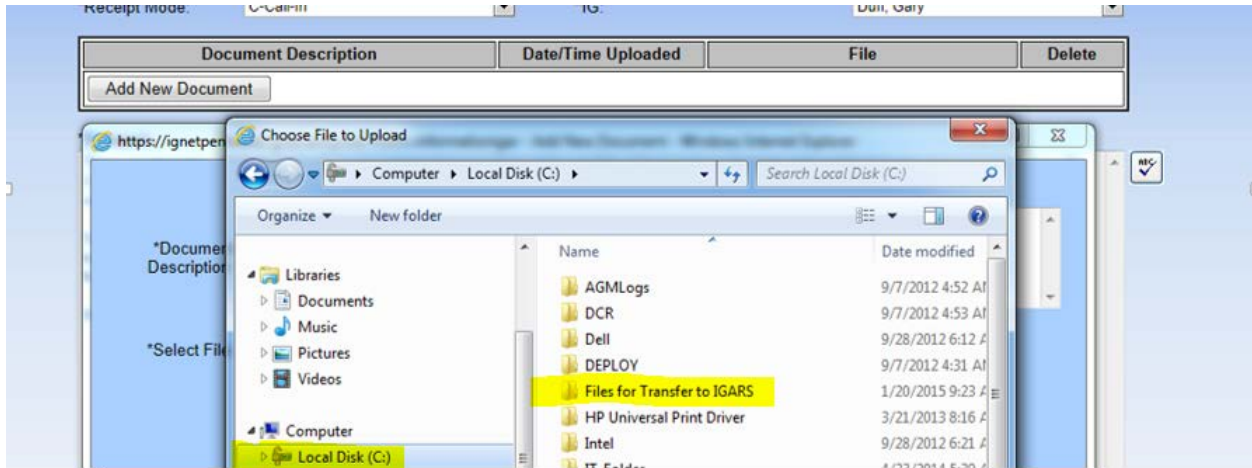


Figure 11
Chose File to Upload

Under the 'Computer' icon, find and select the 'Local Disk'. The IG is now reaching back through the network to the local drive on his computer to find the file to be uploaded to the 1559. Find the folder containing the file you are looking to upload.



Figure 12
Select File

Select the file for upload and then select 'Open'.

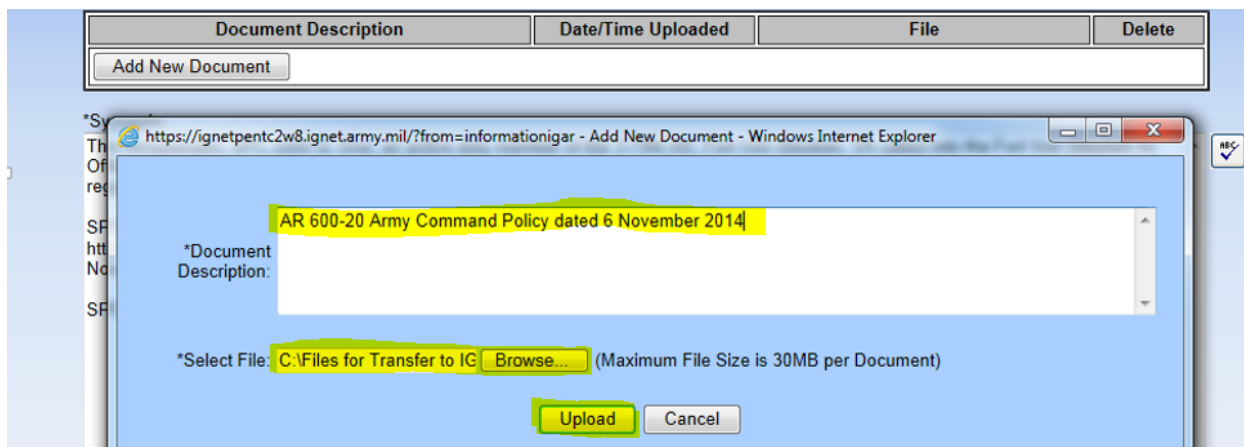


Figure 13
Select File, Document Description, and Upload

The file selected is now reflected in the 'Select File' field. The 'Document Description' is a mandatory field and should clearly reflect what document is attached. 'Document Description' guidance for Standard IGAR documents is provided in Part Three of The Assistance and Investigations Guide. Select 'Upload'.

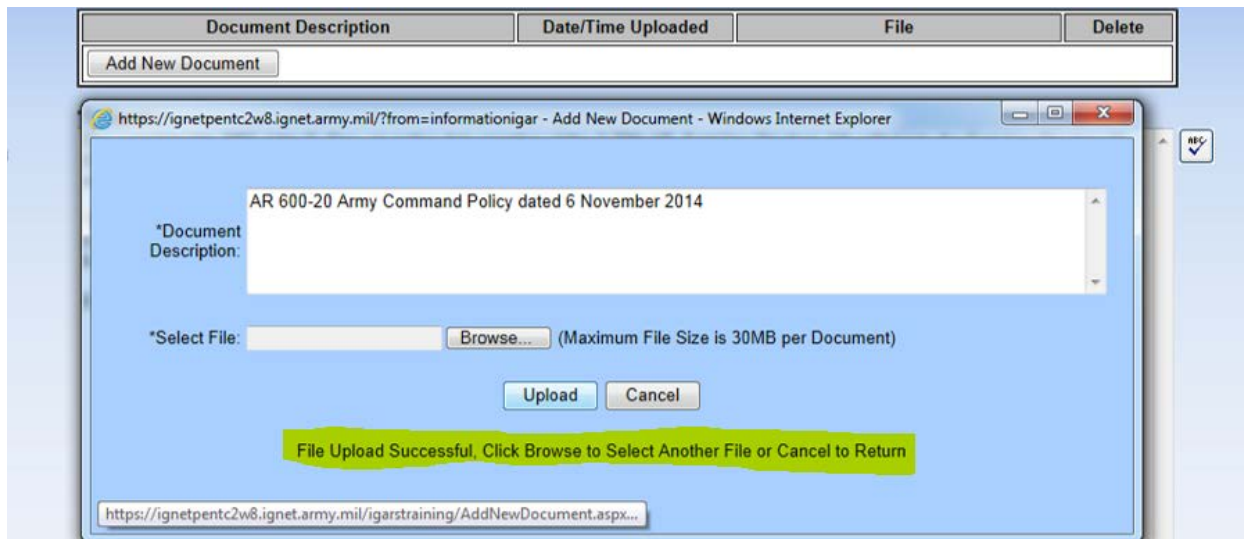


Figure 14
Upload Successful

Once the file has been uploaded, and depending on its size, the 'Selected File' field will be blank and the message 'File Upload Successful. Click Browse to Select Another File or Cancel to Return'.

Selecting 'Upload' will bring the IG back to the screen as seen in Figure 9.

Selecting 'Cancel' will not cancel the upload of the current upload but will simply bring the IG back to the 'Information IGAR' main page.

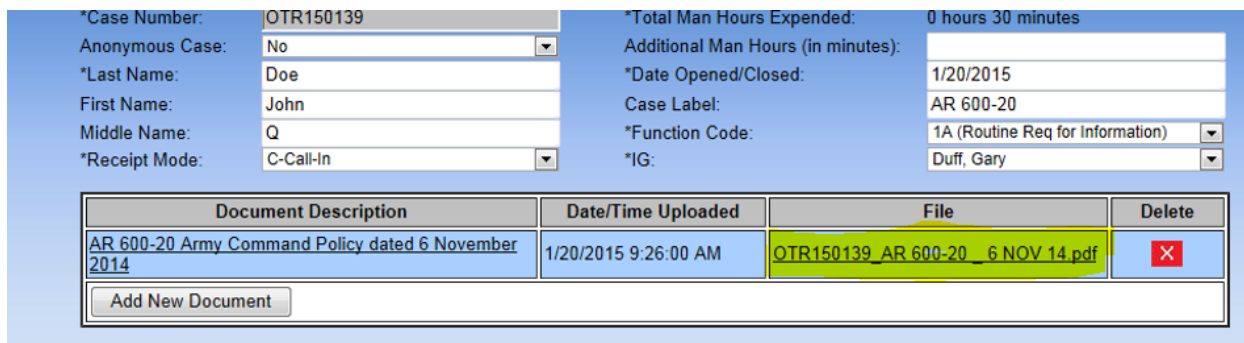


Figure 15
Upload Successful (continued)

The uploaded file is now visible in the 'Add New Document' area. Clicking on the 'Document Description' hyperlink will let the IG change the 'Document Description'. The 'Date / Time Uploaded' will indicate when the file is uploaded but will not drive how the documents are sorted. Selecting the 'File' hyperlink will allow the IG to see the uploaded document. Finally, selecting the 'Delete' box will delete the file from the 'Information IGAR' file. Select 'Home' to return to the main page.

Inspector General Action Request System (IGARS) Training
 Web v5.10.2
 LTC Gary Duff, SAIG - Training Division, OTR
 Updates FAQs Home Logout

FUNCTIONS	OPEN CASES OFFICE: OTR									
	Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
Add New	▶ OTR110006	07/23/2012		AO		M	Whistleblower (P)	Duff, Gary	Doe	Whistleblower r
Standard IGAR	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Information IGAR	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Go To Case	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Search	Referral	10/17/2013		AO		M	Case A1			Unfair promotio...
Subject	Referral	10/17/2013		AO		M	Case A2			Unfair promotio...
Complainant	Referral	10/17/2013		AO		M	Case A3			Unfair promotio...
Case Number	Referral	10/17/2013		AO		M	Case A4			Unfair promotio...
Case Label	Referral	10/17/2013		AO		M	Case A5			Unfair promotio...
Problem Area	Referral	10/17/2013		AO		M	Case A6			Unfair promotio...
Document Description	Referral	10/17/2013		AO		M	Case A7			Unfair promotio...

Figure 16
 IGARS Main Page and Go To Case

Once the 'Information IGAR' is closed, it will not appear in the listing of cases on the IGARS main page. 'Information IGARS' are meant to be opened and closed at the same time.

In order to modify the 'Information IGAR', select the 'Go To Case' hyperlink, input the 'Case Number,' and the 'Information IGAR' screen will appear.

Chapter 4

Standard Inspector General Action Request

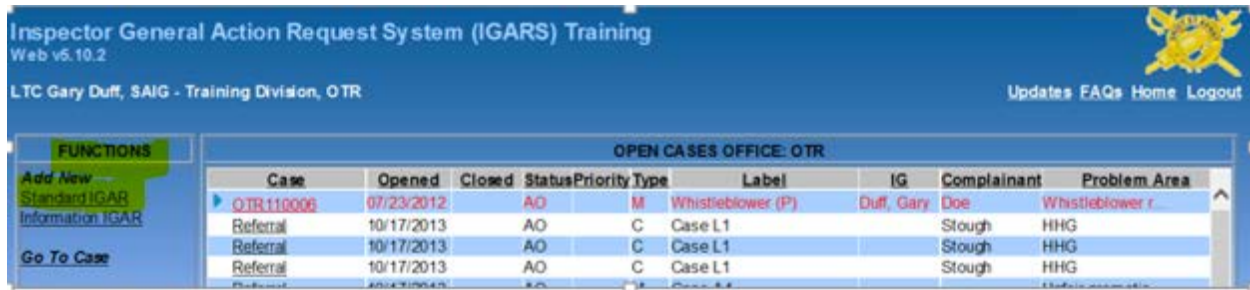


Figure 1
Standard IGAR Hyperlink

Once the IG has logged into IGARS, a Standard IGAR is started / opened by selecting the hyperlink 'Standard IGAR' under the 'FUNCTIONS' column.

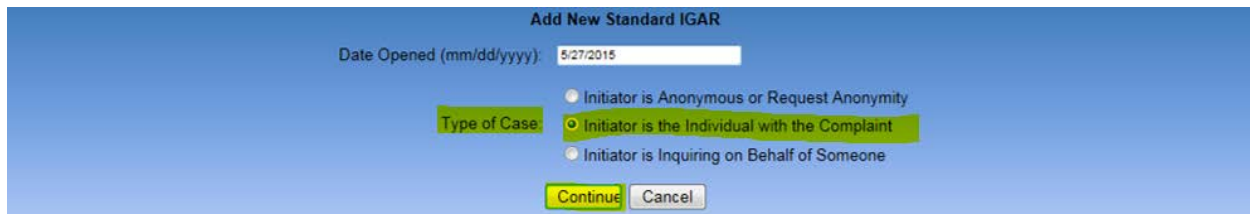


Figure 2
Individual with the Complaint

There are three options for submitting an IGAR. The default and most versatile is the 'Type of Case' / "Initiator is the Individual with the Complaint." The other 'Type of Case' options are discussed later in this chapter. The 'Date Opened' will default to the current day. If the IGAR was received before the date the IG was able to open the case in IGARS, use the date the complainant submitted the DA Form 1559 to the IG or the date the complainant signed the DA Form 1559. Select 'Continue.'

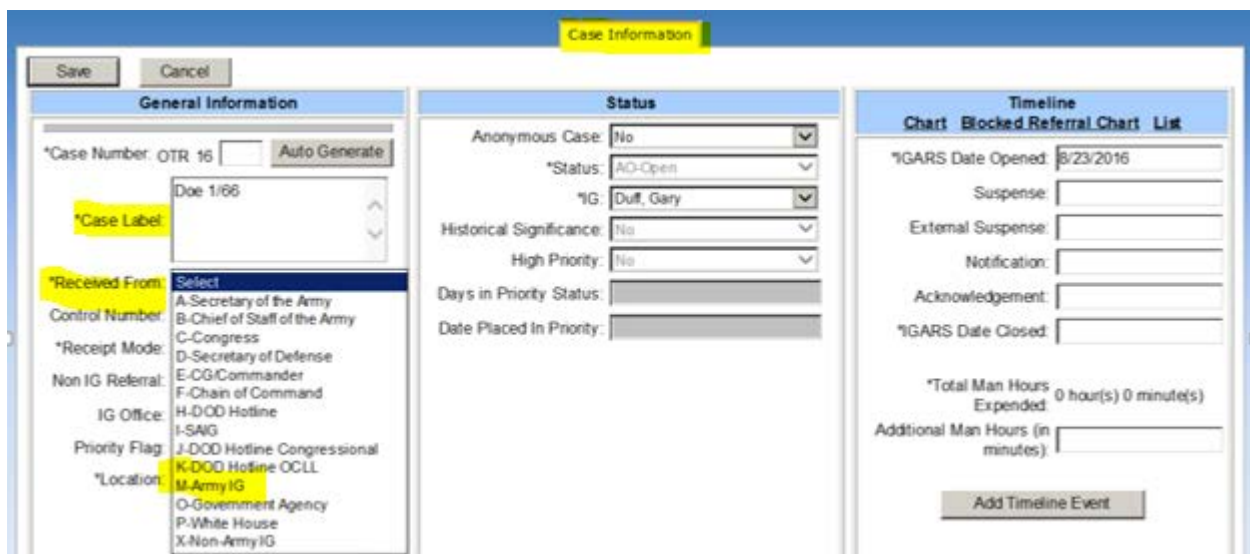


Figure 3 Case Information – General Information

After selecting the type of Standard IGAR, the 'Case Information' screen will appear. As with other screens in IGARS, those fields with an asterisk "*" must be filled in before the IG can close the case. Leaving these fields empty initially will not stop the IG from moving forward to the other tabs once the case number has been generated.

General Information

*Case Label: There is no prescriptive guidance for this field within IGARS, AR 20-1, or The Assistance and Investigations Guide. The Command IG, Division Chief, or Branch Chief should establish labeling criteria. At a minimum, sufficient information must be entered to allow the reader to identify the case when reports are produced. A common practice is to use the complainant's last name, and local SOP might also require the complainant's unit, if military.

*Received From: The default for the Local IG is '**M – Army IG**;' that is, your office received the IGAR. Other options in the drop-down menu identify other offices where complaints may be generated and sent down to a field IG.

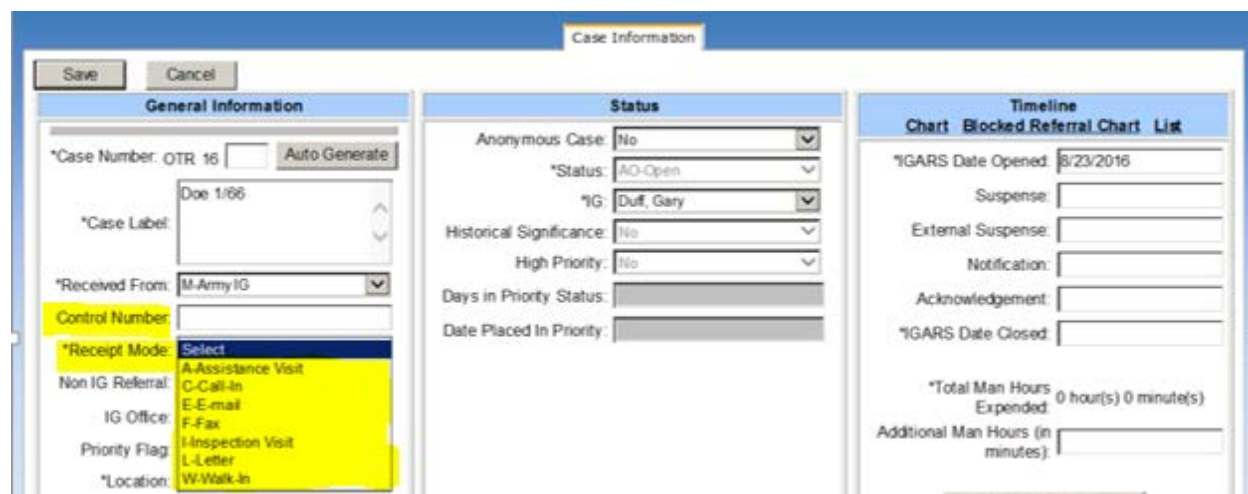


Figure 4
Case Information – General Information (continued)

Control Number: This is an optional field. It may be used to enter information used to manage or track a case, such as the control number for a Congressional case routed to your office.

*Receipt Mode: Select the method by which the IG office initially received the IGAR.

Figure 5
Case Information – General Information (continued)

Non-IG Referral: Used to record the location of a case referred outside of IG channels, such as referral of a complaint to the garrison commander for inquiry and return of a command product. The field may also be used to record where the case or complainant was directed to seek redress. This entry does not absolve the IG from noting referral actions in the case notes or the synopsis.

IG Office: Defaults to your IG office.

Priority Flag: These codes indicate the source of a Priority action. At the field IG level, cases with these 'Priority Flag' codes will usually be referred down for action by a higher level IG office.

Figure 6
Case Information – General Information (continued)

General Information

*Case Number: The originating IG's office code will be listed along with the fiscal year. While the last four digits of the case number can be manually inputted, simply selecting the Auto Generate button will assign the number. If you put in your own number, select 'Save' to record the case number.

See Figure 4, Chapter 2, for a discussion of options for case number procedures.

*Location: The default is your location, but there is an option for the local IG to select other locations if the complainant and case occurred at a remote site without an IG.

*Problem Area: A short description of the issues and / or allegations associated with the case.

User Info: There is nothing prescriptive in AR 20-1 or The Assistance and Investigations Guide concerning how to use this block. It is a free-text block, the use of which should be based on guidance from the Command IG or local SOP. Information in this field could be used to prioritize cases or to identify the location of a complaint. When running a 'Standard Report,' this data field can be used sort how the IG wants to retrieve information or as a filter to retrieve data in the 'Ad Hoc Query.'

Status

Anonymous Case: If the IG uses the default Standard IGAR button, the IG is able to select 'Yes' or 'No' to record whether the complainant was willing to identify himself or if he desired to remain anonymous. By selecting Anonymous: 'Yes', the IG can close the case without completing entries in the "Initiator / Complainant Info" screen.

*Status: Upon opening the case, the default will be 'AO – Open'. After the case number has been assigned, the drop down will allow the IG to select 'RV – Review'. In practice, when an IG has completed all fact-finding during an investigation, the IG can change the case status to 'RV – Review' to signal that the case is being reviewed, perhaps by the Staff Judge Advocate for legal sufficiency or by the Directing Authority for signature. The case could be left in 'AO – Open' status throughout the process and closed without ever being changed to 'RV – Review'. If a case has been closed and then for some reason re-opened, the display in the Status field will show 'RO'.

*IG: The default will be the IG that opened the case in IGARS. All other IGs that work in that office will also be available in the drop-down menu for selection. 'IG' is a sorting option in the Standard Reports menu and can be used to manage caseloads by the Command IG or supervisor.

Historical Significance: This selection is available only for SAIG to select. If a case is of such significance, but does not contain an allegation that has been substantiated, a Historically Significant 'Yes' case will not be removed from the database after three (3) years but will remain indefinitely.

High Priority: This selection is available only for SAIG to select. When a case becomes a matter of senior-leader interest, one of the offices within SAIG can change this selection to 'Yes'. This

selection in turn will change the color of the case number and other select data on the home page from black to red. These cases will also be listed at the top of an IG office's case listing screen.

Day's In Priority Status: IGARS will track the number of days a case has been in the high priority status.

Date Placed in Priority: IGARS will note the date that the case was placed in the high priority status.

Timeline

*IGARS Date Opened: This is the date that the complainant presented or the IG became aware of the complaint. The date selection functionality allows for back-dating when the IGAR is not immediately put into IGARS for whatever reason. All attempts should be made to input the IGAR into IGARS at the soonest time possible.

Suspense: This is an internal suspense assigned by the local IG office (or by the Office of Record (OOR) in a referral situation.)

External Suspense: This is a suspense date assigned by a higher level IG office.

Notification: This is the notification of a subject / suspect and the commander conducted during Step 3 of the IGAP. If all notifications are not conducted on the same date, note the times of each notification in the case notes and, as a technique, note when the last notification was completed in this field. In certain cases for which SAIG is the OOR, this is the date when final subject / suspect notifications are made and recorded in the OOR 1559 only.

Acknowledgement: This is the acknowledgement to the complainant conducted in Step 2. In the case of certain cases for which SAIG is the OOR, this is the date when the case is referred to a lower level Office of Inquiry (OOI) and is recorded in the OOR 1559 only.

IGARS Date Closed: This is the last field that is completed to close the case in IGARS. All fields with an asterisk '' must have been filled in before the system will officially close the case. If any mandatory field is not filled in, the system will bring the IG to another screen listing those fields that require attention.

*Total Man Hours Expended: 0 hour(s) 0 minute(s): As case work time is recorded by the Action Officer on the "Casenotes" and "Synopsis" screens, or after the IG enters a value in the "Additional Man Hours (in minutes)" field and either generates the case number or subsequently hits save, this area will reflect the total man hours expended in hours and minutes. The input field must be provided in minutes. **If the IG makes a mistake, minutes can be subtracted by putting the minus symbol '-' in front of the minutes to be subtracted and click on save.**

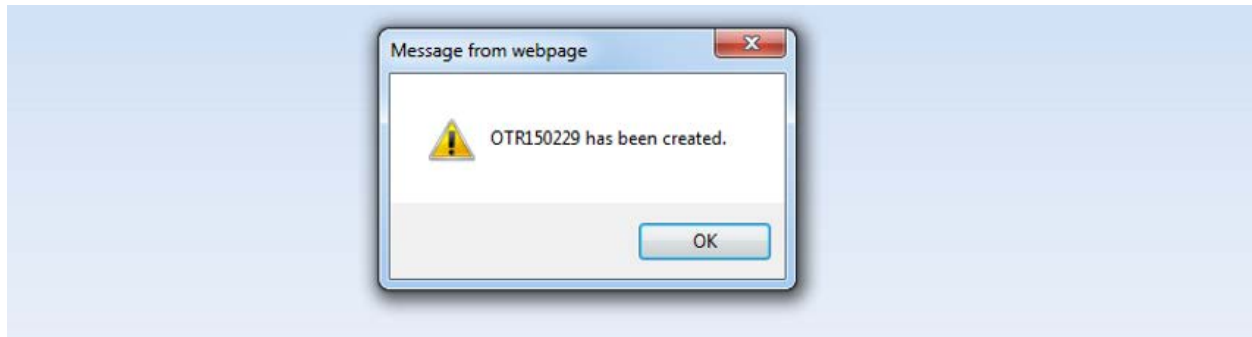


Figure 7
Case Created

Upon selecting the 'Auto Generate' button or the 'Save' button if the case number is entered manually, a message box will appear notifying the IG that the case number has been generated.

Select 'Ok' to continue.

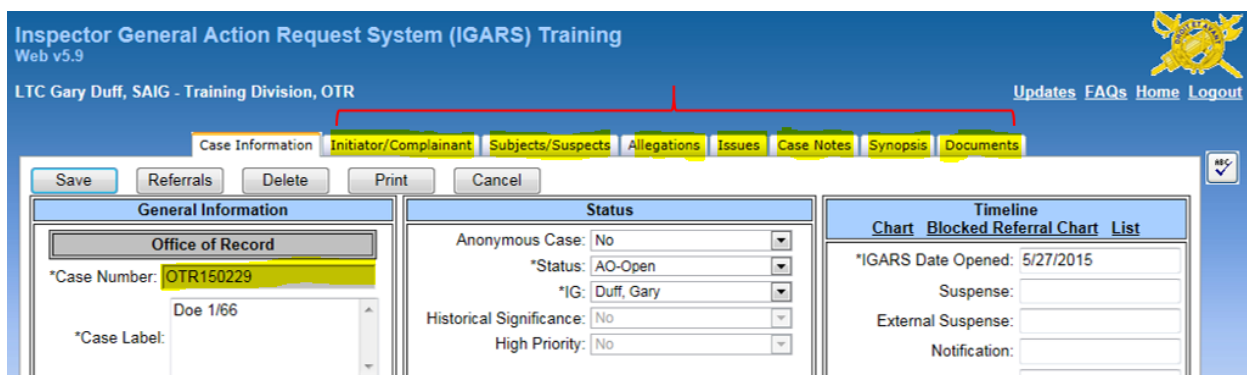


Figure 8
Office-of-Record / Case Number

After selecting 'Ok', the case will automatically be opened as an 'Office-of-Record' case for your IG office. The case number will now appear under the 'General Information' column.

Additional tabs are now available for the IG to populate. Working from left to right, information can be populated in the IGARS case file as it becomes available. Enter as much information as is available in IGARS upon receipt of the IGAR to avoid loss of information due to delay.

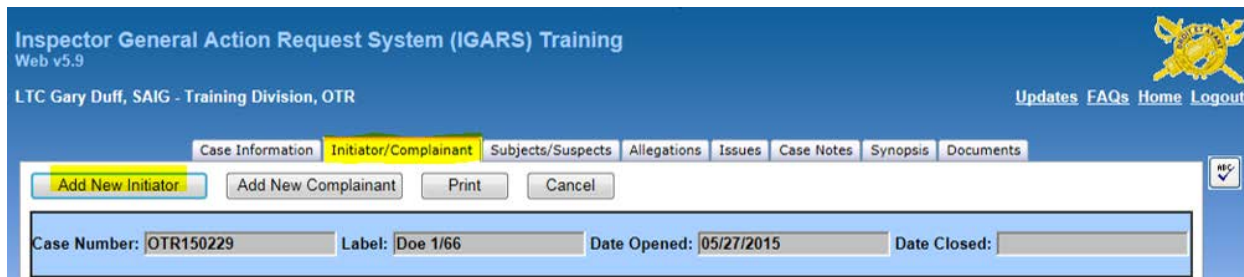


Figure 9
Initiator / Complainant

Selecting the 'Initiator / Complainant' tab brings up additional buttons; 'Add New Initiator' and 'Add New Complainant.' In this example case, we opened an IGAR in which the initiator is the complainant. For this type of IGAR, the IG will have to enter data for both an initiator and complainant in order to close the case in IGARS.

Select the 'Add New Initiator' button to identify the initiator.

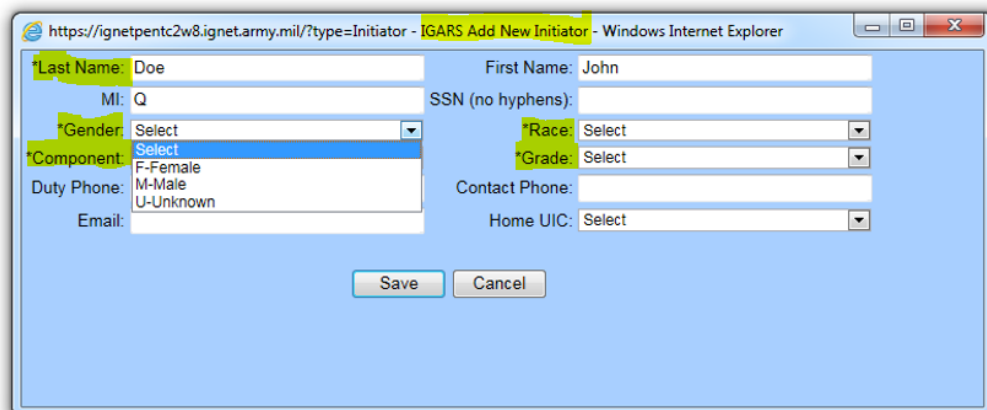
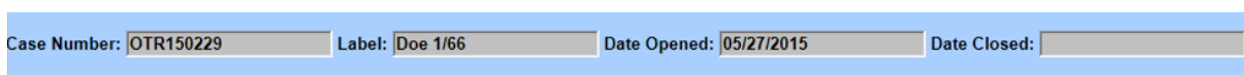


Figure 10
Initiator

The 'Add New Initiator' window will appear. Items marked with an Asterisk (*) are mandatory entries.

The first is the 'Initiator / Complainant' tab. When you select this tab, you can input the Initiator, who presented the IGAR to the IG. The initiator could be the complainant who is affected by the matter submitted or a third-party.

Select the button, 'Add Initiator' to add the initiator data.

*Last Name: The last name of the initiator.

First Name: The first name of the initiator.

MI: The middle initial of the initiator.

SSN (no hyphens): This is the Social Security Number of the initiator. As a general rule, we do not record the SSN of the initiator. If the IG does not believe that the SSN is necessary to resolve the case, then do not press the initiator for a SSN. If the SSN is recorded, the complete SSN is required, not just the last four digits.

*Gender: Entry values are Male, Female, or Unknown.

Case Number: OTR150229	Label: Doe 1/66	Date Opened: 05/27/2015	Date Closed:
------------------------	-----------------	-------------------------	--------------

https://ignetpentc2w8.ignet.army.mil/?type=Initiator - IGARS Add New Initiator - Windows Internet Explorer

*Last Name: Doe First Name: John
MI: Q SSN (no hyphens):
*Gender: M-Male *Race: Select
*Component: Select *Grade: Select
Duty Phone: Contact Phone:
Email: Home UIC: R-American Indian/Alaska Native
U-Unknown
X-Other

Save Cancel

Figure 11
Initiator (continued)

*Race: Select the 'Race' of the 'Initiator' if known. Although this is a mandatory entry, the default selection is 'Unknown' unless the Initiator states his or her race or a verified source document is presented and the data is made available to the IG.

The screenshot shows a web browser window titled "IGARS Add New Initiator". The address bar shows the URL: <https://ignetpentc2w8.ignet.army.mil/?type=Initiator>. The form contains the following fields and options:

- *Last Name: Doe
- First Name: John
- MI: Q
- SSN (no hyphens):
- *Gender: M-Male
- *Race: U-Unknown
- *Component: Select (dropdown menu open, showing a list of options)
- *Grade: Select (dropdown menu)
- Duty Phone:
- Contact Phone:
- Email:
- Home UIC: Select (dropdown menu)
- Cancel button

The dropdown menu for *Component is open, displaying the following list of options:

- Select
- A-Active Army
- B-Business
- C-DA Civilian
- E-Active Army Retiree
- F-Army Reserve Retiree
- G-Army National Guard
- H-Army National Guard AGR
- I-Army National Guard Retiree
- J-Army National Guard Technician
- K-Contractor
- L-Local National Employee
- M-Family Member
- N-Inmate
- P-Private Citizen
- Q-Army Reserve Technician
- R-Army Reserve
- S-Army Reserve AGR
- T-Cadet/ROTC
- U-Unknown
- V-Cadet/USMA
- W-State Employee
- X-Other Services-Military
- Y-Other Services-Civilian

Figure 12
Initiator (continued)

*Component: Select the appropriate component / organization for the Initiator.

*Grade: The grade options will be driven by the component selected.

The screenshot shows a web browser window titled "IGARS Add New Initiator" with the URL "https://ignetpentc2w8.ignet.army.mil/". The form contains the following fields and values:

*Last Name:	Doe	First Name:	John
MI:	Q	SSN (no hyphens):	
*Gender:	M-Male	*Race:	U-Unknown
*Component:	A-Active Army	*Grade:	Select
Duty Phone:		Contact Phone:	
Email:		Home UIC:	

The "Grade" dropdown menu is open, displaying the following options:

- Select
- CD-Cadet
- E1-Enlisted
- E2-Enlisted
- E3-Enlisted
- E4-Enlisted
- E5-Enlisted
- E6-Enlisted
- E7-Enlisted
- E8-Enlisted
- E9-Enlisted
- O1-Officer
- O10-Officer
- O2-Officer
- O3-Officer
- O4-Officer
- O5-Officer
- O6-Officer
- O7-Officer
- O8-Officer
- O9-Officer
- U-Unknown
- W1-Warrant
- W2-Warrant

Figure 13
Initiator (continued)

'Grade' entry options available for all military components and services.

The screenshot shows a web browser window titled "IGARS Add New Initiator - Windows Internet Explorer" with the URL "https://ignetpentc2w8.ignet.army.mil/". The form contains the following fields and values:

- *Last Name: Doe
- First Name: John
- MI: Q
- SSN (no hyphens):
- *Gender: M-Male
- *Race: U-Unknown
- *Component: C-DA Civilian
- *Grade: Select (dropdown menu is open)
- Duty Phone:
- Contact Phone:
- Home UIC:
- Email:

The open dropdown menu for Grade shows the following options:

- Select
- CC2-Caregiver Personnel Pay Program
- CC3-Caregiver Personnel Pay Program
- CC4-Caregiver Personnel Pay Program
- CC5-Caregiver Personnel Pay Program
- GM13-Civilian
- GM14-Civilian
- GM15-Civilian
- GS01-Civilian
- GS02-Civilian
- GS03-Civilian
- GS04-Civilian
- GS05-Civilian
- GS06-Civilian
- GS07-Civilian
- GS08-Civilian
- GS09-Civilian
- GS10-Civilian
- GS11-Civilian
- GS12-Civilian
- GS13-Civilian
- GS14-Civilian
- GS15-Civilian
- NA1-Federal Wage System

Figure 14
Initiator (continued)

DA Civilian and available 'Grade'. Note: There are a number of other pay systems not listed under the Civilian Grade drop-down menu. There are charts available that identify the General Schedule (GS) equivalent for non-GS pay systems. If you are unable to identify an equivalent, and the Initiator does not volunteer this information, select 'Unknown.'

The screenshot shows a web browser window titled "IGARS Add New Initiator" with the URL "https://ignetpentc2w8.ignet.army.mil/". The form contains the following fields and values:

*Last Name:	Doe	First Name:	John
MI:	Q	SSN (no hyphens):	
*Gender:	M-Male	*Race:	U-Unknown
*Component:	A-Active Army	*Grade:	E4-Enlisted
Duty Phone:	Home (123)456-7890	Contact Phone:	Cell (061)555-1515
Email:	john.q.doe@mail.mil	Home UIC:	Select

The Home UIC dropdown menu is open, showing the following options:

- Select
- W12345-99TC
- W22334C-78TH IN BN
- W334455-102 QM CO
- W44556C-555TH TC
- WCPAQQ-HQ, 66TH PSB
- WCUZA1-41ST MP DET (CID)
- WDQCB0-B CO, 100TH BSB
- WEZUAA-2ND BRIGADE CBST
- WFK8AA-HQ, 66TH IN
- WFSPAA-368TH CTC
- WHNAA-USARNORTH
- WHUA11-7TH SIGNAL COMMAND

Figure15
Initiator (continued)

Duty Phone: This is the work phone the initiator requests the IG to call. This is a free-text area and will accept any characters or notes in reference to the phone number

Contact Phone: This is perhaps the preferred phone number the complainant wishes the IG to use for contact purposes. Note that this is a free-text area and will accept any characters or notes in reference to the phone number.

Email: Enter the preferred email for the initiator.

Home UIC: If the Initiator is a military member and the local IG Office has uploaded UICs into the Utilities Function of IGARS, the initiator's UIC may be selected. This functionality can aid the IG office in gaining greater visibility of where the issues are occurring in the command. If the Initiator is not a military member or is not associated with any unit with a UIC in the drop-down menu, no selection should be made.

Once complete, select 'Save'.

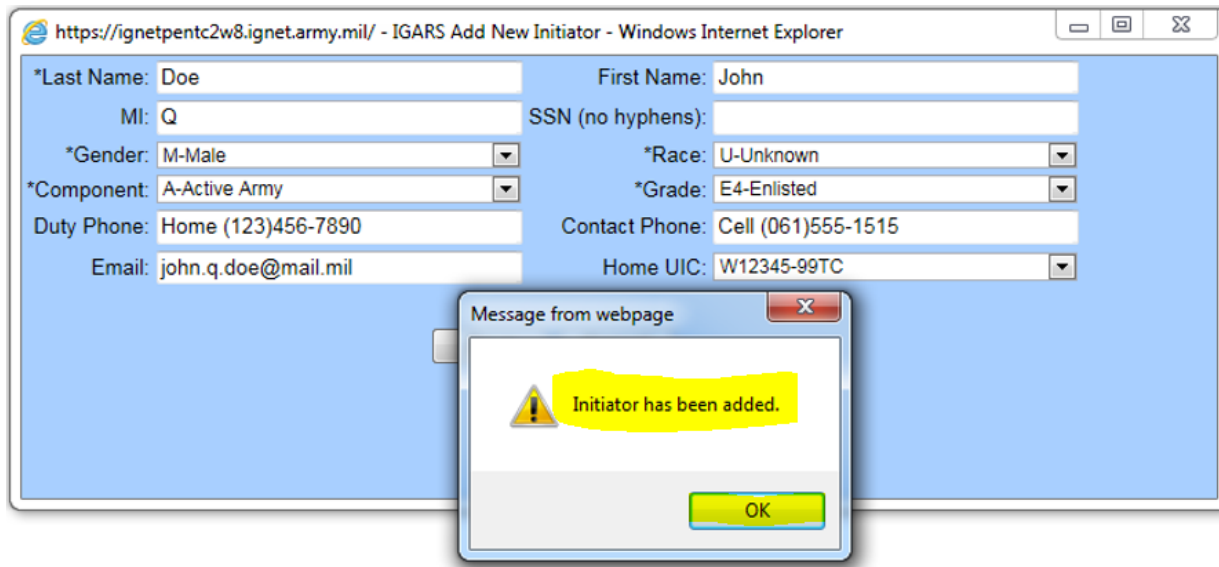


Figure 16
Initiator Added

"Initiator has been added."



Figure 17
Add Complainant

At this point, the Initiator has been added, and we must add the Complainant. IGARS will not allow the IG to close the case without an Initiator and Complainant. If the Complainant is not the Initiator, the IG should select the 'Add New Complainant' button.

But, if the initiator is the complainant, then select the hyperlinked Initiator name and select the "Copy to Complainant" option. IGARS will copy the data entered on the 'Initiator' screen into the 'Complainant' screen.

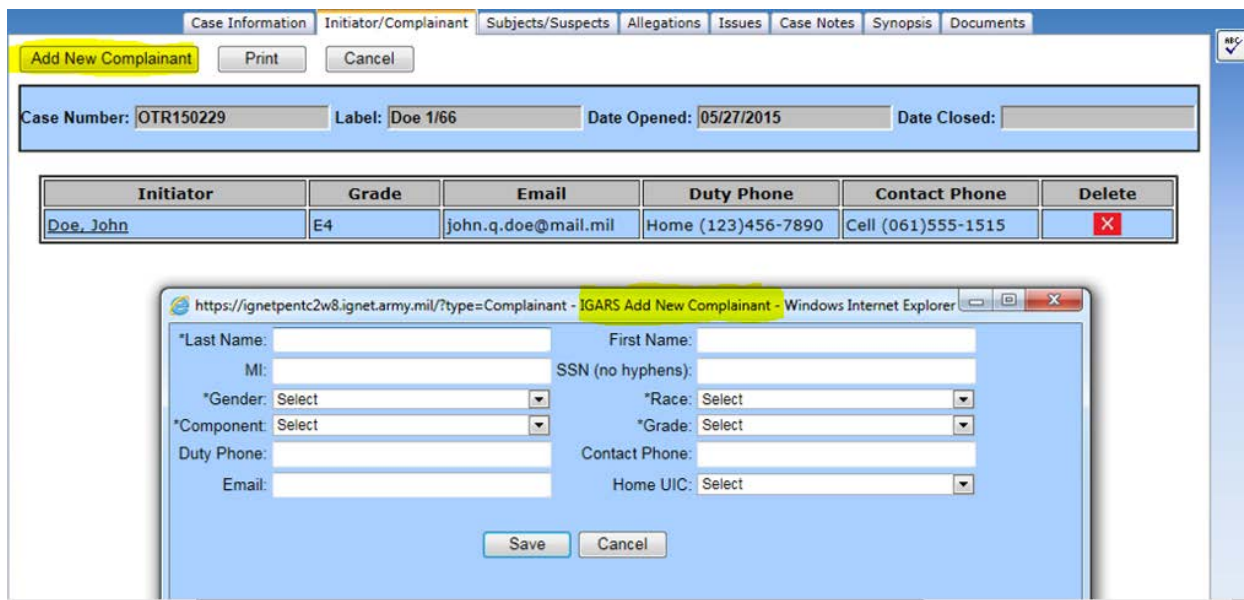


Figure 18
Add Complainant (continued)

Selecting 'Add New Complainant' will allow the IG to add the Complainant's data if different from the Initiator.

The Initiator may have been a third party. If the Complainant is not the Initiator, input the Complainant's data just as you did for the Initiator and select 'Save.'

Note: If Complainant data is input first, and the Complainant is also the Initiator, the same functionality of copying the Complainant data to the Initiator data screen is available.

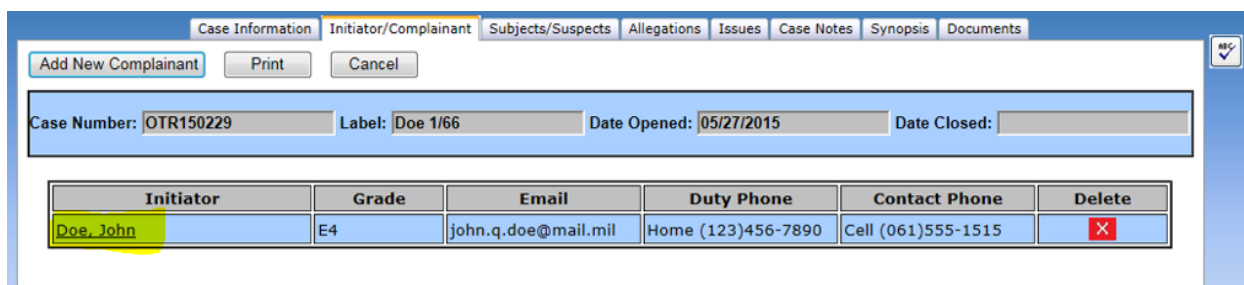


Figure 19
Add Complainant (continued)

If the initiator is the complainant, select the hyperlinked name of the initiator.

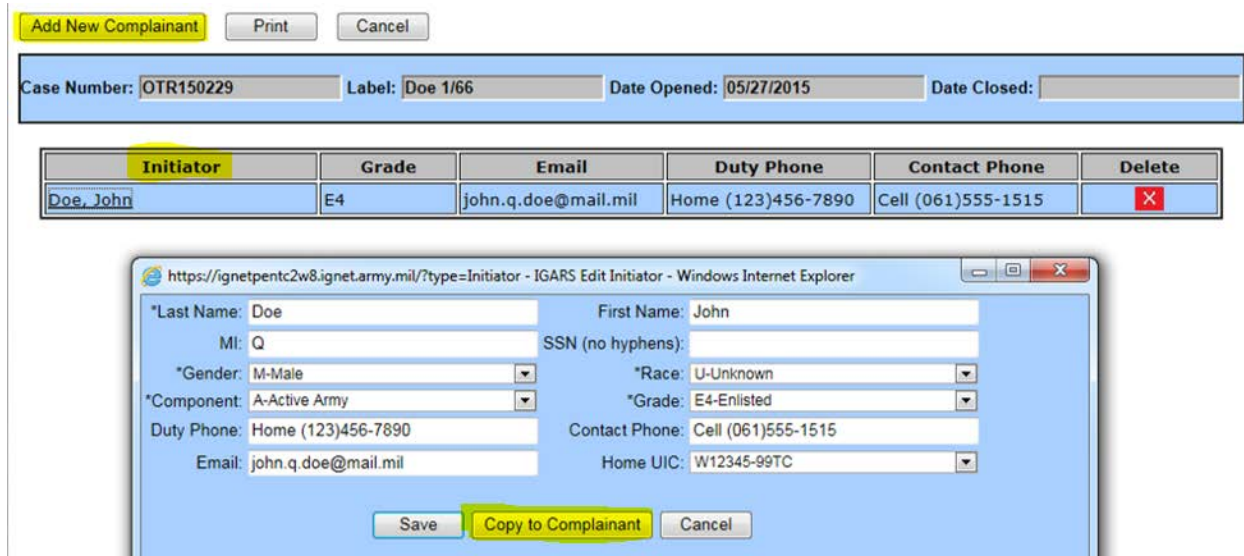


Figure 20
Add Complainant (continued)

After selecting the hyperlinked name of the initiator, the IG can correct any data that is incorrect. Simply make the changes and select the 'Save' button. If you make changes that were not intended, select cancel.

If all of the initiator data is correct, simply select 'Copy to Complainant.' IGARS will not allow the IG to close the case without an initiator and complainant added. (Unless the IG selected the Anonymous IGAR or Anonymous selector.)

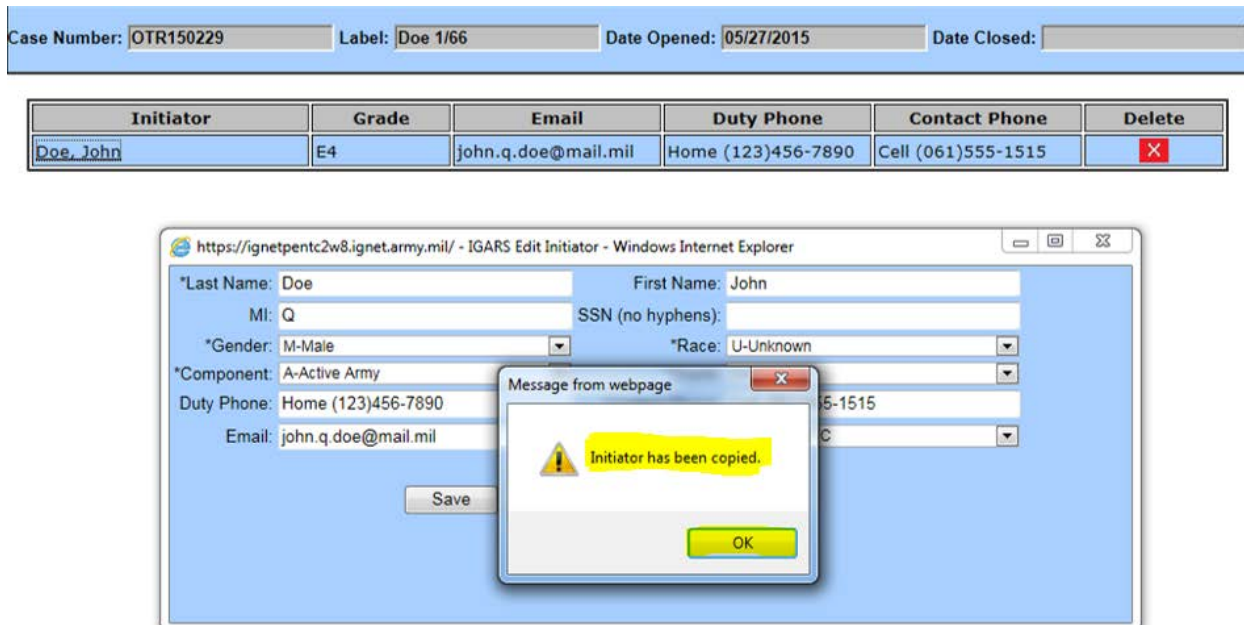


Figure 21
Initiator Copied to Complainant

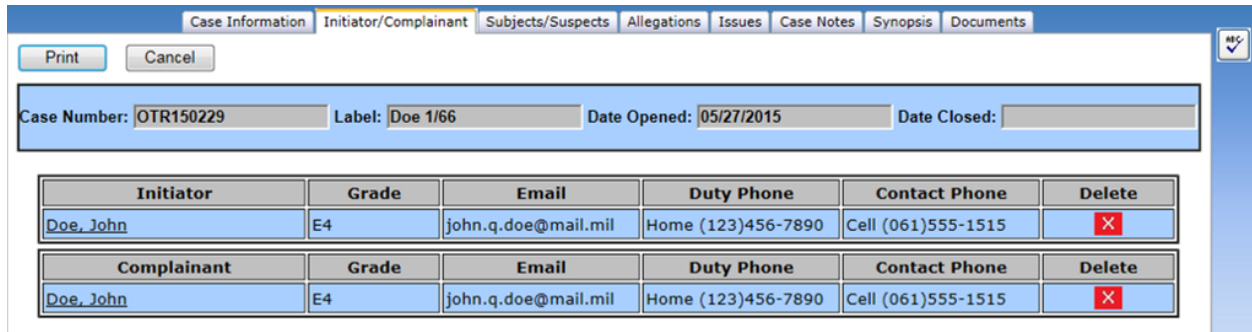


Figure 22
Initiator and Complainant Added

The 'Initiator / Complainant' tab now has Initiator and Complainant data. Notice that either can be deleted.

If the IGAR is an Issue, move over to the 'Issues' Tab.

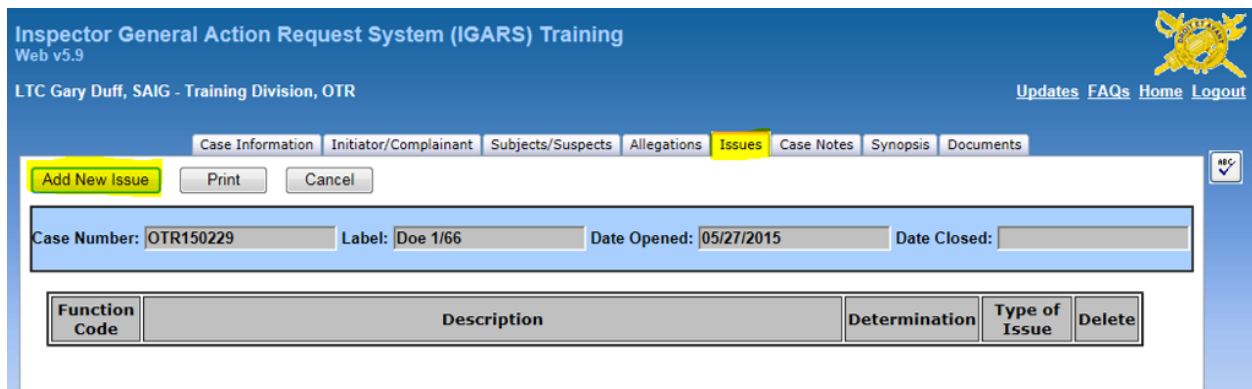


Figure 23
Add Issue

Selecting the 'Issues' tab will allow the IG to 'Add New Issue.'

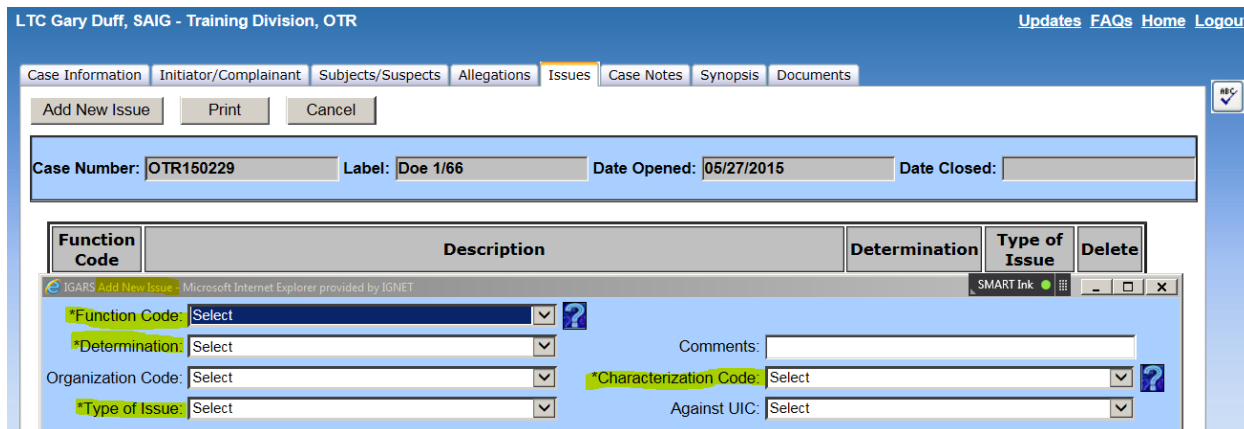


Figure 24
Add Issue (continued)

The 'Issue' screen will appear.

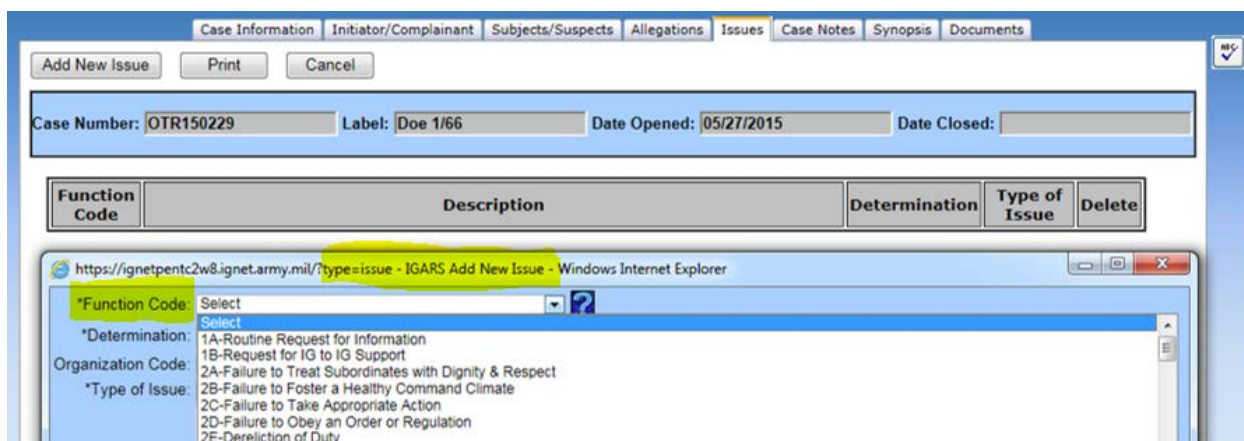


Figure 25
Add Issue (continued)

Issues

*Function Code: The drop-down menu will allow for the selection of all function codes loaded into IGARS. If you select the '?' button, another window will appear with another drop-down menu that will allow the IG to select from the categories of codes. Once you select one of the categories, the function codes under each category will become available for selection.

If the IG has an issue or allegation with an unfamiliar function code, select the 'Search' button. A free-text field will appear in which the IG can type the topic. IGARS searches for the exact wording the IG puts into this field. It would be better to search for 'NCOER' instead of a 'Noncommissioned Officer Evaluation Report.'

Once your search brings back the function codes, the IG must read the associated descriptions and then verify that the regulation noted is in fact the appropriate standard to use in association with the allegation.

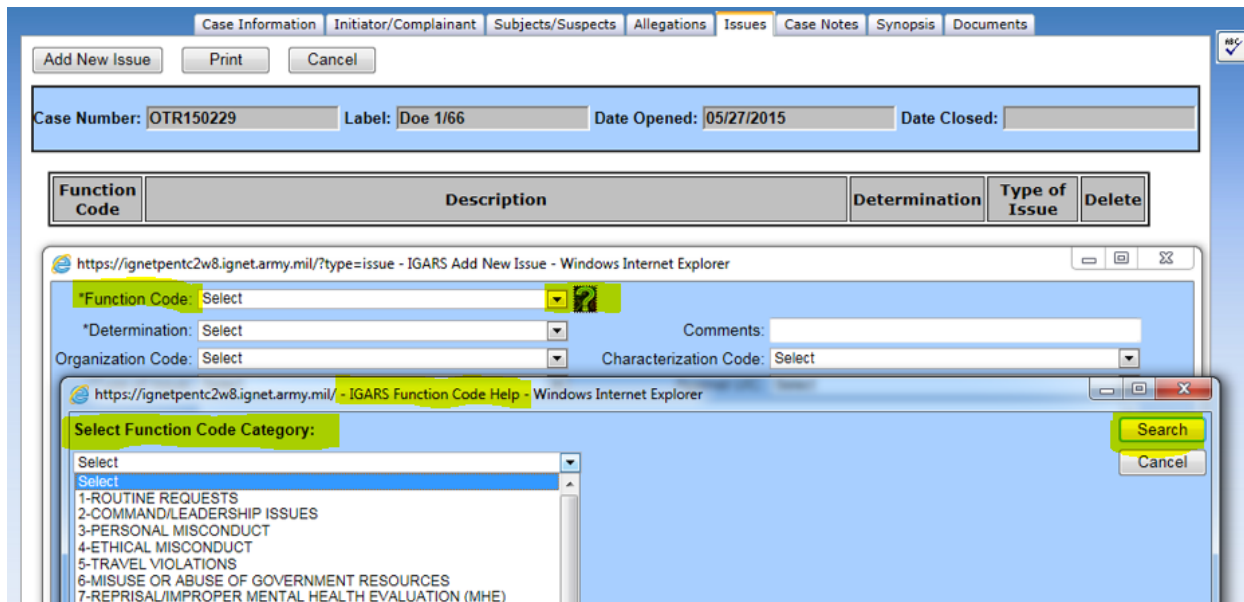


Figure 26
Add Issue (continued)

Selecting the "?" will then display all 35 broad categories of function codes. By selecting one of the 35 categories from the drop-down screen, the display will provide a listing of all function codes in the selected function code category the IG may select.

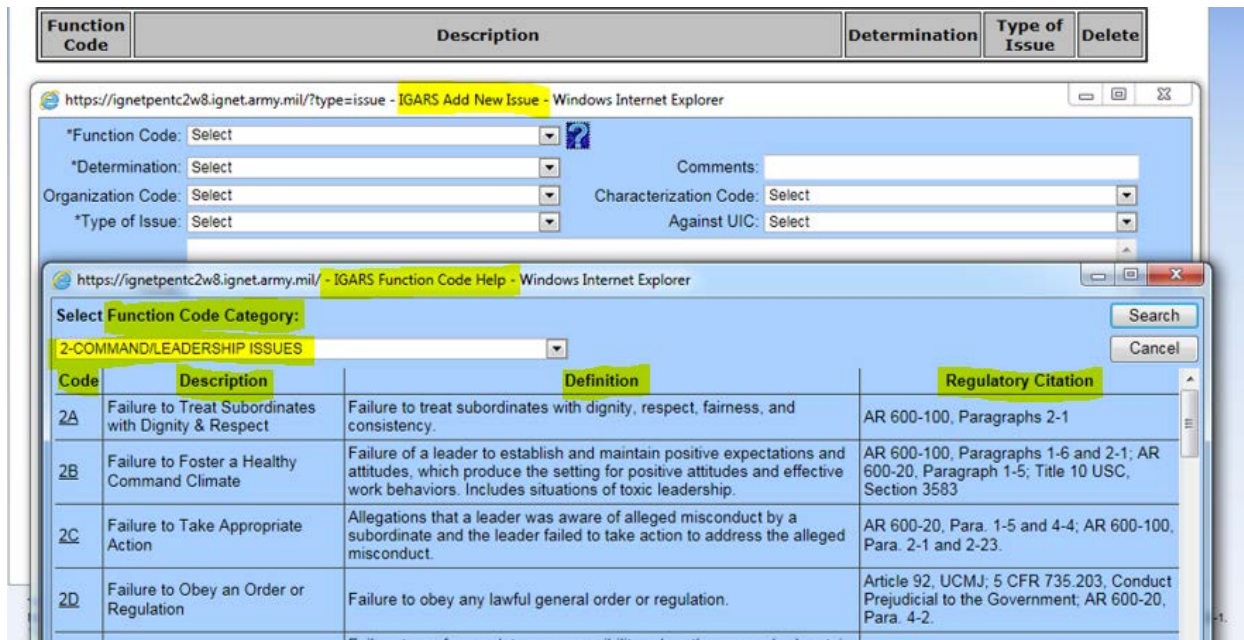


Figure 27
Add Issue (continued)

Selecting one of the hyperlinked function codes from this point will populate the 'Function Code' field with that function code.

If the IG does not know which category or function code best represents the issue or allegation presented to the IG, after selecting the '?', select the 'Search' button.

A free text search window will appear. As IGARS searches for exactly what the user puts in the search box, less is better. Key words that are representative or associated with your issue / allegation should be used to search for the appropriate function code.

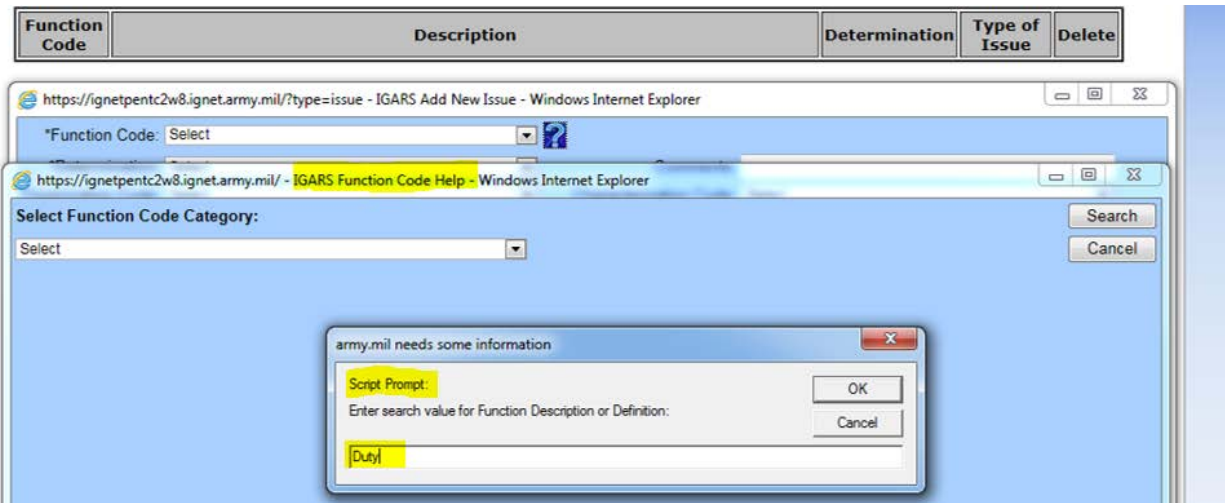


Figure 28
Add Issue (continued)

If the IG does not know which category or function code best represents the issue or allegation presented to the IG, after selecting the '?', select the 'Search' button.

A free-text search window will appear. As IGARS searches for exactly what the user enters in the search box, less is better. Use key words that are representative or associated with your issue / allegation to search for the appropriate function code.

After you have put in that key work, select 'OK'. IGARS will display all function codes that have that word in the description or definition.

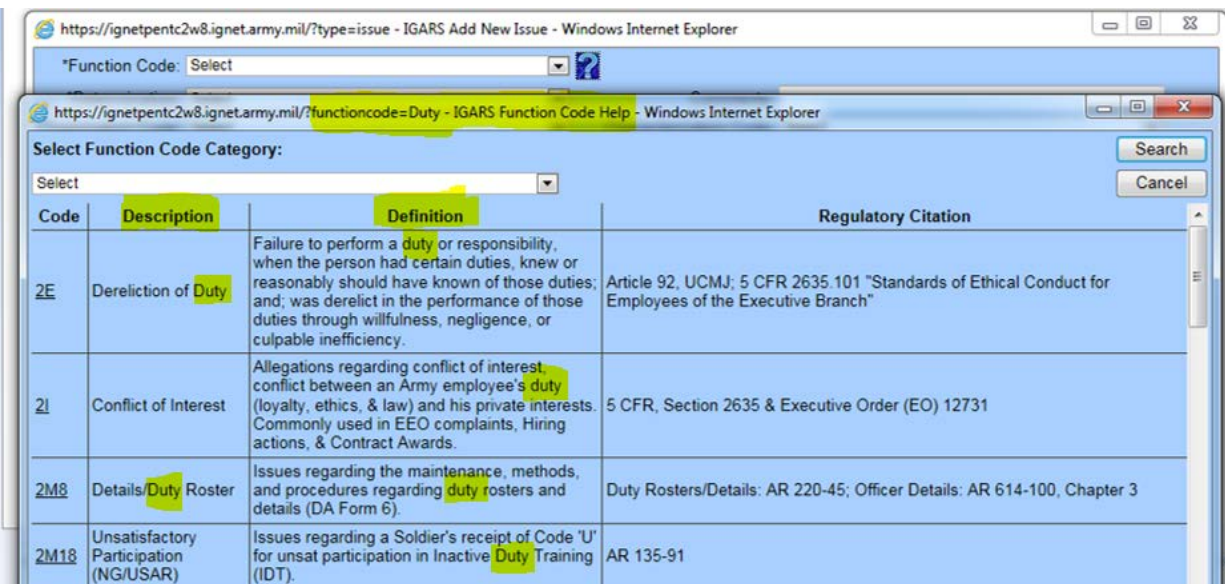


Figure 29
Add Issue (continued)

The first column is the specific function code. To select a function code, click on the hyperlinked code.

The second column is the short description of the code followed in column three by the definition that provides a little more information.

The fourth column provides the regulatory citation used as a basis for the function code. The IG must confirm through the Army Publishing Directorate website (apd.army.mil) or other sources that the regulation, policy, or code is in fact the correct one that applies to the issue or allegation presented. Although the regulatory citations are validated periodically, the list is not intended to be all-inclusive but rather a start point for regulatory research.

SAIG's Assistance Division reviews the function code listings periodically. Those codes that are not used extensively over a period of time may be archived and no longer available for selection. If a code is archived, it will still be available for use in trends analysis and reports. If a command has a specific issue or allegation not covered in the Function Code Table, a request may be submitted to Assistance Division to recommend an update to the Function Code Table.

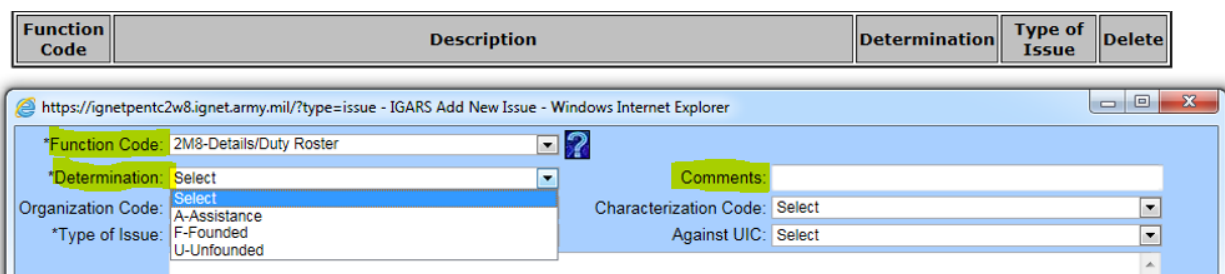


Figure 30
Add Issue (continued)

Once selected, the function code will populate the 'Function Code' field.

*Determination: There are only three authorized findings for an Issue - Founded, Unfounded, or Assistance.

Comments: There is no prescriptive standard for how this field is used. The field is available to record a short comment for IG / Action Officer use. This information is not displayed on the printed 1559.

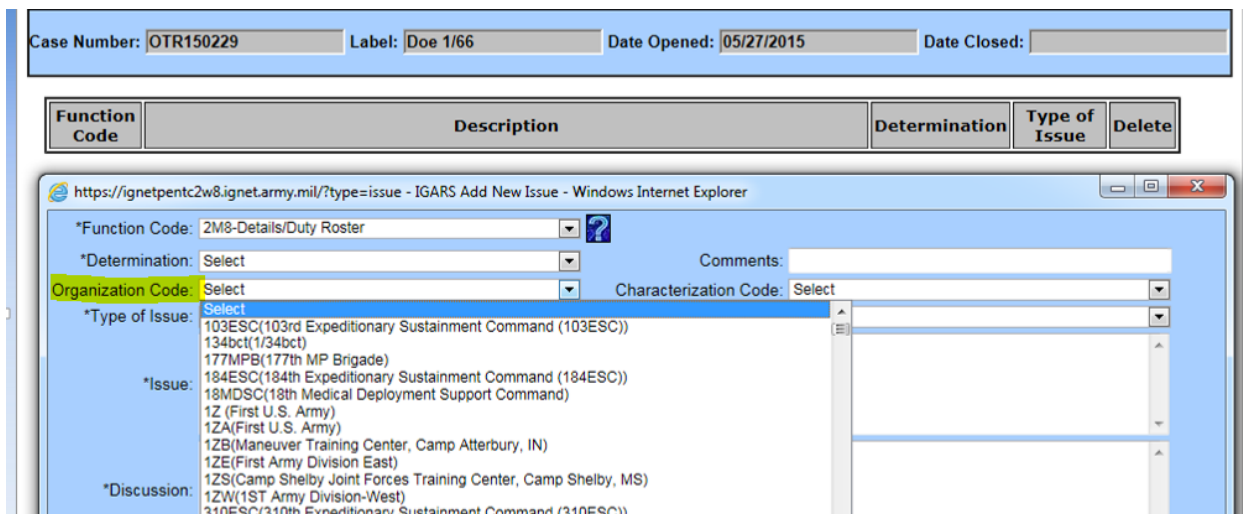


Figure 31
Add Issue (continued)

Organization Code: The Organization Code identifies the Post, Camp, Station, or Organization associated with the location of the issue presented to the IG by the complainant. The Organization may or may not have an IG assigned.

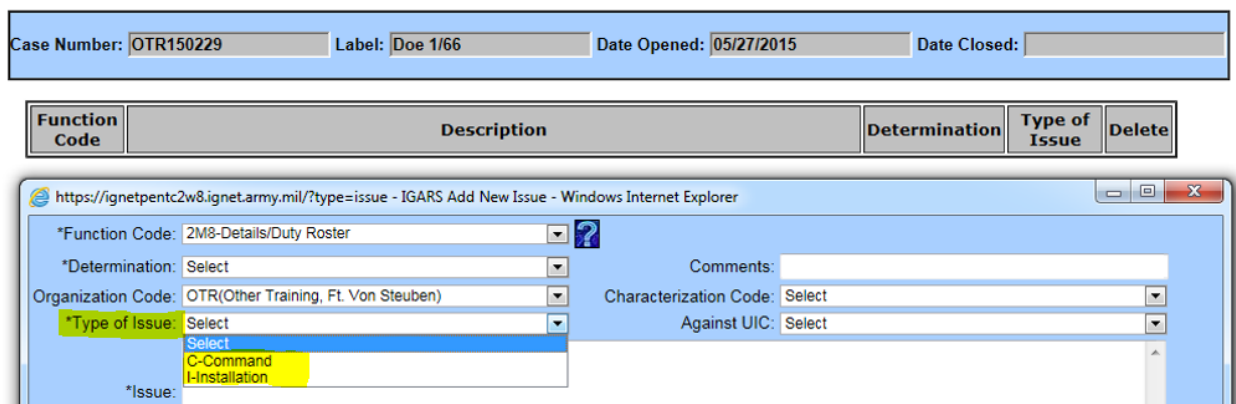


Figure 32
Add Issue (continued)

*Type of Issue: The entry options are 'Command' or 'Installation.' While not rigidly defined in policy or regulation, 'Command' generally pertains to matters of concern to mission commanders that affect accomplishment of their core mission, including matters directly affecting their Soldiers. AR 600-20, paragraph 2-5 states: "The Senior Commander's mission is the care of Soldiers, Families, and Civilians, and to enable unit readiness. The SC uses the garrison as the primary organization to provide services and resources to customers in support of accomplishing this mission."

'Installation' matters, therefore, pertain to matters of concern regarding the execution of services and resources to customers in support of accomplishing this mission, functions typically executed under the supervision of the Garrison Commander.

Case Number: OTR150229 Label: Doe 1/66 Date Opened: 05/27/2015 Date Closed:

Function Code	Description	Determination	Type of Issue	Delete
*Function Code: 2M3-Details/Duty Roster		*Determination: F-Founded		
Organization Code: OTR;Other Training, Ft. Von Steuben		*Characterization Code: Select		
*Type of Issue: C-Command		Against UIC:		

NOTE: As of 20 October 2015, fields below no longer available

Issue:

Discussion:

Characterization Code List:

- CL-Issue(s) Related to Civil Liberties
- PA-Privacy Act
- RD-Issue(s) Related to the Repeal of DADT
- RSA-Sexual Assault Reprisal/Retaliation
- RSH-Sexual Harassment Reprisal/Retaliation
- SQ-Issue(s) Related to Sequestration
- TG-Issue(s) Related to Transgender
- OEF-Operation Enduring Freedom
- OIF-Operation Iraqi Freedom
- OIR-Operation Inherent Resolve
- OJS-Operation Jump Start
- OND-Operation New Dawn
- ONE-Operation Noble Eagle
- ORS-Operation Resolute Support
- NA-None

Figure 33
Add Issue (continued)

*Characterization Code: Selecting a Characterization Code is now mandatory. The IG must select a Characterization code for the complaint received if it relates to one of the identified codes; otherwise, select NA None. For example, if the issue has a nexus to Sequestration, the IG would associate the selected function code with Characterization code 'SQ'.

Characterization Codes (which were originally called Operation Codes) are used to associate individual function codes in a case with specific named events, named operations, and / or programs monitored by DAIG. By associating individual function codes with a Characterization Code, trends data can be generated in an efficient manner. IGARS Users can easily extract reports that group cases and function codes that have been associated with these codes using the Ad Hoc Query, which allows DAIG (as well as other Inspectors General) to communicate to both the IG community and to senior leaders (within DAIG, to entities at DoD, and to Members of Congress, as necessary). Characterization Codes also support periodic reports such as the Civil Liberties Tasker Report rendered by DAIG Legal to the Defense Privacy and Civil Liberties Office (DPCLC) on a periodic basis. Use the Ad Hoc Query to generate reports of this type using the filter "Issue / Allegation Characterization" to specify the Characterization Code in question.

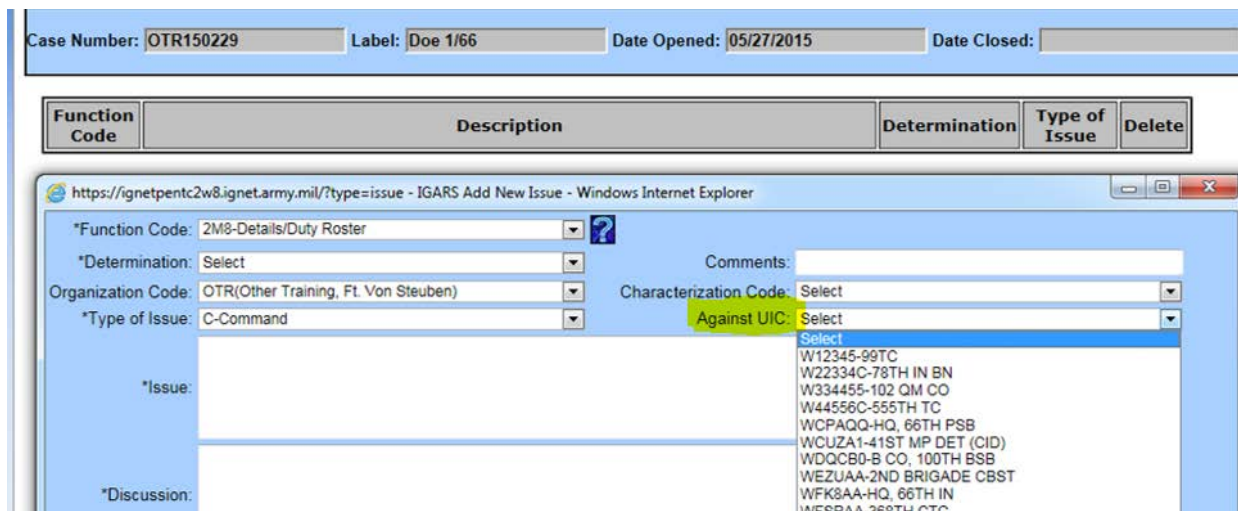


Figure 34
Add Issue (continued)

Against UIC: If the subject / suspect is not currently assigned to the command in which the alleged allegation took place, and the local IG office has uploaded the UICs in the Utilities Function of IGARS, then that UIC can be associated with the subject / suspect as well.

Note: The 'Issue', 'Discussion', and 'Conclusion' blocks depicted in the above screen shot are legacy fields and no longer available for data entry.

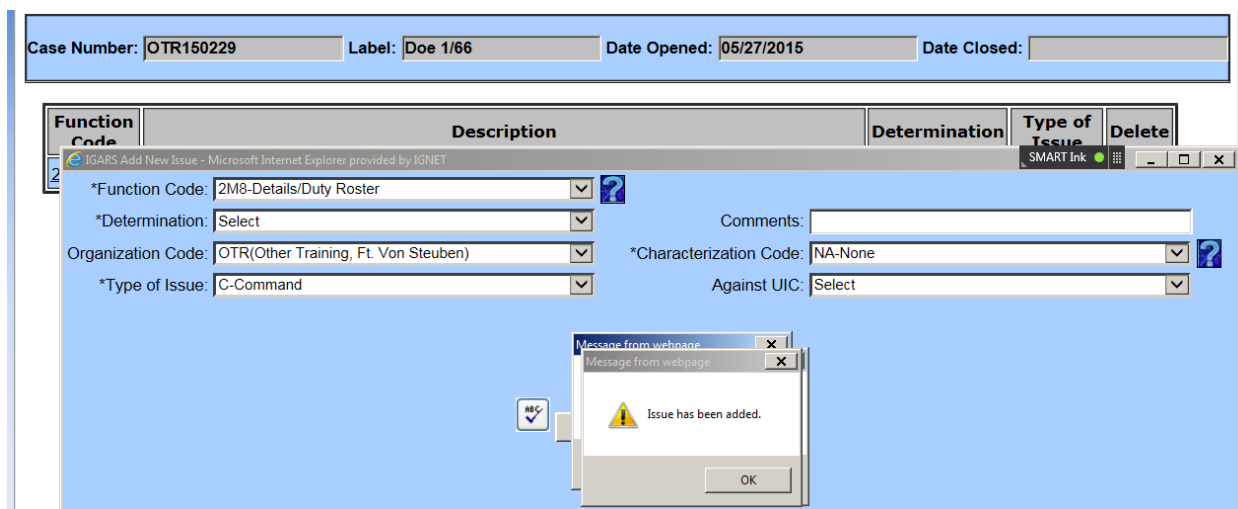


Figure 35
Add Issue (continued)

The 'Issue' information can be saved at any time during the process. All fields with an '*' must have data before the IGAR can be closed. Select 'Save' and the issue has been added. Select 'OK'.

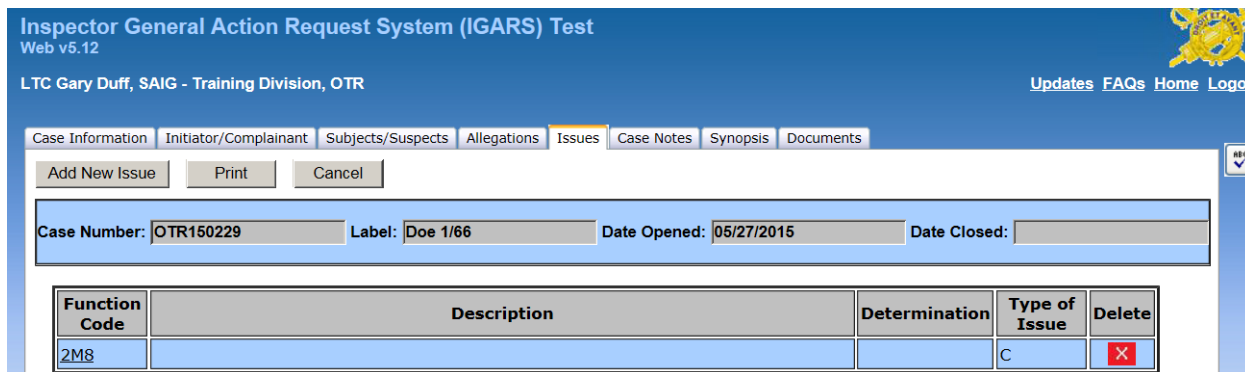


Figure 36
Add Issue (continued)

The issue has been added. If the complainant presents more than one issue to the IG, select 'Add New Issue' again and record the next issue.

Regardless of the number of issues presented, only one IGAR should be opened in this case. The two notable instances in which a separate IGAR would be opened based on one initiator's complaint is for a complaint involving a senior official, which would result in an Information IGAR, or a Whistleblower Reprisal case, which would result in its own Standard IGAR. Otherwise, all issues and allegations presented by a complainant are recorded on one Standard IGAR.

Note: The Description column is a legacy field and is no longer populated. Disregard.

In the logical progression from left to right working across the tabs available, the next tab is the 'Case Notes'.

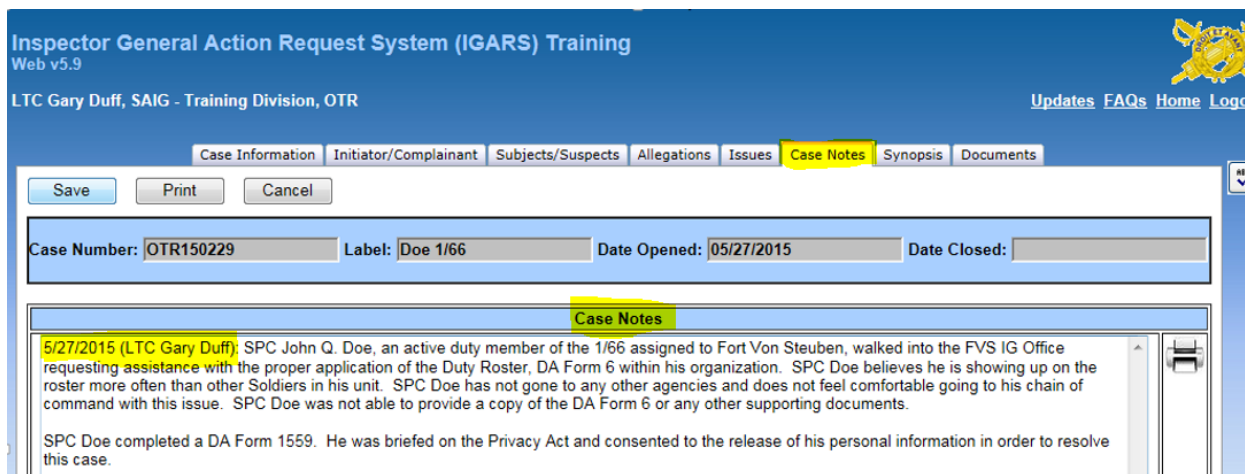


Figure 37
Case Notes

The system will auto-populate the date and name of the IG opening the case in IGARS under the Case Notes Tab. (Unless the IG closes out of the case file completely, the date / name will not auto-populate automatically.)

The first case note must document the initial contact with the complainant. As a starting point, the suggested format of that first case note should follow that of the First Part of the Synopsis. The case note should capture the fact that the IG explained the Privacy Act to the complainant and document whether the complainant consented to release of his or her personal information in order to resolve the complaint.

Any other IG who opens the case file in IGARS that comes to the 'Case Notes' tab will also have his or her name auto populated in the 'Case Notes' tab.

If IGARS is inaccessible, the IG can keep case notes in a word document and later cut and paste those notes into IGARS. Every action taken by an IG in the process of resolving an IGAR should result in a case note in order to show the work and thought process of the IG in addressing the issues and allegations.

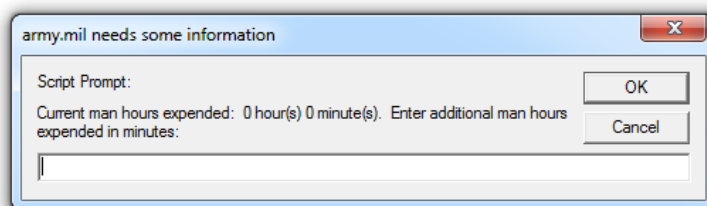


Figure 38
Man Hours Expended

When the IG selects the button 'Save,' IGARS will ask for an update to the Man-Hours expended in minutes. Remember: if the IG entering the Man-Hour data and makes a mistake, a subsequent entry using a negative value can be made to take time away from the erroneous entry.

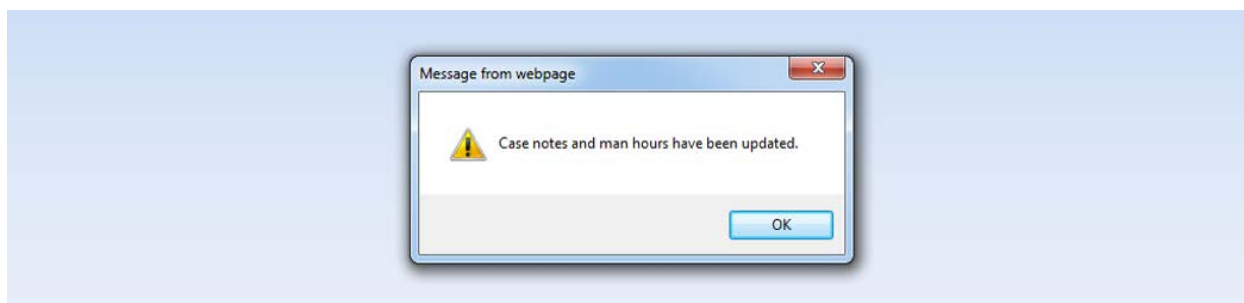


Figure 39
Case Notes and Man Hours Updated

"Case notes and man hours have been updated." Select 'OK'.

Adding Case Documents to a Standard IGAR is accomplished in the same manner as presented in Chapter 3, The 'Information IGAR', Figure 10 (Add New Document Window) through Figure 14 (Upload Successful (Continued)).

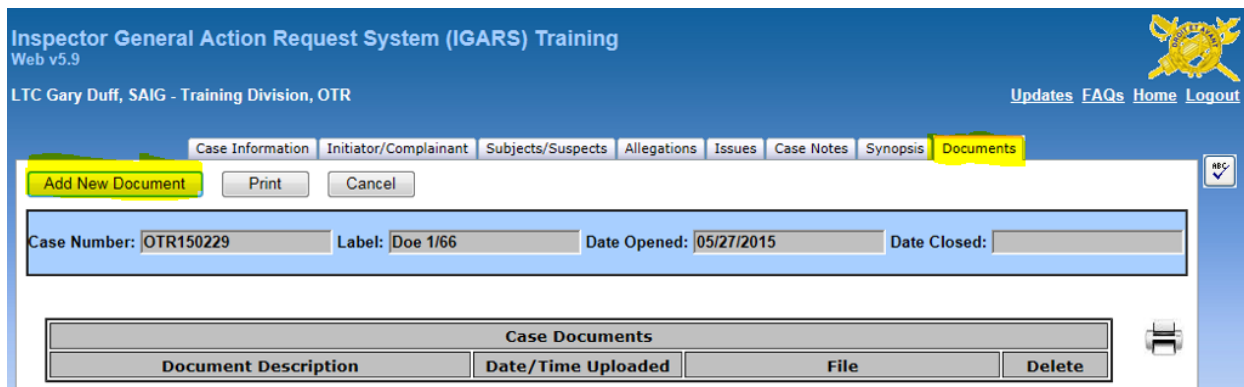


Figure 40
Documents

Uploading Documents – General Comments

If you select the hyperlinked 'File,' it will open the document. Regardless of when you upload the documents in time, they will sort alphabetically by the 'Document Description'.

File Names with certain syntax, i.e. an apostrophe ('), will not upload into IGARS. The system will advise you if the file name is incompatible for upload into IGARS. File size is currently limited to 30MBs. Certain file types such as 'zip' and 'html' files are not compatible with IGARS. For procedural guidance concerning the organization of uploaded documents in IGARS, see Part Three, Chapter 2, Page III-2-1, The Assistance and Investigations Guide.



Figure 41
Adding Subjects / Suspects

If the complainant makes an allegation or identifies a subject / suspect during the IGAP process, select the 'Subjects / Suspects' tab and 'Add New Subject / Suspect' to add a subject / suspect.

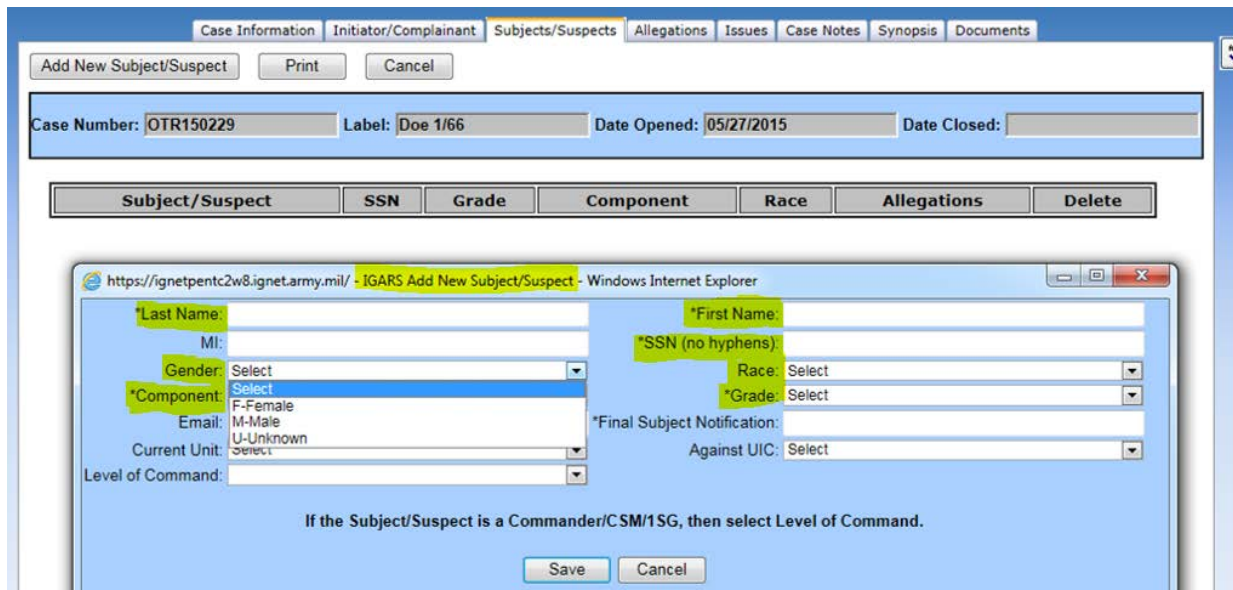


Figure 42
Adding Subjects / Suspects (continued)

*Last Name: The last name of the Subject / Suspect.

*First Name: The first name of the Subject / Suspect.

MI: The middle initial of the Subject / Suspect.

*SSN (no hyphens): The Social Security Number of the Subject / Suspect. Note: The entire SSN is required, not just the last four digits of the SSN.

Gender: Male, Female, or Unknown.

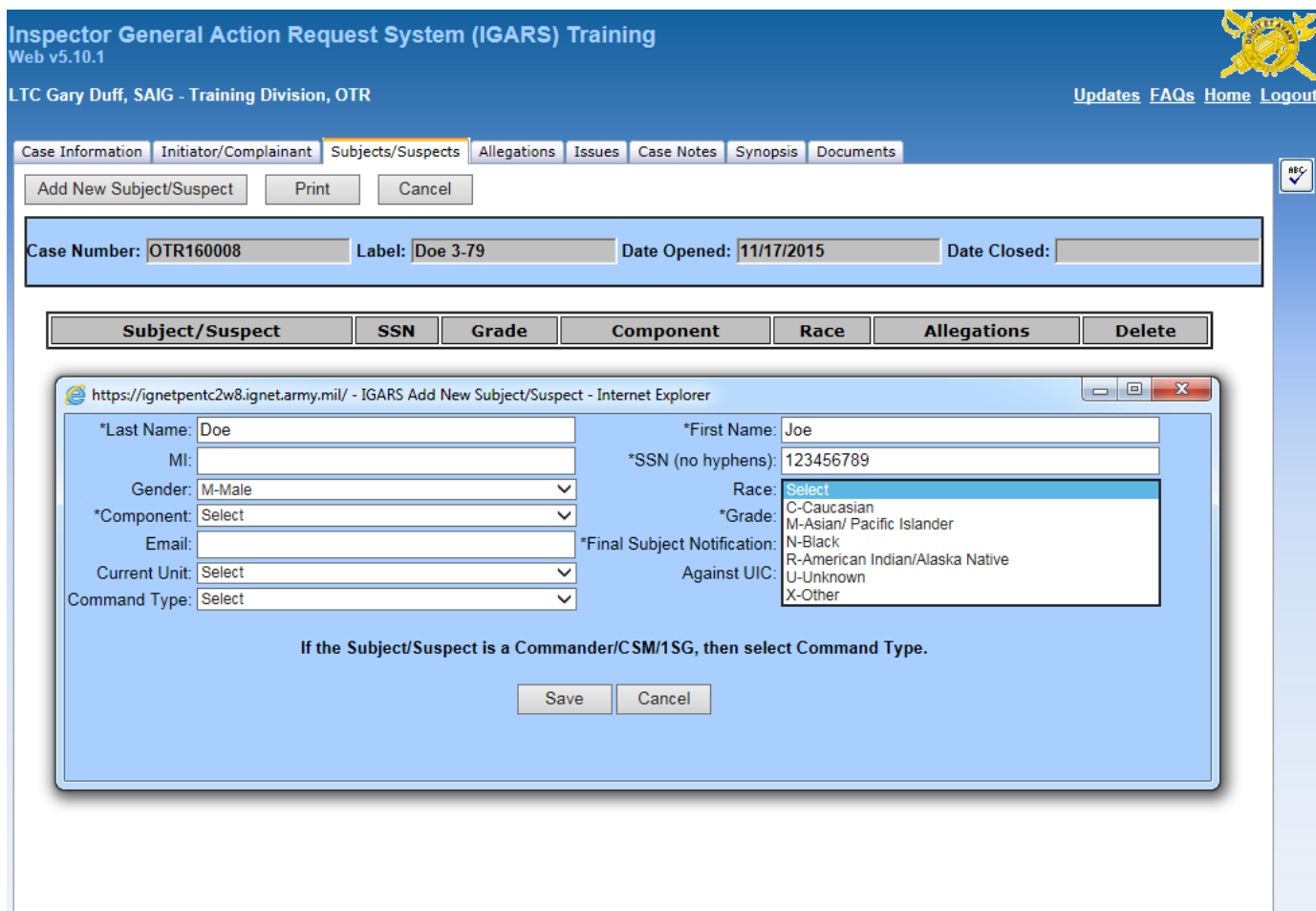


Figure 43
Subjects/Suspects (continued)

Race: Caucasian, Asian / Pacific Islander, Black, American Indian / Alaska Native, Unknown or Other.

Like the entry of race for an Initiator / Complainant, the default selection is 'Unknown' unless the Subject / Suspect states his or her race or a verified source document is presented and the data is made available to the IG.

Figure 44
Subjects / Suspects (continued)

*Component: Select the appropriate component / organization for the Subject / Suspect. See Figure 12 for the elements of the Component drop-down menu.

*Grade: Select the grade of the Subject / Suspect. The selected component will drive grade options.

Email: Enter the e-mail address of the Subject / Suspect. Although this is not a mandatory entry, it is useful to obtain the Subject / Suspect's e-mail address to facilitate notifications or to contact the Subject / Suspect at some time in the future as necessary.

*Final Subject Notification: This is the date on which the final subject notification confirmation is received. As there may be more than one subject / suspect, each mailing date of the notification will be noted in the case notes and synopsis as well as a copy of the notification memorandum uploaded in IGARS. The individual return receipts should also be noted by date in the case notes and if possible uploaded in IGARS to document the proof of receipt by the subject / suspect. Then, the final date of receipt by all subject / suspects should be noted in the 'Final Subject Notification' field in IGARS.

Current Unit: This is not a mandatory field. The options available are at the IG Command Code Level.

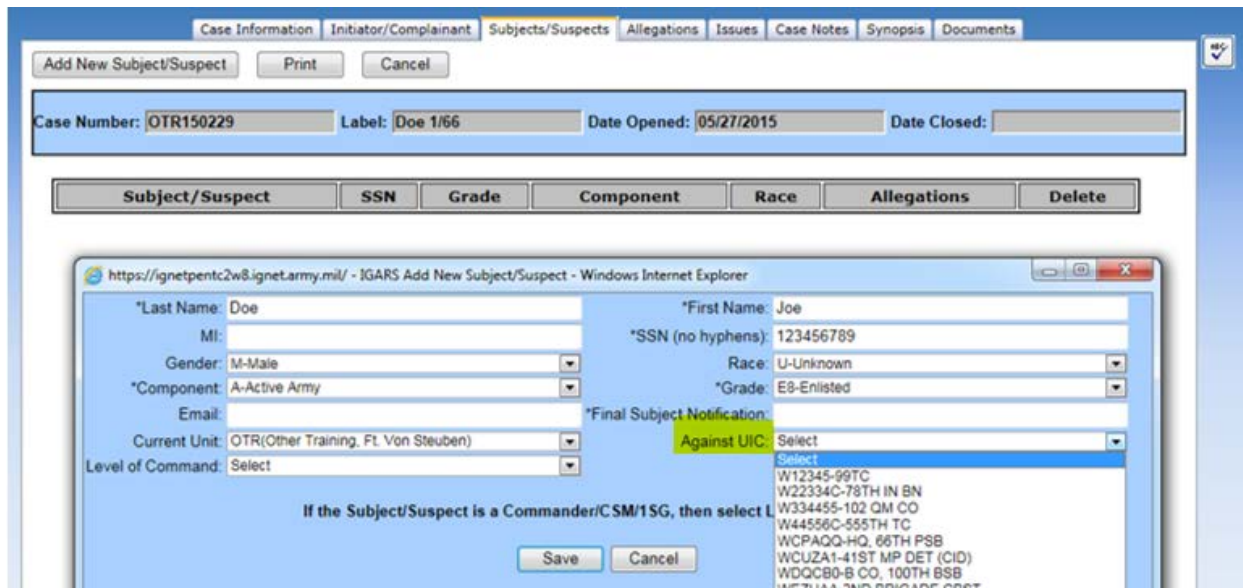


Figure 45
Subjects / Suspects (continued)

Against UIC: If the Subject / Suspect is not currently assigned to the command in which the alleged allegation took place, and the local IG office has uploaded the UICs in the Utilities Function of IGARS, then the that UIC can be associated to the Subject / Suspect as well.

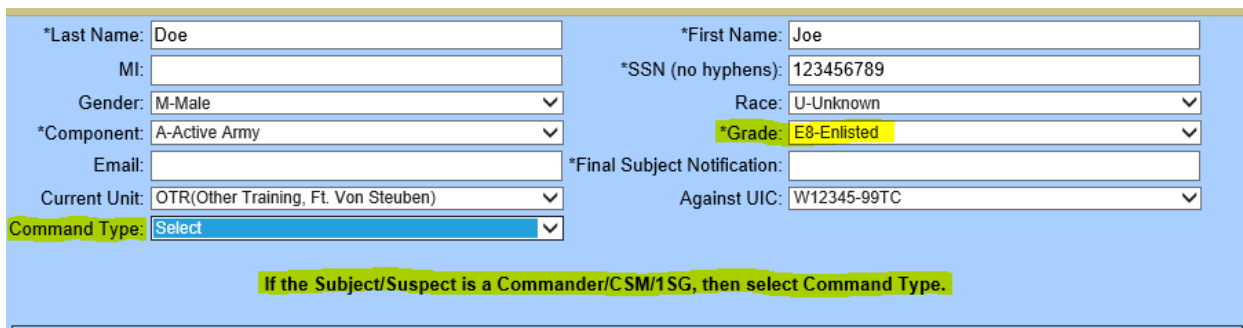


Figure 46
Subjects / Suspects (continued)

Command Type: "If the Subject / Suspect is a Commander / CSM / 1SG, then select Command Type."

*Last Name: Doe	*First Name: Joe
MI:	*SSN (no hyphens): 123456789
Gender: M-Male	Race: U-Unknown
*Component: A-Active Army	*Grade: E8-Enlisted
Email:	*Final Subject Notification:
Current Unit: OTR(Other Training, Ft. Von Steuben)	Against UIC: W12345-99TC
Command Type: Select	
Not a First Sergeant	
First Sergeant	

If the Subject/Suspect is a Commander/CSM/1SG, then select Command Type.

Figure 47
Subjects / Suspects (continued)

In this case, the IG selected a grade of 'E-8 Enlisted.' The Command Type options are 'Not a First Sergeant' or 'First Sergeant.' Selecting an officer in the Grade selection will present the options of 'Not a Commander,' 'Company Commander,' 'Battalion Commander,' or 'Brigade Commander' depending on the grade selected.

CAUTION: The Local IG WILL NOT document allegations against Senior Officials in IGARS through a Standard IGAR.

Select "Save" after selecting the 'Command Type,' if appropriate.

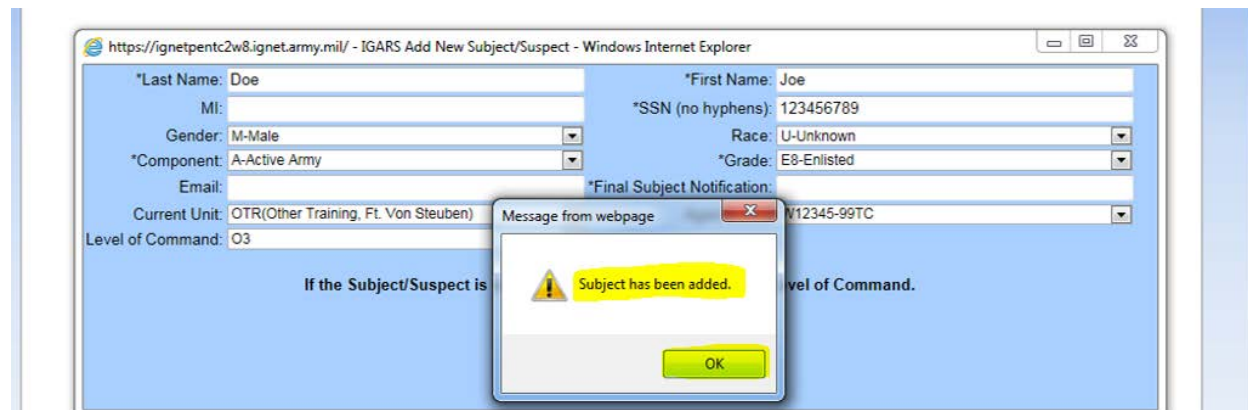


Figure 48
Subjects / Suspects (continued)

"Subject has been added."

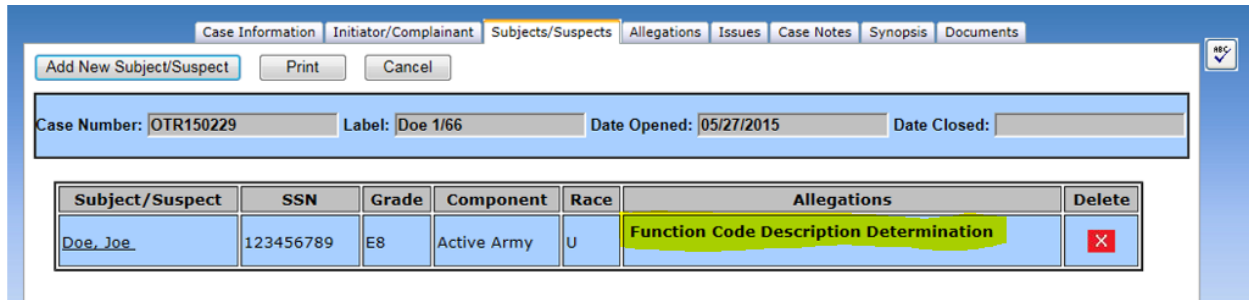


Figure 49
Subjects / Suspects (continued)

The subject / suspect has been added in this case but not linked with an allegation.

Note: The 'Allegations' column is a legacy field.



Figure 50
Allegations

An allegation can be added by selecting the 'Allegations' tab and 'Add New Allegation'.

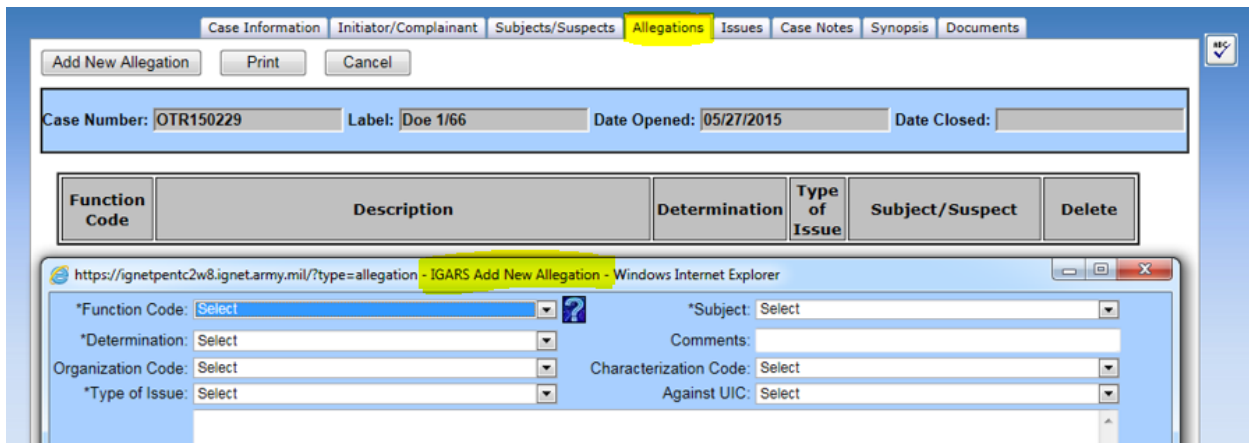


Figure 51
Allegations (continued)

The allegation window will appear and can be filled out in the same manner as the “Add Issue” window. See Figures 23 – 36 in this chapter.

This main differences between the two entry screens are the linking of the “*Subject” to the allegation and the “*Determination” will reflect ‘Substantiated’ or ‘Not Substantiated.’

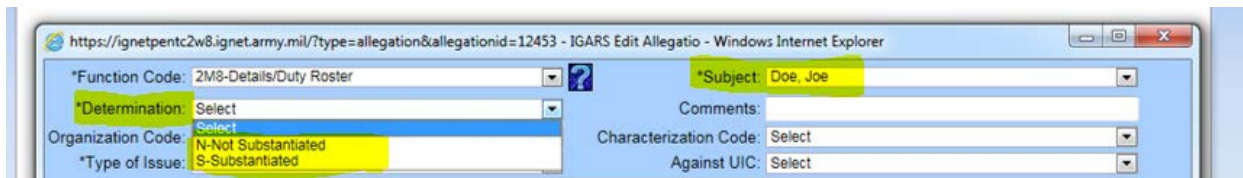


Figure 52
Allegations (continued)

During the IGAP, a Subject / Suspect may be identified when only an issue was initially presented. In this instance, the IG can convert the Issue to an Allegation within IGARS without retyping all of the data already loaded in the 'Issue' tab.

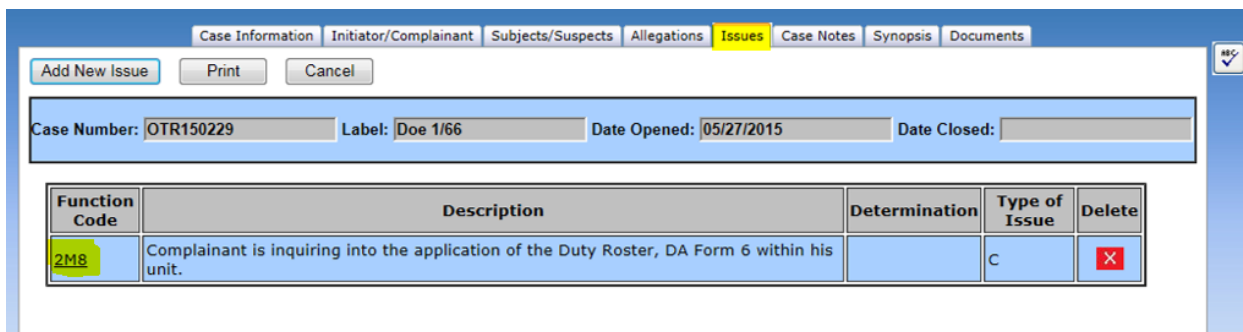


Figure 53
Convert Issue to Allegation

Select the 'Issues' tab and select the hyperlinked 'Function Code' associated with the issue that needs to be converted to an allegation.

Note: The ‘Description’ column is a legacy field.

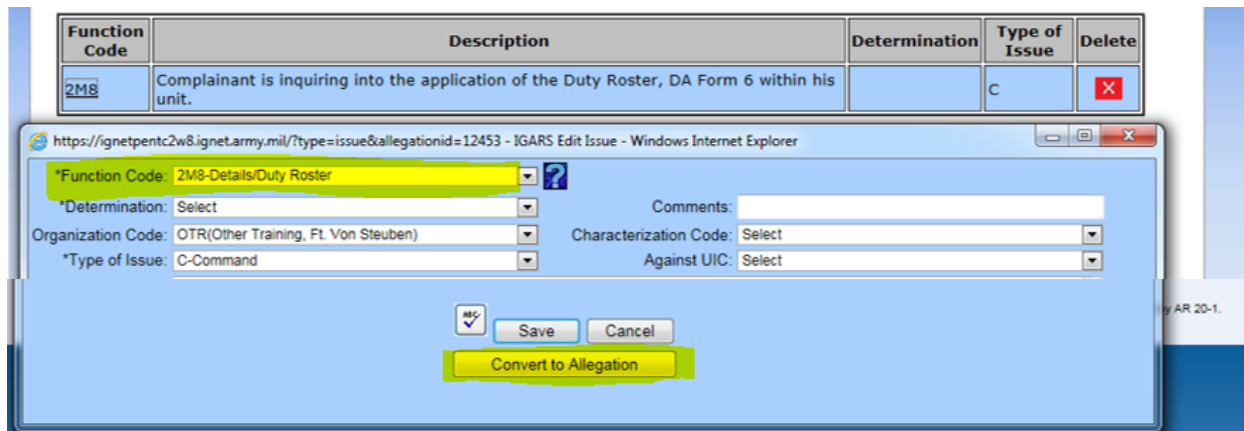


Figure 54
Convert Issue to Allegation (continued)

An issue can easily be converted to an allegation by selecting the 'Convert to Allegation' button located at the bottom of the Issue window.

Select 'Convert to Allegation'.

Note: The grayed out fields 'Issue', 'Discussion', and 'Conclusion' are legacy fields.

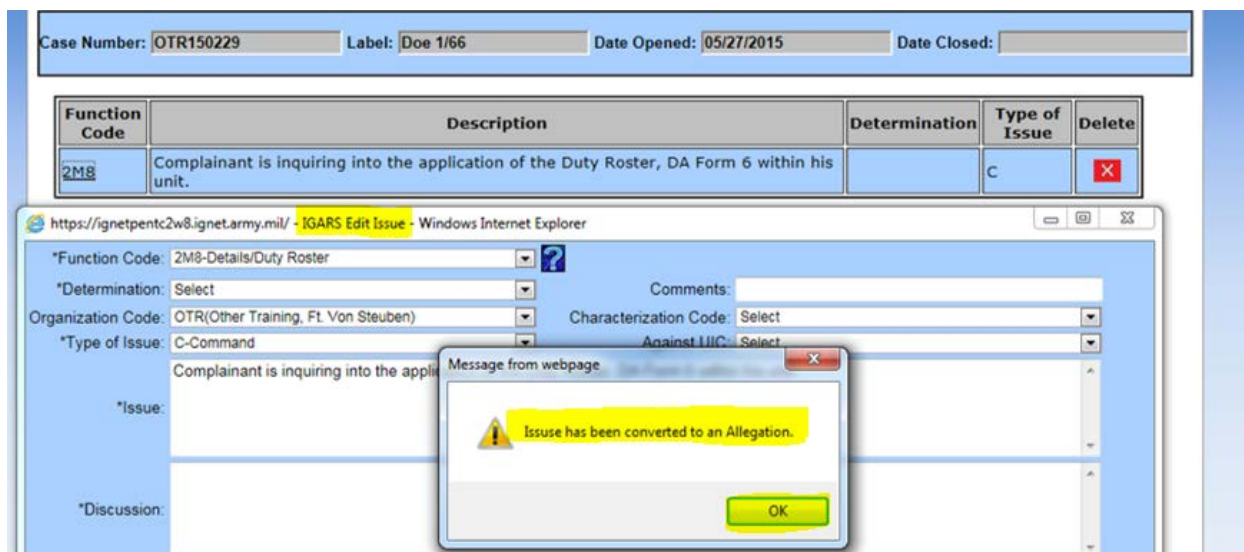


Figure 55
Convert Issue to Allegation (continued)

"Issue has been converted to an Allegation." Select 'OK'.

Notice that while it appears as though you are in the Issue tab, a 'Subject' field has appeared. The window is in fact now an allegation. If you selected 'Convert to Allegation' by mistake, an allegation can also be converted to an Issue by selecting 'Convert to Issue.'

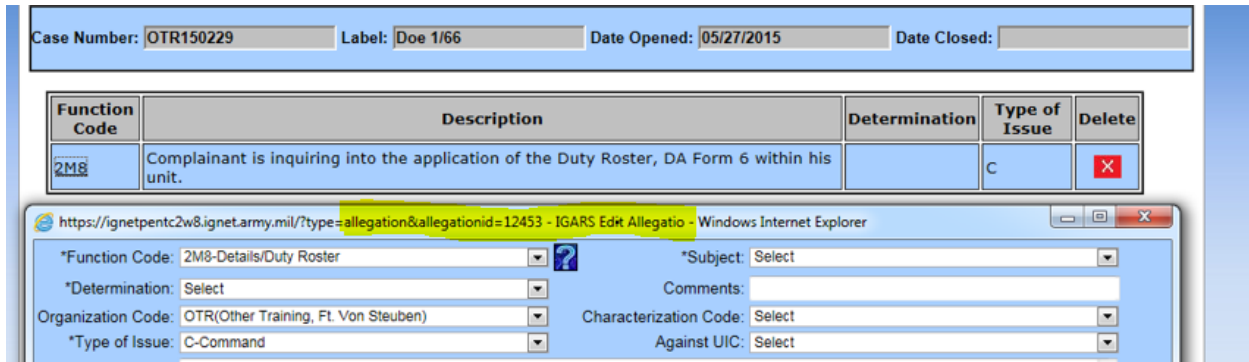


Figure 56
Convert Issue to Allegation (continued)

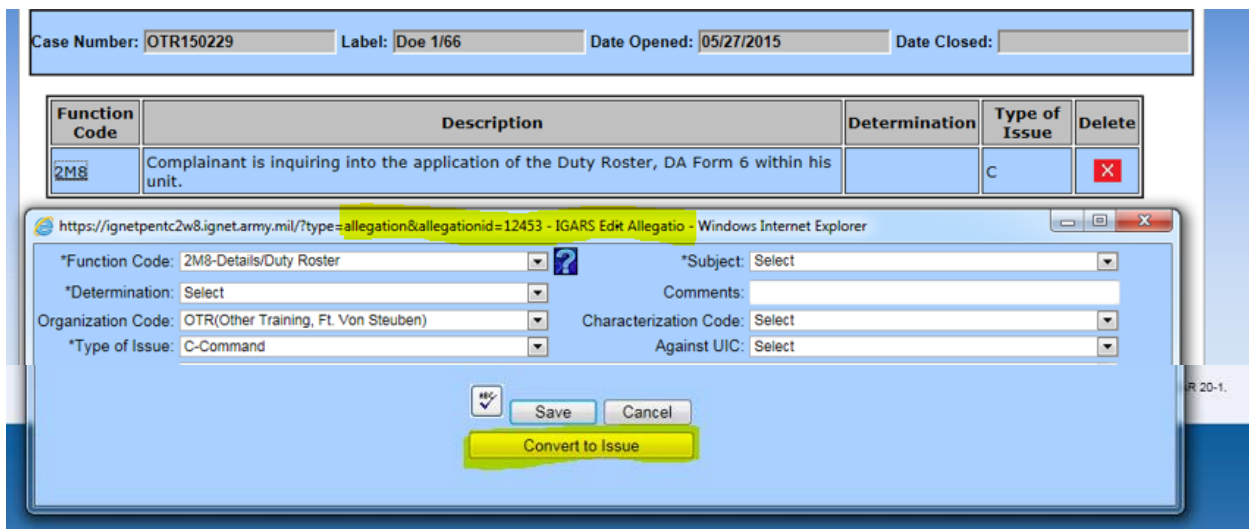


Figure 57
Convert Issue to Allegation (continued)

If you selected 'Convert to Allegation' by mistake, an allegation can also be converted to an Issue by selecting 'Convert to Issue.'

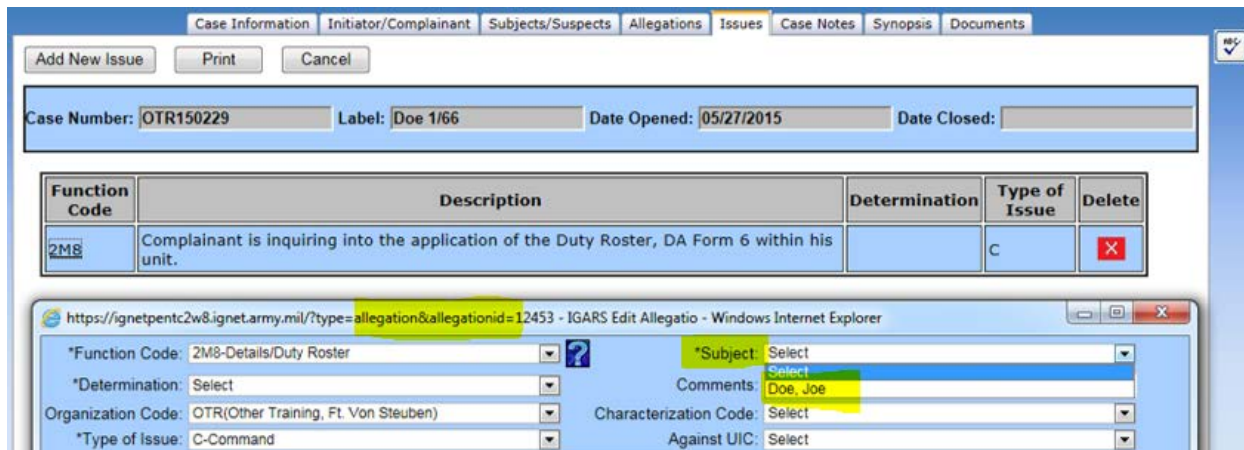


Figure 58
Link Subject and Stated Allegation

Notice that the 'Subject' dropdown now contains the name of the subject / suspect that was previously identified in the 'Subjects / Suspects' tab.

Multiple subjects / suspects can be identified in one IGAR for multiple allegations.

*Subject: A subject / suspect must first be loaded under the 'Subjects / Suspects' tab in order for the IG to link the allegation to the subject / suspect in IGARS. Once the subject / suspect is loaded, the individual's name will be available for selection in the drop down. Note that multiple subjects / suspects can be loaded into one case with different allegations for each. The IG must verify that the proper subject / suspect is linked to the correct allegation in IGARS.

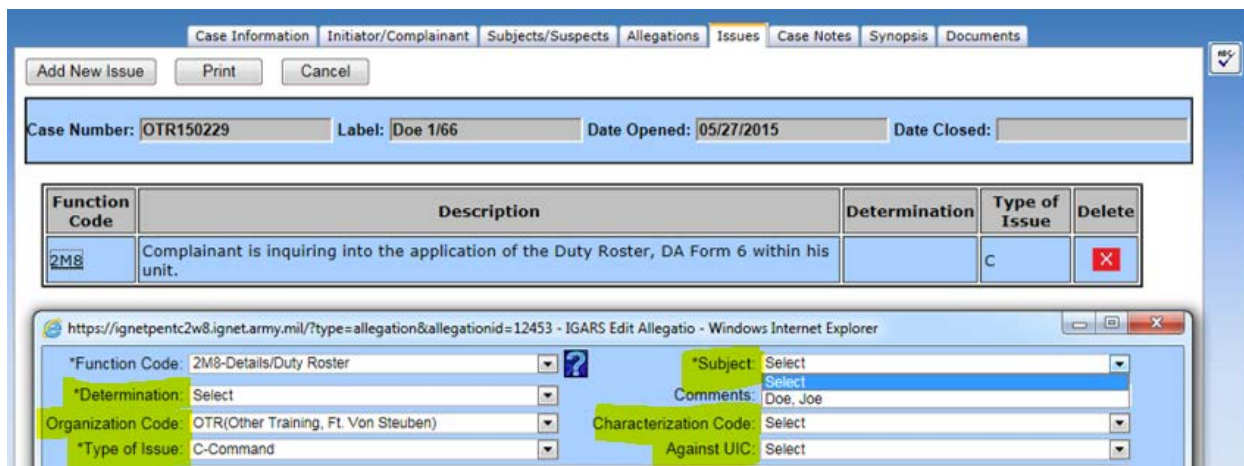


Figure 59
Allegations (continued)

*Determination: Substantiated or Not Substantiated. After the investigation has been approved, the determination of the allegation is recorded in this field.

Comments: There is no prescriptive requirement for this field. This is solely for local IGs use.

Characterization Code: See discussion of Characterization Codes on page 52. Not a mandatory field; but, if the allegation is associated with one of the named categories, select that category to allow for query.

*Type of Issue: See discussion of issue types on page 51. Select either Command or Installation.

Against UIC: If the subject / suspect is not currently assigned to the command in which the alleged allegation took place, and the local IG office has uploaded the UICs in the Utilities Function of IGARS, then the that UIC can be associated to the subject / suspect as well.

Note: Even though the 'Issue' tab is still highlighted, the complaint has in fact been converted to an allegation.

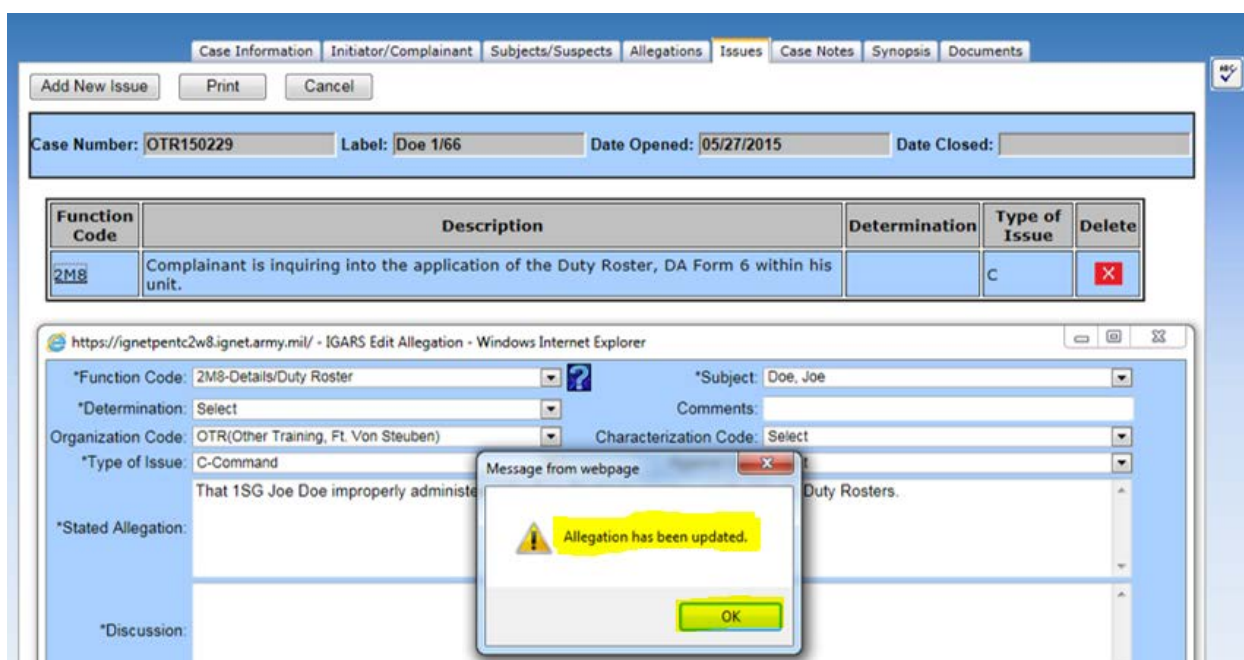


Figure 60
Allegations (continued)

"Allegation has been updated." Select 'Ok'.

Function Code	Description	Determination	Type of Issue	Subject/Suspect	Delete
2M8	That 1SG Joe Doe improperly administered the Duty Roster in violation of AR 220-45, Duty Rosters.		C	Doe, Joe	X

Figure 61
Allegations (continued)

The allegation now appears under the 'Allegations' tab with the Subject / Suspect.

Note: The 'Description' column is a legacy field.

Subject/Suspect	SSN	Grade	Component	Race	Allegations	Delete						
Doe, Joe	123456789	E8	Active Army	U	<table border="1"> <thead> <tr> <th>Function Code</th> <th>Description</th> <th>Determination</th> </tr> </thead> <tbody> <tr> <td>2M8</td> <td>That 1SG Joe Doe improperly administered the Duty Roster in violation of AR 220-45, Duty Rosters.</td> <td></td> </tr> </tbody> </table>	Function Code	Description	Determination	2M8	That 1SG Joe Doe improperly administered the Duty Roster in violation of AR 220-45, Duty Rosters.		X
Function Code	Description	Determination										
2M8	That 1SG Joe Doe improperly administered the Duty Roster in violation of AR 220-45, Duty Rosters.											

Figure 62
Subjects / Suspects Linked to Allegations

Going back to the 'Subjects / Suspects' tab, the view will now reflect the 'Allegation' associated with the subject / suspect.

Note: The 'Description' column is a legacy field.

Figure 63
Subjects/Suspects Linked to Allegations

By selecting the subject / suspect name hyperlink, additional data will be visible. Additional Allegations against the subject / suspect can be added here by selecting 'Add new Allegations'. If any changes are made, ensure you select 'Save' to save your work.

Note: The 'Description' column is a legacy field.

Figure 64
Finalize the Case – Complete the Synopsis

After opening the case in IGARS, the IG will continue through the IGAP process. Upon addressing all issues and allegations, the IG will complete the synopsis in Step 7 of the IGAP.

In order to close out the case, the IG will ensure all case notes are completed, all relevant documents have been uploaded, determinations for issues and allegations recorded, final subject / suspect notifications completed, and the case is closed in IGARS.

Complete the 'Synopsis' section and select 'Save.'

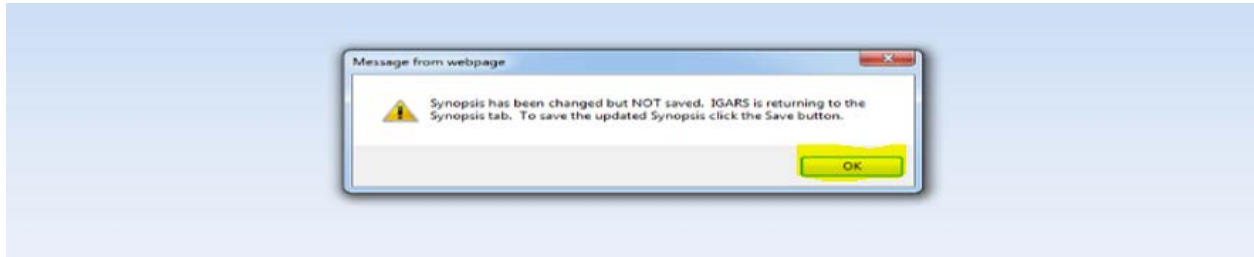


Figure 65
Finalize the Case – Complete the Synopsis (continued)

Select 'Ok.'

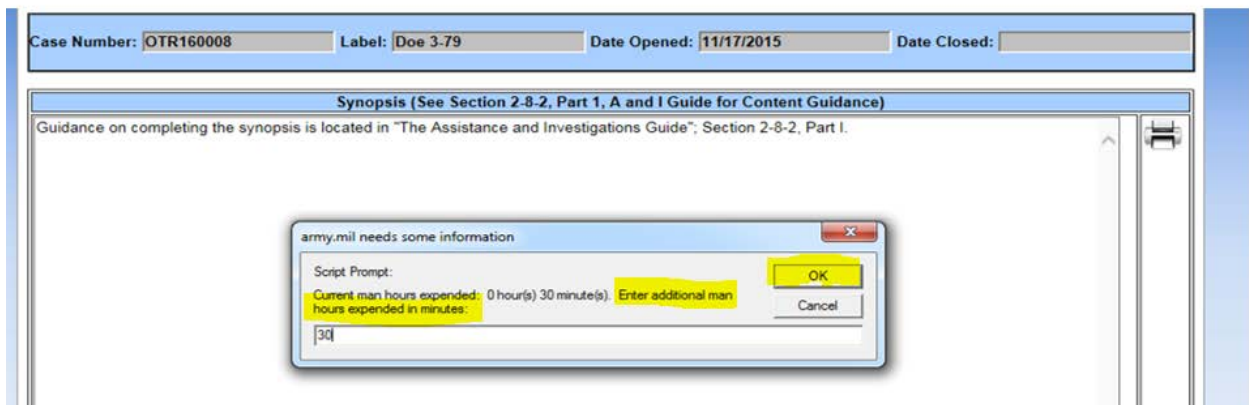


Figure 66
Finalize the Case – Complete the Synopsis (continued)

Select 'Save' again and enter any addition time expended in minutes. Select 'Ok.'

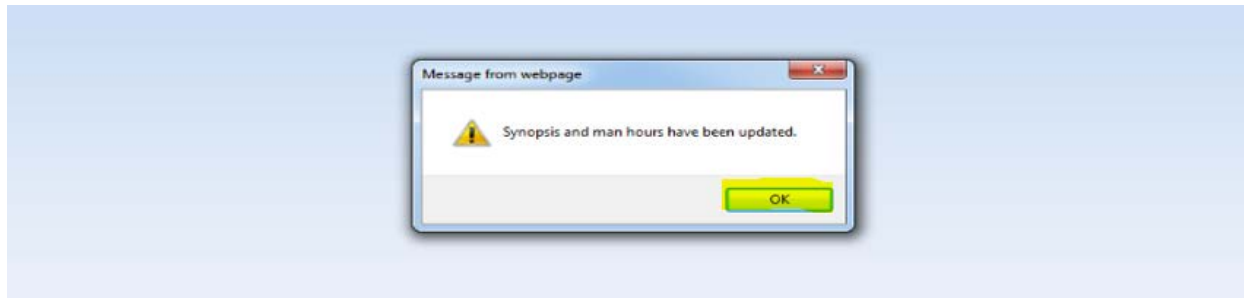


Figure 67
Finalize the Case – Complete the Synopsis (continued)

Select 'Ok.'

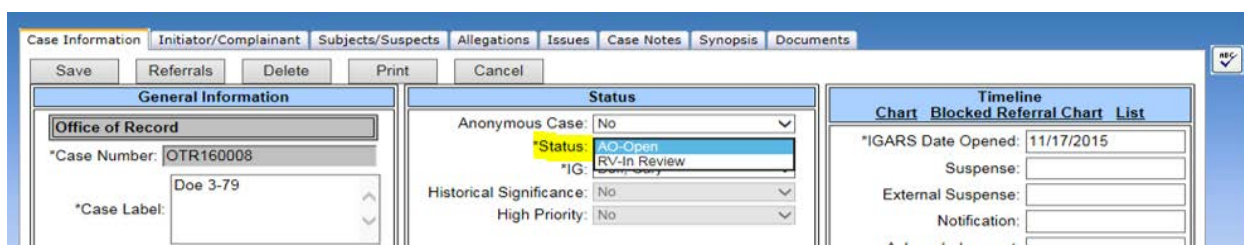


Figure 68
Case 'Status'

When the local IG has completed the case, there may be a review process. This review could be a legal-sufficiency review or a review by the Directing Authority for approval or concurrence.

While the IG is waiting to close the case, change the status to 'RV – In Review.' This status will allow those with visibility of your cases to know that the case is nearing completion and that a review is in progress in preparation for closure.

The screenshot shows the 'Case Information' tab of the IGARS system. The 'IGARS Date Closed' field is highlighted in yellow. A calendar pop-up is visible for August 2016, with the 23rd highlighted. The form includes sections for General Information, Status, and Timeline.

Figure 69
IGARS Date Closed

Once the review process is completed, return to the 'Case Information' tab.

Select the date that the case was closed from the 'IGARS Date Closed' field and select 'Save.'

The screenshot shows the 'IGAR Close Out Report for OTR160908'. The report is 100% complete. Three error messages are highlighted in yellow: 'receipt mode cannot be blank', 'complaint made to cannot be blank', and 'Dog final subject notification is blank'. The report is 100% complete.

Figure 70
IGARS Close Out Report

IGARS will notify the IG if there are mandatory fields that are not completed before the case can be closed. In this case, three fields must be completed prior to closing the case. The hyperlinks will take you to those respective fields for completion. Or, by selecting the 'Case Number,' the hyperlink will return you to the case.



Figure 71
IGARS Close Out Report

Once all mandatory fields have been completed and the 'IGARS Closed Date' has been submitted, the IGARS 'Close Out Report' will reflect 'IGAR Closed.'



Figure 72
Initiator is Anonymous or Requests Anonymity

The screenshot shows the 'Case Information' form in the IGARS system. It is divided into three main sections: General Information, Status, and Timeline. In the Status section, the 'Anonymous Case' dropdown is set to 'Yes'. The General Information section includes fields for Case Number (OTR 15), Case Label, Received From (M-Army IG), Control Number, and Receipt Mode. The Timeline section shows the IGARS Date Opened as 5/27/2015 and includes fields for Suspense, External Suspense, Notification, Acknowledgement, and IGARS Date Closed.

Figure 73
Initiator is Anonymous or Request Anonymity (continued)

While the Initiator / Complainant tab is still visible and reflects that it's a mandatory data field, IGARS will allow the IG to close the case without any Initiator or Complainant if the 'Anonymous Case' selection is 'Yes' under the 'Status' column. Selecting the 'Initiator is Anonymous or Request Anonymity' radial button will automatically change the status to 'Yes.'

Other functionalities in IGARS are the same as previously described.

The screenshot shows the 'Add New Standard IGAR' form. It features a 'Date Opened' field with the value 5/27/2015. Below this is the 'Type of Case' section with three radio button options: 'Initiator is Anonymous or Request Anonymity', 'Initiator is the Individual with the Complaint', and 'Initiator is Inquiring on Behalf of Someone'. The third option is selected. There are 'Continue' and 'Cancel' buttons at the bottom.

Figure 74
Initiator is Inquiring on Behalf of Someone

Selecting the 'Initiator is Inquiring on Behalf of Someone' is no different from the default selection; 'Initiator is the Individual with the Complaint.' The only exception is the initiator is a third party.

Other functionalities in IGARS are the same as previously described.

Chapter 5

Search

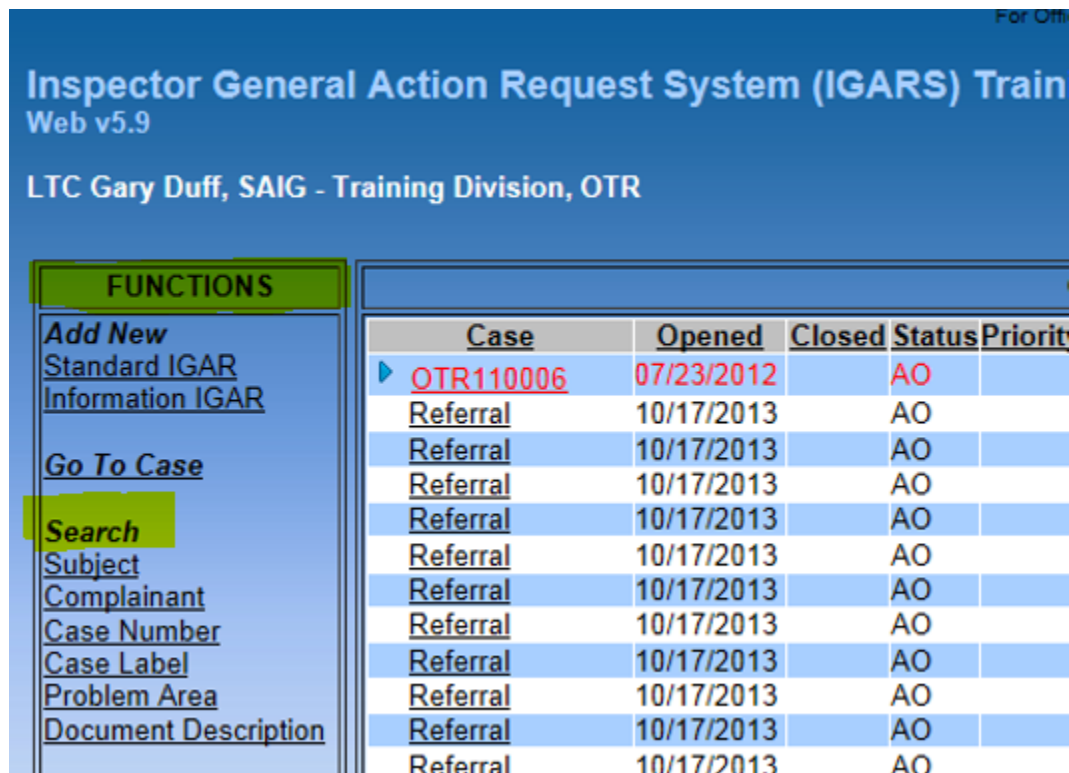


Figure 1
Search

The 'Search' function allows the IG to quickly find cases containing select information.

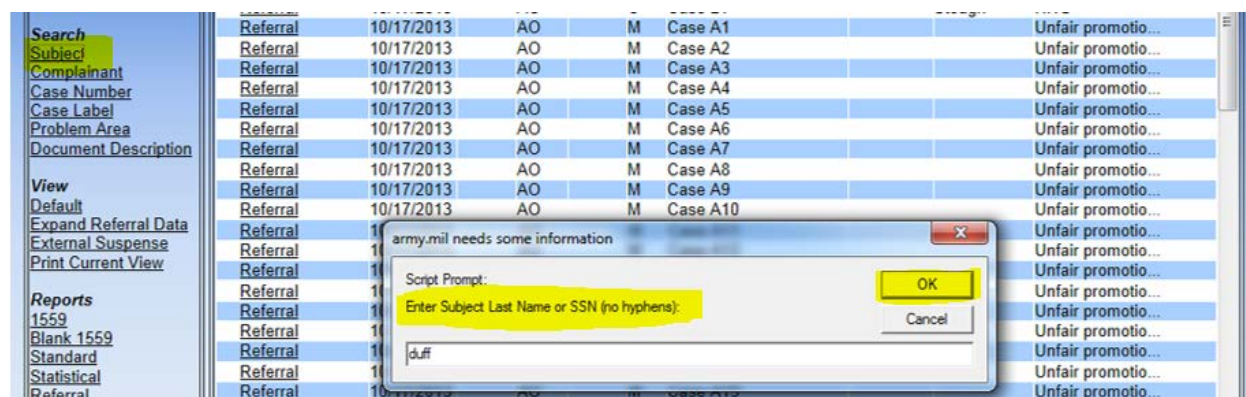


Figure 2
Search Subject

The 'Subject' search functionality will allow the IG to find a subject / suspect by last name or Social Security Number (no hyphens).

Selecting the 'Subject' hyperlink, a search window will appear. Input the last name or SSN of the subject's / suspect's case for whom you are looking and select, 'Ok.'

Inspector General Action Request System (IGARS) Training
Web v5.9
LTC Gary Duff, SAIG - Training Division, OTR

Updates FAQs Home Logout

FUNCTIONS		SUBJECT SEARCH: duff									
		Case	Opened	Closed	Label	Component	Last Name	First Name	MI	Gender	Grade
Add New Standard IGAR Information IGAR Go To Case Search Subject Complainant Case Number Case Label Problem Area Document Description		OTR140242	07/29/2014		Duff - HHG		duff	gary		0	
		OTR140248	07/30/2014	07/30/2014	Duff - 98th DIV	Army Reserve AGR	Duff	Gary		0	O5
		OTR140286	09/23/2014		Duff	Army Reserve AGR	Duff	Gary		0	O5
		OTR140288	09/24/2014		Duff 3-79	Army Reserve AGR	Duff	Gary		0	O5
		OTR140290	09/25/2014		Duff 3-79	Army Reserve AGR	Duff	Gary		0	O5
		OTR150036	12/16/2014		Duff 3-79	Army Reserve AGR	Duff	Gary		0	O5
		OTR150066	12/17/2014		Duff 3-79	Army Reserve AGR	Duff	Gary		0	O5
		OTR150087	12/18/2014		Duff 3-79	Army Reserve AGR	Duff	Gary		0	O5

Figure 3
Search Subject (continued)

Any case that has that 'Subject' or 'Suspect' last name will be returned. SSNs are preferable in this search functionality as it will definitely bring back the 'Subject' or 'Suspect' sought after.

Note: Case information for only those case numbers that originated or were referred to your office will be available for further review.

FUNCTIONS

OPEN CASES OFFICE: OTR

Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
OTR110000	07/23/2012		AO		M	Whistleblower (P)	Duff, Gary	Doe	Whistleblower r...
Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Referral	10/17/2013		AO		M	Case A1			Unfair promotio...
Referral	10/17/2013		AO		M	Case A2			Unfair promotio...
Referral	10/17/2013		AO		M	Case A3			Unfair promotio...
Referral	10/17/2013		AO		M	Case A4			Unfair promotio...
Referral	10/17/2013		AO		M	Case A5			Unfair promotio...
Referral	10/17/2013		AO		M	Case A6			Unfair promotio...
Referral	10/17/2013		AO		M	Case A7			Unfair promotio...
Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
Referral	10/17/2013		AO		M	Case A8			Unfair promotio...

Search Dialog Box:
 Script Prompt
 Enter Complainant Last Name
 [Stough]
 [OK] [Cancel]

Figure 4
Search Complainant

The 'Complainant' search functionality is similar to that of the 'Subject' search; however, it will not search by a complainant's SSN.

FUNCTIONS		COMPLAINANT SEARCH: stough								
	Case	Opened	Closed	Label	Component	Last Name	First Name	MI	Gender	Grade
Add New	OTR140139	06/17/2014	06/17/2014	Delivery of HHG	Business	stough			M	CIV
Standard IGAR Information IGAR	DIH112001	10/17/2010		IG 01 L	Active Army	Stough	Toni		F	E4
Go To Case	FZ112001	10/17/2010		IG 01 L	Active Army	Stough	Toni		F	E4
Search	F2112001	10/17/2010		IG 01 L	Active Army	Stough	Toni		F	E4
Subject	DIH112002	10/17/2010		IG 02 L	Active Army	Stough	Toni		F	E4
Complainant	FZ112002	10/17/2010		IG 02 L	Active Army	Stough	Toni		F	E4
Case Number	F2112002	10/17/2010		IG 02 L	Active Army	Stough	Toni		F	E4
Case Label	DIH112003	10/17/2010		IG 03 L	Active Army	Stough	Toni		F	E4
Problem Area	FZ112003	10/17/2010		IG 03 L	Active Army	Stough	Toni		F	E4
Document Description	F2112003	10/17/2010		IG 03 L	Active Army	Stough	Toni		F	E4
View	DIH112004	10/17/2010		IG 04 L	Active Army	Stough	Toni		F	E4
Default	FZ112004	10/17/2010		IG 04 L	Active Army	Stough	Toni		F	E4
Expand Referral Data	DIH112005	10/17/2010		IG 05 L	Active Army	Stough	Toni		F	E4
External Suspense	FZ112005	10/17/2010		IG 05 L	Active Army	Stough	Toni		F	E4
Print Current View	F2112005	10/17/2010		IG 05 L	Active Army	Stough	Toni		F	E4
	DIH112006	10/17/2010		IG 06 L	Active Army	Stough	Toni		F	E4

Figure 5
Search Complainant (continued)

The last name search of the 'Complainant' will bring back all cases in IGARS with that last name. The IG will have to carefully review the cases to determine if any of them are his or her complainant.

Again, only those cases that originated in your office with the underlined case number hyperlink will be available for selection and view of case information. If the IG believes the complainant has filed a complaint with another IG, using the office code of the case, the IG can find out who the owning IG office is and call them to determine if the complaint has already been presented and / or resolved.

Notice that most of the cases are not hyperlinked and did not originate from the OTR office. IGs in the OTR office are not privy to the details of any case other than OTR140139.

FUNCTIONS		OPEN CASES OFFICE: OTR								
	Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
Add New	OTR110006	07/23/2012		AO		M	Whistleblower (P)	Duff, Gary	Doe	Whistleblower r...
Standard IGAR Information IGAR	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Go To Case	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Search	Referral	10/17/2013		AO		M	Case A1			Unfair promotio...
Subject	Referral	10/17/2013		AO		M	Case A2			Unfair promotio...
Complainant	Referral	10/17/2013		AO		M	Case A3			Unfair promotio...
Case Number	Referral	10/17/2013		AO		M	Case A4			Unfair promotio...
Case Label	Referral	10/17/2013		AO		M	Case A5			Unfair promotio...
Problem Area	Referral	10/17/2013		AO		M	Case A6			Unfair promotio...
Document Description	Referral	10/17/2013		AO		M	Case A7			Unfair promotio...
View	Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
Default	Referral	10/17/2013		AO		M	Case A9			Unfair promotio...
Expand Referral Data	Referral	10/1								Unfair promotio...
External Suspense	Referral	10/1								Unfair promotio...
Print Current View	Referral	10/1								Unfair promotio...
Reports	Referral	10/1								Unfair promotio...
1559	Referral	10/17/2013		AO		M	Case A10			Unfair promotio...

Figure 6
Search Case Number

The 'Search' function will also allow the IG to search by 'Case Number.' By selecting the hyperlinked 'Case Number' under 'Search,' a search window will appear. Any or all of a case number can be put into the search box. Perhaps the IG only wants to see cases from a specific fiscal year. In the example provided, the IG would type in "OTR14" and select 'Ok.'

FUNCTIONS	CASE NUMBER SEARCH: otr16									
	Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
Add New Standard IGAR Information IGAR Go To Case Search Subject Complainant Case Number Case Label Problem Area Document Description	OTR160001	10/01/2015	10/01/2015	CL			AR 350-1 APPX H	Duff	Duff	
	OTR160002	11/03/2015	11/03/2015	CL			AR 600-20	Duff	Duff	
	OTR160003	11/04/2015	11/04/2015	CL			AR 600-20	Duff	Duff	
	OTR160004	11/04/2015		AO		M	Duff 3-79	Duff	Duff	pay, not enough
	OTR160005	11/05/2015	11/05/2015	CL			AR 350-1	Duff	Duff	
	OTR160006	11/05/2015		AO		M	Duff 3-79	Duff	Duff	duty roster
	OTR160007	11/17/2015	11/17/2015	CL			AR 600-20	Duff	Doe	
	OTR160008	11/17/2015	11/17/2015	CL		M	Doe 3-79	Duff	Doe	Duty Roster Procedures...

8 cases

Figure 7
Search Case Number (continued)

In the search for cases numbers that began with "OTR16," that is, cases for the OTR office in fiscal year 2016, the search resulted in 8 cases.

FUNCTIONS	OPEN CASES OFFICE: OTR									
	Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
Add New Standard IGAR Information IGAR Go To Case Search Subject Complainant Case Number Case Label Problem Area Document Description View Default Expand Referral Data External Suspense Print Current View Reports 1559	OTR110006	07/23/2012		AO		M	Whistleblower (P)	Duff, Gary	Doe	Whistleblower r...
	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
	Referral	10/17/2013		AO		M	Case A1			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A2			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A3			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A4			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A5			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A6			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A7			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A9			Unfair promotio...
	Referral	10/17/2K								Unfair promotio...
	Referral	10/17/2K								Unfair promotio...
	Referral	10/17/2K								Unfair promotio...
Referral	10/17/2K								Unfair promotio...	

Figure 8
Search Case Label

The 'Case Label' is a mandatory field in IGARS, but there is nothing prescriptive in AR 20-1 or The Assistance and Investigations Guide directing what the local IG office must put in that field. Typically, the complainant's last name and unit of assignment (if military) are put in that field. Sometimes IG offices also put a short description of the problem area. Regardless,

whatever the standard is for your office, you can search the database for cases based on key words put into the 'Case Label' field.

Select the 'Case Label' hyperlink. The search window will appear. Put the key word for your case label in the search box and select 'Ok.'

FUNCTIONS	CASE LABEL SEARCH: HHG									
	Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
Add New Standard IGAR Information IGAR Go To Case Search Subject Complainant Case Number Case Label Problem Area Document Description	OTR110003	05/15/2014		AO		X	HHG Delivery	Torrescruz		HHG Delivery
	OTR110052	09/28/2011	09/28/2011	CL		M	Delivery of HHG	Verdejo	STOUGH	Delivery of HHG
	OTR110167	09/29/2011	09/29/2011	CL		M	HHG Delivery	Verdejo	STOUGH	HHG Delivery
	OTR140096	05/14/2014	05/14/2014	CL			hhg	Bashaw	b	
	OTR140139	06/17/2014	06/17/2014	CL		M	Delivery of HHG	Bashaw	stough	Delivery of hou...
	OTR140242	07/29/2014		AO		M	Duff - HHG	Duff	Duff	HHG
	OTR140250	07/31/2014		AO		M	HHG	Duff	Duff	HHG
	OTR149000	01/27/2014		RO		M	HHG	Bashaw	Stough	Non-receipt of ...
	OTR150008	11/05/2014	11/05/2014	CL		M	Duff 3-79 HHG	Duff	Duff	HHG
	OTR150034	11/06/2014	11/06/2014	CL		M	Duff 3-79 HHG	Duff	Duff	HHG

Figure 9
Search Case Label (continued)

In this case, we were looking for any 'Case Labels' containing "HHG," which brought back 10 cases.

FUNCTIONS	OPEN CASES OFFICE: OTR									
	Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
Add New Standard IGAR Information IGAR Go To Case Search Subject Complainant Case Number Case Label Problem Area Document Description View Default Expand Referral Data External Suspense Print Current View Reports	OTR110006	07/23/2012		AO		M	Whistleblower (P)	Duff, Gary	Doe	Whistleblower r...
	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
	Referral	10/17/2013		AO		M	Case A1			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A2			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A3			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A4			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A5			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A6			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A7			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
	Referral	10/17/2013		AO		M	Case A8			Unfair promotio...

Figure 10
Search Problem Area

The 'Problem Area' is also searchable for key words. After you select the 'Problem Area' hyperlink, a search box will appear. Type in the key word you are searching for in the 'Problem Area' and select "Ok."

FUNCTIONS	PROBLEM AREA SEARCH: pay									
	Case ^	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
Add New	OTR160020	02/09/2016	02/09/2016	CL		M	Duff 1-66	Duff	Duff	pay
Standard IGAR	OTR150236	07/30/2015		AO		M	Duff 1/66	Duff	Duff	Pay
Information IGAR	OTR150234	07/29/2015		AO		M	Duff 1/66	Duff	duff	pay
Go To Case	OTR150232	07/28/2015		AO		M	Duff 1/66	Duff	Duff	pay
Search	OTR150159	05/12/2015		AO		M	Duff 1/66	Duff	Duff	pay
Subject	OTR150151	02/12/2015		AO		M	Duff 3/79	Duff	duff	not enough pay
Complainant	OTR150145	02/10/2015		AO		M	Duff 3/79	Duff	Duff	Not enough pay
Case Number	OTR150087	12/18/2014		AO		M	Duff 3-79	Duff	Duff	Pay, not enough
Case Label	OTR150066	12/17/2014		AO		M	Duff 3-79	Duff	Duff	Pay
Problem Area	OTR140288	09/24/2014		AO		M	Duff 3-79	Duff	Duff	Pay
Document Description	OTR140286	09/23/2014		AO		M	Duff	Duff	Duff	Pay

Figure 11
Search Problem Area (continued)

In this scenario, we were looking for cases that had the key word "pay" in the 'Problem Area.'

FUNCTIONS	OPEN CASES OFFICE: OTR									
	Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
Add New	OTR110006	07/23/2012		AO		M	Whistleblower (P)	Duff, Gary	Doe	Whistleblower r...
Standard IGAR	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Information IGAR	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Go To Case	Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Search	Referral	10/17/2013		AO		M	Case A1			Unfair promotio...
Subject	Referral	10/17/2013		AO		M	Case A2			Unfair promotio...
Complainant	Referral	10/17/2013		AO		M	Case A3			Unfair promotio...
Case Number	Referral	10/17/2013		AO		M	Case A4			Unfair promotio...
Case Label	Referral	10/17/2013		AO		M	Case A5			Unfair promotio...
Problem Area	Referral	10/17/2013		AO		M	Case A6			Unfair promotio...
Document Description	Referral	10/17/2013		AO		M	Case A7			Unfair promotio...
View	Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
Default	Referral	10/17/2013		AO		M	Case A9			Unfair promotio...
Expand Referral Data	Referral	10/17/2013		AO		M	Case A10			Unfair promotio...
External Suspense	Referral	10/17/2013		AO		M	Case A11			Unfair promotio...
Print Current View	Referral	10/17/2013		AO		M	Case A12			Unfair promotio...
Reports	Referral	10/17/2013		AO		M	Case A13			Unfair promotio...
1559	Referral	10/17/2013		AO		M	Case A14			Unfair promotio...

Figure 12
Search Document Description

The 'Document Description' is also searchable for key words. After you select the 'Document Description' hyperlink, a search box will appear. Type in the key word that you are searching for in the 'Document Description' and select "Ok."

FUNCTIONS	DOCUMENT DESCRIPTION SEARCH: 1559										
Add New Standard IGAR Information IGAR Go To Case Search Subject Complainant Case Number Case Label Problem Area Document Description View Default Expand Referral Data External Suspense Print Current View Reports	Case	Opened	Closed	Status	Priority	Type	Label	Document Description	Date/Time Uploaded	File	
	OTR140250	07/31/2014			AO		M	HHG	DOC 1 - DA Form 1559	1/23/2015 7:30:00 AM	OTR140250_Doc 1 - Stough DA 1559.pdf
	OTR140286	09/23/2014			AO		M	Duff	Stough_DA_1559.pdf	9/23/2014 10:41:00 AM	OTR140286_Stough_DA_1559.pdf
	OTR140288	09/24/2014			AO		M	Duff 3-79	1559	9/24/2014 10:31:00 AM	OTR140288_Stough_DA_1559.pdf
	OTR140290	09/25/2014			AO		M	Duff 3-79	Stough_DA_1559.pdf	9/25/2014 10:43:00 AM	OTR140290_Stough_DA_1559.pdf
	OTR149000	01/27/2014			RO		M	HHG	Doc 1 - Stough DA 1559	4/24/2014 12:13:00 PM	OTR149000_Doc 1 - Stough DA 1559.pdf
	OTR150034	11/06/2014	11/06/2014		CL		M	Duff 3-79 HHG	DOC 1 1559	11/6/2014 10:46:00 AM	OTR150034_Stough_DA_1559.pdf
9 cases											

Figure 13
Search Document Description (continued)

This 'Search' brought back 9 cases that contained the number "1559." The IG can select the hyperlinked case number to view the entire case or the hyperlinked 'File' name to view the document.

Chapter 6

View

The 'View' Function allows the user to see a variety of case information in several levels of detail.

Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
OTR110000	07/23/2012		AO		M	Whistleblower (P)	Duff, Gary	Doe	Whistleblower r...
Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Referral	10/17/2013		AO		C	Case L1		Stough	HHG
Referral	10/17/2013		AO		M	Case A1			Unfair promotio...
Referral	10/17/2013		AO		M	Case A2			Unfair promotio...
Referral	10/17/2013		AO		M	Case A3			Unfair promotio...
Referral	10/17/2013		AO		M	Case A4			Unfair promotio...
Referral	10/17/2013		AO		M	Case A5			Unfair promotio...
Referral	10/17/2013		AO		M	Case A6			Unfair promotio...
Referral	10/17/2013		AO		M	Case A7			Unfair promotio...
Referral	10/17/2013		AO		M	Case A8			Unfair promotio...
Referral	10/17/2013		AO		M	Case A9			Unfair promotio...
Referral	10/17/2013		AO		M	Case A10			Unfair promotio...
Referral	10/17/2013		AO		M	Case A11			Unfair promotio...
Referral	10/17/2013		AO		M	Case A12			Unfair promotio...
Referral	10/17/2013		AO		M	Case A13			Unfair promotio...

Figure 1
View

Under 'View,' select the 'Default' hyperlink if you want to return the screen to the main page. If any of the data is manipulated or sorted on the main screen, selecting 'Default' will return it to the main page as viewed when you normally log in.

Selecting 'the Home' hyperlink located under the IG crest will also return you to the main page but will not refresh the data viewed in the middle of the screen as the 'Default' will.

Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
Referral	10/17/2013		AO		M	Case D46			
Referral	10/17/2013		AO		M	Case D47			
Referral	10/17/2013		AO		M	Case D48			
Referral	10/17/2013		AO		M	Case D49			
Referral	10/17/2013		AO		M	Case D50			
Referral	10/17/2013		AO		M	Case D51			
Referral	10/17/2013		AO		M	Case D52			
Referral	10/17/2013		AO		M	Case D53			
Referral	10/17/2013		AO		M	Case D54			
OTR109562 (DO)	10/17/2010		RV		M	Anon - DO Test	Guertin	Whitman	Insufficient Pa...
OTR110003	05/15/2014		AO		X	HHG Delivery	Torrescruz		HHG Delivery
OTR110004	09/27/2011		AO		M	Non-Support (2)	Haughton	Capps	Non-Support (2)
OTR110005	09/27/2011		AO		M	Non-Support (3)	Guertin	Jones	Non-Support (3)
OTR110087	09/12/2012		AO		M	MEB (C)	Verdejo	Casey	Untimely MED Pr...
OTR120120	08/15/2012		AO		M	AGR Program (M)	Duff	Doe	AGR Program
OTR140012	03/18/2014		RO		M	help	Bashaw	x	help
OTR140071	03/02/2014		AO		M	ORB	Bashaw		Personnel Issue
OTR140072	04/23/2014		AO		C	Case L1	Bashaw	Stough	HHG

Figure 2
Expand Referral Data

The blue sideways-leaning triangle identifies a case that the local IG office is referring to another IG Office. As discussed in another section, clicking on the blue triangle will bring up the referral window. Selecting the 'Expand Referral Data' hyperlink under 'View' will present the referral data on the main page.

Select the hyperlink, 'Expand Referral Data.'

FUNCTIONS		OPEN CASES OFFICE: OTR						
Add New Standard IGAR Information IGAR Go To Case Search Subject Complainant Case Number Case Label Problem Area Document Description View Default Expand Referral Data External Suspense Print Current View Reports 1559 Blank 1559 Standard Statistical Referral Man Hour/Days Open	Referral	10/17/2013	AO	M	Case D46			
	Referral	10/17/2013	AO	M	Case D47			
	Referral	10/17/2013	AO	M	Case D48			
	Referral	10/17/2013	AO	M	Case D49			
	Referral	10/17/2013	AO	M	Case D50			
	Referral	10/17/2013	AO	M	Case D51			
	Referral	10/17/2013	AO	M	Case D52			
	Referral	10/17/2013	AO	M	Case D53			
	Referral	10/17/2013	AO	M	Case D54			
	OTR109562 (DO)	10/17/2010	RV	M	Anon - DO Test	Guertin	Whitman	Insufficient Pa...
	Referral	10/17/2010	AO	C	To:103ESC From:OTR	Shillingford	RV:	ACK:
	OTR110003	05/15/2014	AO	X	HHG Delivery	Torrescruz		HHG Delivery
	Referral	09/27/2011	RV	M	To:DO From:OTR	Lovell	RV:	ACK:
	OTR110004	09/27/2011	AO	M	Non-Support (2)	Haughton	Capps	Non-Support (2)
	Referral	09/27/2011	AO	M	To:74E From:OTR	Bashaw	RV:	ACK:
OTR110005	09/27/2011	AO	M	Non-Support (3)	Guertin	Jones	Non-Support (3)	
OTR110087	09/12/2012	AO	M	MEB (C)	Verdejo	Casey	Untimely MED Pr...	
OTR110087	09/12/2012	AO	M	ORR Refer Only	Verdejo			
Referral	09/12/2012	AO	M	To:103ESC From:OTR	Bates	RV:	ACK:	
OTR120128	08/15/2012	AO	M	AGR Program (M)	Griffith	Manns	AGR Program	
Referral	08/15/2012	AO	M	To:NFL From:OTR	Griffith	RV:	ACK:	

Figure 3
Expand Referral Data (continued)

The referral data is now expanded and presented in an abbreviated fashion on the main page under the local IG's case data for quick reference. The expanded referral data will allow the IG to quickly review all cases that are on the main page out for referral.

Select 'Default' and the expanded referral data will disappear and be replaced by the blue triangles again.

FUNCTIONS		OPEN CASES OFFICE: OTR								
Add New Standard IGAR Information IGAR Go To Case Search Subject Complainant Case Number Case Label Problem Area Document Description View Default Expand Referral Data External Suspense Print Current View	Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
	▶ OTR110006	07/23/2012		AO	M	Whistleblower (P)		Duff, Gary	Doe	Whistleblower r...
	Referral	10/17/2013		AO	C	Case L1			Stough	HHG
	Referral	10/17/2013		AO	C	Case L1			Stough	HHG
	Referral	10/17/2013		AO	C	Case L1			Stough	HHG
	Referral	10/17/2013		AO	M	Case A1				Unfair promotio...
	Referral	10/17/2013		AO	M	Case A2				Unfair promotio...
	Referral	10/17/2013		AO	M	Case A3				Unfair promotio...
	Referral	10/17/2013		AO	M	Case A4				Unfair promotio...
	Referral	10/17/2013		AO	M	Case A5				Unfair promotio...
	Referral	10/17/2013		AO	M	Case A6				Unfair promotio...
	Referral	10/17/2013		AO	M	Case A7				Unfair promotio...
	Referral	10/17/2013		AO	M	Case A8				Unfair promotio...
	Referral	10/17/2013		AO	M	Case A9				Unfair promotio...
	Referral	10/17/2013		AO	M	Case A10				Unfair promotio...
Referral	10/17/2013		AO	M	Case A11				Unfair promotio...	
Referral	10/17/2013		AO	M	Case A12				Unfair promotio...	
Referral	10/17/2013		AO	M	Case A13				Unfair promotio...	

Figure 4
External Suspense

Selecting the 'External Suspense' hyperlink under 'View' will reveal the open cases with an external suspense on the main page. Select 'External Suspense.'

EXTERNAL SUSPENSE OPEN CASES OFFICE: OTR										
Case	Opened	External Suspense	Status	Priority	Type	Label	IG	Complainant	Problem Area	
OTR109562 (DO)	10/17/2010	11/30/2012	RV		M	Anon - DO Test	Duff, Gary	Doe	Insufficient Pa...	
OTR150229	05/27/2015	08/01/2015	AO		M	Doe 1/66	Duff, Gary	Doe	Duty Roster Pro...	

Figure 5
External Suspense (continued)

Of the open cases in our office, only one has an external suspense. To return to the main page showing all open cases, select 'Default.'

OPEN CASES OFFICE: OTR										
Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area	
OTR110006	07/23/2012		AO		M	Whistleblower (P)	Duff, Gary	Doe	Whistleblower r...	
Referral	10/17/2013		AO		C	Case L1		Stough	HHG	
Referral	10/17/2013		AO		C	Case L1		Stough	HHG	
Referral	10/17/2013		AO		C	Case L1		Stough	HHG	
Referral	10/17/2013		AO		M	Case A1			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A2			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A3			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A4			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A5			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A6			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A7			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A8			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A9			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A10			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A11			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A12			Unfair promotio...	
Referral	10/17/2013		AO		M	Case A13			Unfair promotio...	

Figure 6
Print Current View

If the IG wants to export all of the 'Open Cases' from the Main Page to view the data in Excel, select the 'Print Current View' hyperlink.

All cases located on the Main Page will be returned in the Excel spreadsheet.

Export

OPEN CASES OFFICE: OTR

Case	Opened	Closed	Status	Priority	Type	Label	Denial	IG	Complainant	Whistleblower reprisal	Disclaim Area
OTR110006	07/23/2012		AO	M	Case A1				Peters	Whistleblower reprisal	
Referral	10/17/2013		AO	C	Case L1				Stough	HHG	
Referral	10/17/2013		AO	C	Case L1				Stough	HHG	
Referral	10/17/2013		AO	C	Case L1				Stough	HHG	
Referral	10/17/2013		AO	M	Case A1						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A2						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A3						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A4						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A5						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A6						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A7						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A8						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A9						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A10						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A11						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A12						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A13						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A14						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A15						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A16						Unfair promotions in 3-79 AR

Figure 7
Print Current View (continued)

The basic case data as seen on the main page will be listed as represented in the figure. The data is not searchable in this format or easily viewed.

Select the 'Export' button in the upper left of the screen.

Referral	10/17/2013		AO	M	Case A48						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A49						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A50						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A51						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A52						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A53						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A54						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A55						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A56						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A57						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A58						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A59						Unfair promotions in 3-79 AR
Referral	10/17/2013		AO	M	Case A60						Unfair promotions in 3-79 AR

Do you want to open or save IGARSExport_3_23_2015.xls (73.9 KB) from igapentk2wh8lgnet.army.mil? Open Save Cancel

Figure 8
Print Current View (continued)

A warning banner may appear at the bottom of your screen.

Select 'Open'.



Figure 9
Print Current View (continued)

Another warning banner will appear; select 'Yes.'

Case	Opened	Closed	Status	Priority	Type	Label	IG	Complainant	Problem Area
3 OTR130006	07/23/2012		AO		M	Whistleblower (P)	Demery	Peters	Whistleblower reprisal
4 Referral	10/17/2013		AO		C	Case L1		Stough	HNG
5 Referral	10/17/2013		AO		C	Case L1		Stough	HNG
6 Referral	10/17/2013		AO		C	Case L1		Stough	HNG
7 Referral	10/17/2013		AO		M	Case A1			Unfair promotions in 3-79 AR
8 Referral	10/17/2013		AO		M	Case A2			Unfair promotions in 3-79 AR
9 Referral	10/17/2013		AO		M	Case A3			Unfair promotions in 3-79 AR
10 Referral	10/17/2013		AO		M	Case A4			Unfair promotions in 3-79 AR
11 Referral	10/17/2013		AO		M	Case A5			Unfair promotions in 3-79 AR
12 Referral	10/17/2013		AO		M	Case A6			Unfair promotions in 3-79 AR
13 Referral	10/17/2013		AO		M	Case A7			Unfair promotions in 3-79 AR
14 Referral	10/17/2013		AO		M	Case A8			Unfair promotions in 3-79 AR
15 Referral	10/17/2013		AO		M	Case A9			Unfair promotions in 3-79 AR
16 Referral	10/17/2013		AO		M	Case A10			Unfair promotions in 3-79 AR
17 Referral	10/17/2013		AO		M	Case A11			Unfair promotions in 3-79 AR
18 Referral	10/17/2013		AO		M	Case A12			Unfair promotions in 3-79 AR
19 Referral	10/17/2013		AO		M	Case A13			Unfair promotions in 3-79 AR
20 Referral	10/17/2013		AO		M	Case A14			Unfair promotions in 3-79 AR
21 Referral	10/17/2013		AO		M	Case A15			Unfair promotions in 3-79 AR
22 Referral	10/17/2013		AO		M	Case A16			Unfair promotions in 3-79 AR
23 Referral	10/17/2013		AO		M	Case A17			Unfair promotions in 3-79 AR
24 Referral	10/17/2013		AO		M	Case A18			Unfair promotions in 3-79 AR
25 Referral	10/17/2013		AO		M	Case A19			Unfair promotions in 3-79 AR
26 Referral	10/17/2013		AO		M	Case A20			Unfair promotions in 3-79 AR
27 Referral	10/17/2013		AO		M	Case A21			Unfair promotions in 3-79 AR
28 Referral	10/17/2013		AO		M	Case A22			Unfair promotions in 3-79 AR
29 Referral	10/17/2013		AO		M	Case A23			Unfair promotions in 3-79 AR
30 Referral	10/17/2013		AO		M	Case A24			Unfair promotions in 3-79 AR
31 Referral	10/17/2013		AO		M	Case A25			Unfair promotions in 3-79 AR
32 Referral	10/17/2013		AO		M	Case A26			Unfair promotions in 3-79 AR
33 Referral	10/17/2013		AO		M	Case A27			Unfair promotions in 3-79 AR
34 Referral	10/17/2013		AO		M	Case A28			Unfair promotions in 3-79 AR
35 Referral	10/17/2013		AO		M	Case A29			Unfair promotions in 3-79 AR
36 Referral	10/17/2013		AO		M	Case A30			Unfair promotions in 3-79 AR
37 Referral	10/17/2013		AO		M	Case A31			Unfair promotions in 3-79 AR
38 Referral	10/17/2013		AO		M	Case A32			Unfair promotions in 3-79 AR
39 Referral	10/17/2013		AO		M	Case A33			Unfair promotions in 3-79 AR
40 Referral	10/17/2013		AO		M	Case A34			Unfair promotions in 3-79 AR
41 Referral	10/17/2013		AO		M	Case A35			Unfair promotions in 3-79 AR
42 Referral	10/17/2013		AO		M	Case A36			Unfair promotions in 3-79 AR
43 Referral	10/17/2013		AO		M	Case A37			Unfair promotions in 3-79 AR
44 Referral	10/17/2013		AO		M	Case A38			Unfair promotions in 3-79 AR
45 Referral	10/17/2013		AO		M	Case A39			Unfair promotions in 3-79 AR
46 Referral	10/17/2013		AO		M	Case A40			Unfair promotions in 3-79 AR
47 Referral	10/17/2013		AO		M	Case A41			Unfair promotions in 3-79 AR

Figure 10
Print Current View (continued)

The case number and associated information from the main page are now available in an Excel format that can be saved to the desktop or searched.

The 'Print Current View' functionality works the same way throughout IGARS.

Chapter 7

Standard Reports - Individual Case 1559; Blank e1559; Predefined (Standard) Reports

FUNCTIONS	OPEN CASES OFFICE: OTR						
	Case	Opened	Closed	Status	Priority	Type	Label
Add New Standard IGAR Information IGAR Go To Case Search Subject Complainant Case Number Case Label Problem Area Document Description View Default Expand Referral Data External Suspense Print Current View Reports 1559 Blank 1559 Standard Statistical Referral Man Hour/Days Open Ad Hoc Query	▶ OTR110006	07/23/2012		AO		M	Whistleblower (P)
	Referral	10/17/2013		AO		C	Case L1
	Referral	10/17/2013		AO		C	Case L1
	Referral	10/17/2013		AO		M	Case A11
	Referral	10/17/2013		AO		M	Case A33
	Referral	10/17/2013		AO		M	Case A34
	Referral	10/17/2013		AO		M	Case A35
	Referral	10/17/2013		AO		M	Case A36
	Referral	10/17/2013		AO		M	Case A37
	Referral	10/17/2013		AO		M	Case A38
	Referral	10/17/2013		AO		M	Case A39
	Referral	10/17/2013		AO		M	Case A40
	Referral	10/17/2013		AO		M	Case A41
	Referral	10/17/2013		AO		M	Case A42
	Referral	10/17/2013		AO		M	Case A43
	Referral	10/17/2013		AO		M	Case A44
	Referral	10/17/2013		AO		M	Case A45
	Referral	10/17/2013		AO		M	Case A46
	Referral	10/17/2013		AO		M	Case A47
	Referral	10/17/2013		AO		M	Case A48
	Referral	10/17/2013		AO		M	Case A49
	Referral	10/17/2013		AO		M	Case A50
	Referral	10/17/2013		AO		M	Case A51
	Referral	10/17/2013		AO		M	Case A52
	Referral	10/17/2013		AO		M	Case A53
	Referral	10/17/2013		AO		M	Case A54

Figure 1
Reports – Individual Case 1559

The most basic report in IGARS is the electronic 1559 for an individual case. In order to return this report, the IG must know the number of the case he or she is seeking in the database. Select the hyperlink ‘1559.’

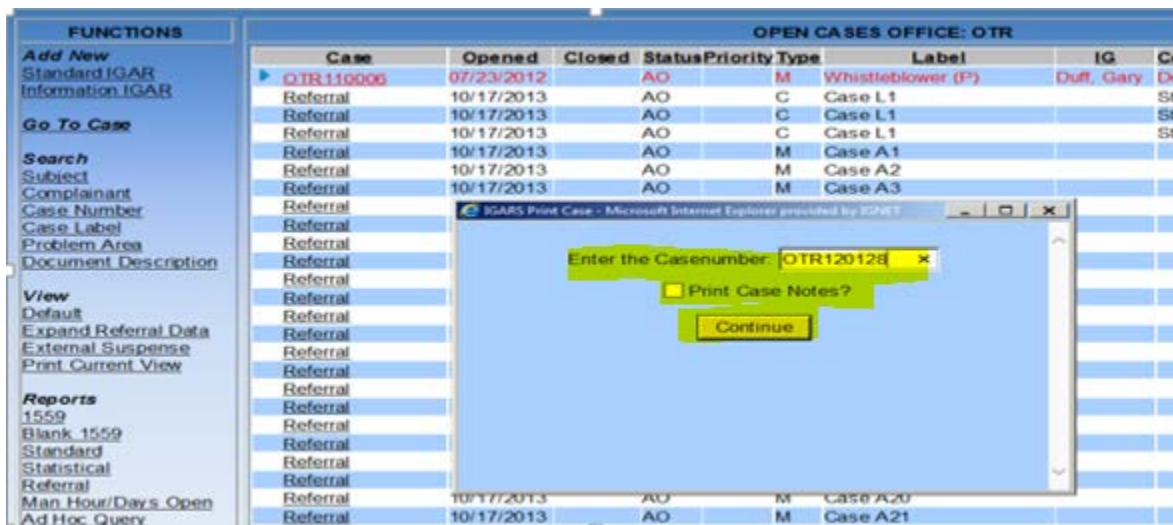


Figure 2
e1559 without Case Notes

After selecting the ‘1559’ hyperlink, a selection window will appear. Type in the case number of the case you are seeking and select “Continue.” Note that in this case, we did not select the toggle to include the case notes in this report.

Department of the Army Inspector General Action Request System

Electronic 1559

08-24-2016 OTR120128

Case Number:	OTR120128	Open Date:	08/15/2012
Complaint Made To:	Army IG	Close Date:	
Case Status:	Open	Suspense:	
Priority Flag:		External Suspense:	
Receipt Mode:	Call-In	Notification:	
Non-IG Referral:		Acknowledgement:	11/05/2013
Case Label:	AGR Program (M)		
Home IG:			
IG:	Duff, LTC Gary		
Location:	Fort Von Steuben, Virginia		
Problem Area:	AGR Program		
Priority Date/Days:			0

Initiator(s) Information

Name	Component	Gender	Grade	Race
Doe, Jane	R	F	E6	U

Complainant(s) Information

Name	Component	Gender	Grade	Race
Doe, Jane	R	F	E6	U

Other Issues or Allegations:

Function:	27A.5 AGR Program		
Stated Allegation:	SSG Jane Doe requesting assistance with her AGR application		
Discussion:			
Conclusion:			
Organization:			
Determination:		User Data:	TIM Category: C
Characterization:			

Synopsis

Figure 3
e1559 Individual Case without Case Notes (continued)

This is the electronic 1559 for an individual case without case notes produced by the report requested.

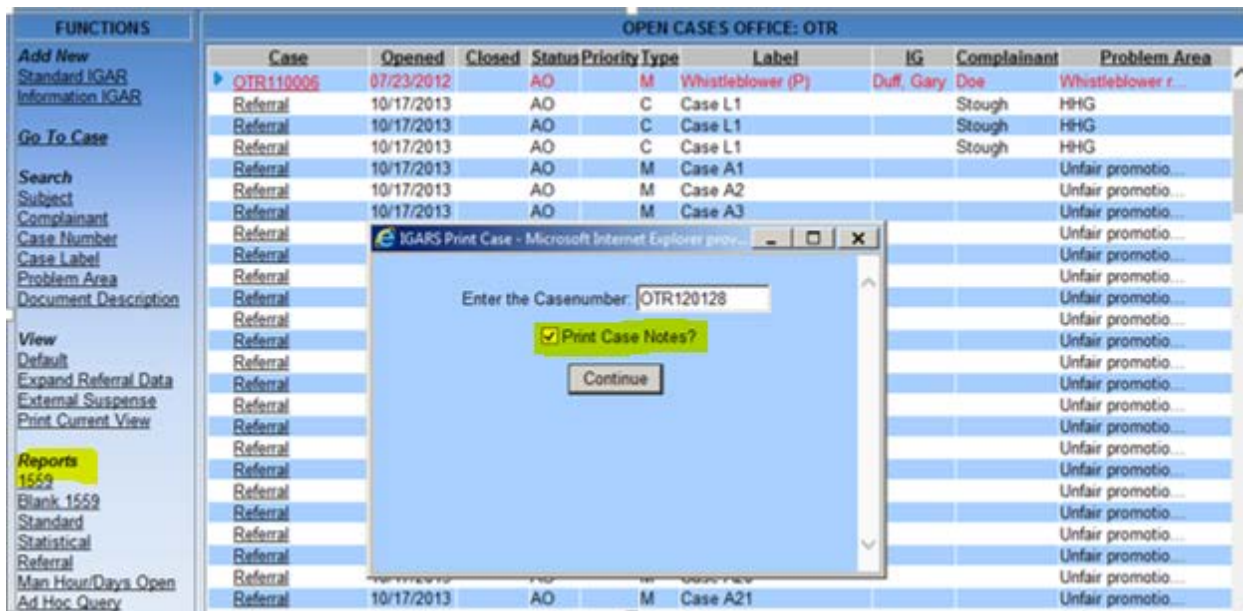


Figure 4
e1559 with Case Notes

Through the same process, selecting the toggle ‘Print Case Notes?’ will return the same report, but this time it will include the case notes for the case. Select ‘Continue.’

08-24-2016		Electronic 1559		OTR120128	
Case Number:	OTR120128	Open Date:	08/15/2012		
Complaint Made To:	Army IG	Close Date:			
Case Status:	Open	Suspense:			
Priority Flag:		External Suspense:			
Receipt Mode:	Call-In	Notification:			
Non-IG Referral:		Acknowledgement:	11/05/2013		
Case Label:	AGR Program (M)				
Home IG:					
IG:	Duff, LTC Gary				
Location:	Fort Von Steuben, Virginia				
Problem Area:	AGR Program				
Priority Date/Days:					0
Initiator(s) Information					
Name	Component	Gender	Grade	Race	
Doe, Jane	R	F	E6	U	
Complainant(s) Information					
Name	Component	Gender	Grade	Race	
Doe, Jane	R	F	E6	U	
Other Issues or Allegations:					
Function:	27A5 AGR Program				
Stated Allegation:	SSG Jane Doe requesting assistance w with her AGR application				
Discussion:					
Conclusion:					
Organization:					
Determination:		User Data:		TIM Category:	C
Characterization:					
Synopsis					
Case notes					
8/15/2012 (LTC Gary Duff): Received a call from SSG Jane Doe, currently assigned to the 555 Chemical Company, a US Army Reserve unit located in Lynchburg, VA. She claims that her AGR packet isn't being processed in a timely manner and is requesting assistance.					

Figure 5
e1559 with Case Notes (continued)

Now, the electronic 1559 has the case notes included. (Notice the "Synopsis" field has not yet been completed.)

FUNCTIONS	OPEN CASES OFFICE: OTR						
	Case	Opened	Closed	Status	Priority	Type	Label
Add New	OTR110006	07/23/2012		AO		M	Whistleblower (P)
Standard IGAR	Referral	10/17/2013		AO		C	Case L1
Information IGAR	Referral	10/17/2013		AO		C	Case L1
Go To Case	Referral	10/17/2013		AO		M	Case A11
Search	Referral	10/17/2013		AO		M	Case A33
Subject	Referral	10/17/2013		AO		M	Case A34
Complainant	Referral	10/17/2013		AO		M	Case A35
Case Number	Referral	10/17/2013		AO		M	Case A36
Case Label	Referral	10/17/2013		AO		M	Case A37
Problem Area	Referral	10/17/2013		AO		M	Case A38
Document Description	Referral	10/17/2013		AO		M	Case A39
View	Referral	10/17/2013		AO		M	Case A40
Default	Referral	10/17/2013		AO		M	Case A41
Expand Referral Data	Referral	10/17/2013		AO		M	Case A42
External Suspense	Referral	10/17/2013		AO		M	Case A43
Print Current View	Referral	10/17/2013		AO		M	Case A44
Reports	Referral	10/17/2013		AO		M	Case A45
1559	Referral	10/17/2013		AO		M	Case A46
Blank 1559	Referral	10/17/2013		AO		M	Case A47
Standard	Referral	10/17/2013		AO		M	Case A48
Statistical	Referral	10/17/2013		AO		M	Case A49
Referral	Referral	10/17/2013		AO		M	Case A50
Man Hour/Days Open	Referral	10/17/2013		AO		M	Case A51
Ad Hoc Query	Referral	10/17/2013		AO		M	Case A52
	Referral	10/17/2013		AO		M	Case A53
	Referral	10/17/2013		AO		M	Case A54

Figure 6
Main Page – Reports

From the home page, select the 'Blank 1559' hyperlink under 'Functions' under 'Reports.' The blank 1559 is a reproduction of the e1559 that an IG office can use in the event of difficulties of inputting an IGAR into IGARS. In case of a computer or network outage, these manually completed 1559s can then be coded into IGARS once the system is again available or submitted to DAIG for input into IGARS (as directed). The blank electronic 1559 (or coding sheet) is also referred to as the "back side" of the DA Form 1559; complainants use the "front side" to submit an IGAR.

Inspector General Action Request System						
08-24-2016		Electronic 1559				
Case Number:	<input type="text"/>	Close Date:	<input type="text"/>	Open Date:	<input type="text"/>	
Suspense Date:	<input type="text"/>	External Suspense Date:		<input type="text"/>		
Complaint Made To:	<input type="text"/>			Receipt Mode:	<input type="text"/>	
Case Status:	<input type="text"/>			Non-IG Referral:	<input type="text"/>	
Priority Flag:	<input type="text"/>					
Initiator(s) Information						
Name	Component	Gender	Grade	Race		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Complainant(s) Information						
Name	Component	Gender	Grade	Race		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Case Label:						
Notification Date:	<input type="text"/>		Home IG:	<input type="text"/>	IG:	<input type="text"/>
Location:	<input type="text"/>					
Problem Area:	<input type="text"/>					
Subject Information						
Name:	<input type="text"/>	<input type="text"/>	<input type="text"/>			
Component:	<input type="text"/>			SSN:	<input type="text"/>	
Race:	<input type="text"/>			Grade:	<input type="text"/>	
Organization:	<input type="text"/>			Gender:	<input type="text"/>	
Mobilization:	<input type="text"/>	Email:	<input type="text"/>		<input type="text"/>	
Consent:						
Function Information						
Function:	<input type="text"/>					
Stated Allegation:	<input type="text"/>					
Discussion:	<input type="text"/>					
Conclusion:	<input type="text"/>					
Determination:	<input type="text"/>	User Data:	<input type="text"/>	TIM Category:	<input type="text"/>	
Characterization:	<input type="text"/>					
Other Issues or Allegations:						
Function:	<input type="text"/>					
Stated Allegation:	<input type="text"/>					
Discussion:	<input type="text"/>					
Conclusion:	<input type="text"/>					
Determination:	<input type="text"/>	User Data:	<input type="text"/>	TIM Category:	<input type="text"/>	
Characterization:	<input type="text"/>					
Synopsis						
<input type="text"/>						
Casenotes						
<input type="text"/>						

Figure 7
Blank Electronic Form 1559

A single page of the e1559.

Department of the Army Inspector General Action Request System

06-02-2015

Electronic 1559

Case Number:	<input type="text"/>	Close Date:	<input type="text"/>	Open Date:	<input type="text"/>
Suspense Date:	<input type="text"/>			External Suspense Date:	<input type="text"/>
Complaint Made To:	<input type="text"/>			Receipt Mode:	<input type="text"/>
Case Status:	<input type="text"/>			Non-IG Referral:	<input type="text"/>
Priority Flag:	<input type="text"/>				

Initiator(s) Information

Name	Component	Gender	Grade	Race
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Complainant(s) Information

Name	Component	Gender	Grade	Race
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Case Label:	<input type="text"/>				
Notification Date:	<input type="text"/>	Home IG:	<input type="text"/>	IG:	<input type="text"/>
Location:	<input type="text"/>				
Problem Area:	<input type="text"/>				

Figure 8
Case Information and Initiator / Complainant Data

All of the data on the top portion of the e1559 is used to populate the 'Case Information' and 'Initiator / Complainant' tabs in IGARS.

Note: The 'Home IG' is a legacy data field.

Subject Information			
Name:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Component:	<input type="text"/>	SSN:	<input type="text"/>
Race:	<input type="text"/>	Grade:	<input type="text"/>
Organization:	<input type="text"/>	Gender:	<input type="text"/>
Mobilization:	<input type="text"/>	Email:	<input type="text"/>
		Consent:	<input type="text"/>
Function Information			
Function:	<input type="text"/>		
Stated Allegation:	<input type="text"/>		
Discussion:	<input type="text"/>		
Conclusion:	<input type="text"/>		
Determination:	<input type="text"/>	User Data:	<input type="text"/>
Characterization:	<input type="text"/>	TIM Category:	<input type="text"/>
Other Issues or Allegations:			
Function:	<input type="text"/>		
Stated Allegation:	<input type="text"/>		
Discussion:	<input type="text"/>		
Conclusion:	<input type="text"/>		
Determination:	<input type="text"/>	User Data:	<input type="text"/>
Characterization:	<input type="text"/>	TIM Category:	<input type="text"/>
Synopsis			
<input type="text"/>			
Casenotes			
<input type="text"/>			

Figure 9
Subject / Suspect, Allegations / Issues, Synopsis, and Case Notes

The bottom portion of the e1559 is used to populate the 'Subject / Suspect' and 'Allegations' and / or 'Issues' tab. Initial 'Synopsis' and 'Case Notes' information may be recorded at the bottom of this form.

Note that the 'Stated Allegation,' 'Discussion,' and 'Conclusion' sections are legacy fields.

FUNCTIONS	OPEN CASES OFFICE: C						
	Case	Opened	Closed	Status	Priority	Type	Label
Add New	▶ OTR110006	07/23/2012		AO		M	Whistleblower (P)
Standard IGAR	Referral	10/17/2013		AO		C	Case L1
Information IGAR	Referral	10/17/2013		AO		C	Case L1
Go To Case	Referral	10/17/2013		AO		M	Case A11
Search	Referral	10/17/2013		AO		M	Case A33
Subject	Referral	10/17/2013		AO		M	Case A34
Complainant	Referral	10/17/2013		AO		M	Case A35
Case Number	Referral	10/17/2013		AO		M	Case A36
Case Label	Referral	10/17/2013		AO		M	Case A37
Problem Area	Referral	10/17/2013		AO		M	Case A38
Document Description	Referral	10/17/2013		AO		M	Case A39
View	Referral	10/17/2013		AO		M	Case A40
Default	Referral	10/17/2013		AO		M	Case A41
Expand Referral Data	Referral	10/17/2013		AO		M	Case A42
External Suspense	Referral	10/17/2013		AO		M	Case A43
Print Current View	Referral	10/17/2013		AO		M	Case A44
Reports	Referral	10/17/2013		AO		M	Case A45
1559	Referral	10/17/2013		AO		M	Case A46
Blank 1559	Referral	10/17/2013		AO		M	Case A47
Standard	Referral	10/17/2013		AO		M	Case A48
Statistical	Referral	10/17/2013		AO		M	Case A49
Referral	Referral	10/17/2013		AO		M	Case A50
Man Hour/Days Open	Referral	10/17/2013		AO		M	Case A51
Ad Hoc Query	Referral	10/17/2013		AO		M	Case A52
	Referral	10/17/2013		AO		M	Case A53

Figure 10
Standard Report Selection

From the 'Home Page' in IGARS, under the 'Functions' Column, under 'Reports,' select the hyperlinked word 'Standard' for the 'Standard Report.'

The main selection page for the 'Standard Report' will appear. Any number of selections can be made.

Some general notes about the standard report. It is perhaps one of the more versatile of the reports, allowing the IG to filter and sort case data in a number of ways. Unlike statistical reports, which only return data from cases that are in a CLOSED status, information extracted from the database through the use of Standard Report queries may include cases in all available statuses: Open, Closed, In Review, and Re-opened. Reports generated from the menu of Standard Reports should not be used for statistical or trends analysis because, other than cases that are CLOSED, the function codes and determinations are not final. Also, the IG must keep in mind that when using the Standard Reports menu for historical review purposes, cases that do not include a substantiated allegation associated will be removed from the data base 3 years after the closure date.

Figure 11
Standard Report Main Page

Between running reports, the IG should select the 'Reset Selection' button in order to clear the data selected. This action will prevent unwanted data from the next report or the creation of confusion. It will also lessen the chance that conflicting data requests are made resulting in an error screen.

After opening the 'Standard Report', and without making a selection, the IG could select the 'Run Report' button, bringing back a basic standard report for all cases.

Figure 12
Standard Report Main Page (continued)

For basic reporting purposes, the 'Standard Report' can return data on 'All Cases,' 'Closed Cases Only,' or 'Open Cases Only.' Use of these options to define the population of cases to be included in the report does not require further definition of the query using the filters found further down the report screen.

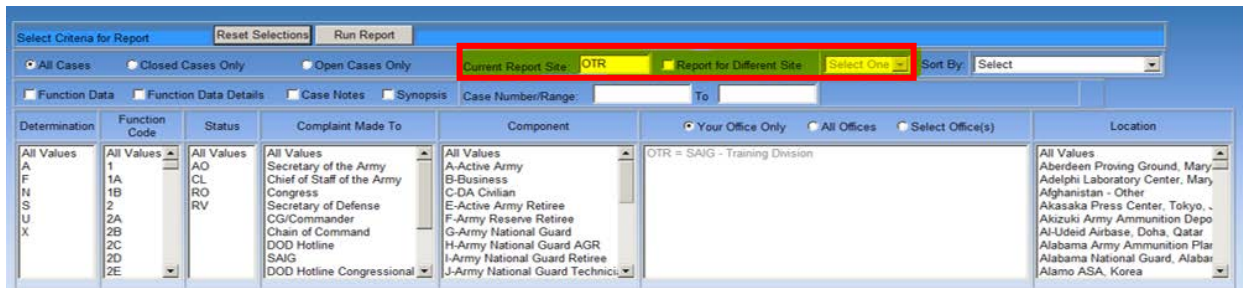


Figure 13
Standard Report Main Page (continued)

The 'Current Report Site' will default to your organization's office code. If the IG has dual access, or has been granted a certain level of authority within IGARS, selecting 'Report for Different Site' will allow a further selection of the other sites where access has been granted.

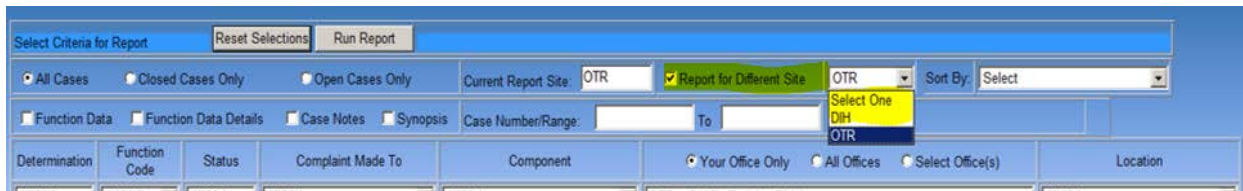


Figure 14
Standard Report Main Page (continued)

If the IG has authority to access multiple sites, a drop-down menu will open and allow a further selection of the other sites where access has been granted.



Figure 15
Standard Report Main Page (continued)

Selecting the Office Code 'DIH' refreshes the offices that the IG can then select. In the instance of 'DIH', all offices are available for selection.

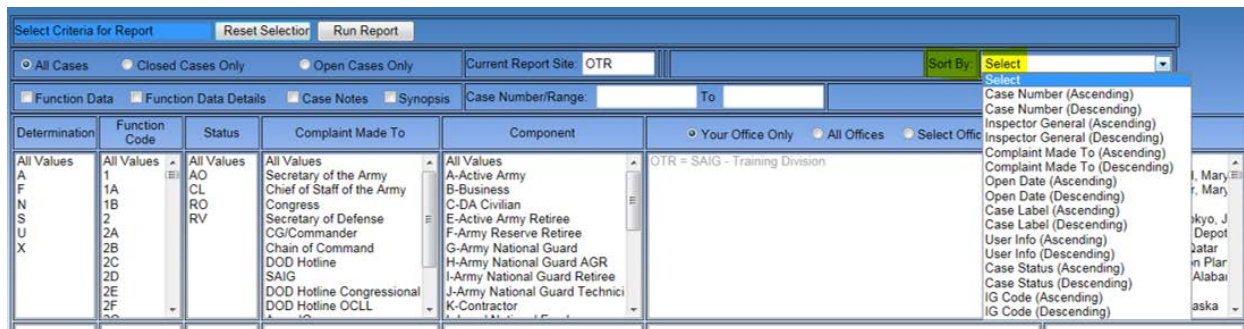


Figure 16
Standard Report Main Page (continued)

The 'Sort By' feature allows the IG to sort the data using the field selected in ascending or descending orders as desired.

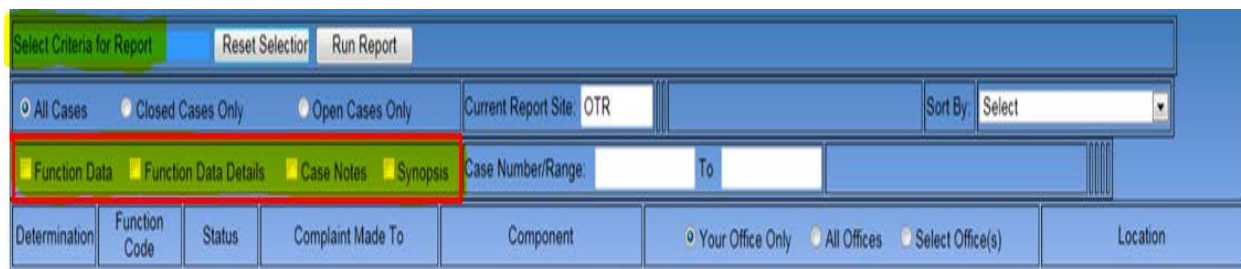


Figure 17
Standard Report Main Page (continued)

The 'Standard Report' can return varying amounts of data from the IGAR. From left to right, 'Function Data,' 'Function Data Details,' 'Case Notes,' and 'Synopsis' progressively return more details from the IGAR. Each can be selected independently, in any combination, or all. That said, the logical build of data is from left to right as viewed on the screen.

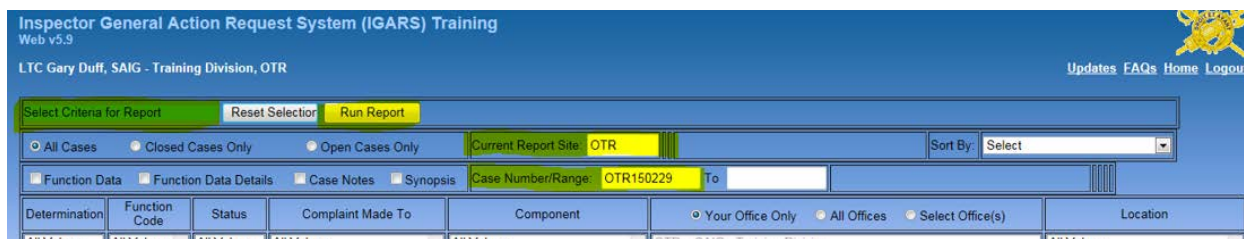


Figure 18
Run Basic Report

As previously mentioned, a 'Standard Report' can be run from the main screen without making any selections. In this case, we have decided to only request a standard report for one case in order to provide a representation of what the report will return without the other selection.

Select 'Run Report.'

Department of the Army Inspector General Action Request System

08-24-2016	Standard Report	All Cases	
Report Criteria: All Cases , (CaseNumber = 'otr150229') , OTR order by Case Number			
Case Number	Inspector General	Complaint Made To	Open Date/Priority Date
Case Label	User Information	Status/Days Priority	Close Date
IG Code/Case Location	Problem Area	Man Hours/Days Open	Info/Standard IGAR
OTR150229	Duff, LTC, Gary	Army IG	05/27/2015
Doe 1/66	Red/Amber/Green	AO	day(s): 0
OTR/Fort Von Steuben, Virginia	Duty Roster Procedures	0 hrs 30 min	day(s): 456 Standard IGAR
-			
Total Cases:	1	Information IGARs	0
Average Days Open	456 day(s)	Standard IGARs	1
Average Days Priority	0 day(s)	High Priority Cases	0

Figure 19
Run Basic Report (continued)

This is a representation of the Standard Report without any filters or criteria. (Note: if we had not selected one specific report, the report would still look like this but would contain all of the cases in IGARS for this office.)

The report heading reflects the date this report was run and that it is a 'Standard Report', looking at 'All Cases' (as opposed to closed or open cases only).

The next banded row is the 'header data' for the case information returned. The left column from top to bottom lists 'Case Number', 'Case Label', and 'IG Code / Case Location.' Continuing to look down the left column, the 'Case Number' seen is OTR150229, the 'Case Label' is Doe 1-66, and 'IG Code / Case Location' is OTR / Fort Von Steuben, Virginia.

The other column can be read in a similar fashion.

The final row reflects the total cases returned in the report; how many are Information or Standard IGARs; and, finally, the Average Days Open for the cases returned.



Figure 20
Standard Report – With Function Data

The Basic Report returned may not provide the IG with enough information to discuss the case. Selecting 'Function Data' will return additional information for the cases selected.

Again, while not necessary for the local IG, we have selected one case to keep the data consistent and in order to show the progression of information returned.

Department of the Army Inspector General Action Request System

08-24-2016

Standard Report

All Cases

Report Criteria: All Cases , (CaseNumber = 'OTR150229') , OTR order by Case Number

Case Number	OTR150229	Complaint Made To	Army IG
Open Date	05/27/2015	User Information	Red/Amber/Green
Close Date		Problem Area	Duty Roster Procedures
Case Label	Doe 1/66	Inspector General	Duff, LTC, Gary
IG Code	OTR	Case Location	Fort Von Steuben, Virginia
Info/Standard IGAR	Standard IGAR	Man Hours/Days Open	0 hrs 30 min day(s): 456
Status	AO	Date Priority/Days	day(s): N/A

Complainants Component Gender Grade Race				
Name	Component	Gender	Grade	Race
Doe, John	A	M	E4	U
Function Code		2M8		Details/Duty Roster
Determination		0		
Allegation/Issue Location		Other Training, Ft. Von Steuben		

Figure 21
Standard Report – With Function Data (continued)

By selecting the 'Function Data' toggle, the 'Standard Report' will return more data on the case. The basic data has changed in format a bit, but it is still present in the report.

Added to the basic report display is the Complainant's basic data (name, component, gender, grade, and race), 'Function Code' data associated with the issue or allegation, 'Determination,' and the 'Allegation / Issue Location.'

The 'Determination' for the complaint has not been made and is reflected as "0."

Note: if there were more than one issue / allegation in this case, a multiple listing of 'Function Data' would be returned.

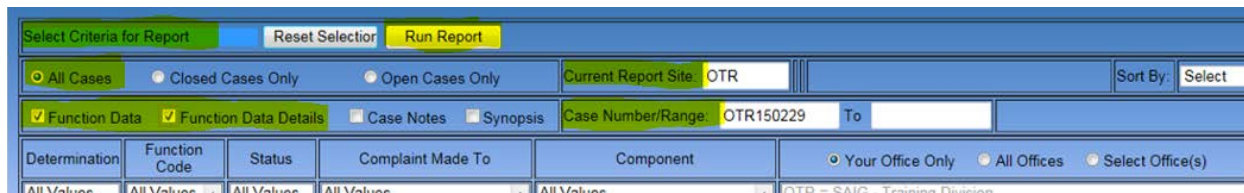


Figure 22
Standard Report – With Function Data and Details

In this report, we are requesting more detail about the case, including 'Function Data' and adding the 'Function Data Details' option, in addition to the basic data for a 'Standard Report.'

Select 'Run Report.'

Department of the Army
Inspector General Action Request System

08-24-2016	Standard Report	All Cases	
Report Criteria: All Cases , (CaseNumber = 'OTR150229') , OTR order by Case Number			
Case Number	OTR150229	Complaint Made To	Army IG
Open Date	05/27/2015	User Information	Red/Amber/Green
Close Date		Problem Area	Duty Roster Procedures
Case Label	Doe 1/66	Inspector General	Duff, LTC, Gary
IG Code	OTR	Case Location	Fort Von Steuben, Virginia
Info/Standard IGAR	Standard IGAR	Man Hours/Days Open	0 hrs 30 min day(s): 456
Status	AO	Date Priority/Days	day(s): N/A
Complainants Component Gender Grade Race			
Name	Component	Gender	Grade Race
Doe, John	A	M	E4 U

Function Code	2M8	Details/Duty Roster
Stated Allegation:	That 1SG Joe Doe improperly administered the Duty Roster in violation of AR 220-45, Duty Rosters.	
Discussion:		
Conclusion:		
Determination	0	
Allegation/Issue Location	Other Training, Ft. Von Steuben	

Figure 23
Standard Report – With Function Data, and Details (continued)

By adding the 'Function Data Details', the report will now include the 'Stated Allegation', 'Discussion', and 'Conclusion' data, which are all legacy fields. Whether the complaint is an issue or allegation, the report will reflect a title of 'Stated Allegation' for both.

Figure 24
Standard Report – With Function Data, Details, and Case Notes

In this case, we are requesting the report include 'Function Data,' 'Function Data Details,' and 'Case Notes' in addition to the basic data for a 'Standard Report.'

Select 'Run Report.'

**Department of the Army
Inspector General Action Request System**

05-28-2015 **Standard Report** All Cases

Report Criteria: All Cases , (CaseNumber = 'OTR150229') , OTR order by Case Number

Case Number	OTR150229	Complaint Made To	Army IG
Open Date	05/27/2015	User Information	
Close Date		Problem Area	Duty Roster Proceedures
Case Label	Doe 1/66	Inspector General	Duff, LTC, Gary
IG Code	OTR	Case Location	Fort Von Steuben, Virginia
Info/Standard IGAR	Standard IGAR	Man Hours/DaysOpen	0 hrs 30 min day(s): 2

Complainants	Component	Gender	Grade	Race
Name	Component	Gender	Grade	Race
Doe, John	A	M	E4	U

Function Code 2M8 Details/Duty Roster

Stated Allegation: That 1SG Joe Doe improperly administered the Duty Roster in violation of AR 220-45, Duty Rosters.

Discussion:

Conclusion:

Determination 0

Allegation/Issue Location Other Training, Ft. Von Steuben

Casenotes

5/27/2015 (LTC Gary Duff): SPC John Q. Doe, an active duty member of the 1/66 assigned to Fort Von Steuben, walked into the FVS IG Office requesting assistance with the proper application of the Duty Roster, DA Form 6 within his organization. SPC Doe believes he is showing up on the roster more often than other Soldiers in his unit. SPC Doe has not gone to any other agencies and does not feel comfortable going to his chain of command with this issue. SPC Doe was not able to provide a copy of the DA Form 6 or any other supporting documents.

SPC Doe completed a DA Form 1559. He was briefed on the Privacy Act and consented to the release of his personal information in order to resolve this case.

Total Cases:	1	Information IGARs	0	Standard IGARs	1
---------------------	---	--------------------------	---	-----------------------	---

Average Days Open 2 day(s)

Figure 25
Standard Report – With Function Data, Details, and Case Notes (continued)

The case notes for this case are now visible in this 'Standard Report.' Note that this is only one case with an initial case note. If a 'Standard Report' included a series of cases, the 'Standard Report' containing 'Case Notes' could be quite lengthy.

Figure 26
Standard Report – With Function Data, Details, Case Notes, and Synopsis

In this case, we have asked for 'Function Data,' 'Function Data Details,' 'Case Notes,' and the 'Synopsis' in addition to the basic data for a 'Standard Report.'

Select 'Run Report.'

Note: While we have shown a progression of data in the last few figures, any combination of these data fields can be selected to present the data in a 'Standard Report.' It is up to the IG to determine the amount or type of data required in the report.

Figure 27
Standard Report – With Function Data, Details, Case Notes, and Synopsis (continued)

As the 'Synopsis' is completed in Step 7 of the Inspector General Action Process, including the 'Synopsis' in the 'Standard Report' may only have validity in 'Closed Cases'.

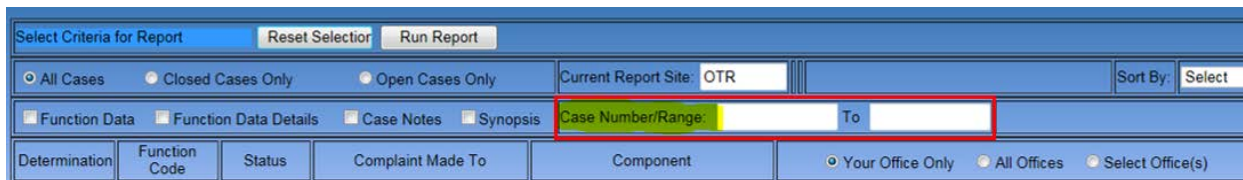


Figure 28
Standard Report by 'Case Number Range'

While we have entered only one case number in the 'Case Number / Range' field in the previous examples, the 'Case Number / Range' fields can be used to produce a Standard Report for a specified range of case numbers as well.

The next series of illustrations demonstrate how the numerous filters can be used to extract information from the IGARS database. The drop down menu categories allow an IG to precisely define what information is to be included in the output. Keep in mind the information is returned in the standard report format (expanded as necessary based on which fields are selected). Remember, too, that certain values – primarily Determination, Function Code, and Component – are subject to change until the case is in CLOSED (CL) status.

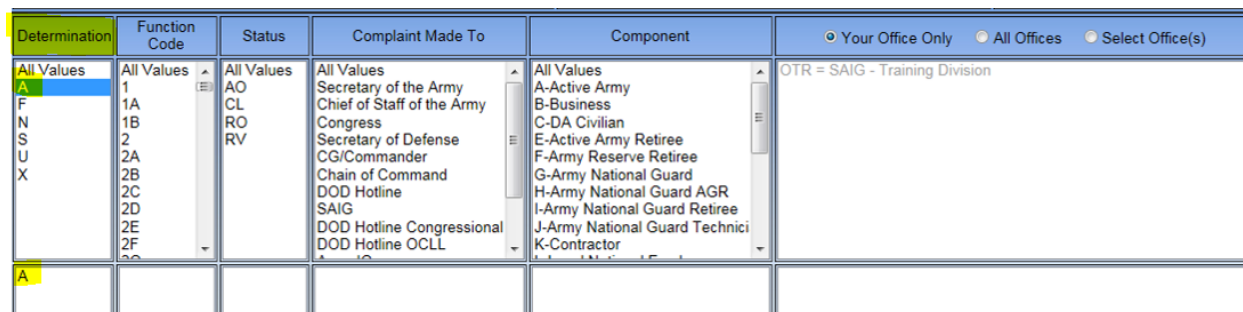


Figure 29
Selecting one 'Determination' value

In addition to discriminating between open and closed cases and the amount of case data, the IG can further filter the cases requested in a Standard Report.

To filter by a particular Determination, simply click on the determination code you want to have in your report. The screen will briefly flash, and the determination code will appear in the selection area. Based on the selection above, only cases with a 'Determination' of "A" or Assistance will be returned in the report.

Determination	Function Code	Status	Complaint Made To	Component	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)
All Values	All Values	All Values	All Values	All Values	OTR = SAIG - Training Division
A	1	AO	Secretary of the Army	A-Active Army	
F	1A	CL	Chief of Staff of the Army	B-Business	
N	1B	RO	Congress	C-DA Civilian	
S	2	RV	Secretary of Defense	E-Active Army Retiree	
U	2A		CG/Commander	F-Army Reserve Retiree	
X	2B		Chain of Command	G-Army National Guard	
	2C		DOD Hotline	H-Army National Guard AGR	
	2D		SAIG	I-Army National Guard Retiree	
	2E		DOD Hotline Congressional	J-Army National Guard Technici	
	2F		DOD Hotline OCLL	K-Contractor	
F					

Figure 30
Adding one 'Determination' value (continued)

Selecting a different determination code will replace the previous code. In this case, the determination code of "A" was replaced by the determination code of "F" when we selected "F" above.

Determination	Function Code	Status	Complaint Made To	Component	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)
All Values	All Values	All Values	All Values	All Values	OTR = SAIG - Training Division
A	1	AO	Secretary of the Army	A-Active Army	
E	1A	CL	Chief of Staff of the Army	B-Business	
N	1B	RO	Congress	C-DA Civilian	
S	2	RV	Secretary of Defense	E-Active Army Retiree	
U	2A		CG/Commander	F-Army Reserve Retiree	
X	2B		Chain of Command	G-Army National Guard	
	2C		DOD Hotline	H-Army National Guard AGR	
	2D		SAIG	I-Army National Guard Retiree	
	2E		DOD Hotline Congressional	J-Army National Guard Technici	
	2F		DOD Hotline OCLL	K-Contractor	
A					
F					

Figure 31
Multiple 'Determination' Selections

To select more than one determination code, first select one code, hold down the 'Ctrl' key, and select the second or as many other determination codes as required.

This selection functionality applies to the other fields in this row.

Determination	Function Code	Status	Complaint Made To	Component	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)
All Values	All Values	All Values	All Values	All Values	OTR = SAIG - Training Division
A	1	AO	Secretary of the Army	A-Active Army	
F	1A	CL	Chief of Staff of the Army	B-Business	
N	1B	RO	Congress	C-DA Civilian	
S	2	RV	Secretary of Defense	E-Active Army Retiree	
U	2A		CG/Commander	F-Army Reserve Retiree	
X	2B		Chain of Command	G-Army National Guard	
	2C		DOD Hotline	H-Army National Guard AGR	
	2D		SAIG	I-Army National Guard Retiree	
	2E		DOD Hotline Congressional	J-Army National Guard Technici	
	2F		DOD Hotline OCLL	K-Contractor	

Figure 32
'Function Code' Selections

As with the 'Determination' field, the IG can select one of multiple 'Function Codes' to review in the 'Standard Report.' If no selection is made, all function codes will be brought back based on the criteria set for the report.

Determination	Function Code	Status	Complaint Made To	Component	<input type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)
All Values A F N S U X	All Values 1 1A 1B 2 2A 2B 2C 2D 2E 2F 2G	All Values AO CL RO RV	All Values Secretary of the Army Chief of Staff of the Army Congress Secretary of Defense CG/Commander Chain of Command DOD Hotline SAIG DOD Hotline Congressional DOD Hotline OCLL	All Values A-Active Army B-Business C-DA Civilian E-Active Army Retiree F-Army Reserve Retiree G-Army National Guard H-Army National Guard AGR I-Army National Guard Retiree J-Army National Guard Technici K-Contractor	OTR = SAIG - Training Division

Figure 33
Case 'Status' Selection

The IG can also filter the cases by those with the follow 'Status':

AO - Open Cases. This will not include cases that are technically not 'Closed' but in a Re-Opened or Review status. The IGAR must be coded at 'AO' on the 'Case Information' screen to be returned in the report based on this code.

CL - Closed Cases

RO - Re-Opened Cases. These are cases that have been re-opened by the local IG. They are open but coded on the 'Case Information' screen as RO.

RV - Review. These are cases that the IG is preparing to close but has changed the status of the case to 'RV' in order to indicate that the case is being reviewed. The review could be a peer review, review by the CIG or Directing Authority, or a legal review.

Determination	Function Code	Status	Complaint Made To	Component	<input type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)
All Values A F N S U X	All Values 1 1A 1B 2 2A 2B 2C 2D 2E 2F 2G	All Values AO CL RO RV	All Values Secretary of the Army Chief of Staff of the Army Congress Secretary of Defense CG/Commander Chain of Command DOD Hotline SAIG DOD Hotline Congressional DOD Hotline OCLL	All Values A-Active Army B-Business C-DA Civilian E-Active Army Retiree F-Army Reserve Retiree G-Army National Guard H-Army National Guard AGR I-Army National Guard Retiree J-Army National Guard Technici K-Contractor	OTR = SAIG - Training Division

Figure 34
'Complaint Made To' Selection

This selection draws from the input made on the 'Case Information' tab. Selecting any or one of these values will generate a report that provides data only on those cases that match the criteria of to whom the complaint was made. Some offices, such as SAIG's Assistance Division, use multiple entries (illustrated above in Figure 31) to generate reports that originate from one source but have different case types. Cases that originate with the Defense Hotline – DoD Hotline – can be received as one of three types (DoD Hotline, DoD Hotline Congressional, or

DoD Hotline OCLL) but must be grouped when running reports to ensure all three sources are included in the output.

Determination	Function Code	Status	Complaint Made To	Component	<input type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)
All Values A F N S U X	All Values 1 1A 1B 2 2A 2B 2C 2D 2E 2F 2G	All Values AO CL RO RV	All Values Secretary of the Army Chief of Staff of the Army Congress Secretary of Defense CG/Commander Chain of Command DOD Hotline SAIG DOD Hotline Congressional DOD Hotline OCLL	All Values A-Active Army B-Business C-DA Civilian E-Active Army Retiree F-Army Reserve Retiree G-Army National Guard H-Army National Guard AGR I-Army National Guard Retiree J-Army National Guard Technici K-Contractor	<input type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)

Figure 35
'Component' Selection

This selection is for the component of the complainant. This information is drawn from the 'Initiator / Complainant' tab, more specifically from the complainant data.

Determination	Function Code	Status	Complaint Made To	Component	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)
All Values A F N S U X	All Values 1 1A 1B 2 2A 2B 2C 2D 2E 2F 2G	All Values AO CL RO RV	All Values Secretary of the Army Chief of Staff of the Army Congress Secretary of Defense CG/Commander Chain of Command DOD Hotline SAIG DOD Hotline Congressional DOD Hotline OCLL	All Values A-Active Army B-Business C-DA Civilian E-Active Army Retiree F-Army Reserve Retiree G-Army National Guard H-Army National Guard AGR I-Army National Guard Retiree J-Army National Guard Technici K-Contractor	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)

Figure 36
'Office' Selection

The local IG will typically only be able to review standard reports for the office to which he or she is assigned. Higher levels IG offices that have the proper privileges assigned in IGARS are able to select an IG office in their Directing Authority's down trace.

As previously noted, if the IG has dual access or higher level privileges, selecting 'Report to Different Site' will allow the IG to see the other offices available.

Determination	Function Code	Status	Complaint Made To	Component	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)	Location
All Values A F N S U X	All Values 1 1A 1B 2 2A 2B 2C 2D 2E	All Values AO CL RO RV	All Values Secretary of the Army Chief of Staff of the Army Congress Secretary of Defense CG/Commander Chain of Command DOD Hotline SAIG DOD Hotline Congressional	All Values A-Active Army B-Business C-DA Civilian E-Active Army Retiree F-Army Reserve Retiree G-Army National Guard H-Army National Guard AGR I-Army National Guard Retiree J-Army National Guard Technici	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)	All Values 103ESC = 103rd Expeditionary Sustainment Command (ESC) 134BCT = 1/34BCT 177MPB = 177th Military Police Brigade 184ESC = 184th Expeditionary Sustainment Command (ESC) 1Z = First U.S. Army 1ZB = Maneuver Training Center 1ZE = First Army Division East 1ZS = Camp Shelby Joint Forces Training Center 1ZW = 1ST Army Division-West 310ESC = 310th Expeditionary Sustainment Command (ESC)

Figure 37
'Office' Selection (continued)

Selecting 'DIH' returns all office codes available to that level of IG office. Normally, it will only return the office code for which the IG has dual access.



Figure 38
'Office' Selection (continued)

Selecting 'Your Office Only' will bring back a report based only on those cases that include your IG office code. In this example, those cases that have a 'DIH' case number.

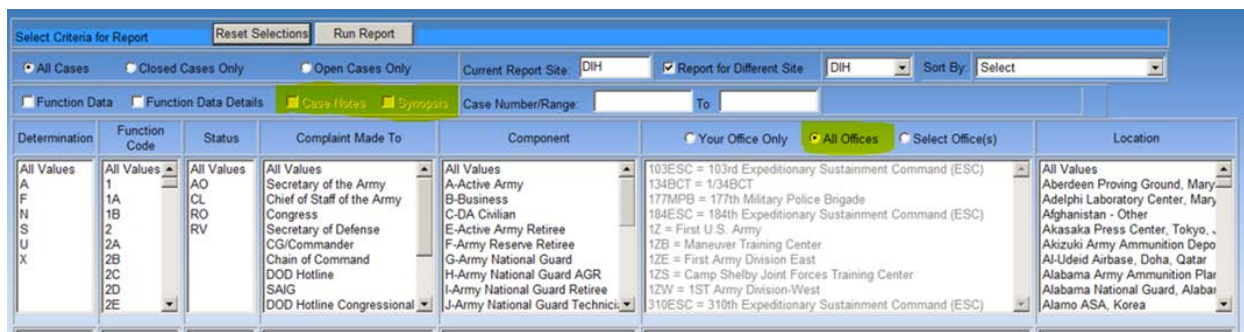


Figure 39
'Office' Selection (continued)

Selecting 'All Offices' will bring back a report, including all offices under the purview of the specified office, in this case 'DIH.' Notice that the option to select 'Case Notes' or 'Synopsis' outputs are NOT available under this report filter.

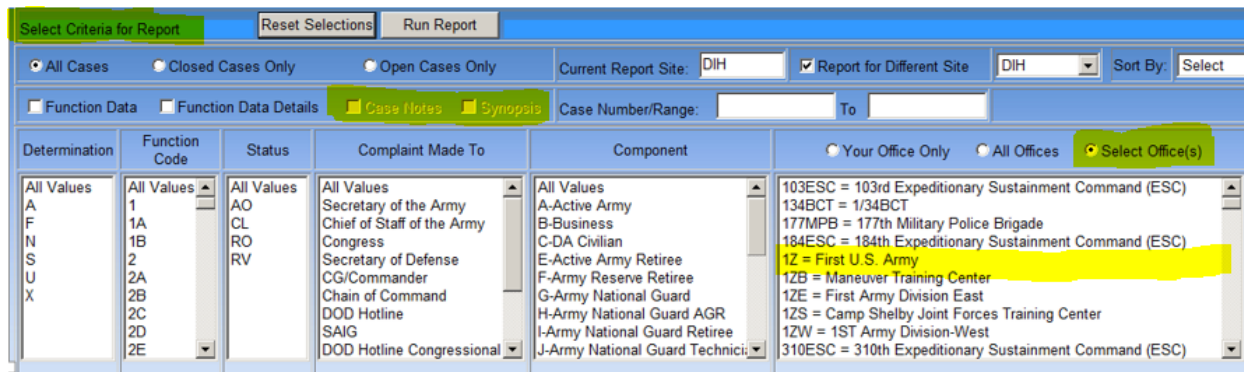


Figure 40
'Office' Selection (Continued)

Selecting 'Selected Office(s)' will allow the IG to specify the IG offices available to run reports. Again, notice that the 'Case Notes' and 'Synopsis' selections are not available.

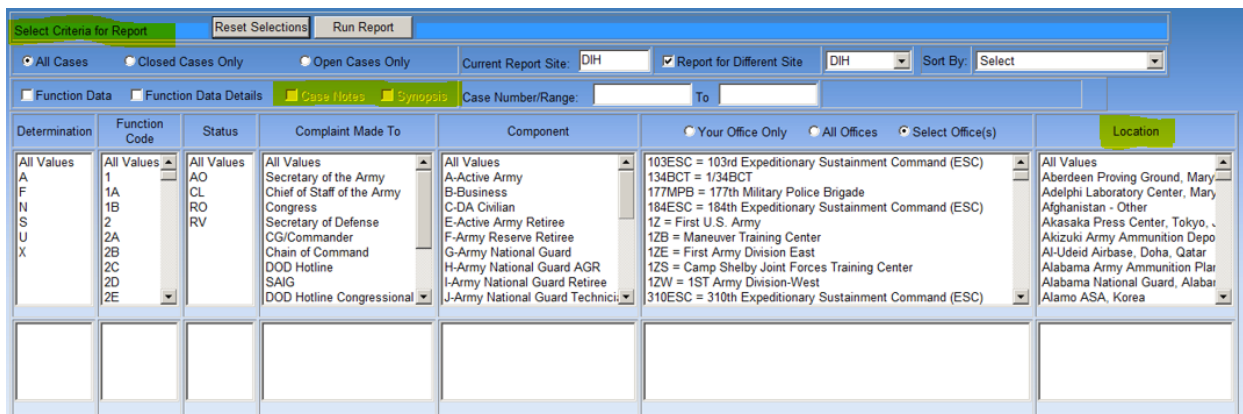


Figure 41
'Location' Selection

Selecting a particular 'Location' will return only data for cases reported in those locations. The 'Location' selection is found on the 'Case Information' tab of the Standard IGAR.

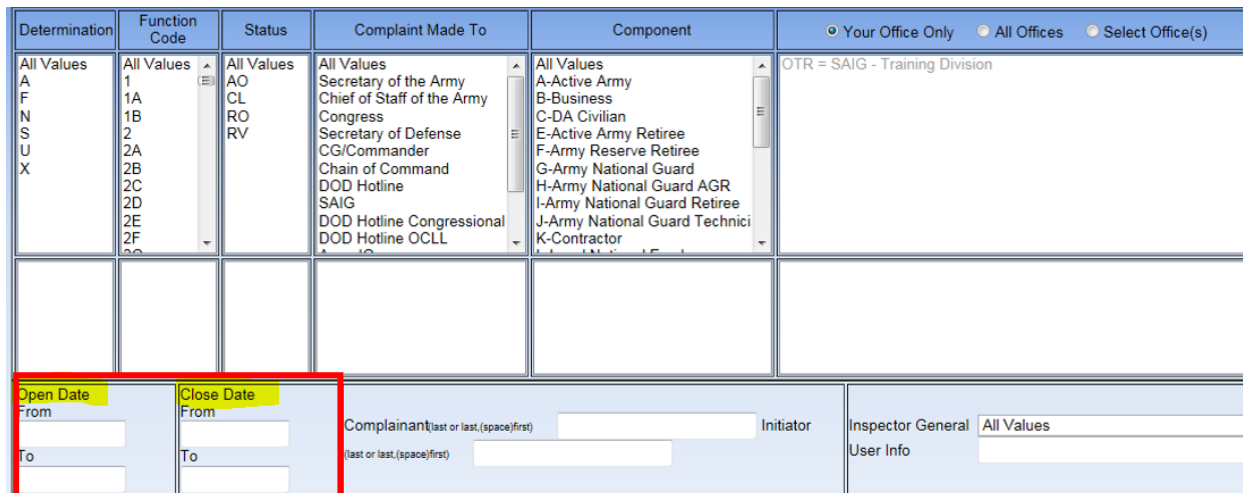


Figure 42
Date Range Selection

A Standard Report can be generated using date ranges for "Open Date" or "Closed Date."

Open Date	Close Date
From	From
1/1/2012	
To	To

Figure 43
'Open Date From'

By only entering a 'From' date, the report will return all cases opened on or after that date to the present. The default 'To' date is the date the report is generated.

Open Date	Close Date
From	From
1/1/2012	
To	To
5/28/2015	

Figure 44
'Open Date From To'

By entering an open "From date" with an open "To date," the report will return cases that were opened during that date range.

Open Date	Close Date
From	From
	1/1/2012
To	To
	5/28/2015

Figure 45 -
'Closed Date From'

The "Closed Date" filter works like the "Open Date" filter. By entering only a 'close date from' value, the report will bring back cases closed on or after that date. By entering a "Closed Date" from – to range, the report will return all cases that were closed between the two dates.

The image shows two side-by-side date selection boxes. The left box is labeled 'Open Date' and has a 'From' field containing '1/1/2012' and an empty 'To' field. The right box is labeled 'Close Date' and has an empty 'From' field and a 'To' field containing '5/28/2015'. Yellow highlights are present on the 'Open Date From' and 'Close Date To' labels.

Figure 46
 'Open Date From' to 'Closed Date To'

In this scenario, the Standard Report will return all cases that were opened on or after the date given and all cases closed on or before the date given.

The image shows a search form with several fields. A red rectangular box highlights the 'Complainant' and 'Initiator' fields. The 'Complainant' field has a placeholder '(last or last, (space)first)' and the 'Initiator' field has a placeholder '(last or last, (space)first)'. To the right, there is a dropdown menu for 'Inspector General' currently set to 'All Values'.

Figure 47
 Complainant or Initiator Selection

A 'Standard Report' can be run using the “Complainant” or “Initiator” name. The entry value can be last name only, or last name, followed by a space, then first name. This could be useful in identifying previous complaints made to an IG. This report can be used as an alternative to a Search by Complainant presented in Chapter 5.

The image shows a search form with a dropdown menu for 'Inspector General' open. The dropdown list contains the following items: 'All Values', 'User Info', ', Danette', '01, TIGS Student', '02, TIGS Student', '03, TIGS Student', '04, TIGS Student', '05, TIGS Student', '06, TIGS Student', '07, TIGS Student', '08, TIGS Student', '09, TigsStudent', '1, Ronald', '10, TigsStudent', '11, TigsStudent', '12, TigsStudent', and '13, TigsStudent'. The 'Inspector General' label is highlighted in yellow. Below the dropdown, there are sections for 'Approval Type' and 'Case Type' with radio button options.

Figure 48
 'Inspector General' Selection

A 'Standard Report' can be run by name for each IG in the local office. Such a report is a useful management tool for Command Inspectors General or Division / Branch / Team Chiefs to manage individual IG caseloads or monitor work production. This report is useful to facilitate periodic meetings to review casework.

The screenshot shows a search filter bar with several sections:

- Open Date:** From and To date pickers.
- Close Date:** From and To date pickers.
- Complainant:** A text input field with a placeholder '(last or last,(space)first)'.
- Initiator:** A text input field with a placeholder '(last or last,(space)first)'.
- Inspector General:** A dropdown menu currently set to 'All Values'.
- User Info:** A text input field highlighted in yellow.

Figure 49
'User Info' Selection

'User Info' is a free-text field on the 'Case Information' tab of a Standard IGAR. There is nothing prescriptive about this field. It is available for any IG office to determine local requirements for the cases that may require filtering beyond what is available in IGARS.

The screenshot shows the 'Approval Type' selection interface with the following options:

- Approval Type:** A section header highlighted in yellow.
- All Cases
- Only Office of Record Cases
- Only Office of Record Cases(OOI Referrals)
- Only Office of Record Cases(No Referrals)
- Only Office of Record Refer Only
- Only Office of Inquiry Cases
- Only Office of Inquiry Cases(Further Referrals Exist)
- Only Office of Inquiry Cases(No Referrals)
- Office of Record and Office of Record Referred Cases

 Below the radio buttons is a blue bar and a 'Query String:' text input field.

Figure 50
'Approval Type' Selection

A Standard report may be generated using the level at which a case may be approved – referred to as “Approval Type.” These Standard report selection criteria are generally not reports that have value in a local IG office but are useful at DAIG, as well as ACOM / ASCC / DRU offices that exercise an oversight responsibility. These approval levels fall into the following categories:

All Cases - All cases (no discriminators).

Office-of-Inquiry Cases - Cases marked as office of inquiry where the case is NOT the office of record. The case either is being worked or serving as an oversight case.

Only Office-of-Record Cases - Cases designated as office of record where there may or may not be a referral as office of inquiry (does NOT include cases where the office-of-record responsibility was referred to another office).

Office-of-Inquiry Cases (Further Referrals Exist) - Cases marked as office-of-inquiry where the case is NOT the office-of-record. The case is acting as an oversight case as case was referred to another office.

Only Office-of-Record Cases (OOI Referrals) - Cases designated as office-of-record where a referral as office-of-inquiry exists (does NOT include cases where the office-of-record responsibility was referred to another office).

Only Office-of-Inquiry Cases (No Referrals) - Cases marked as office of inquiry where the case is NOT the office-of-record. The case is being worked as case was NOT referred to another office.

Only Office-of-Record Cases (No Referrals) - Cases designated as office-of-record where NO referrals exist (This is the only office working this case.).

Office-of-Record and Office-of-Record Referred Cases Only Office-of-Record Refer Only - Cases designated as office-of-record where a referral exists regardless of type of referral (Cases where they remain office-of-record OR pass office-of-record to another).

Office-of-Record Refer Only - Cases designated as office-of-record where a referral exists passing the office-of-record responsibility to another.

The screenshot shows a web-based filter interface. On the left, under 'Approval Type', there are radio buttons for 'All Cases' (selected), 'Only Office of Record Cases', 'Only Office of Inquiry Cases(OOI Referrals)', 'Only Office of Inquiry Cases(No Referrals)', 'Only Office of Record Cases(No Referrals)', 'Only Office of Inquiry Cases', 'Only Office of Inquiry Cases(Further Referrals Exist)', 'Only Office of Inquiry Cases(No Referrals)', and 'Office of Record and Office of Record Referred Cases'. On the right, under 'Case Type' (highlighted in yellow), there are radio buttons for 'All Cases' (selected), 'Exclude Information IGARS', 'Only Information IGARS', 'Only Priority Status Cases', 'Only DOD Referral Cases', and 'Information IGARS and DOD Referral Cases'. To the right of these is a 'Report Of Cases Where:' section with a 'Show Criteria' button and a scrollable list area. At the bottom, there is a 'Query String:' input field.

Figure 51
'Case Type' Selection

The default is for 'All Cases' which includes Standard and Information IGARs.

'Exclude Information IGARS' will return data that only includes Standard IGARs. 'Only Information IGARS' will return only Information IGARs. 'Only Priority Status Cases' will return only those cases in a priority status. The remaining case type selections are reserved for SAIG-AC use.

Entries in this filter field are often combined with other filter selections, such as “Opened from” (date) “To”(date) when generating a report on individual IG workload to separate work on Standard cases from Information IGAR work. This filter can also be used to segregate Standard IGARs from Information IGARs for an entire office, which might be useful when an office has a large case load each fiscal year and there is interest in reviewing time expended on each type of case.

Figure 52
'Report Of Cases Where' and 'Query String'

The 'Report-Of-Cases-Where' field will be reflected in the report title when run. Prior to selecting, 'Run Report,' the IG can select the 'Show Criteria' button to show the title before running. After the report is run, the field will automatically populate.

The 'Query String' will populate at the same time as the 'Report-Of-Cases-Where' field. The 'Query String' can be captured if the IG runs into programming issue that the IGARS programmers need to resolve.

The 'Query String' cannot be used to regenerate a report in the 'Standard Report'. Some data fields, such as 'Function Data,' will not be captured in order to run the same report again.

Using the Standard Report for Case Management Purposes

In addition to using the Standard Report function to review open cases, the Standard Report function can be used by Command IGs, Branch Chiefs and Supervisors to analyze how cases have been managed in their office or branch. Using the 'Export' function an IG can extract the data from the standard report and create an Excel spreadsheet. Once the data is in a spreadsheet format, the data can be sorted to meet the supervisor's needs. The functionality of Excel can be maximized to examine how case work has been executed and potentially identify where bottlenecks in case execution occurred and can be addressed.

Please note: For purposes of the next three illustrations (Figures 53 – 55) the data was produced from the Operational IGARS database but was edited to protect the confidentiality of the nature of the complaint, the location of the case (as recorded in the User Information field) and the problem area.

Department of the Army Inspector General Action Request System

06-03-2016

Standard Report

All Cases

Report Criteria: All Cases , Status(s) CL, Complaint Made To(s) DOD Hotline or DOD Hotline Congressional or DOD Hotline OCLL, DIH, Closed cases between 1/1/2013 and 12/31/2013, Standard Cases order by Open Date (Ascending)

Case Number Case Label IG Code/Case Location	Inspector General User Information Problem Area	Complaint Made To Status Man Hours/Days Open	Open Date Close Date Info/Standard IGAR
DIH098057/ HL # DIH /Arlington, Virginia	Coates, Ms, Catherine XX Command Soldiers degraded	DOD Hotline CL 19 hrs 30 min day(s): 1396	04/20/2009 02/13/2013 Standard IGAR
DIH098088/ HL # DIH/Arlington, Virginia	Smith, Mr, Joel XX Command Abuse of Authority, Records Falsification/Fraudulent Enlsmnt/Improper Pay/AT Orders Abuse/	DOD Hotline CL 49 hrs 32 min day(s): 1292	06/25/2009 01/06/2013 Standard IGAR
DIH098120/ HL # / DIH /Arlington, Virginia	Coates, Ms, Catherine XX Command TDY abuse, abuse of government time and personnel	DOD Hotline CL 49 hrs 26 min day(s): 191	09/03/2009 01/10/2013 Standard IGAR
DIH098117	Smith Mr Joel	DOD Hotline	09/03/2009

Figure 53

Standard Report - DIH, Closed cases between 1/1/2013 and 12/31/2013, Standard Cases order by Open Date (Ascending)

From this Closed Case Report (which, when executed the output was 126 pages in length, and included data on 689 cases) the data only, exported into an Excel spreadsheet appears below:

	A	B	C	D	E	G	H	I	J	K	L	M	N	O
1	CaseNumber	textbox38	textbox34	textbox9										
2	689	0	689	164 day(s)										
3														
4	textbox49	textbox59	textbox61	textbox63	textbox57	textbox54	textbox56	caselocation	textbox66	textbox70	textbox10	textbox4	textbox72	
5	DIH098057	Coates, Ms, DOD Hotlin		4/20/2009	109565/NY CL		2/13/2013	DIH /Arlingt	Soldiers de	19 hrs 30 n	day(s):	1396	Standard IGAR	
6	DIH098088	Smith, Mr., DOD Hotlin		6/25/2009	110953/Wi CL		1/6/2013	DIH/Arlingt	Abuse of Au	49 hrs 32 n	day(s):	1292	Standard IGAR	
7	DIH098117	Smith, Mr., DOD Hotlin		9/3/2009	110659/Mr CL		2/5/2013	DIH /Arlingt	Abuse of At	35 hrs 20 n	day(s):	1252	Standard IGAR	
8	DIH098120	Coates, Ms, DOD Hotlin		9/3/2009	111421 / M CL		1/10/2013	DIH /Arlingt	TDY abuse,	49 hrs 26 n	day(s):	191	Standard IGAR	
9	DIH108013	Coates, Ms, DOD Hotlin		11/2/2009	112756 Br CL		6/28/2013	DIH /Arlingt	Supply Misi	6 hrs 25 mi	day(s):	1335	Standard IGAR	
10	DIH108031	Clemons, M DOD Hotlin		1/19/2010	112926/Loi CL		5/20/2013	DIH/Arlingt	Inefficient A	10 hrs 0 mi	day(s):	1218	Standard IGAR	
11	DIH108036	Smith, Mr., DOD Hotlin		2/1/2010	110745 / P CL		1/24/2013	DIH/Arlingt	Headcount	17 hrs 30 n	day(s):	1089	Standard IGAR	
12	DIH108038	Coates, Ms, DOD Hotlin		2/2/2010	112059 St CL		4/18/2013	DIH /Arlingt	Forging doc	11 hrs 0 mi	day(s):	1172	Standard IGAR	
13	DIH108043	Clemons, M DOD Hotlin		2/22/2010	114164 Be CL		3/22/2013	DIH /Arlingt	Pay stoppe	14 hrs 0 mi	day(s):	1125	Standard IGAR	
14	DIH108054	Coates, Ms, DOD Hotlin		3/23/2010	112122 Kal CL		5/22/2013	DIH /Arlingt	Inappropria	9 hrs 30 mi	day(s):	1157	Standard IGAR	
15	DIH108058	Clemons, M DOD Hotlin		3/24/2010	112581 / C CL		6/11/2013	DIH/Arlingt	DA Civilian	15 hrs 0 mi	day(s):	1176	Standard IGAR	
16	DIH108062	McFadden, DOD Hotlin		3/29/2010	113059/Po CL		8/15/2013	DIH /Arlingt	Improper L	21 hrs 50 n	day(s):	1236	Standard IGAR	
17	DIH108063	Coates, Ms, DOD Hotlin		3/29/2010	113148 Ba CL		4/19/2013	DIH/Arlingt	Misuse of C	7 hrs 0 min	day(s):	1118	Standard IGAR	
18	DIH108065	Coates, Ms, DOD Hotlin		3/29/2010	113263 Ful CL		4/30/2013	DIH /Arlingt	Time card fi	8 hrs 20 mi	day(s):	1129	Standard IGAR	
19	DIH108094	Taylor, SFC, DOD Hotlin		4/15/2010	114948/Wi CL		5/22/2013	DIH/Arlingt	Failure To P	9 hrs 10 mi	day(s):	1134	Standard IGAR	
20	DIH108129	Coates, Ms, DOD Hotlin		7/12/2010	115845 Ft I CL		1/15/2013	DIH/Arlingt	Failure of c	12 hrs 15 n	day(s):	919	Standard IGAR	
21	DIH108146	Clemons, M DOD Hotlin		8/23/2010	116157 Ro CL		4/4/2013	DIH/Arlingt	Ex-spouse c	15 hrs 0 mi	day(s):	956	Standard IGAR	
22	DIH108155	McFadden, DOD Hotlin		8/31/2010	116000/Bu CL		6/28/2013	DIH/Arlingt	Improperly	30 hrs 30 n	day(s):	1033	Standard IGAR	
23	DIH108157	Coates, Ms, DOD Hotlin		9/13/2010	115489 Pie CL		3/22/2013	DIH /Arlingt	Misuse of N	6 hrs 0 min	day(s):	922	Standard IGAR	
24	DIH108172	McFadden, DOD Hotlin		9/30/2010	116164/Ba CL		6/26/2013	DIH /Arlingt	Improper H	15 hrs 50 n	day(s):	1001	Standard IGAR	
25	DIH118008	Taylor, SFC, DOD Hotlin		11/23/2010	115395/Ba CL		8/28/2013	DIH /Arlingt	Conflict of I	6 hrs 37 mi	day(s):	1010	Standard IGAR	

Figure 54

DIH, Closed cases between 1/1/2013 and 12/31/2013, Standard Cases order by Open Date (Ascending) Data Only Unsorted

In this sample, Column F, which identifies the Command in which the case was located, was hidden to maintain confidentiality of the case. Cell 2A reflects the total number of cases returned by the report. Cell 2B identifies the number of Information Only cases contained in the report and Cell 2C identifies the number of Standard cases. Column A displays the DIH case #; Column B displays the name of the Action Officer/IG responsible for the case; Column C identifies the complaint source (in this report, all are DOD Hotline cases); Column D – Open date; Column E – Case Label; Column F – User Info (hidden); Column G – Case Status; Column H – Closed Date; Column I – Case Location; Column J – Problem Area; Column K – Man Hours; Column L & M – Days Open; Column N – Type Case (Info/Standard).

Once the IG has this report in the raw data format, the spreadsheet can be arranged based on the needs of the Command IG or supervisor analyzing the data.

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Case Number	Inspector General	Compl Made to	Open Date	Case Label	User Info	Status	Closed Dat	Case Location	Problem Area	Man Hours	Days	Open	Info/Std IGAR
DIH108031	Clemons, MAJ, John	DOD Hot	1/19/2010			CL	5/20/2013	DIH/Arlington, Virginia		0 hrs 45 min	day(s):	17	Standard IGAR
DIH108043	Clemons, MAJ, John	DOD Hot	2/22/2010			CL	3/22/2013	DIH/Arlington, Virginia		1 hrs 15 min	day(s):	27	Standard IGAR
DIH108058	Clemons, MAJ, John	DOD Hot	3/24/2010			CL	6/11/2013	DIH/Arlington, Virginia		1 hrs 24 min	day(s):	36	Standard IGAR
DIH108146	Clemons, MAJ, John	DOD Hot	8/23/2010			CL	4/4/2013	DIH/Arlington, Virginia		0 hrs 45 min	day(s):	35	Standard IGAR
DIH098057	Coates, Ms, Catherine	DOD Hot	4/20/2009			CL	2/13/2013	DIH/Arlington, Virginia		2 hrs 28 min	day(s):	51	Standard IGAR
DIH098120	Coates, Ms, Catherine	DOD Hot	9/3/2009			CL	1/10/2013	DIH/Arlington, Virginia		1 hrs 10 min	day(s):	36	Standard IGAR
DIH108013	Coates, Ms, Catherine	DOD Hot	11/2/2009			CL	6/28/2013	DIH/Arlington, Virginia		0 hrs 40 min	day(s):	49	Standard IGAR
DIH108038	Coates, Ms, Catherine	DOD Hot	2/2/2010			CL	4/18/2013	DIH/Arlington, Virginia		0 hrs 40 min	day(s):	20	Standard IGAR
DIH108054	Coates, Ms, Catherine	DOD Hot	3/23/2010			CL	5/22/2013	DIH/Arlington, Virginia		0 hrs 50 min	day(s):	29	Standard IGAR
DIH108063	Coates, Ms, Catherine	DOD Hot	3/29/2010			CL	4/19/2013	DIH/Arlington, Virginia		10 hrs 8 min	day(s):	515	Standard IGAR
DIH108065	Coates, Ms, Catherine	DOD Hot	3/29/2010			CL	4/30/2013	DIH/Arlington, Virginia		0 hrs 30 min	day(s):	61	Standard IGAR
DIH108129	Coates, Ms, Catherine	DOD Hot	7/12/2010			CL	1/15/2013	DIH/Arlington, Virginia		0 hrs 48 min	day(s):	30	Standard IGAR
DIH108157	Coates, Ms, Catherine	DOD Hot	9/13/2010			CL	3/22/2013	DIH/Arlington, Virginia		0 hrs 37 min	day(s):	35	Standard IGAR
DIH108062	McFadden, Mr., Zane	DOD Hot	3/29/2010			CL	8/15/2013	DIH/Arlington, Virginia		18 hrs 37 min	day(s):	716	Standard IGAR
DIH108155	McFadden, Mr., Zane	DOD Hot	8/31/2010			CL	6/28/2013	DIH/Arlington, Virginia		1 hrs 7 min	day(s):	49	Standard IGAR
DIH108172	McFadden, Mr., Zane	DOD Hot	9/30/2010			CL	6/26/2013	DIH/Arlington, Virginia		0 hrs 37 min	day(s):	16	Standard IGAR
DIH118034	McFadden, Mr., Zane	DOD Hot	1/7/2011			CL	6/14/2013	DIH/Pentagon, Virginia		0 hrs 44 min	day(s):	29	Standard IGAR
DIH118055	McFadden, Mr., Zane	DOD Hot	2/23/2011			CL	2/3/2013	DIH/Pentagon, Virginia		2 hrs 14 min	day(s):	3	Standard IGAR
DIH118065	McFadden, Mr., Zane	DOD Hot	4/1/2011			CL	3/8/2013	DIH/Pentagon, Virginia		1 hrs 26 min	day(s):	15	Standard IGAR
DIH118029	Minott, Mr, Phillip	DOD Hot	12/21/2010			CL	9/27/2013	DIH/Pentagon, Virginia		0 hrs 35 min	day(s):	14	Standard IGAR
DIH098088	Smith, Mr, Joel	DOD Hot	6/25/2009			CL	1/6/2013	DIH/Arlington, Virginia		1 hrs 15 min	day(s):	51	Standard IGAR
DIH098117	Smith, Mr, Joel	DOD Hot	9/3/2009			CL	2/5/2013	DIH/Arlington, Virginia		1 hrs 42 min	day(s):	35	Standard IGAR
DIH108036	Smith, Mr, Joel	DOD Hot	2/1/2010			CL	1/24/2013	DIH/Arlington, Virginia		1 hrs 45 min	day(s):	41	Standard IGAR
DIH118042	Smith, Mr, Joel	DOD Hot	1/24/2011			CL	6/12/2013	DIH/Pentagon, Virginia		0 hrs 37 min	day(s):	29	Standard IGAR
DIH118044	Smith, Mr, Joel	DOD Hot	1/24/2011			CL	9/13/2013	DIH/Pentagon, Virginia		0 hrs 42 min	day(s):	31	Standard IGAR
DIH118071	Smith, Mr, Joel	DOD Hot	4/4/2011			CL	10/8/2013	DIH/Pentagon, Virginia		0 hrs 33 min	day(s):	8	Standard IGAR

Figure 55
DIH, Closed cases between 1/1/2013 and 12/31/2013, Sorted by Action Officer

This is an example of the same report, sorted by the user to display case information by Action Officer/Inspector General. (Again the Case Label, User Info, and Problem Area columns are not displayed to maintain case confidentiality. From this report the data can be resorted or rearranged as needed by the supervisor.

Similar reports can be prepared from all the various Standard Report outputs – Open Cases, Closed Cases – any permutation of data that can produced using the Standard Report output can be exported into a spreadsheet format for use in case management.

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Chapter 8

Referrals: Accepting, Submitting for Review, Declining, and Linking

Depending upon the nature of the issues, Inspectors General may decide during preliminary analysis that their best course of action for resolution is to refer them to the chain of command, outside the chain of command, or to other Inspector General offices.

IGs referring issues to other IG offices will use the referral function in the IGARS database. Referrals will include thorough case notes of all actions taken to document the historical record of the case for the receiving IG office. Any supporting documents will be uploaded and attached to the case file prior to referring it. Although these electronic referrals ease the referring of cases, **IGs must still communicate via encrypted email and / or telephone with each other before completing the referral. The IGARS electronic referral process was not created as a fire-and-forget system that allows an IG to manage his or her caseload by referring all work to other IGs.**

Remember that the referral to other IGs is an extension of IG technical channels and that the receiving IG office must agree to accept the referred case. Only DAIG may directly task another IG office to work an issue or conduct an investigation. This tasking authority does not exist among IGs, regardless of echelon, below DAIG level. If a disagreement between two IG offices occurs with regard to a referral, DAIG Assistance Division will adjudicate (**prescriptive provision in AR 20-1, paragraph 6-1d (3)(d).**)

The screenshot displays the 'Inspector General Action Request System (IGARS) Training' web interface. The top navigation bar includes 'Case Information', 'Initiator/Complainant', 'Subjects/Suspects', 'Allegations', 'Issues', 'Case Notes', 'Synopsis', and 'Documents'. The 'Case Information' tab is active, and the 'Referrals' button is highlighted in yellow. Below the navigation bar, there are buttons for 'Save', 'Referrals', 'Delete', 'Print', and 'Cancel'. The main content area is divided into three panels: 'General Information', 'Status', and 'Timeline'. The 'General Information' panel shows fields for 'Office of Record', '*Case Number: DIH160001', '*Case Label: Doe 3/79', '*Received From: M-Army IG', and 'Control Number:'. The 'Status' panel shows dropdown menus for 'Anonymous Case: No', '*Status: AO-Open', '*IG: Duff, Gary', 'Historical Significance: No', and 'High Priority: No'. The 'Timeline' panel shows fields for '*IGARS Date Opened: 11/23/2015', 'Suspense:', 'External Suspense:', 'Notification:', 'Acknowledgement:', and '*IGARS Date Closed:'. A 'Logout' button is visible in the top right corner.

Figure 1
'Referrals'

From the 'Case Information' screen in IGARS, the IG can refer a case to another IG office by selecting the 'Referrals' button.

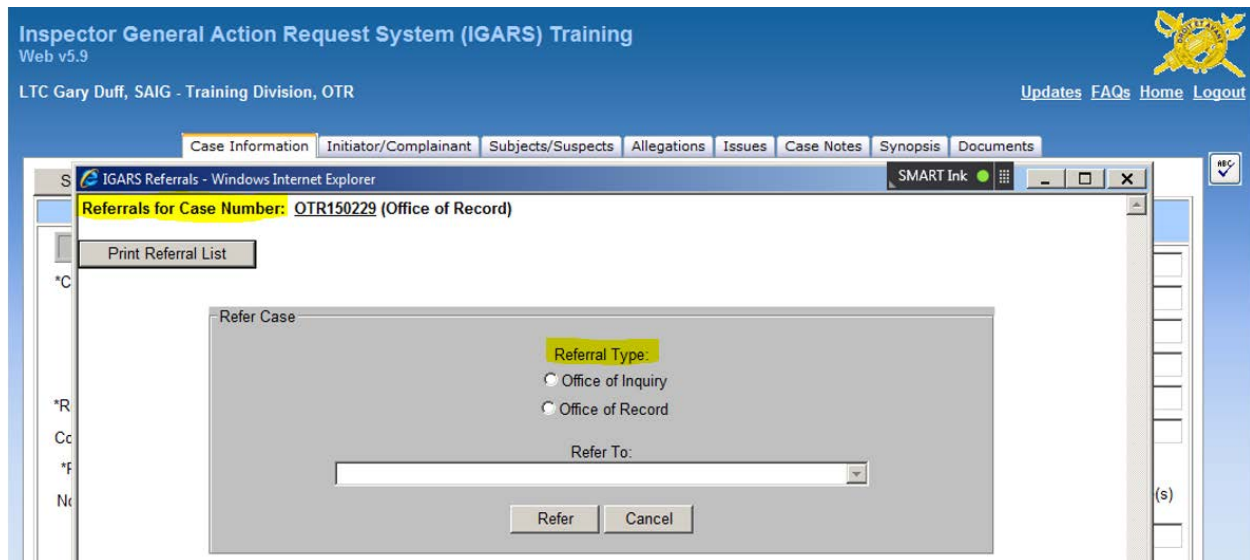


Figure 2
'Referrals' (Continued)

The referrals window will then appear. There are two 'Referral Type' options: 'Office-of-Inquiry' and 'Office-of-Record.' Selecting the 'Office-of-Inquiry' means that you want to retain ownership of the case and maintain 'Office-of-Record' status. Selecting 'Office-of-Record' means you want to give the 'Office-of-Record' status to another IG office and not maintain any ownership of the case.

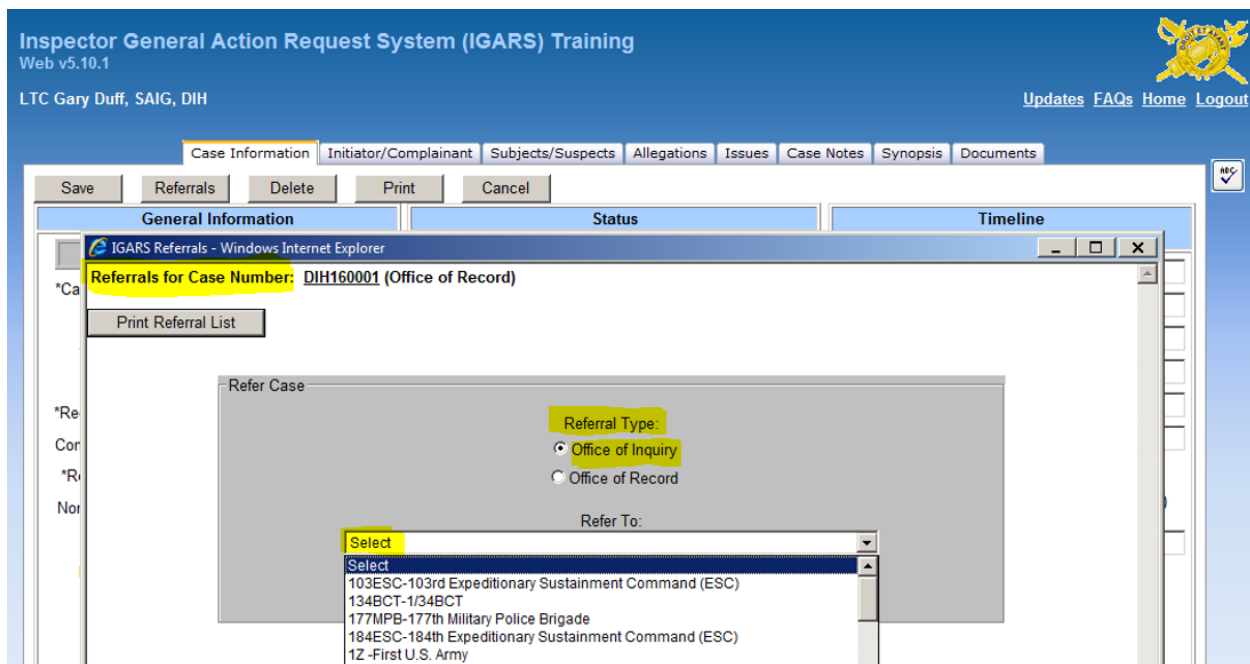


Figure 3
'Office-of-Inquiry' Referral

Selecting the 'Office-of-Inquiry' toggle and then the drop-down arrow will reveal the IG offices to which the originating Office-of-Record can refer the case as an Office-of-Inquiry. If the IG office attempting to refer the case had no IG offices under their Directing Authority's command, no IG offices would be displayed in the drop-down menu.

Note: We opened this case under the IG code 'DIH,' which is the DAIG's Assistance Division, and as such, we can retain Office-of-Record Status and refer it to any other office directly as the Office-of-Inquiry.

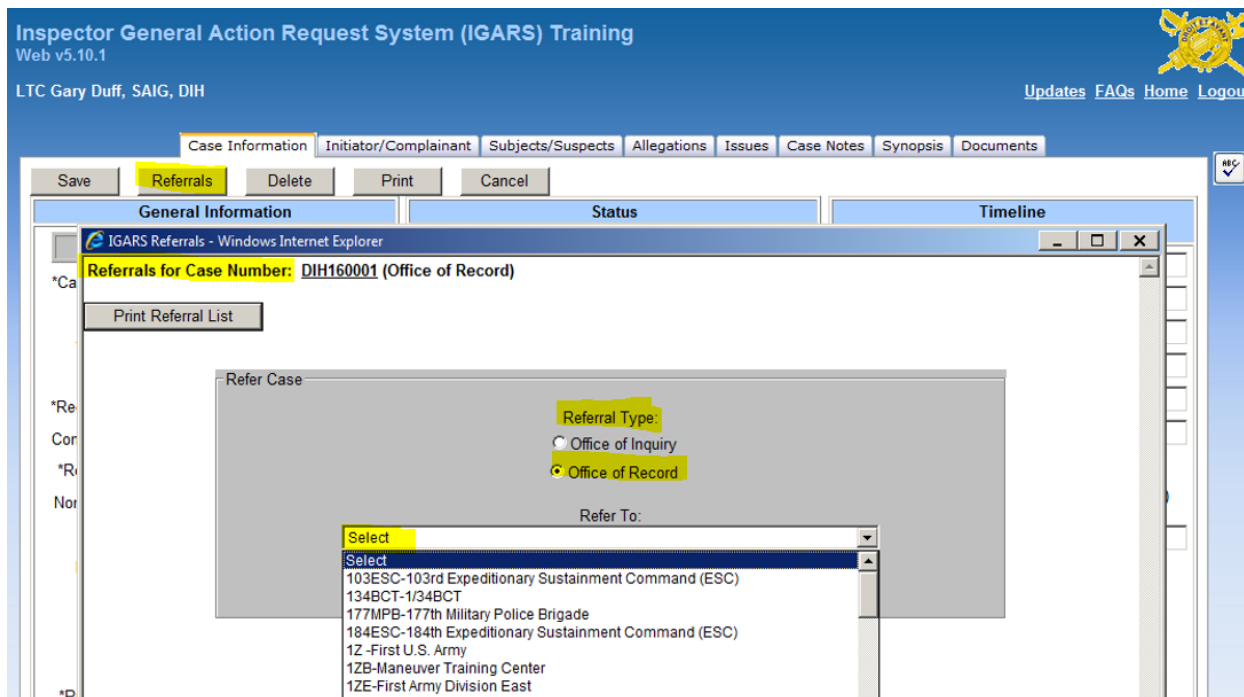


Figure 4
'Office-of-Record' Referrals

Selecting the 'Office-of-Record' toggle and then the drop-down arrow reveals all of the IG offices that are active in the database. The local IG will be able to refer cases to other IG offices.

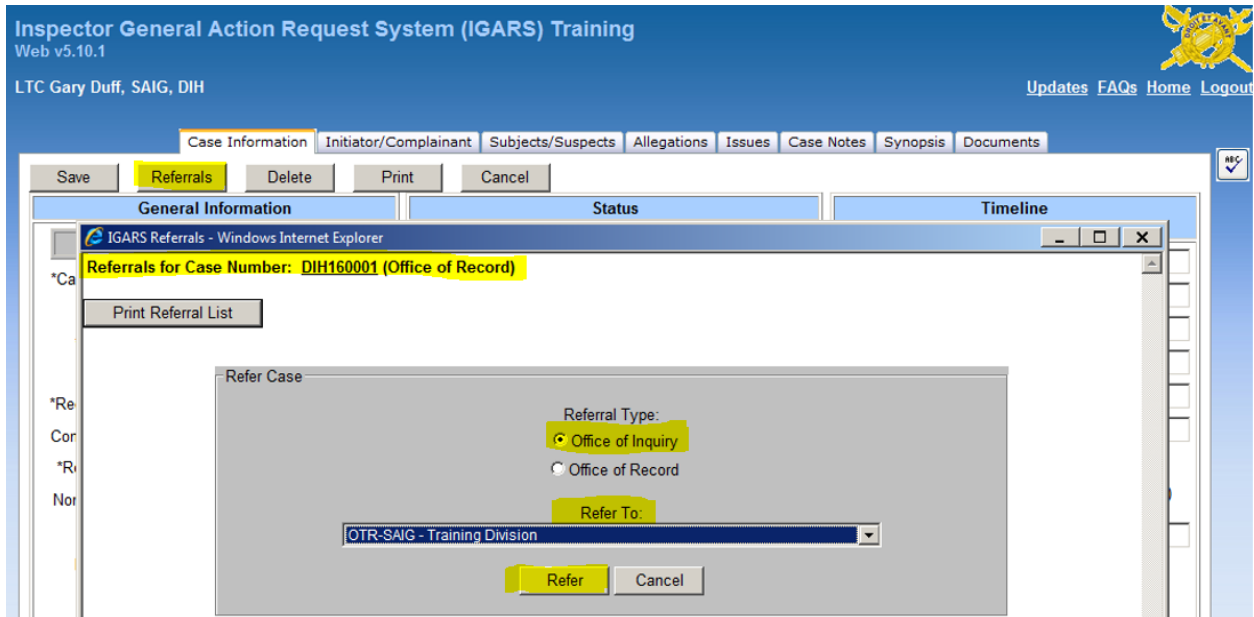


Figure 5
‘Office-of-Inquiry’ Referrals

Select the ‘Refer’ button and the case will be referred in IGARS. On the gaining IG office main page, they will see a case appear as a ‘Referral.’ On our screen the case will have the blue triangle appear.

We are going to refer case DIH160001 to OTR-SAIG – Training Division.

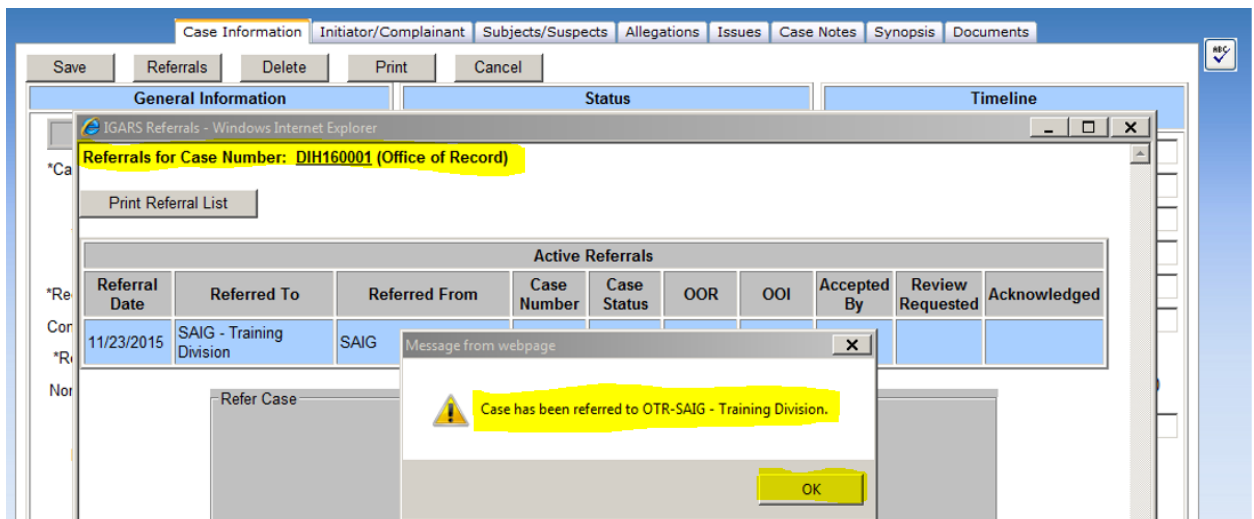


Figure 6
‘Office-of-Inquiry’ Referrals (continued)

The case has now been referred to OTR-SAIG – Training Division as an Office-of-Inquiry referral.

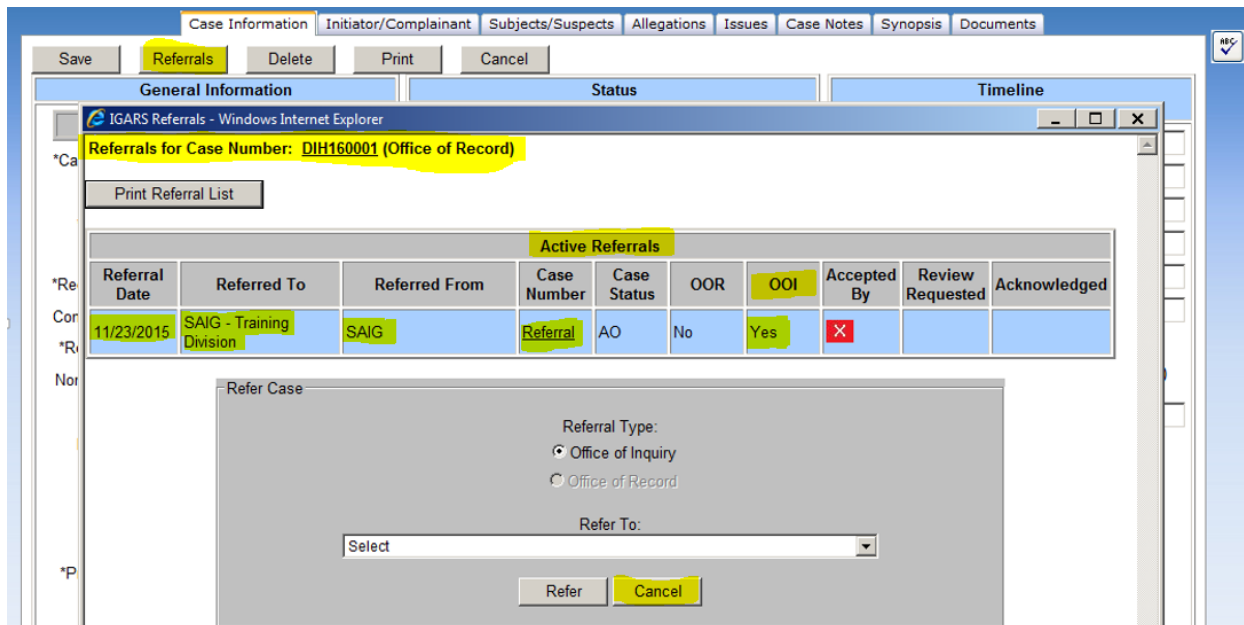


Figure 7
‘Office-of-Inquiry’ Referrals (continued)

This display shows all Active Referrals for DIH160001. Acceptance of the OOI referral is pending by SAIG Training Division.

Select Cancel to return to the Home Page.

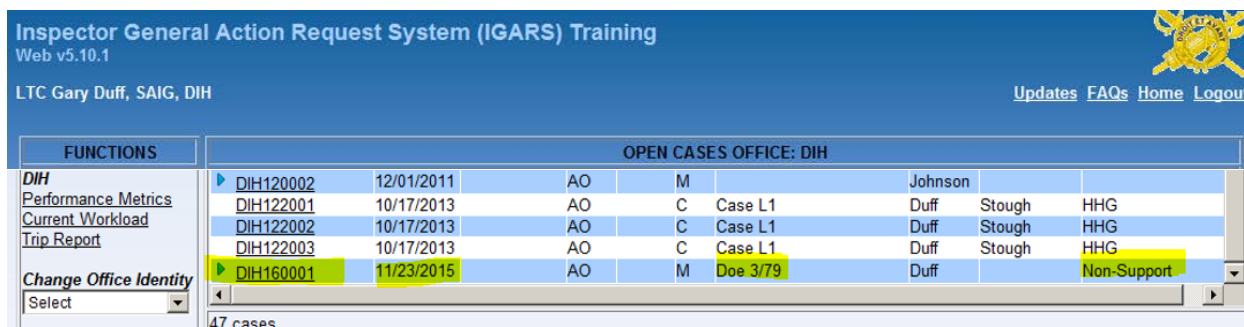


Figure 7
‘Office-of-Inquiry’ Referrals (continued)

Notice that the blue triangle has appeared next to the case number we are trying to refer.

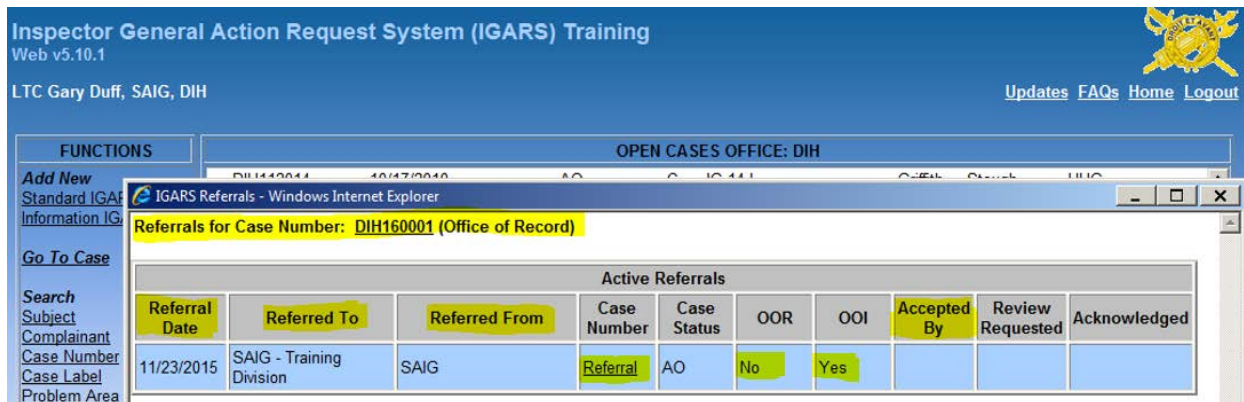


Figure 9
‘Office-of-Inquiry’ Referrals (continued)

Selecting the blue triangle (displayed in Figure 8, above) will bring up the ‘Active Referrals’ screen. Our office, DIH, referred the case on 11/23/2015 to SAIG – Training Division [Office Code OTR]. It has not yet been accepted. If it had been accepted, the Case-Number column would have an OTR case number instead of ‘Referral.’ Further, the IG’s last name would appear in the ‘Accepted By’ column. The case is in Open Status, ‘AO’. We referred this case as an Office of Inquiry, hence the ‘Yes’ in the ‘OOI’ column and ‘No’ in the ‘OOR’.

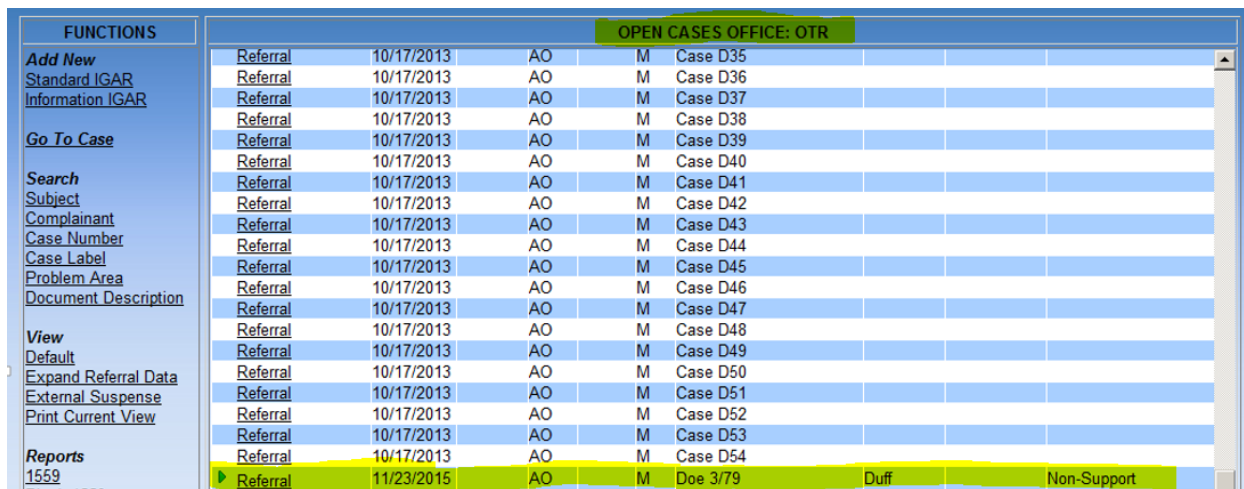


Figure 10
‘Accepting’ a Referral

Viewed not from the main page of the Training Division (OTR), the referral from DIH now appears as a ‘Referral’ for our office to accept.

Select the ‘Referral’ hyperlink for the case you want to review.

Figure 11
‘Accepting’ a Referral (continued)

Notice under the ‘General Information’ column that this case is being referred to our office as an ‘Office of Inquiry’. Currently, no case number is assigned as we have not completely accepted the case. You have just received an IGAR so, you should conduct IGPA before you accept it to ensure it is appropriate for you to work.

The ‘Status’ column reflects the referral data from the Office of Record.

To accept this case, select ‘Accept.’

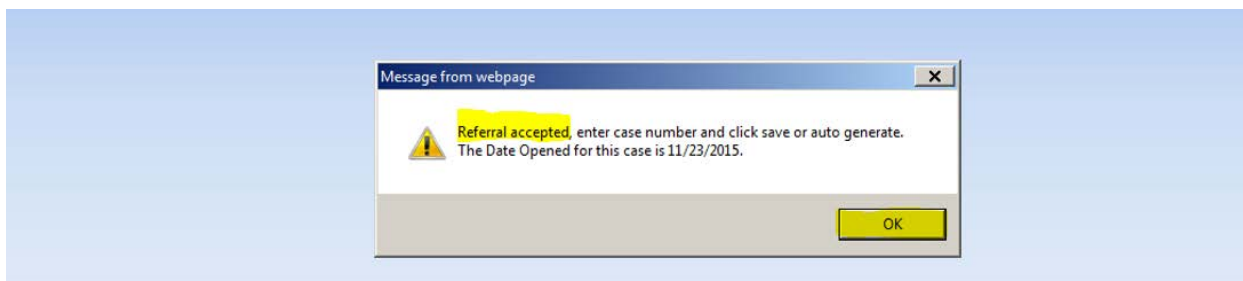


Figure 12
‘Accepting’ a Referral (continued)

Select ‘Ok.’

The screenshot shows the 'Case Information' form with three main sections:

- General Information:** Includes 'Office of Inquiry' (Office of Record: SAIG - Training Division), '*Case Number: OTR 16' with an 'Auto Generate' button, '*Case Label: Doe 3/79', '*Received From: M-Army IG', '*Receipt Mode: C-Call-In', 'Non IG Referral', 'Priority Flag: Select', '*Location: Fort Von Steuben, Virginia', and 'Non-Support'.
- Status:** Includes 'Anonymous Case: No', '*Status: AO-Open', '*IG: Duff, Gary', 'Historical Significance: No', and 'High Priority: No'. A box contains referral details: 'Case Referred By: DIH-SAIG', 'IG: Duff', 'Date: 11/23/2015', 'Case Number: DIH160001', 'Office of Record: DIH-SAIG', 'Case Number: DIH160001', and 'Close Date:'. A note at the bottom says: 'To request a review from the referring office change the Status to RV and click Save.'
- Timeline:** Includes '*IGARS Date Opened: 11/23/2015', 'Suspense:', 'External Suspense:', 'Notification:', 'Acknowledgement:', '*IGARS Date Closed:', '*Total Man Hours Expended: 0 hour(s) 0 minute(s)', and 'Additional Man Hours (in minutes):'. An 'Add Timeline Event' button is at the bottom.

Figure 13
'Accepting' a Referral (continued)

Select 'Auto Generate' to complete the acceptance process by generating a local IG office 'Case Number.'

Selecting 'Cancel' will cancel the acceptance process.

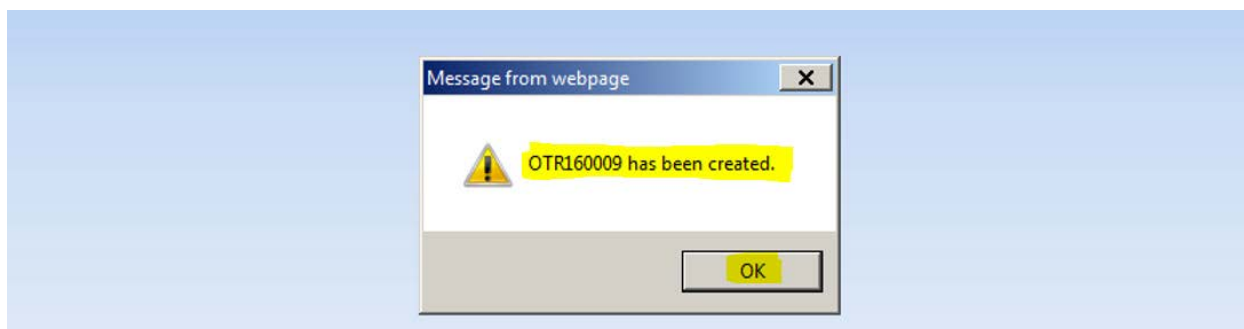


Figure 14
'Accepting' a Referral (Continued)

The local IG office has now accepted the case.

Select 'Ok.'

Inspector General Action Request System (IGARS) Training
Web v5.10.1
LTC Gary Duff, SAIG - Training Division, OTR

Updates FAQs Home Logout

Case Information Initiator/Complainant Subjects/Suspects Allegations Issues Case Notes Synopsis Documents

Save Referrals Delete Print Cancel

General Information

Office of Inquiry

*Case Number: OTR160009

*Case Label: Doe 3/79

*Received From: M-Army IG

Control Number:

*Receipt Mode: C-Call-In

Non IG Referral:

IG Office: SAIG-T

Priority Flag: Select

*Location: Fort Von Steuben, Virginia

Non-Support

Status

Anonymous Case: No

*Status: AO-Open

*IG: Duff, Gary

Historical Significance: No

High Priority: No

Case Referred By: DIH-SAIG
IG: Duff
Date: 11/23/2015
Case Number: DIH160001

Office of Record: DIH-SAIG
Case Number: DIH160001
Close Date:

To request a review from the referring office change the Status to RV and click Save.

Timeline

Chart Blocked Referral Chart List

*IGARS Date Opened: 11/23/2015

Suspense:

External Suspense:

Notification:

Acknowledgement:

*IGARS Date Closed:

*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Additional Man Hours (in minutes):

Add Timeline Event

Figure 15
'Accepting' a Referral (continued)

The referred case now has a local IG office 'Case Number' and will appear on the main page by this number.

At this point, if this IG office was an intermediate OOI and the office that needs to work the case is at a lower level, the case should be referred again as an OOI referral as previously described.

Inspector General Action Request System (IGARS) Training
Web v5.10.1
LTC Gary Duff, SAIG, DIH

Updates FAQs Home Logout

IGARS Referrals - Windows Internet Explorer

Referrals for Case Number: DIH160001 (Office of Record)

Active Referrals

Referral Date	Referred To	Referred From	Case Number	Case Status	OOB	OOI	Accepted By	Review Requested	Acknowledged
11/23/2015	SAIG - Training Division	SAIG	OTR160009	AO	No	Yes	Duff		

Figure 16
'Accepting' a Referral (continued)

The Active Referrals window now viewed from the DAIG's Assistance Division main page reveals the case number for the Office-of-Inquiry Case and the last name of the IG that accepted the referral in that office.

Selecting the hyperlink 'OTR160009' will allow the Office-of-Record to see the case file in IGARS.

The screenshot displays the IGARS web application interface. At the top, it says "Inspector General Action Request System (IGARS) Training" and "Web v5.10.1". The user is identified as "LTC Gary Duff, SAIG - Training Division, OTR". The interface has a blue header with a logo on the right and navigation links: "Updates", "FAQs", "Home", "Logout". Below the header is a menu bar with "Case Information" highlighted, and other options: "Initiator/Complainant", "Subjects/Suspects", "Allegations", "Issues", "Case Notes", "Synopsis", "Documents". A toolbar contains "Save", "Referrals", "Delete", "Print", and "Cancel" buttons. The main content area is divided into three panels: "General Information", "Status", and "Timeline".

General Information:

- Office of Inquiry: [Dropdown]
- *Case Number: OTR160009
- Case Label: Doe 3/79
- *Received From: M-Army IG
- Control Number: [Text Field]
- *Receipt Mode: C-Call-In
- Non IG Referral: [Text Field]
- IG Office: SAIG-T
- Priority Flag: Select
- *Location: Fort Von Steuben, Virginia
- Non-Support: [Text Field]

Status:

- Anonymous Case: No
- *Status: AO-Open (dropdown menu is open, showing "RV-In Review" selected)
- *IG: AO-Open
- Historical Significance: No
- High Priority: No

Timeline:

- *IGARS Date Opened: 11/23/2015
- Suspense: [Text Field]
- External Suspense: [Text Field]
- Notification: [Text Field]
- Acknowledgement: [Text Field]
- *IGARS Date Closed: [Text Field]
- *Total Man Hours Expended: 0 hour(s) 15 minute(s)
- Additional Man Hours (in minutes): [Text Field]
- Add Timeline Event [Button]

A yellow callout box at the bottom of the Status section contains the text: "To request a review from the referring office change the Status to RV and click Save."

Figure 17
Referral 'In-Review'

Once the case has been completed at the Office-of-Inquiry level, the IG working the case should change the status to 'RV-In Review' to notify the Office-of-Record IG that the case is ready for review.

The 'In-Review' status may also be used to signify that an SJA, CIG, or Commander is locally reviewing a case before closing.

Select 'In-Review' and 'Save.'

The screenshot shows the 'Case Information' form with the following details:

- General Information:** Office of Inquiry: Office of Inquiry; *Case Number: OTR160009; *Case Label: Doe 3/79; *Received From: M-Army IG; *Receipt Mode: C-Call-In; IG Office: SAIG-T; *Location: Fort Von Steuben, Virginia; *Problem Area: Non-Support.
- Status:** Anonymous Case: No; *Status: RV-In Review; *IG: Duff, Gary; Historical Significance: No; High Priority: No.
- Case Referred By:** DIH-SAIG; IG: Duff; Date: 11/23/2015; Case Number: DIH160001.
- Office of Record:** DIH-SAIG; Case Number: DIH160001; Close Date: (blank).
- Case History:**

Status	Date Changed	Changed By
RV	11/23/2015	Duff
- Timeline:** *IGARS Date Opened: 11/23/2015; *IGARS Date Closed: (blank); *Total Man Hours Expended: 0 hour(s) 30 minute(s).

Figure 18
Referral 'In Review' (continued)

Notice that there is now a 'Case History' entry documenting the case has been submitted for review.

The screenshot shows the 'Inspector General Action Request System (IGARS) Training' page with the following table:

Inspector General Action Request System (IGARS) Training										
Web v5.10.1										
LTC Gary Duff, SAIG, DIH										
Updates FAQs Home Logout										
FUNCTIONS										
OPEN CASES OFFICE: DIH										
Case	Opened	Sent to DoD	Status	Priority	Type	Label	IG	Complainant	Problem Area	
DIH160001	11/23/2015		AO	M		Doe 3/79	Duff		Non-Support	
DIH112001	10/17/2010		AO	C		IG 01 L	Griffith	Stough	HHG	
DIH112002	10/17/2010		AO	C		IG 02 L	Griffith	Stough	HHG	
DIH112003	10/17/2010		AO	C		IG 03 L	Griffith	Stough	HHG	

Figure 19
Referral 'In Review' (continued)

Once the Office-of-Inquiry has submitted the case for review, the Office-of-Record case number will move to the top of the list of cases on the Office-of-Record main page and a blue flag will appear next to the case number.

Click on the blue flag.

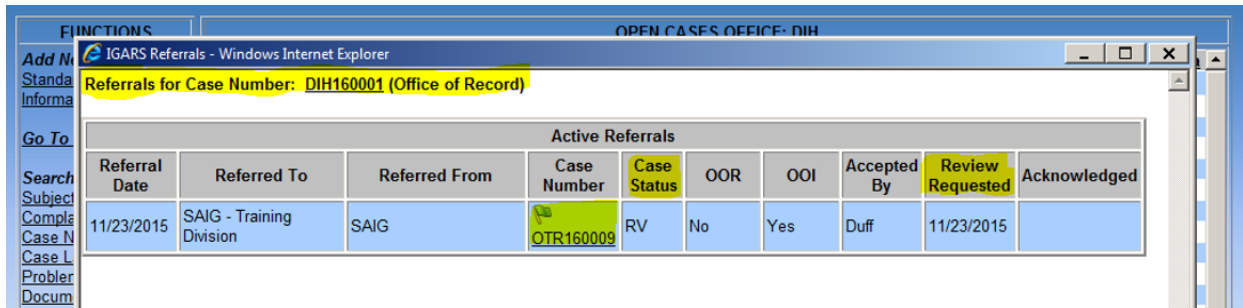


Figure 20
Referral 'In Review' (continued)

The referral screen will appear noting when the Office of Inquiry requested the review. The Office-of-Record IG may select the Office-of-Inquiry case number hyperlink from here or from the main page.

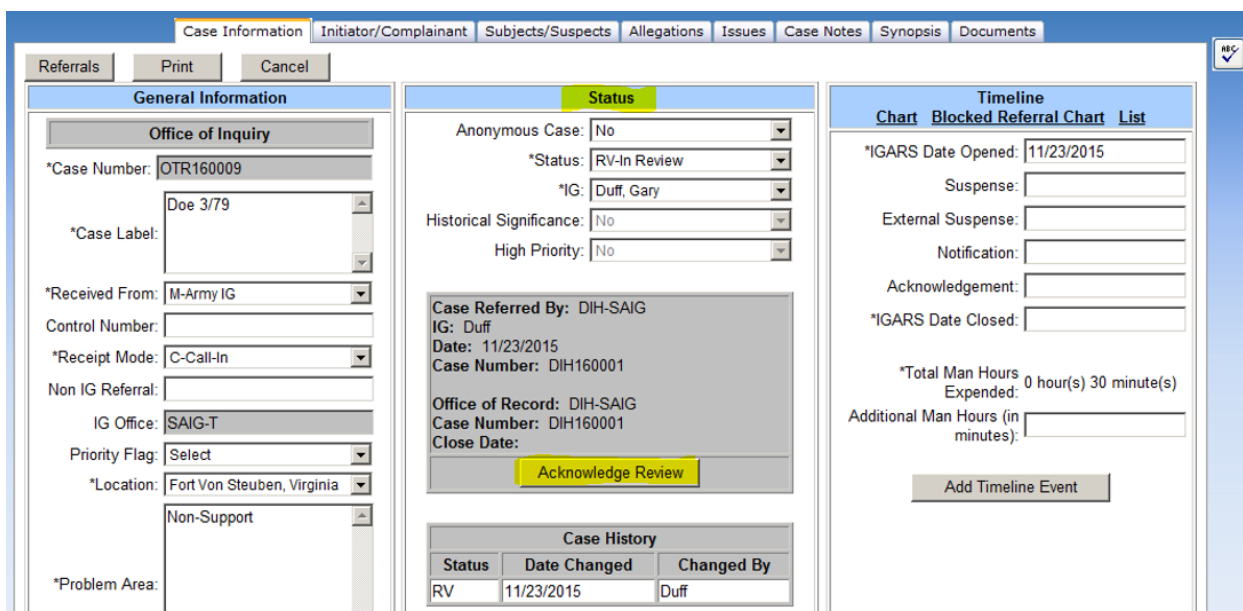


Figure 21
Referral 'In Review Acknowledged'

The Office-of-Record should review the case file for completeness and then click on 'Acknowledge Review.'

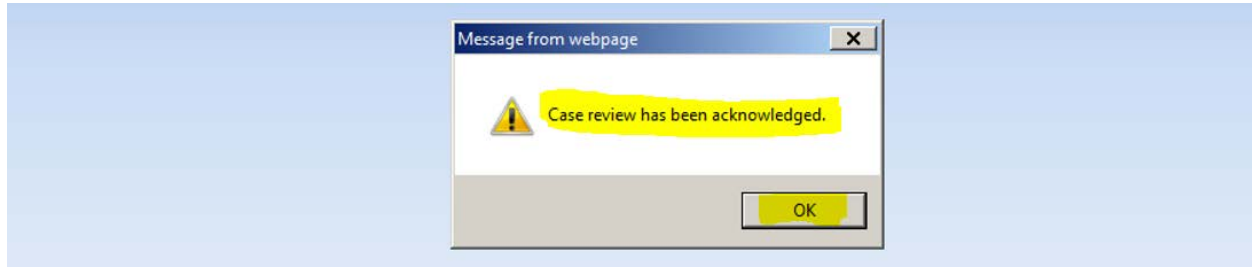


Figure 22
Referral 'In Review Acknowledged' (continued)

'Case review has been acknowledged.' Select 'Ok.'

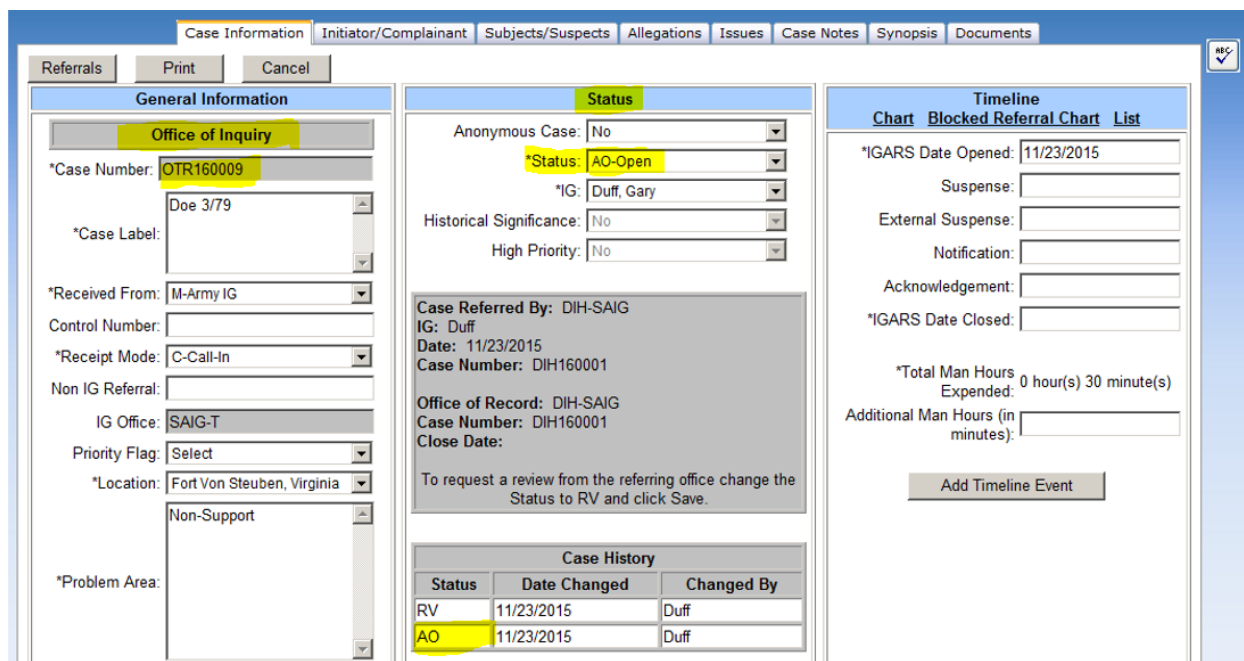


Figure 23
Referral 'In Review to AO'

After the acknowledgment by the OOR, the case history displayed on the OOI case information tab will change the status back to 'AO – Open.'

FUNCTIONS	OPEN CASES OFFICE: DIH							
DIH	▶ DIH120002	12/01/2011	AO	M			Johnson	
Performance Metrics	DIH122001	10/17/2013	AO	C	Case L1		Duff	Stough HHG
Current Workload	DIH122002	10/17/2013	AO	C	Case L1		Duff	Stough HHG
Trip Report	DIH122003	10/17/2013	AO	C	Case L1		Duff	Stough HHG
Change Office Identity	▶ DIH160001	11/23/2015	AO	M	Doe 3/79		Duff	Non-Support
Select								
47 cases								

Figure 24
Referral 'In Review Acknowledged'

The Office-of-Record case number has now returned to its sequential position on the main page. The blue flag is gone and replaced by the blue referral triangle.

Inspector General Action Request System (IGARS) Training
Web v5.10.1
LTC Gary Duff, SAIG, DIH

Case Information | Initiator/Complainant | Subjects/Suspects | Allegations | Issues | Case Notes | Synopsis | Documents

Save | Referrals | Delete | Print | Cancel

General Information

Office of Record

*Case Number: DIH160001

Doe 3/79

*Case Label:

*Received From: M-Army IG

Control Number:

*Receipt Mode: C-Call-In

Non IG Referral:

IG Office: saig

Priority Flag: Select

*Location: Fort Von Steuben, Virginia

Status

Anonymous Case: No

*Status: AO-Open

*IG: Duff, Gary

Historical Significance: No

High Priority: No

Timeline

Chart | Blocked Referral Chart | List

*IGARS Date Opened: 11/23/2015

Suspense:

External Suspense:

Notification:

Acknowledgement:

*IGARS Date Closed: 11/23/2015

*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Additional Man Hours (in minutes):

Add Timeline Event

Figure 25
'Closing the OOR Case'

If the Office-of-Record attempts to close the case before the Office-of-Inquiry closes out the case, a window will appear to notify the Office-of-Record that the Office-of-Inquiry has not closed the case.

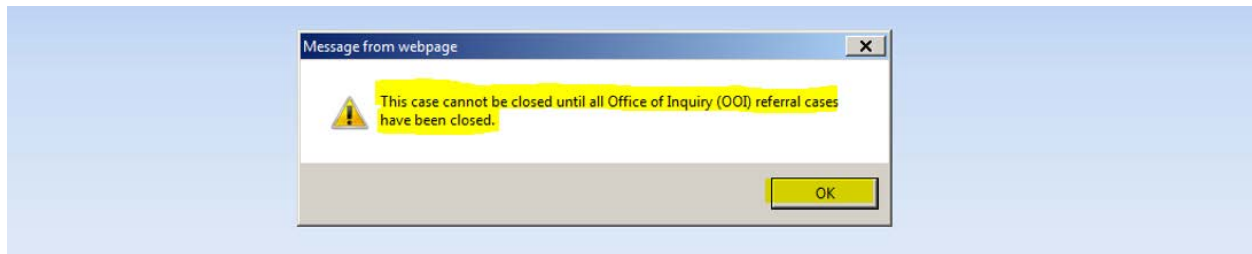


Figure 26
 'Closing the OOR Case' (continued)

'This case cannot be closed until all Office of Inquiry (OOI) referral cases have been closed.'

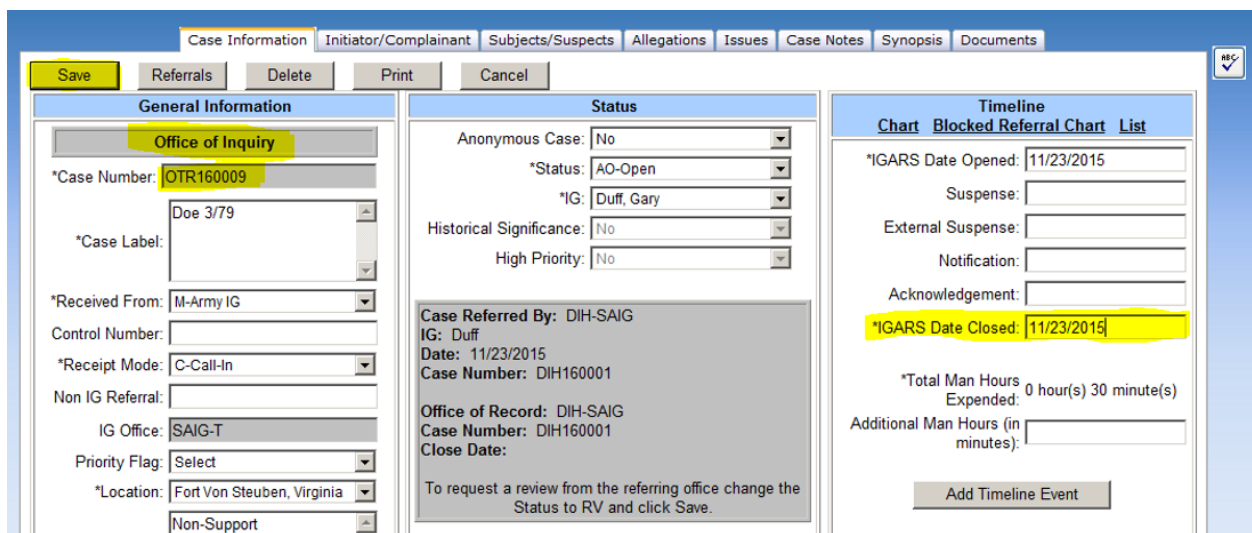


Figure 27
 'Closing the OOR Case' (continued)

The OOI enters the 'IGARS Date Closed' date and "Saves" the case.

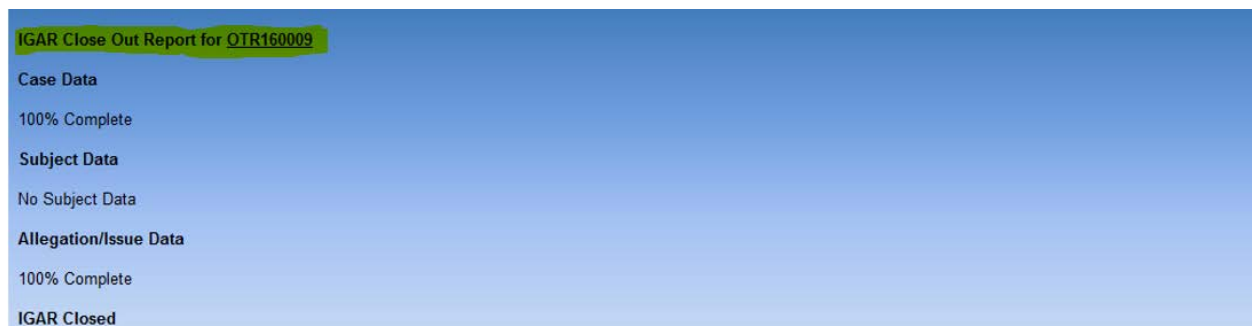


Figure 28
 'Closing the OOR Case' (continued)

If all required fields have been properly completed, IGARS will confirm that each section of the 1559 has been completed and will display "IGAR Closed." At this point, the Office-of-Inquiry case is closed and the Office-of-Record can complete the 1559 and close the OOR case.

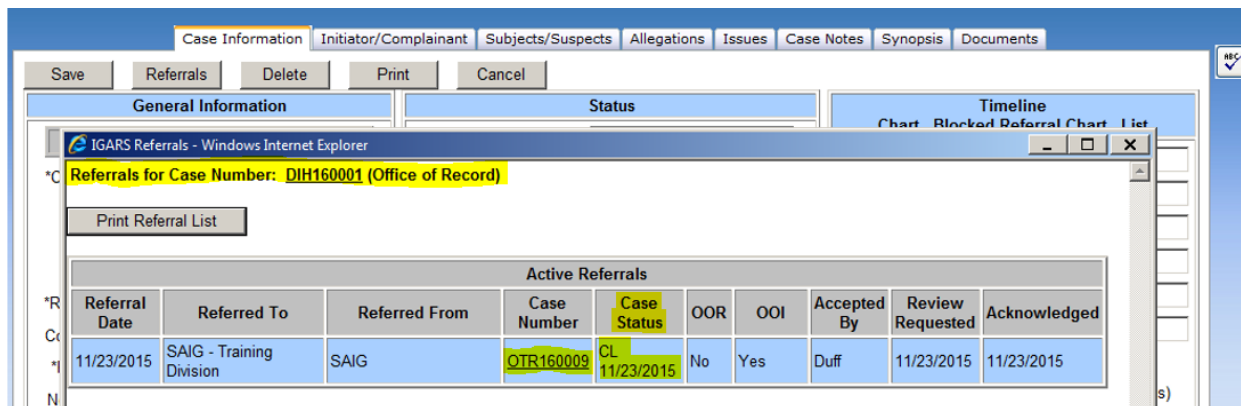


Figure 29
'Closing the OOR Case' (continued)

The case has been closed by the Office-of-Inquiry. The referral window from the Office-of-Record notes the case status as 'CL' - closed and the date it was closed.

Also, notice that the date of the 'Acknowledged' column is populated. This is the date that the Office-of-Record acknowledged the review request.

If the Office-of-Record agrees with the Office-of-Inquiry findings, the case can be closed by the Office-of-Record.

The procedure for referring a case as Office of Record is very similar to referring a case to an Office of Inquiry.

The screenshot shows the IGARS Training interface. At the top, it says 'Inspector General Action Request System (IGARS) Training Web v5.10.1'. The user is identified as 'LTC Gary Duff, SAIG, DIH'. The navigation tabs include 'Case Information', 'Initiator/Complainant', 'Subjects/Suspects', 'Allegations', 'Issues', 'Case Notes', 'Synopsis', and 'Documents'. The 'Referrals' button is highlighted. The 'General Information' section contains:

- Office of Record (selected)
- *Case Number: DIH160002
- *Case Label: Doe 3/79
- *Received From: M-Army IG
- Control Number: (empty)
- *Receipt Mode: C-Call-In
- Non IG Referral: (empty)
- IG Office: saig
- Priority Flag: Select
- *Location: Fort Von Steuben, Virginia
- Non-Support (selected)

 The 'Status' section contains:

- Anonymous Case: No
- *Status: AO-Open
- *IG: Duff, Gary
- Historical Significance: No
- High Priority: No

 The 'Timeline' section contains:

- *IGARS Date Opened: 11/24/2015
- Suspense: (empty)
- External Suspense: (empty)
- Notification: (empty)
- Acknowledgement: (empty)
- *IGARS Date Closed: (empty)
- *Total Man Hours Expended: 0 hour(s) 15 minute(s)
- Additional Man Hours (in minutes): (empty)
- Add Timeline Event button

Figure 30
'Office-of-Record Referral' 'Accepting'

In this scenario, case number DIH160002 is being referred as an Office-of-Record Referral. The office referring the case does not want to maintain oversight or direct visibility on the case.

Select 'Referrals.'

The screenshot shows the 'IGARS Referrals - Windows Internet Explorer' window. The title bar reads 'Referrals for Case Number: DIH160002 (Office of Record)'. A 'Print Referral List' button is visible. A 'Refer Case' dialog box is open, containing:

- Referral Type:
 - Office of Inquiry
 - Office of Record
- Refer To: OTR-SAIG - Training Division (selected)
- Refer and Cancel buttons

Figure 31
'Office-of-Record Referral' 'Accepting' (continued)

In this scenario, we are going to refer this case from SAIG-AC (DIH) to 'OTR-SAIG – Training Division' as the Office-of-Record. The office referring this case – DIH – does not want to maintain oversight of the case. As a local IG office, you will likely only use this function to refer a case to another IG office as Office-of-Record.

Select the Office-of-Record button, find the IG office to which you want to refer the case, and then select Refer.

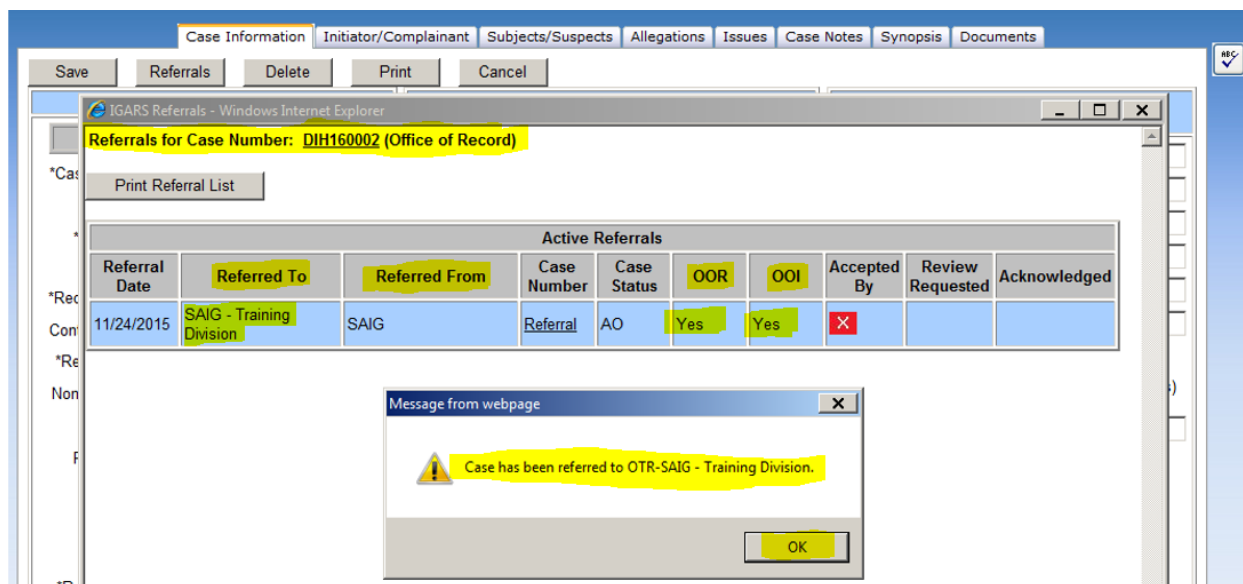


Figure 32
'Office-of-Record Referral' 'Accepting' (Continued)

The 'Case has been referred to OTR-SAIG – Training Division.'

Notice that the OOB and OOI columns reflect 'Yes,' meaning that the referring office is transferring all responsibilities for this case to the gaining IG office.

Select 'Ok.'

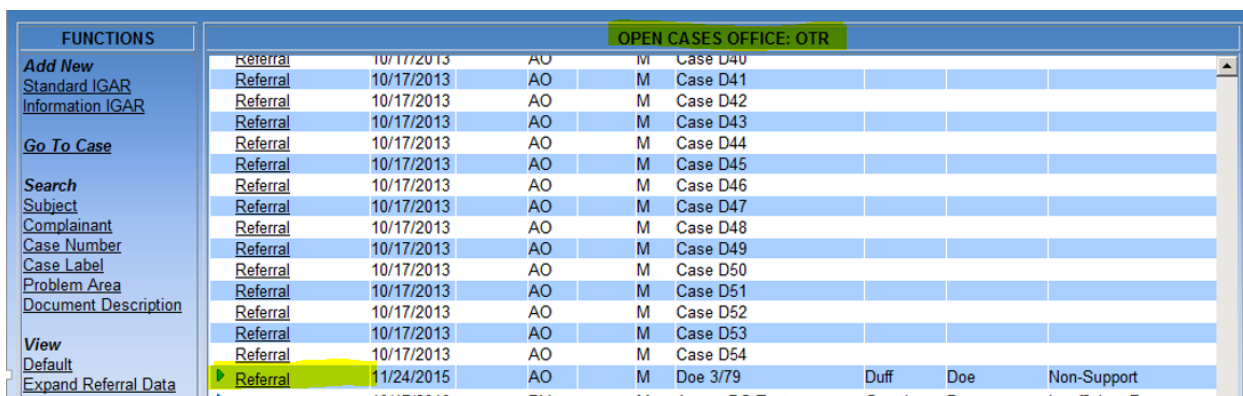


Figure 33
'Office-of-Record Referral' 'Accepting' (continued)

Viewed from 'OTR-SAIG – Training Division', the 'Referral' is now visible for viewing.

Select the 'Referral' hyperlink to review the IGAR.

Figure 34
 'Office-of-Record Referral' 'Accepting' (continued)

Notice under the 'General Information' column that this is an 'Office-of-Record' referral. Also, the referral information is listed under the 'Status' column.

Select 'Accept.'

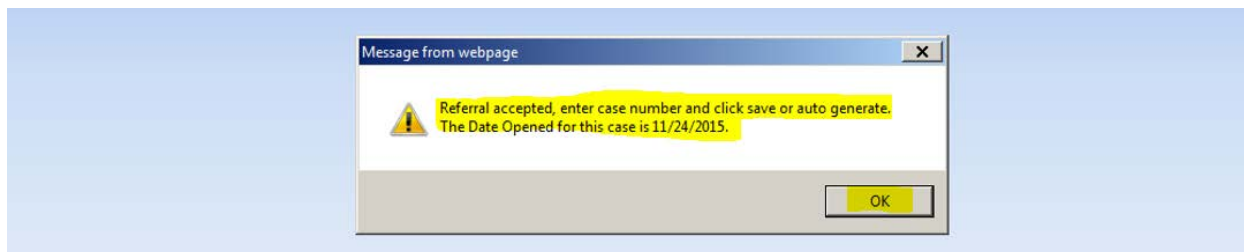


Figure 35
 'Office-of-Record Referral' 'Accepting' (Continued)

IGARS confirms the referral has been accepted.

Select 'Ok.'

Case Information Initiator/Complainant Subjects/Suspects Allegations Issues Case Notes Synopsis Documents

Save Cancel

General Information

Office of Record

*Case Number: OTR 16 Auto Generate

*Case Label: Doe 3/79

*Received From: M-Army IG

Control Number:

*Receipt Mode: C-Call-In

Non IG Referral:

IG Office: SAIG - Training Division

Priority Flag: Select

Status

Anonymous Case: No

*Status: AO-Open

*IG: Duff, Gary

Historical Significance: No

High Priority: No

Case Referred By: DIH-SAIG
IG: Duff
Date: 11/24/2015
Case Number: DIH160002

Office of Record: OTR-SAIG - Training Division
Case Number:
Close Date:

Timeline

Chart Blocked Referral Chart List

*IGARS Date Opened: 11/24/2015

Suspense:

External Suspense:

Notification:

Acknowledgement:

*IGARS Date Closed:

*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Additional Man Hours (in minutes):

Figure 36
'Office-of-Record Referral' 'Accepting' (continued)

Just as with the Office-of-Inquiry referral, select 'Auto Generate' to assign a case number and complete the acceptance.

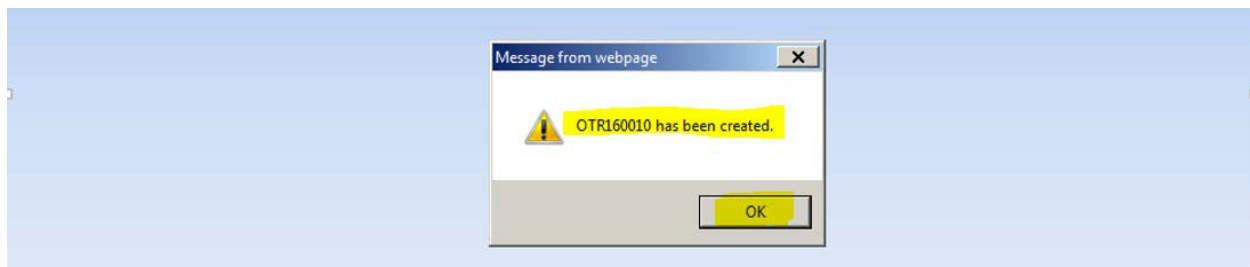


Figure 37
'Office-of-Record Referral' 'Accepting' (continued)

Select 'Ok.'

Figure 38
 'Office-of-Record Referral' 'Accepting' (continued)

The case now belongs to 'OTR-SAIG – Training Division.'

Referral Date	Referred To	Referred From	Case Number	Case Status	OOR	OOI	Accepted By	Review Requested	Acknowledged
	SAIG		DIH160002	AO	Refer Only	No			

Figure 39
 'Office-of-Record Referral' 'Accepting' (continued)

The case is now available for the local IG office to work. Selecting the blue triangle beside the case number will bring up the referral window.

Notice that from the OTR-SAIG – Training Division' perspective, this case is not an OOI referral; it is an OOR 'Refer-Only' case (that is, it's being referred as an OOR).

Active Referrals									
Referral Date	Referred To	Referred From	Case Number	Case Status	OOB	OOI	Accepted By	Review Requested	Acknowledged
11/24/2015	SAIG - Training Division	SAIG	OTR160010	AO	Yes	Yes	Duff		

Figure 40
 'Office-of-Record Referral' 'Accepting' (continued)

Now viewed from SAIG, the referring IG office, notice that the case number for OTR is listed under the case-number column; the last name of the IG from that office that accepted the case is listed. The referring IG office case can now be closed without further action.

Declining a Referral: The 'referral to other IGs' process is an extension of Inspector General technical channels, and the receiving IG office must agree to accept the referred case. Only DAIG may directly task another IG office to work an issue or conduct an investigation. This tasking authority does not exist among IGs below DAIG level, regardless of echelon. If a disagreement between IG offices occurs with regard to a referral, DAIG's Assistance Division will adjudicate.

Referral	Date	Status	Case	Name
Referral	11/24/2015	AO	M Doe 3/79	Duff Doe Non-Support
Referral	10/17/2013	AO	C Case L1	Stough HHG
Referral	10/17/2013	AO	C Case L1	Stough HHG
Referral	10/17/2013	AO	C Case L1	Stough HHG
Referral	10/17/2013	AO	M Case A1	Unfair promotio...

Figure 41
 'Declining a Case'

Select the 'Referral' hyperlink of the case you want to review.

The screenshot shows the 'Inspector General Action Request System (IGARS) Training' interface. At the top, it says 'Web v5.10.1' and 'LTC Gary Duff, SAIG - Training Division, OTR'. There are navigation tabs for 'Case Information', 'Initiator/Complainant', 'Subjects/Suspects', 'Allegations', 'Issues', 'Case Notes', 'Synopsis', and 'Documents'. Below these are buttons for 'Accept', 'Decline', 'Link', 'Print', and 'Cancel'. The 'Decline' button is highlighted in yellow. The main content area is divided into three columns: 'General Information', 'Status', and 'Timeline'. The 'General Information' column contains fields for 'Office of Record', '*Case Number: Referral', '*Case Label: Doe 3/79', '*Received From: M-Army IG', 'Control Number', '*Receipt Mode: C-Call-In', 'Non IG Referral', 'IG Office: SAIG-T', and 'Priority Flag: Select'. The 'Status' column contains dropdowns for 'Anonymous Case: No', '*Status: AO-Open', '*IG: Duff, Gary', 'Historical Significance: No', and 'High Priority: No'. It also includes a section for 'Case Referred By: DIH-SAIG' with sub-fields for 'IG: Duff', 'Date: 11/24/2015', and 'Case Number: DIH160003'. Below this is 'Office of Record: OTR-SAIG - Training Division', 'Case Number:', and 'Close Date:'. The 'Timeline' column has tabs for 'Chart', 'Blocked Referral Chart', and 'List'. It contains fields for '*IGARS Date Opened: 11/24/2015', 'Suspense:', 'External Suspense:', 'Notification:', 'Acknowledgement:', '*IGARS Date Closed:', '*Total Man Hours Expended: 0 hour(s) 0 minute(s)', and 'Additional Man Hours (in minutes):'.

Figure 42
 'Declining a Case' (continued)

You have just received an IGAR; conduct IGPA. If this case is not appropriate for your office to work, you need to decline the case.

This screenshot is identical to Figure 42, showing the IGARS Training interface. The 'Decline' button in the top navigation bar is highlighted in yellow, indicating the user's action to decline the case. The rest of the interface, including the 'General Information', 'Status', and 'Timeline' sections, remains the same as in Figure 42.

Figure 43
 'Declining a Case' (continued)

Select 'Decline.'

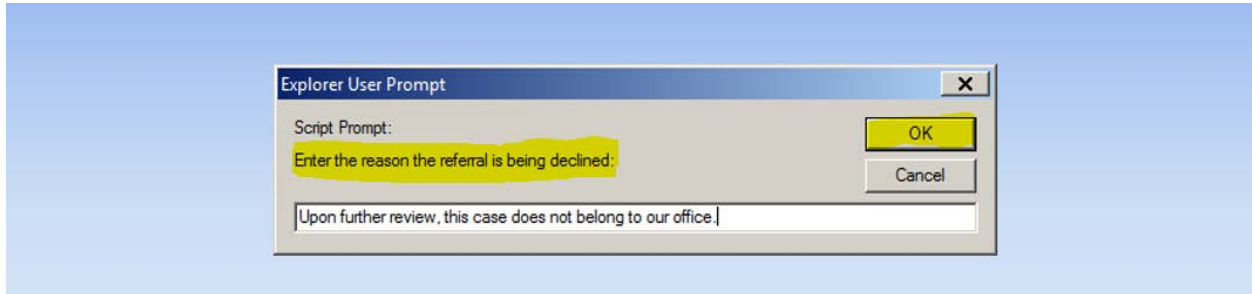


Figure 44
'Declining a Case (continued)

Provide a brief explanation of why your office is declining this case. Select 'Ok.'

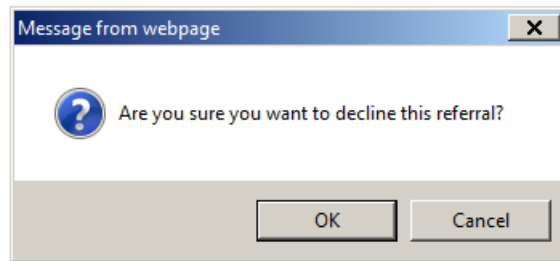


Figure 45
'Declining a Case' (continued)

Select 'Ok' to confirm the decline or 'Cancel' to stop the decline action.

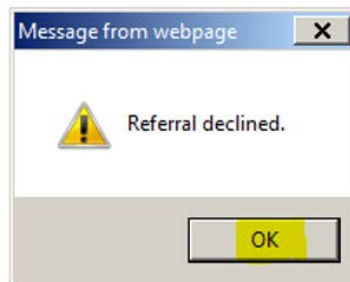


Figure 46
'Declining' (continued)

Select 'Ok' and the case has been removed from your queue.

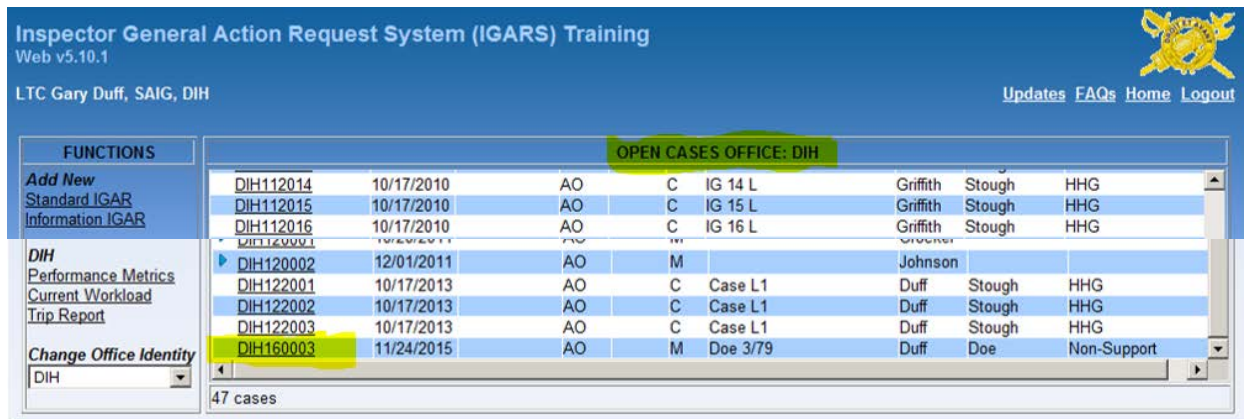


Figure 47
 'Declining' (continued)

Viewed from the referring office, the blue triangle has been removed from the case that DIH tried to refer to OTR.

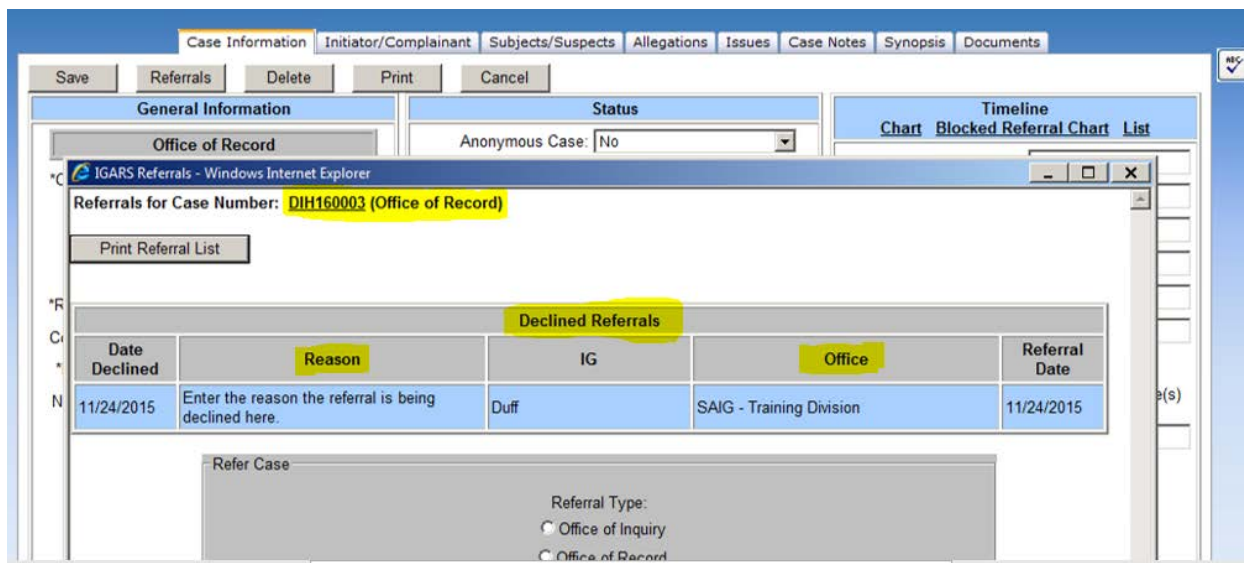


Figure 48
 'Declining a Case' (continued)

Selecting 'Referrals' again, the office that attempted to refer the case initially will see when the case was declined, the reason for the declination, and the IG that declined the case.

The owning office can then attempt to refer the case again.

Linking to an Existing case – Office-of-Record

Information IGAR	Referral	11/24/2015	AO	M	Doe 3/79	Duff	Doe	Non-Support
Go To Case	Referral	10/17/2013	AO	C	Case L1		Stough	HHG
Search	Referral	10/17/2013	AO	C	Case L1		Stough	HHG
	Referral	10/17/2013	AO	C	Case L1		Stough	HHG

Figure 49
Linking a case – Office of Record

A case may be referred to your office that is very closely related to a case you currently have open or may in fact be the same issue or allegation.

Select the 'Referral' hyperlink of the case you want to link to one of your open cases.

Inspector General Action Request System (IGARS) Training
Web v5.10.1
LTC Gary Duff, SAIG - Training Division, OTR

Case Information | Initiator/Complainant | Subjects/Suspects | Allegations | Issues | Case Notes | Synopsis | Documents

Accept | Decline | **Link** | Print | Cancel

General Information

Office of Record

*Case Number: Referral

*Case Label: Doe 3/79

*Received From: M-Army IG

Control Number:

*Receipt Mode: C-Call-In

Non IG Referral:

IG Office: SAIG-T

Priority Flag: Select

Status

Anonymous Case: No

*Status: AO-Open

*IG: Duff, Gary

Historical Significance: No

High Priority: No

Case Referred By: DIH-SAIG
IG: Duff
Date: 11/24/2015
Case Number: DIH160003

Office of Record: OTR-SAIG - Training Division
Case Number:
Close Date:

Timeline

Chart | Blocked Referral Chart | List

*IGARS Date Opened: 11/24/2015

Suspense:

External Suspense:

Notification:

Acknowledgement:

*IGARS Date Closed:

*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Additional Man Hours (in minutes):

Figure 50
Linking a case – Office-of-Record (continued)

Select the 'Link' button AFTER you have conducted IGPA. You must have the local 'Case Number' identified in order to execute the link.

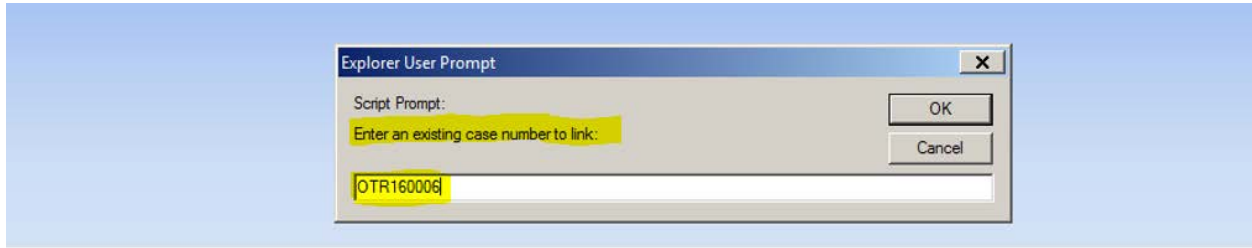


Figure 51
Linking a case – Office-of-Record (continued)

Type in the 'Case Number' to which you want to link the 'Referral' and select 'Ok.'

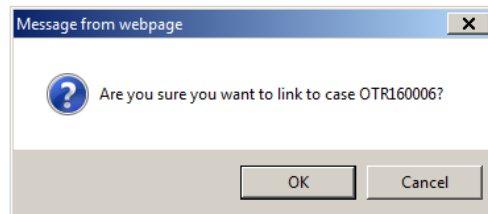


Figure 52
Linking a case – Office-of-Record (continued)

Select 'Ok.'

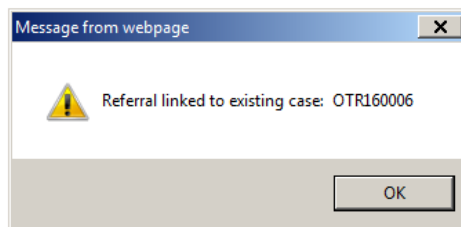


Figure 53
Linking a case – Office-of-Record (continued)

Select 'Ok.'

The screenshot shows the 'Inspector General Action Request System (IGARS) Training' interface. The top navigation bar includes 'Updates', 'FAQs', 'Home', and 'Logout'. Below the navigation bar are tabs for 'Case Information', 'Initiator/Complainant', 'Subjects/Suspects', 'Allegations', 'Issues', 'Case Notes', 'Synopsis', and 'Documents'. The main content area is divided into three panels: 'General Information', 'Status', and 'Timeline'.
General Information: Office of Record: OTR160006, Case Number: OTR160006, Case Label: Duff 3-79, Received From: M-Army IG, Control Number: [empty], Receipt Mode: W-Walk-In, Non IG Referral: [empty], IG Office: SAIG-T, Priority Flag: Select, Location: Fort Von Steuben, Virginia, Non-Support: [checked].
Status: Anonymous Case: No, Status: AO-Open, IG: Duff, Gary, Historical Significance: No, High Priority: No. A box titled 'Case Referred By: DIH-SAIG' contains: IG: Duff, Date: 11/24/2015, Case Number: DIH160003, Office of Record: OTR-SAIG - Training Division, Case Number: OTR160006, Close Date: [empty].
Timeline: IGARS Date Opened: 11/5/2015, Suspense: [empty], External Suspense: [empty], Notification: [empty], Acknowledgement: [empty], IGARS Date Closed: [empty], Total Man Hours Expended: 1 hour(s) 30 minute(s), Additional Man Hours (in minutes): [empty]. An 'Add Timeline Event' button is at the bottom.

Figure 54
Linking a case – Office-of-Record (continued)

The cases have now been linked. Notice that the Office of Record remains with Training Division – SAIG.

Linking to an Existing Case – Office of Inquiry

A case may be referred to your office that is very closely related to a case you currently have open or that now has DAIG or DoD visibility. This is often the situation with cases received by SAIG-AC from the Defense Hotline (DoD Hotline) as Action referrals. The linking process is the same as “Linking as Office-of-Record,” except Office-of-Record ownership remains with the referring IG office.

Information IGAR	Referral	11/24/2015	AO	M	Doe 3/79	Duff	Doe	Non-Support
Go To Case	Referral	10/17/2013	AO	C	Case L1	Stough	HHG	
	Referral	10/17/2013	AO	C	Case L1	Stough	HHG	
Search	Referral	10/17/2013	AO	C	Case L1	Stough	HHG	

Figure 55
Linking a case – Office-of-Inquiry

Select the ‘Referral’ hyperlink of the case you want to link to one of your open cases.

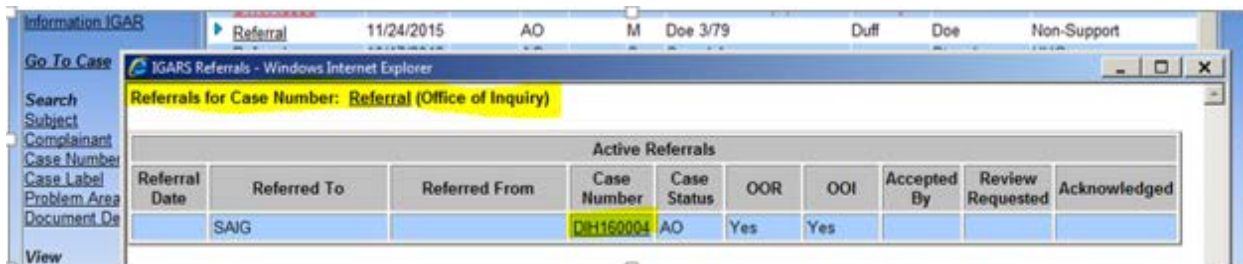


Figure 56
Linking a case – Office-of-Inquiry (continued)

This is an Office-of-Inquiry referral.

Notice that this is an ‘Office-of-Inquiry’ referral. Linking it to an open case that is ‘Office-of-Record’ will change your case to an ‘Office-of-Inquiry’ case.

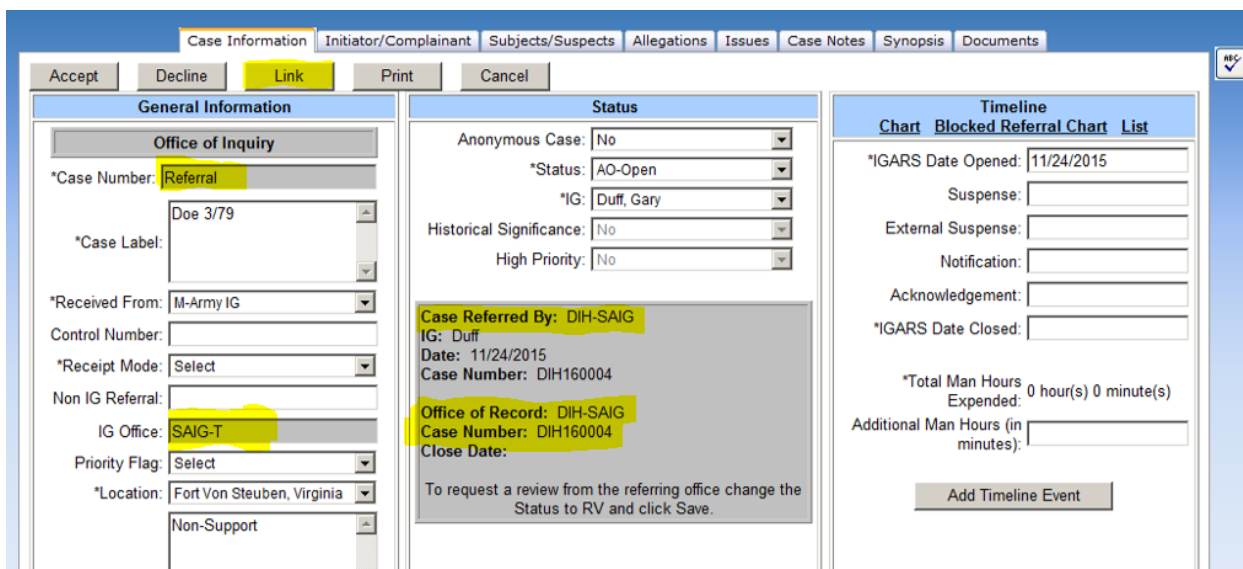


Figure 57
Linking a case – Office of Inquiry (continued)

Select the ‘Link’ button AFTER you have conducted IGPA. At this point, you must have the ‘Case Number’ identified to link the case.

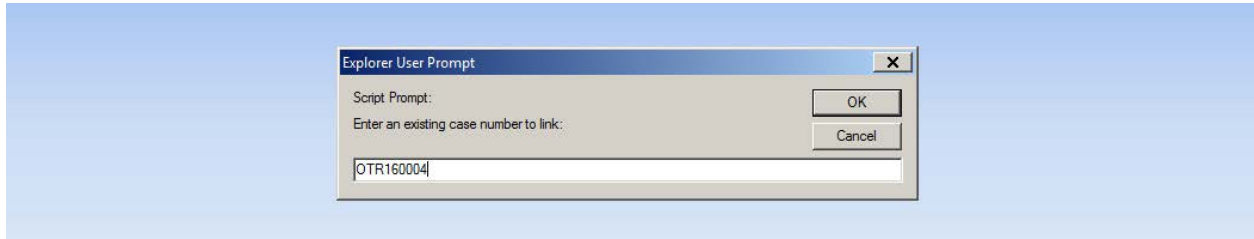


Figure 58
Linking a case – Office-of-Inquiry (continued)

Type in the 'Case Number' you want to link the 'Referral' to and select 'Ok.' Note that 'OTR160004' was originally an OOR case for the local IG.

Select 'Ok.'

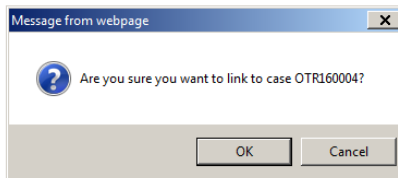


Figure 59
Linking a case – Office-of-Inquiry (continued)

Select 'Ok.'

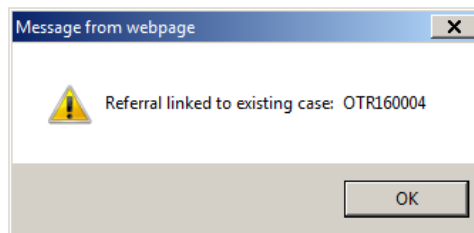


Figure 60
Linking a case – Office-of-Inquiry (continued)

Select 'Ok.'

The screenshot displays the IGARS Training web application interface. At the top, it says "Inspector General Action Request System (IGARS) Training Web v5.10.1" and "LTC Gary Duff, SAIG - Training Division, OTR". There are navigation tabs for "Case Information", "Initiator/Complainant", "Subjects/Suspects", "Allegations", "Issues", "Case Notes", "Synopsis", and "Documents". Below these are buttons for "Save", "Referrals", "Delete", "Print", and "Cancel".

The main content area is divided into three sections:

- General Information:**
 - Office of Inquiry: OTR160004
 - *Case Number: OTR160004
 - *Case Label: Doe 3/79
 - *Received From: M-Army IG
 - Control Number: [empty]
 - *Receipt Mode: W-Walk-In
 - Non IG Referral: [empty]
 - IG Office: SAIG-T
 - Priority Flag: Select
 - *Location: Fort Von Steuben, Virginia
 - non-support
- Status:**
 - Anonymous Case: No
 - *Status: AO-Open
 - *IG: Duff, Gary
 - Historical Significance: No
 - High Priority: No
 - Case Referred By: DIH-SAIG
 - IG: Duff
 - Date: 11/24/2015
 - Case Number: DIH160004
 - Office of Record: DIH-SAIG
 - Case Number: DIH160004
 - Close Date: [empty]
 - To request a review from the referring office change the Status to RV and click Save.
- Timeline:**
 - *IGARS Date Opened: 11/4/2015
 - Suspense: [empty]
 - External Suspense: [empty]
 - Notification: [empty]
 - Acknowledgement: [empty]
 - *IGARS Date Closed: [empty]
 - *Total Man Hours Expended: 1 hour(s) 15 minute(s)
 - Additional Man Hours (in minutes): [empty]
 - Add Timeline Event

Figure 61
Linking a case – Office-of-Inquiry (continued)

The OTR (Training Division) case that was the 'Office-of-Record' case is now listed as an 'Office-of-Inquiry' case after the link is established, because the referred case was referred to OTR as Office-of-Inquiry.

Note that nothing from the case that was referred will overwrite your case data. To view the referred case data, you will need to select 'Referral.'

Chapter 9

Reports - Statistical

Statistical Reports are used to analyze IGARS for trends. Statistical reports extract data only from cases that are closed in the IGARS database. Users must understand the data in IGARS is only retained for three (3) years from closure date for cases with determinations of 'Assistance,' 'Founded,' 'Unfounded,' or 'Not Substantiated.' Cases with determinations of 'Substantiated' are retained in the database for thirty (30) years from closure date under current policy. Users must also be aware that data (function codes and determinations) entered in cases closed during the working day will not appear in a Statistical Report run that same day because the database updates daily at midnight EST. Hence, data from those cases will only appear in statistical data the following day.

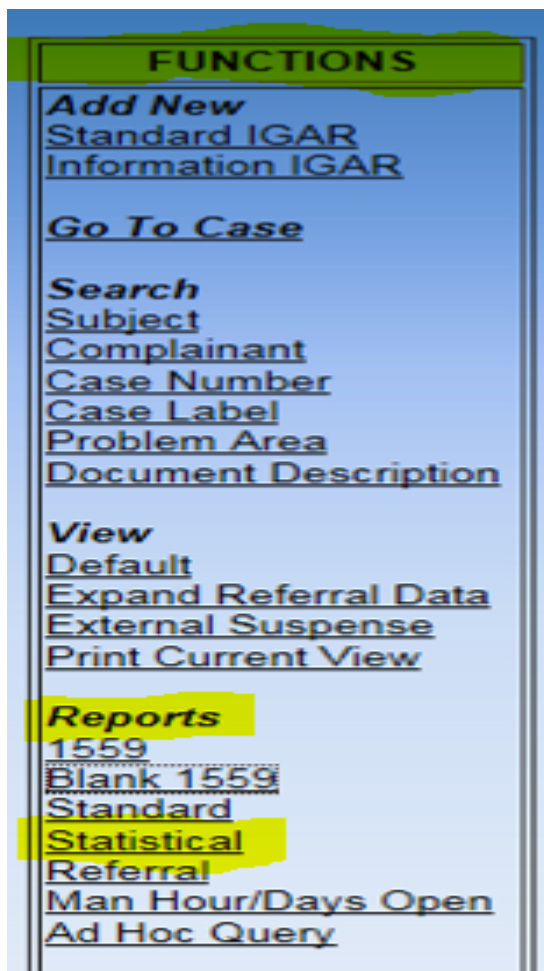


Figure 1

Reports Menu – Statistical Reports

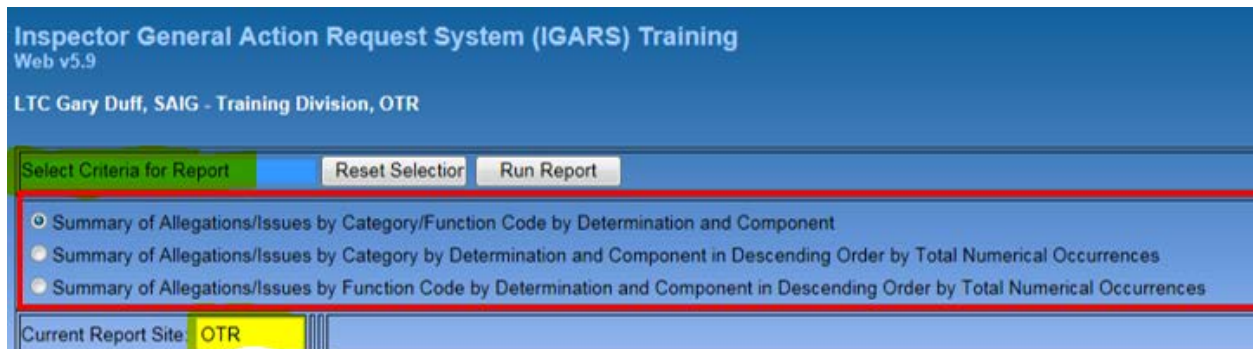


Figure 2
Statistical Report Selections

There are three main selections in the Statistical Reports menu.

The first option displays all cases by Category / Function Code with no prioritization by occurrence.

Option two, the 'Summary of Allegations / Issues by Category by Determination and Component' Statistical Report, returns all issues and allegations in the selected time period for an IG office 'in Descending Order by Total Numerical Occurrences' grouped by the 35 category codes.

Option three is the 'Summary of Allegations / Issues by Function Code by Determination and Component in Descending Order by Total Numerical Occurrences.' Instead of looking at the 35 broad categories, this report will provide the fidelity of the specific 'Function Code' with the highest occurrence during the period selected.

Notice in this example that we are going to extract statistical data associated with DAIG Training Division - "OTR" for this report.

Selecting 'Report for Different Site' will have the same functionality as seen in the Standard Report, Figures 36-40, Chapter 7.

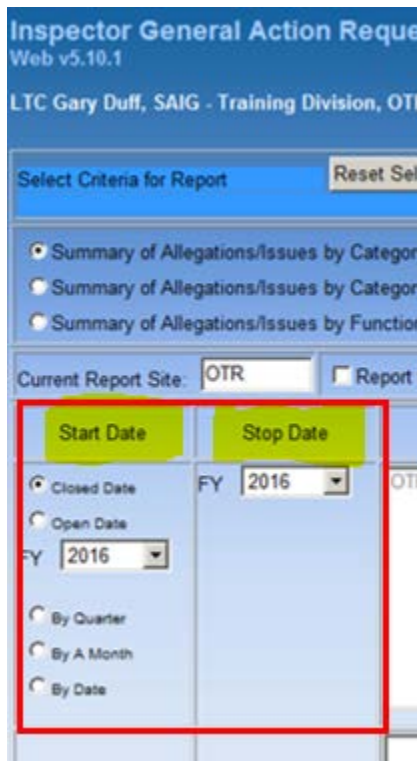


Figure 3
'Start Date' and 'Stop Date'

The 'Statistical Report' can be run for date ranges specified by the IG.

The report can be run based on 'Closed' date by Fiscal Year, by quarter, for a specified month, or for a specific date. Likewise, the report can select data based on an 'Open' date by Fiscal Year, by quarter, for a specified month, or for a specific date.

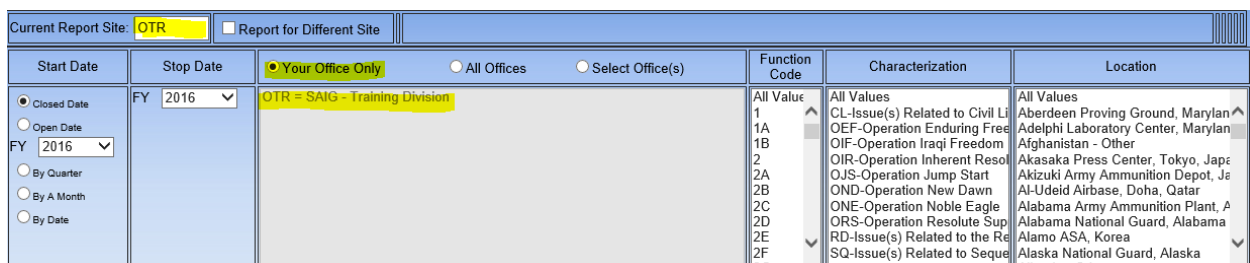


Figure 4
Office Selection

For most local IGs, the only selection for running the 'Statistical Report' will be for 'Your Office Only.'

Offices with dual access or higher level IGARS permissions will be able to see other offices. If the IG has these permissions, selecting 'Report for Different Site' will have the same functionality as seen in Chapter 7, the Standard Report, Figures 36-40.

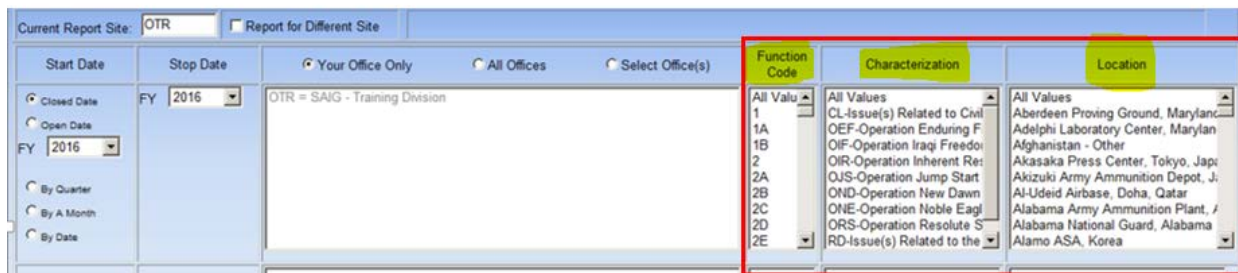


Figure 5
'Function Code', 'Characterization', and 'Location' Selection

The 'Statistical Report' can be run for specific 'Function Codes', 'Characterization' codes, or 'Locations'.

Selections for these fields can be made by selecting a single code or for multiple codes. For multiple codes in each category, use the 'Ctrl' key to select additional codes. The default is all codes.

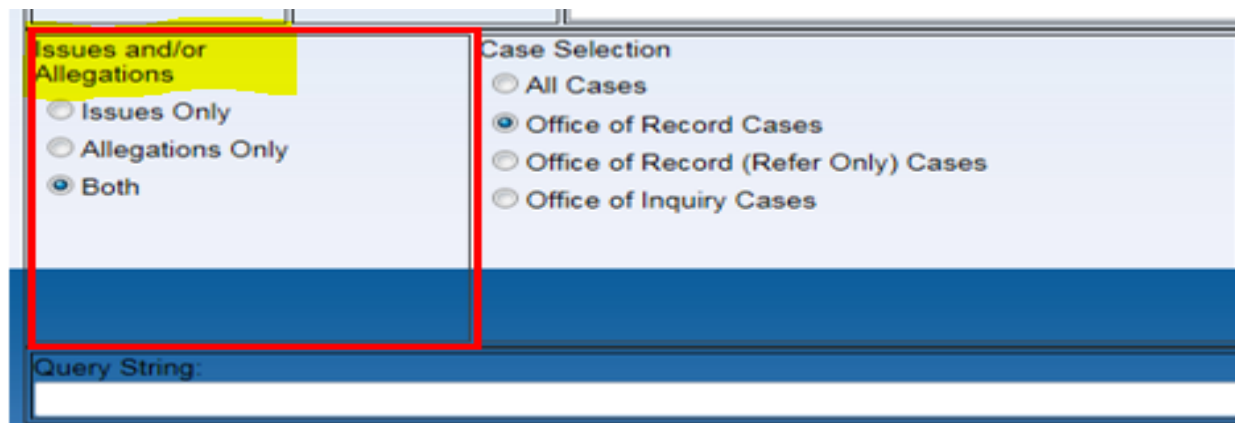


Figure 6
'Issues and / or Allegations' Selection

The 'Statistical Report,' when run, can return both issues and / or allegations. The default selection is 'Both.' The IG can select for 'Issues Only' or 'Allegations Only.'

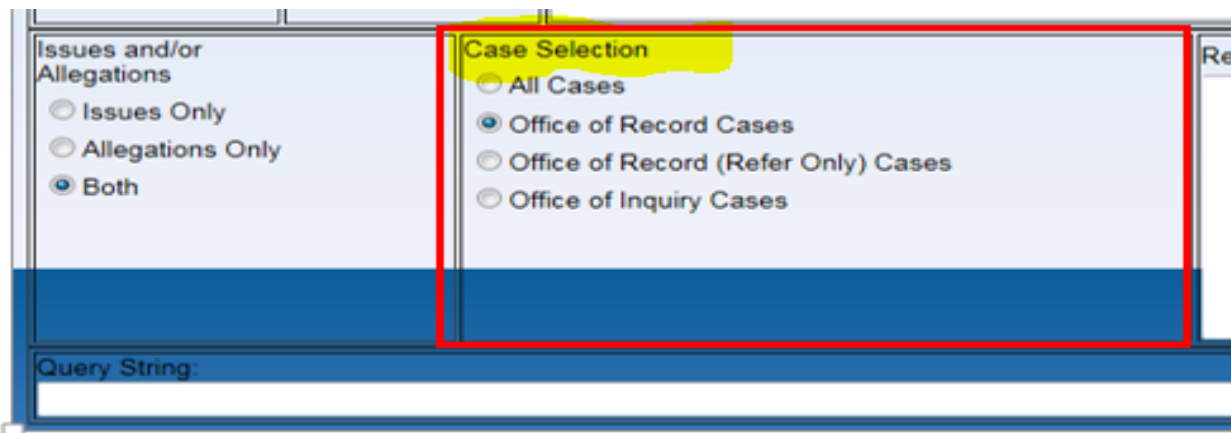


Figure 7
'Case Selection'

'All Cases' – Returns all cases that have a case number for the selected office.

'Office-of-Record Cases' – The default selection. Returns cases in which the office is the Office-of-Record.

'Office-of-Record (Refer Only) Cases' – Returns cases where the office has referred the cases as Office-of-Inquiry and retained Office-of-Record.

'Office-of-Inquiry Cases' – Cases that have been referred from another office that has retained office-of-record status that the local IG office is working.

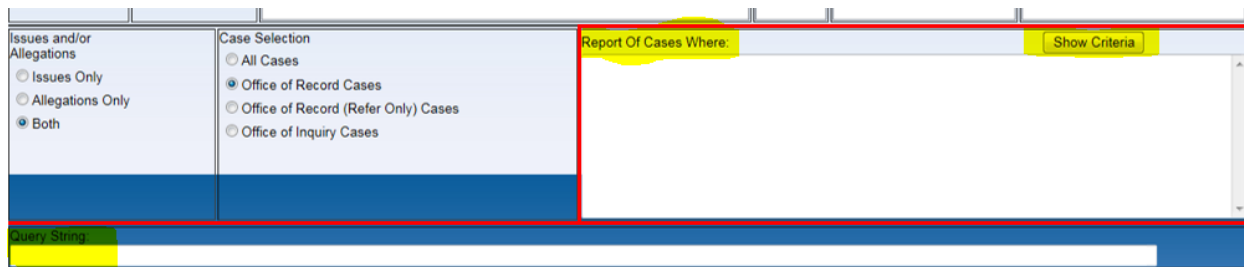


Figure 8
'Report-Of-Cases-Where' and 'Query String'

The 'Report-Of-Cases-Where' field will be reflected in the report title when run. Prior to selecting, 'Run Report,' the IG can select the 'Show Criteria' button to show the title before running. After the report is run, the field will automatically populate.

The 'Query String' will populate at the same time as the 'Report-Of-Cases-Where' field. The 'Query String' can be captured if the IG runs into a programming issue that needs to be resolved by the IGARS programmers.

Figure 9
Statistical Report – Category / Function Code

This is a basic Statistical Report by ‘Summary of Allegations / Issues by Category / Function Code by Determination and Component.’ The defaults of ‘Both’ Issues and Allegation and ‘Office of Record Cases’ are selected.

For our example, we have selected the ‘Start Date’ and ‘Stop Date’ of 2012. (Note: This is due to the data in the training database being from this period.)

Select ‘Run Report.’

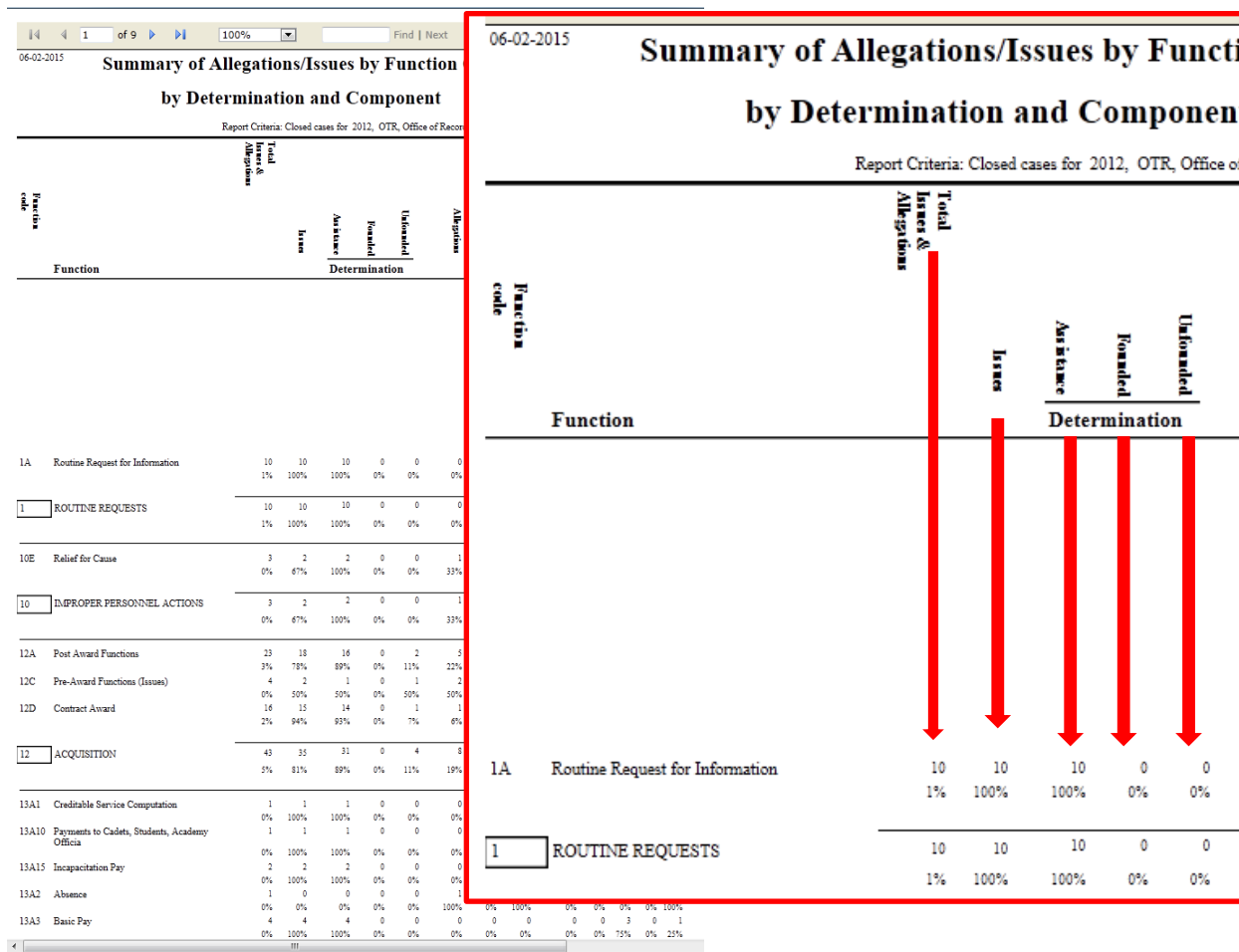


Figure 10
Statistical Report – Category / Function Code (continued)

The ‘Summary of Allegations / Issues by Category / Function Code by Determination and Component’ Statistical Report returns all issues and allegations in the selected time period that are office-of-record cases for our IG office.

The report returns the categories in order: 1, 11, 12,..., 2, 21, 22..., 3, 31, 32.... through 35. The issues and allegations for the defined parameters are listed above the categories by function code.

In Figure 10, under the category of ‘Routine Requests,’ there were a total of 10 Issues and Allegations. Of those, 10 were Issues and had a determination of ‘Assistance,’ with no determinations of ‘Founded’ or ‘Unfounded.’

Select Criteria for Report Reset Selections Run Report

- Summary of Allegations/Issues by Category/Function Code by Determination and Component
- Summary of Allegations/Issues by Category by Determination and Component in Descending Order by Total Numerical Occurrences
- Summary of Allegations/Issues by Function Code by Determination and Component in Descending Order by Total Numerical Occurrences

Current Report Site: **OTR** Report for Different Site

Start Date	Stop Date	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)	Function Code	Characterization	Location
<input checked="" type="radio"/> Closed Date <input type="radio"/> Open Date FY 2012 <input type="radio"/> By Quarter <input type="radio"/> By A Month <input type="radio"/> By Date	FY 2012	OTR = SAIG - Training Division	All Values 1 1A 1B 2 2A 2B 2C 2D 2E	All Values CL-Issue(s) Related to Civil DEF-Operation Enduring F OIF-Operation Iraqi Freedom OIR-Operation Inherent Re OJS-Operation Jump Start OND-Operation New Dawn ONE-Operation Noble Eagl ORS-Operation Resolute S RD-Issue(s) Related to the	All Values Aberdeen Proving Ground, Marylan Adelphi Laboratory Center, Marylan Afghanistan - Other Akasaka Press Center, Tokyo, Jap Akizuki Army Ammunition Depot, J Al-Udeid Airbase, Doha, Qatar Alabama Army Ammunition Plant, A Alabama National Guard, Alabama Alamo ASA, Korea
Selections Made:			10		

Issues and/or Allegations: Issues Only Allegations Only Both

Case Selection: All Cases Office of Record Cases Office of Record (Refer Only) Cases Office of Inquiry Cases

Report Of Cases Where: Show Criteria
 Report Criteria: Closed cases (using closed date) for 2012, Function(s) 10, OTR, Office of Record Cases

Figure 11
Statistical Report – Category / Function Code (Continued)

To extract statistical data for one Function Code Category for FY 2012, select the ‘Start Date’ and ‘Stop Date’ fields and Function Code Category “10” in the ‘Code Category’ drop-down menu.

06-02-2015 **Summary of Allegations/Issues by Function Category/Code by Determination and Component**

Report Criteria: Closed cases for 2012, Function(s) 10, OTR, Office of Record Cases

Function	Total Allegations & Issues	Determination					Determination			Component				
		Issues	Dismissed	Resolved	Unresolved	Allegation	Substantiated	Not Substantiated	Active	Excluded	Referred	Canal	Unknown	
10E Relief for Cause	3	2	2	0	0	1	0	1	1	0	1	1	0	
10E	100%	67%	100%	0%	0%	33%	0%	100%	33%	0%	33%	33%	0%	
10 IMPROPER PERSONNEL ACTIONS	3	2	2	0	0	1	0	1	1	0	1	1	0	
10	100%	67%	100%	0%	0%	33%	0%	100%	33%	0%	33%	33%	0%	

Figure 12 Statistical Report – Category / Function Code (Continued)

Figure 12 represents a Statistical Report for Function Code Category 10 with the same parameters as in Figure 9. In this case, 'Function Code' "10E – Relief for Cause" is the only issue / allegation returned under this broad category of "Improper Personnel Actions."

The report tells the IG that for the period specified, FY 2012, there were three (3) 'Total Issues & Allegations' of which two (2) are issues and one (1) is an allegation. Of the two (2) issues, both were coded as 'Assistance.' Of the one (1) allegation, the determination of the inquiry was the allegation was 'Not Substantiated.' The Statistical Report will also provide the 'Component' of the complainant for the issues and allegations. In Figure 12, one (1) complainant was 'Active,' one (1) 'Reserve,' and one (1) 'Guard.'

The second page of the report (not shown here) provides the same statistical information in a summary format. This summary page is displayed with each statistical report.

The report can now be printed or exported into a file of the IG's choosing in order to use the data as needed.

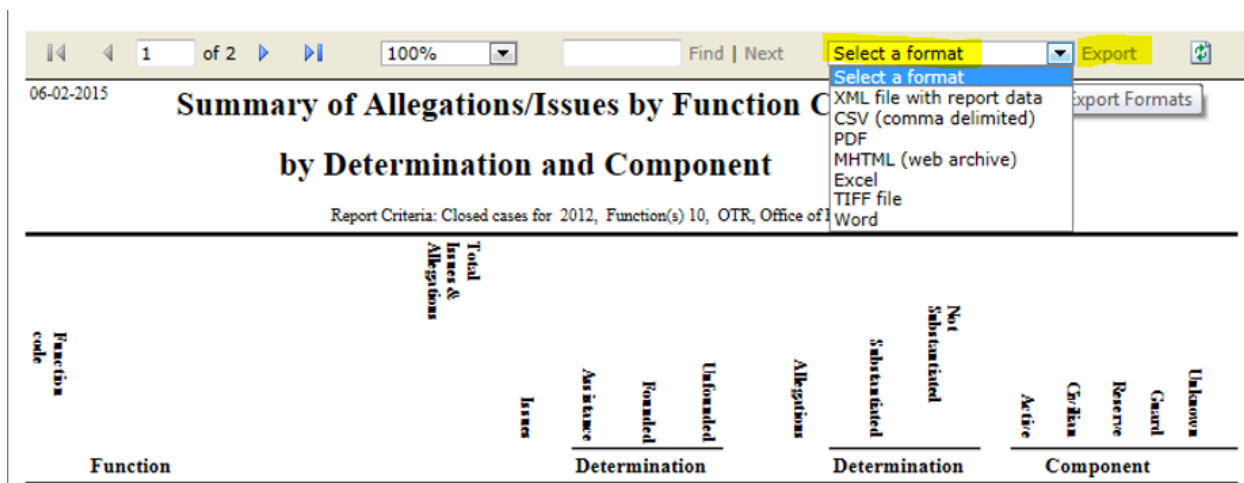


Figure 13
Statistical Report – Category / Function Code Export

To export this report into a different software application, select the drop down arrow for 'Select Format.'

Export Software Options:

- XML file with report data
- CSV (comma delimited)
- PDF
- MHTML (web archive)
- Excel
- TIFF file
- Word

Here is a brief description of each software application. More information about each is available via the Internet, including tutorials that can be used to assist IGs in determining if the application is appropriate for generating the products desired after exporting data from the statistical reports.

XML – Extensible Markup Language – is a mark-up language that defines a set of rules for encoding documents and is a format that is both human-readable and machine-readable. XML is a textual data format. Although the design of XML focuses on documents, it is widely used for the representation of arbitrary data structures, such as those used in web services,

CSV – Comma Separated Values – is a file that stores tabular data (numbers and text) in plain text. Each line of the file is a data record. Each record consists of one or more fields separated by commas. CSV is a common data exchange format widely supported by consumer, business, and scientific applications. Among its common uses is moving tabular data between programs that natively operate on incompatible formats. CSV formats best used to represent sets or sequences of records – such as these IG statistical reports – in which each record has an identical list of fields. This corresponds to data (though not calculations) in a typical spreadsheet.

DAIG Assistance Division used the CSV application extensively to convert data from these statistical reports into the spreadsheets and presentations used to present trends analysis in a variety of venues. Many of the documents posted on the IGMET web page under the “Reports” Tab – under the Assistance drop-down menu – are prepared using data extracted from statistical reports and then exported to a CSV file.

MHTML – short for MIME HTML, is a web page archive format used to combine into a single document the HTML code and its companion resources otherwise represented by external links, such as images, flash animations, Java applets, and audio files.

TIFF – Tagged Image File Format – is a computer file format for storing graphic images and is widely supported by image-manipulation applications; by publishing and page-layout applications; and by scanning, faxing, word processing, optical character recognition, and other applications. TIFF is an adaptable file format for handling images and data within a single file.

Excel – A spreadsheet application for Windows, Mac, OS X, Android, and iOS. It features calculation, graphing tools, pivot tables, and a macro-programming language called Visual Basic for Applications.

Word – A word processor usually included in a component of Microsoft Office

For purposes of this handbook, here is the procedure to export a statistical report into an Excel document.

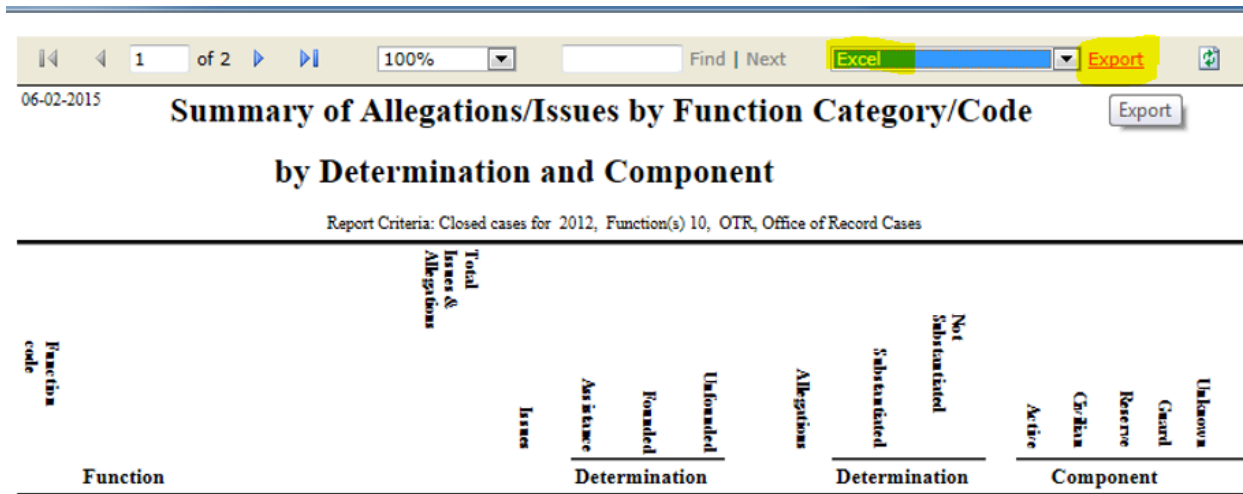


Figure 14
Statistical Report – Category / Function Code Export (continued)

Select 'Excel' and click 'Export.'

A selection banner will appear: "Do you want to open or save..."

Select 'Open' to open in the file for viewing, 'Save' to save the file to a folder location, or 'Cancel' to abort the export.

Select 'Open'.

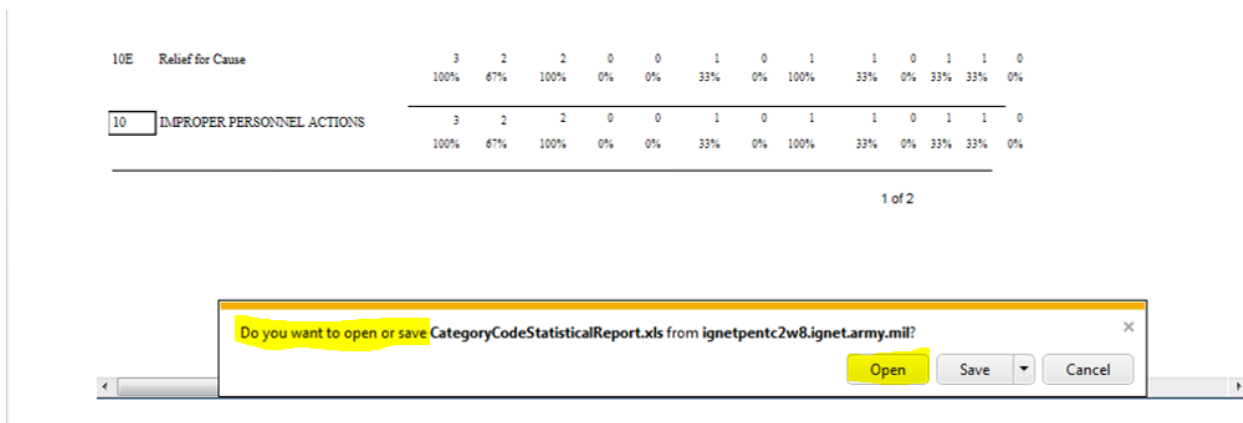


Figure 15
Statistical Report – Category / Function Code Export (continued)

06-02-2015

Summary of Allegations/Issues by Function Category/Code
by Determination and Component

Report Criteria: Closed cases for 2012, Function(s) 10, OTR, Office of Record Cases

Function code	Total Issues & Allegations	Issues	Assistance	Founded	Unfounded	Allegations	Substantiated	Not	Active	Critical	Reserve	Grant	Unknown
Function	Determination					Determination			Component				
10E Relief for Cause	3 100%	2 67%	2 100%	0 0%	0 0%	1 33%	0 0%	1 100%	1 33%	0 0%	1 33%	1 33%	0 0%
10 IMPROPER PERSONNEL ACTIONS	3 100%	2 67%	2 100%	0 0%	0 0%	1 33%	0 0%	1 100%	1 33%	0 0%	1 33%	1 33%	0 0%

Figure 16
 Statistical Report – Category / Function Code Export (Continued)

The data is now in the 'Excel' format. Sheet 2 has the summary of the report referred to in the presentation of the output displayed in Figure 17.

9	
10	
11	Grand Totals
12	
13	Total Issues and Allegations 3
14	
15	Issues 2 = 67%
16	2 = 100% Assistance
17	0 = 0% Founded
18	0 = 0% Unfounded
19	
20	Allegations 1 = 33%
21	0 = 0% Substantiated
22	1 = 100% Not Substantiated
23	
24	Components 1 = 33% Active
25	0% Civilian
26	1 = 33% Reserve
27	1 = 33% Guard
28	0% Unknown
29	
30	
31	
32	
33	
34	
35	
36	

Figure 17
Statistical Report – Category / Function Code Export (Continued)

The IG can further refine the statistical data search to a shorter time frame. Selecting the 'By Quarter' toggle will result in the opening of drop-down menus to select a 'Start Date' quarter for the Fiscal Year desired.

Select Criteria for Report Reset Selection Run Report

- Summary of Allegations/issues by Category/Function Code by Determination and Component
- Summary of Allegations/Issues by Category by Determination and Component in Descending Order by Total Numerical Occurrences
- Summary of Allegations/Issues by Function Code by Determination and Component in Descending Order by Total Numerical Occurrences

Current Report Site: OTR

Start Date	Stop Date	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)	Function Code	Characterization	Location
FY 2012	FY 2012	OTR = SAIG - Training Division	All Values	All Values	All Values
<input checked="" type="radio"/> By Quarter <input type="radio"/> By A Month <input type="radio"/> By Closed Date	Q1 Oct. No. Q1 Oct. Nov. Dec Q2 Jan. Feb. Mar Q3 Apr. May. Jun Q4 Jul. Aug. Sep		1 1A 1B 2 2A 2B 2C 2D 2E 2F	CL-Issue(s) Related to Civil Li OEF-Operation Enduring Free OIF-Operation Iraqi Freedom OJS-Operation Jump Start OND-Operation New Dawn ONE-Operation Noble Eagle RD-Issue(s) Related to the Re SQ-Issue(s) Related to Seque	Aberdeen Proving Ground, Marylan Adelphi Laboratory Center, Marylan Afghanistan - Other Akasaka Press Center, Tokyo, Japa Akizuki Army Ammunition Depot, Js Al-Udeid Airbase, Doha, Qatar Alabama Army Ammunition Plant, A Alabama National Guard, Alabama Alamo ASA, Korea Alaska National Guard, Alaska

Figure 18
Statistical Report 'By Quarter' 'Start Date'

Select the 'Start Date' from the drop-down menu.

The screenshot shows the 'Select Criteria for Report' window. At the top, there are buttons for 'Reset Selector' and 'Run Report'. Below are three radio button options for report criteria. The 'Current Report Site' is set to 'OTR'. The main table has columns for 'Start Date', 'Stop Date', 'Function Code', 'Characterization', and 'Location'. The 'Start Date' dropdown menu is open, showing options: 'FY 2012', 'By Quarter', 'By A Month', 'By Closed Date', and 'Q1 Oct. No.'. The 'Stop Date' dropdown menu is also open, showing options: 'FY 2012', 'Q1 Oct. No.', 'Q2 Jan. Feb. Mar', 'Q3 Apr. May. Jun', and 'Q4 Jul. Aug. Sep'. The 'Function Code' column is currently set to 'All Value'.

Figure 19
Statistical Report 'By Quarter' 'Stop Date'

Next, select the 'Stop Date' quarter from the drop-down menu in the 'Stop Date' column.

This screenshot shows the same interface as Figure 19, but with more selections. The 'Stop Date' dropdown menu is open, and 'Q1 Oct. No.' is selected. The 'Function Code' dropdown menu is also open, and '10' is selected. At the bottom of the window, there are sections for 'Issues and/or Allegations' (with 'Both' selected), 'Case Selection' (with 'Office of Record Cases' selected), and 'Report Of Cases Where:' (with 'Show Criteria' button highlighted). The 'Report Criteria' text box shows: 'Report Criteria: Closed cases for 2012, Qtr 1 thru 2012, Qtr 1, Function(s) 10, OTR, Office of Record Cases'.

Figure 20
Statistical Report 'By Quarter'

As with any of the 'Statistical Reports,' filters for data returned can be selected. In Figure 20, we have selected 'Function Code' [category] 10 for our 'By Quarter' report. Notice in the 'Report Of Cases Where:' that the definition of what our report will contain is listed. This can be seen after selecting all of the desired filters then selecting 'Show Criteria' before selecting 'Run Report.' Not shown is the 'Query String' which contains the programming formula for the data.

06-02-2015

**Summary of Allegations/Issues by Function Category/Code
by Determination and Component**

Report Criteria: Closed cases for 2012, Qtr 1 thru 2012, Qtr 1, Function(s) 10, OTR, Office of Record Cases

Function code	Function	Total Issues & Allegations					Determination			Component			
		Issues	Amended	Resolved	Unresolved	Allegations	Substantiated	Not Substantiated	Active	Gratuit	Reverie	Unknown	
10E	Relief for Cause	2	2	2	0	0	0	0	1	0	1	0	0
		100%	100%	100%	0%	0%	0%	0%	50%	0%	50%	0%	0%
10	IMPROPER PERSONNEL ACTIONS	2	2	2	0	0	0	0	1	0	1	0	0
		100%	100%	100%	0%	0%	0%	0%	50%	0%	50%	0%	0%

Figure 21
Statistical Report 'By Quarter' (continued)

The 'Statistical Report' 'Summary of Allegations / Issues by Function Category / Code by Determination and Component' for 1QTR 2012 for 'Category 10' is represented in Figure 21. Only two (2) issues / allegations were returned under 'Function Code' "10E – Relief for Cause."

USER NOTE: As you add more selection criteria, remember to 'Reset Selections' before running each report to ensure the selection criteria includes only those fields desired by the IG for inclusion in the report. Extraneous selections left in place from an earlier report may affect the fidelity of the statistical data presented in the report.

For this 'Statistical Report' 'By Month,' select the 'By-a-Month' toggle under the 'Start Date' column. A drop-down selector will appear, allowing the IG to select a particular month for the 'Statistical Report' to draw data.

Figure 22
Statistical Report 'By Month'

Figure 22 is a 'Statistical Report' 'Summary of Allegations / Issues by Category / Function Code by Determination and Component' for the month of January 2012 looking at only 'Function Code' (Category) "10."

Again, the selection criteria is reflected in the 'Report of Cases Where:' box after selecting 'Show Criteria.'

Select 'Run Report'.

06-02-2015 1 of 2 100% Find | Next Select a format Export

Summary of Allegations/Issues by Function Category/Code by Determination and Component

Report Criteria: Closed cases for 2012, January, Function(s) 10, OTR, Office of Record Cases

Function	Total Issues & Allegations	Determination					Determination			Component				
		Issues	Dismissed	Founded	Unfounded	Allegations	Substantiated	Not Substantiated	Active	Critical	Revere	Grant	Unknown	
10E Relief for Cause	1	0	0	0	0	1	0	1	0	0	0	1	0	
	100%	0%	0%	0%	0%	100%	0%	100%	0%	0%	0%	100%	0%	
10 IMPROPER PERSONNEL ACTIONS	1	0	0	0	0	1	0	1	0	0	0	1	0	
	100%	0%	0%	0%	0%	100%	0%	100%	0%	0%	0%	100%	0%	

Figure 23
Statistical Report 'By Month' (continued)

Our 'Statistical Report' for January 2012 has returned one (1) allegation under the Category "10 – Improper Personnel Action" with a Function Code of "10E – Relief for Cause," which tells the IG there was only one occurrence in which this function code was used in a case closed in January 2012.

Figure 24
Statistical Report 'By Closed Date'

The 'By-Closed-Date' function allows the IG to define the parameters of the report dates for closed cases. In this case, we have selected 1/1/2012 as our start date and 6/2/2015 as the stop date.

By not selecting a 'Stop Date', IGARS will only return cases that were closed on the date specified.

Note the dates in the "Report of Cases Where" box are displayed after selecting the 'Show-Criteria' button.

Again, in this case, we have selected 'Function Code' Category 10 for demonstration purposes.

Select 'Run Report.'

06-02-2015

Summary of Allegations/Issues by Function Category/Code
by Determination and Component

Report Criteria: Closed cases between 1/1/2012 and 6/2/2015, Function(s) 10, OTR, Office of Record Cases

Function code	Function	Total Issues & Allegations	Determination			Determination			Component				
			Issues	Assistance	Unfounded	Allegations	Substantiated	Not Substantiated	Active	Gratuit	Reverse	Unknown	
10E	Relief for Cause	1 100%	0 0%	0 0%	0 0%	1 100%	0 0%	1 100%	0 0%	0 0%	0 0%	1 100%	0 0%
10	IMPROPER PERSONNEL ACTIONS	1 100%	0 0%	0 0%	0 0%	1 100%	0 0%	1 100%	0 0%	0 0%	0 0%	1 100%	0 0%

Figure 25
Statistical Report 'By Closed Date' (Continued)

Our 'Statistical Report' 'By Closed Date' selected, for the period 1 January 2012 through 2 June 2015 for 'Function Code' (Category) "10" has returned one (1) occurrence of an allegation in a case that had a closed date during this period.

Figure 26
 'Statistical Report by Category by Determination'

The second type of 'Statistical Report' is the 'Summary of Allegations / Issues by Category by Determination and Component in Descending Order by Total Numerical Occurrences.'

This report provides data for the 35 broad categories of 'Function Codes.' The data will be returned with the 'Category' with the greatest number of issues / allegations during the period displayed in descending order.

The report in Figure 27 presents data for the 1st Quarter of 2012.

Select 'Run Report.'

06-02-2015

Summary of Allegations/Issues by Function Category

by Determination and Component

Report Criteria: Closed cases for 2012, Qtr 1 thru 2012, Qtr 1, OTR, Office of Record Cases

Function code	Function	Total Issues & Allegations	Determination			Determination			Component					
			Issues	Active	Resolved	Unfounded	Allegations	Substantiated	Not Substantiated	Active	Crimes	Reserve	Canal	Unknown
2	COMMAND LEADERSHIP FAILURES	113	69	68	1	0	44	10	34	28	23	6	2	54
		19%	61%	99%	1%	0%	39%	23%	77%	25%	20%	5%	2%	48%
27	PERSONNEL MANAGEMENT - MILITARY	72	68	67	0	1	4	0	4	28	1	15	11	17
		12%	94%	99%	0%	1%	6%	0%	100%	39%	1%	21%	15%	24%
7	REPRISAL/IMPROPER MENTAL HEALTH EVALUATION (MHE)	50	31	30	0	1	19	2	17	29	1	11	5	4
		8%	62%	97%	0%	3%	38%	11%	89%	58%	2%	22%	10%	8%
3	PERSONAL MISCONDUCT	42	20	19	0	1	22	4	18	2	7	0	0	33
		7%	48%	95%	0%	5%	52%	18%	82%	5%	17%	0%	0%	79%
13	FINANCE AND ACCOUNTING	38	31	31	0	0	7	0	7	6	6	6	2	18
		6%	82%	100%	0%	0%	18%	0%	100%	16%	16%	16%	5%	47%
8	SEXUAL MISCONDUCT/INAPPROPRIATE RELATIONSHIPS	31	14	12	0	2	17	3	14	3	6	0	1	21
		5%	45%	86%	0%	14%	55%	18%	82%	10%	19%	0%	3%	68%
26	PERSONNEL MANAGEMENT - CIVILIAN	29	13	13	0	0	16	2	14	0	8	1	0	20
		5%	45%	100%	0%	0%	55%	12%	88%	0%	28%	3%	0%	69%
6	MISUSE OR ABUSE OF GOVERNMENT RESOURCES	28	10	8	2	0	18	8	10	0	0	0	0	28
		5%	36%	80%	20%	0%	64%	44%	56%	0%	0%	0%	0%	100%
12	ACQUISITION	23	19	18	0	1	4	4	0	0	3	0	0	20
		4%	83%	95%	0%	5%	17%	100%	0%	0%	13%	0%	0%	87%

Figure 27
 'Statistical Report by Category by Determination'

In this report for the 1QTR 2012, the 'Function Code Category' "2 – Command Leadership Failures" had the highest number of Total Occurrences (Issues / Allegations) recorded in IGARS in cases closed during the period.

This report can identify broad trends and / or areas of concern. The IG may use this information to make the command aware of these areas or to develop their own plan for inspections, sensing sessions, or recommendations for additional training.

The third type of 'Statistical Report' is the 'Summary of Allegations / Issues by Function Code by Determination and Component in Descending Order by Total Numerical Occurrences.' Instead of looking at the 35 broad categories, this report will provide the fidelity of each individual 'Function Code' and will display the codes in order of highest to lowest occurrence during the period selected. In this case, we have the same 'Start Date' and 'Stop Date' as the previous report.

Select Criteria for Report Reset Selections Run Report

Summary of Allegations/Issues by Category/Function Code by Determination and Component
 Summary of Allegations/Issues by Category by Determination and Component in Descending Order by Total Numerical Occurrences
 Summary of Allegations/Issues by Function Code by Determination and Component in Descending Order by Total Numerical Occurrences

Current Report Site: Report for Different Site

Start Date	Stop Date	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s)	Function Code	Characterization	Location
<input checked="" type="radio"/> Closed Date FY <input type="text" value="2012"/> <input type="radio"/> Open Date Q1 Oct. Nr. <input type="text"/> FY <input type="text" value="2012"/> <input type="radio"/> By Quarter <input type="radio"/> By A Month <input type="radio"/> By Date Q1 Oct. Nr. <input type="text"/>		OTR = SAIG - Training Division	All Values 1 1A 1B 2 2A 2B 2C 2D 2E	All Values CL-Issue(s) Related to Civil OEF-Operation Enduring F OIF-Operation Iraqi Freedom OIR-Operation Inherent Ret OJS-Operation Jump Start OND-Operation New Dawn ONE-Operation Noble Eagle ORS-Operation Resolute S RD-Issue(s) Related to the	All Values Aberdeen Proving Ground, Maryland Adelphi Laboratory Center, Maryland Afghanistan - Other Akasaka Press Center, Tokyo, Japan Akizuki Army Ammunition Depot, Japan Al-Udeid Airbase, Doha, Qatar Alabama Army Ammunition Plant, Alabama Alabama National Guard, Alabama Alamo ASA, Korea
Selections Made:					

Issues and/or Allegations
 Issues Only
 Allegations Only
 Both

Case Selection
 All Cases
 Office of Record Cases
 Office of Record (Refer Only) Cases
 Office of Inquiry Cases

Report Of Cases Where: Show Criteria
 Report Criteria: Closed cases (using closed date) for 2012, Qtr 1 thru 2012, Qtr 1, OTR, Office of Record Cases

Figure 28
 'Statistical Report' 'by Function Code by Determination'

06-02-2015

1 of 9 100% Find | Next Select a format Export

Summary of Allegations/Issues by Function Code by Determination and Component

Report Criteria: Closed cases for 2012, Qtr 1 thru 2012, Qtr 1, OTR, Office of Record Cases

Function code	Function	Total Issues & Allegations					Determination			Component				
		Issues	Allegation	Unsubstantiated	Resolved	Dismissed	Allegation	Substantiated	Not Substantiated	Active	Current	Revere	Grand	Unknown
7A	Statutory Reprisal	44	27	26	0	1	17	2	15	26	0	10	5	3
		7%	61%	96%	0%	4%	39%	12%	88%	59%	0%	23%	11%	7%
2H	Abuse of Authority	36	15	14	1	0	21	6	15	4	3	0	0	29
		6%	42%	93%	7%	0%	58%	29%	71%	11%	8%	0%	0%	81%
2M16	Commander's Decisions	24	19	19	0	0	5	0	5	9	4	2	1	8
		4%	79%	100%	0%	0%	21%	0%	100%	38%	17%	8%	4%	33%
5I	SAFETY	20	11	10	1	0	9	2	7	9	1	1	0	9
		3%	55%	91%	9%	0%	45%	22%	78%	45%	5%	5%	0%	45%
12A	Post Award Functions	15	11	10	0	1	4	4	0	0	2	0	0	13
		3%	73%	91%	0%	9%	27%	100%	0%	0%	13%	0%	0%	87%
26D	CIV Attendance & Leave	14	6	6	0	0	8	2	6	0	5	0	0	9
		2%	43%	100%	0%	0%	57%	25%	75%	0%	36%	0%	0%	64%
4G	Preferential Treatment	14	7	7	0	0	7	2	5	0	0	0	0	14
		2%	50%	100%	0%	0%	50%	29%	71%	0%	0%	0%	0%	100%
8F	Fraternalization	14	4	4	0	0	10	1	9	0	1	0	1	12
		2%	29%	100%	0%	0%	71%	10%	90%	0%	7%	0%	7%	96%
8C	Adultery	13	7	5	0	2	6	2	4	0	5	0	0	8
		2%	54%	71%	0%	29%	46%	33%	67%	0%	38%	0%	0%	62%

Figure 29
'Statistical Report' 'by Function Code by Determination' (Continued)

The report for the same period looking at the categories indicated that 'Command Leadership Failures' was the number one occurrence in the command overall; however, this report informs the IG the largest number of occurrences of individual 'Function Code' issues / allegations in the command for the period covered was "7A – Statutory Reprisal."

It should be noted from the perspective of analysis for trends that only 2 of the 17 allegations of reprisal were closed as "Substantiated" during this period, which is a substantiation rate of 12%. Further analysis is required to determine whether this is "good news" or cause for concern.

The 'Statistical Report' can be run for 'Issues Only' by selecting the 'Issues-Only' toggle in the 'Issues and / or Allegations' column. All additional filters are the same as in the previous figure.

Select Criteria for Report Reset Selection Run Report

- Summary of Allegations/Issues by Category/Function Code by Determination and Component
- Summary of Allegations/Issues by Category by Determination and Component in Descending Order by Total Numerical Occurrences
- Summary of Allegations/Issues by Function Code by Determination and Component in Descending Order by Total Numerical Occurrences**

Current Report Site: OTR

Start Date	Stop Date	Your Office Only	All Offices	Select Office(s)	Function Code	Characterization	Location
FY 2012 By Quarter Q1 Oct. No.	FY 2012 Q1 Oct. No.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	All Values 1 1A 1B 2 2A 2B 2C 2D 2E 2F	All Values CL-Issue(s) Related to Civil Li OEF-Operation Enduring Free OIF-Operation Iraqi Freedom OJS-Operation Jump Start OND-Operation New Dawn ONE-Operation Noble Eagle RD-Issue(s) Related to the Re SQ-Issue(s) Related to Sequ	All Values Aberdeen Proving Ground, Marylan Adelphi Laboratory Center, Marylan Afghanistan - Other Akasaka Press Center, Tokyo, Japs Akizuki Army Ammunition Depot, Jz Al-Udeid Airbase, Doha, Qatar Alabama Army Ammunition Plant, A Alabama National Guard, Alabama Alamo ASA, Korea Alaska National Guard, Alaska

Issues and/or Allegations
 Issues Only
 Allegations Only
 Both

Case Selection
 All Cases
 Office of Record Cases
 Office of Record (Refer Only) Cases
 Office of Inquiry Cases

Report Of Cases Where:
 Report Criteria: Closed cases for 2012, Qtr 1 thru 2012, Qtr 1, OTR, Office of Record Cases, Issues Only

Figure 30
 'Statistical Report' 'by Function Code by Determination' 'Issues Only'

The 'Statistical Report' can be run for 'Issues Only' by selecting the 'Issues-Only' toggle in the 'Issues and / or Allegations' column. All additional filters are the same as in the previous figure.

Select 'Run Report.'

06-02-2015

Summary of Allegations/Issues by Function Code
 by Determination and Component

Report Criteria: Closed cases for 2012, Qtr 1 thru 2012, Qtr 1, OTR, Office of Record Cases, Issues Only

Function code	Function	Total Issues & Allegations					Determination		Component				
		Issues	Assistance	Founded	Unfounded	Allegation	Substantiated	Not Substantiated	Active	Civilian	Reserve	Guard	Unknown
2M16	Commander's Decisions	19	19	19	0	0			6	4	2	1	6
		5%	100%	100%	0%	0%			32%	21%	11%	5%	32%
2H	Abuse of Authority	15	15	14	1	0			3	3	0	0	9
		4%	100%	93%	7%	0%			20%	20%	0%	0%	60%
12A	Post Award Functions	11	11	10	0	1			0	2	0	0	9
		3%	100%	91%	0%	9%			0%	18%	0%	0%	82%

Figure 31
 'Statistical Report' 'by Function Code by Determination' 'Issues Only' (Continued)

Notice that the column for ‘Allegations’ is empty; only the results for ‘Issues’ have been returned in this report.

Selecting ‘Allegations Only’ would produce a similar report with only ‘Allegations’ being returned and the ‘Issues’ column would be empty.

Below is an example of a statistical report that has been exported to a CSV file and then saved as an Excel file. The top figure is the raw exported data. The bottom figure is an organized version of the same data with labels added to identify where in the source statistical report format the data was taken.

GrandTotal	27313 = 88%	23655 = 8	Assistance	1226 = 4%	Founded	2432 = 9%	Unfounded	3722 = 12	1233 = 33	Substantia	2489 = 67	Not Substi	11020 = 36	8498 = 27	3711 = 12	4284 = 14	3522 = 11%
FunctionCode	FunctionDesc	textbox12	textbox36	Determina	textbox47	textbox14	textbox4	Determina	Determina	Active	Civilian	Reserve	Guard	Unknown	textbox11	textbox13	textbox24
2M4	Nonsupport of Family	3375	3375	3134	146	95	0	0	0	96	3202	19	10	48	11%	100%	93%
2M4	Nonsupport of Family	3375	3375	3134	146	95	0	0	0	96	3202	19	10	48	11%	100%	93%
2M4	Nonsupport of Family	3375	3375	3134	146	95	0	0	0	96	3202	19	10	48	11%	100%	93%
2M4	Nonsupport of Family	3375	3375	3134	146	95	0	0	0	96	3202	19	10	48	11%	100%	93%
2M4	Nonsupport of Family	3375	3375	3134	146	95	0	0	0	96	3202	19	10	48	11%	100%	93%
2M4	Nonsupport of Family	3375	3375	3134	146	95	0	0	0	96	3202	19	10	48	11%	100%	93%

Figure 32a
Statistical Report – CSV data unedited

Total Issues & Allegations	Issues	Assistance	Founded	Unfounded	Allegations	Substantiated	Not Substantiated	Active	Civilian	Reserve	Guard	Unknown	Total Issues & Allegations %	Issues %	Assistance %	Founded %	Unfounded %		
412	253 = 61%	223 = 88%	5 = 2%	25 = 10%	159 = 39%	39 = 25%	120 = 75%	124 = 30%	52 = 13%	64 = 16%	21 = 5%	151 = 37%							
Function Code	Function Description	Total Issues & Allegations	Issues	Assistance	Founded	Unfounded	Allegations	Substantiated	Not Substantiated	Active	Civilian	Reserve	Guard	Unknown	Total Issues & Allegations %	Issues %	Assistance %	Founded %	Unfounded %
1A	Routine Request for Informat	1	1	1	0	0	0	0	0	1	0	0	0	0%	100%	100%	0%	0%	
1B	Request for IG to IG Support	1	1	1	0	0	0	0	0	1	0	0	0	0%	100%	100%	0%	0%	
10A	Award	4	4	4	0	0	0	0	0	2	0	2	0	0	1%	100%	100%	0%	0%
10A	Award	4	4	4	0	0	0	0	0	2	0	2	0	0	1%	100%	100%	0%	0%
10A	Award	4	4	4	0	0	0	0	0	2	0	2	0	0	1%	100%	100%	0%	0%
10A	Award	4	4	4	0	0	0	0	0	2	0	2	0	0	1%	100%	100%	0%	0%
10B	OER/NCOER	7	7	6	0	1	0	0	0	3	0	4	0	0	2%	100%	86%	0%	14%
10B	OER/NCOER	7	7	6	0	1	0	0	0	3	0	4	0	0	2%	100%	86%	0%	14%
10B	OER/NCOER	7	7	6	0	1	0	0	0	3	0	4	0	0	2%	100%	86%	0%	14%
10B	OER/NCOER	7	7	6	0	1	0	0	0	3	0	4	0	0	2%	100%	86%	0%	14%
10B	OER/NCOER	7	7	6	0	1	0	0	0	3	0	4	0	0	2%	100%	86%	0%	14%
10B	OER/NCOER	7	7	6	0	1	0	0	0	3	0	4	0	0	2%	100%	86%	0%	14%
10B	OER/NCOER	7	7	6	0	1	0	0	0	3	0	4	0	0	2%	100%	86%	0%	14%

Figure 32b
Statistical Report – CSV data formatted

If you compare the header information above in Figure 32b with the “Report Totals” illustrated in Figure 17 you will see it matches the data categories presented under the heading “Grand Totals.” Each individual function code is given a single line of data in the report, i.e., there were four (4) uses of function code 10A – Award, and each occurrence is reflected in the report. If the IG office requires the level of detail down to individual function code determination and component, this report can provide that level of detail.

Using the Standard and Statistical Reports for Trend Reporting Purposes

One method of presenting trends data to both IG and non-IG audiences is to use data from a standard report and a statistical report extracted from IGARS for the same report period to obtain information to use to prepare presentations. This process is used by DAIG-AC to prepare Assistance trends presentations. Army-wide trends presentations can be found under the 'Reports' tab of the IGMET homepage.

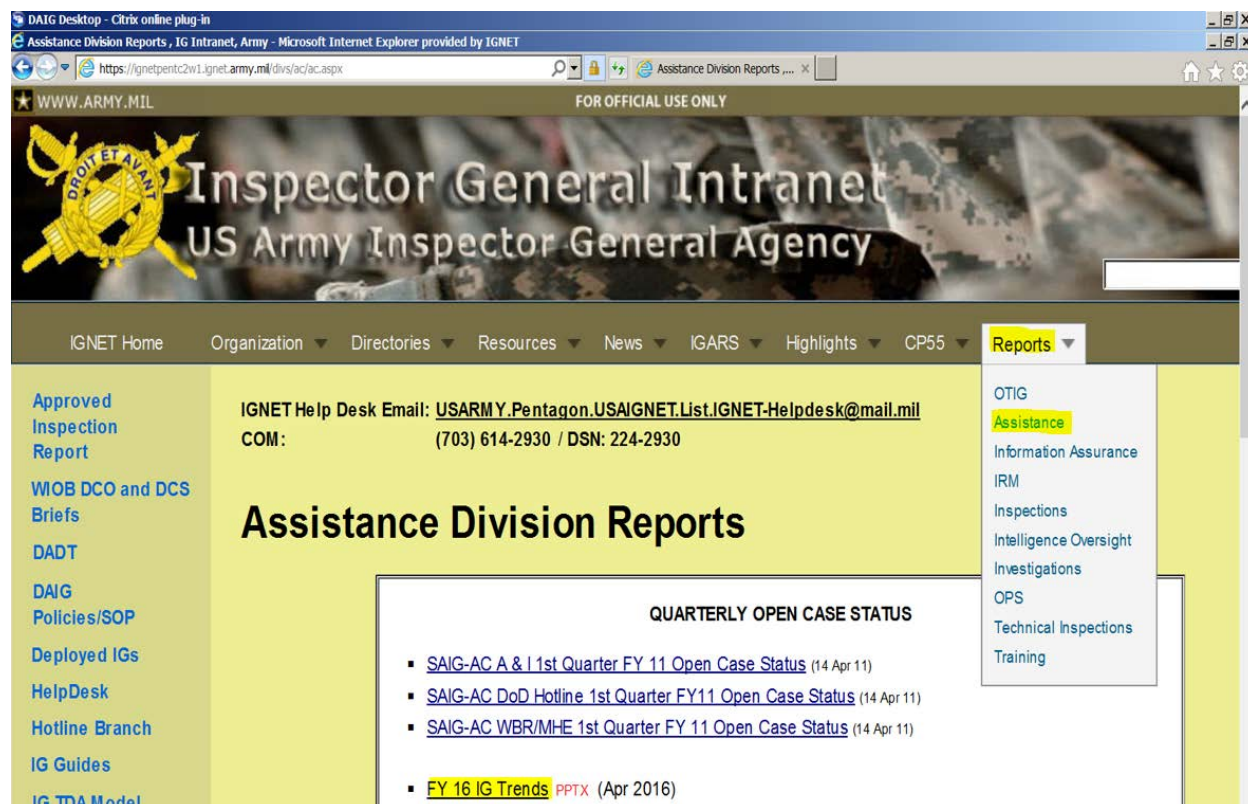


Figure 33
IGMET website 'Reports' Tab

The trends slides presented below represent information entered into the non-senior IGARS database by Inspectors General world-wide. The presentation techniques can be replicated by any Army IG Office using the standard and statistical report capability available in IGARS. It should be noted these slides represent one of many different ways to present trends data to your selected audience.

Army Inspector General



Army FY 13* IG Trends

52,865 ACTION REQUESTS IN IGARS**

(56,942** IGARS in FY 12)

11% Allegations
(against individuals)

89% Requests for Assistance



34% of those allegations were SUBSTANTIATED

➤ **about 28% of all anonymous allegations were SUBSTANTIATED**



* NOTE: FY13 Trend data as of October 21, 2013



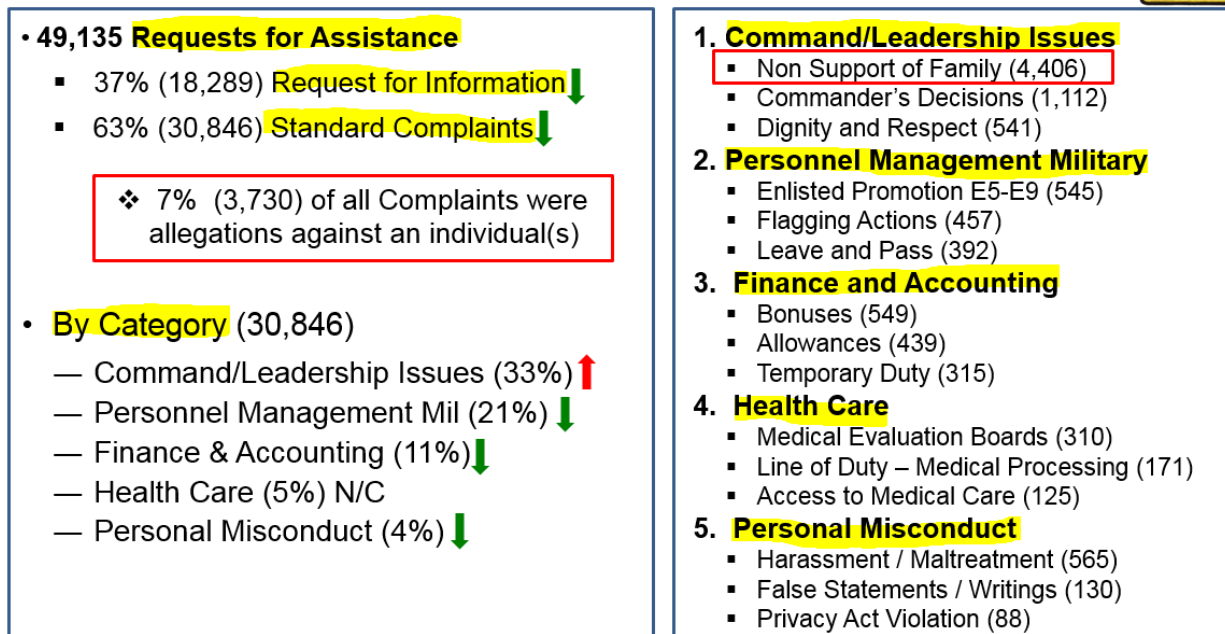
NOTE: * Trend data as of October 21, 2013
** Includes Information IGARS

Figure 34
Sample FY IG Trends Slide

The information presented in this slide (with the exception of the percentage of allegations substantiated based on anonymous complaints) was extracted from the "Grand Totals" data of a statistical report run to collect IGARS closed case data for the period Fiscal Year 2013 (1 October 2012 – 30 September 2013) for the entire Army non-senior IGARS database.



Army FY 13* Assistance Trends



* NOTE: FY13 Trend data as of October 21, 2013

Figure 35
Sample FY IG Function Code Category “Top Five” Trends Slide

The information presented in this slide was extracted from the “Grand Totals” data of a statistical report run to collect IGARS closed case data for Fiscal Year 2013 (1 October 2012 – 30 September 2013) for the entire Army non-senior IGARS database, as well as a Standard Report of cases opened during the fiscal year (which was used to present the numbers of Requests for Assistance).

The ‘Top Five’ Code Categories on the left side of the slide were extracted from a statistical report - Summary of Allegations/Issues by Function Category by Determination and Component- for FY 2013. (See Figure 27).

The ‘Top Three’ individual Function Codes selected under the top five Code Categories – which is displayed on the right side of the presentation – was extracted from a second statistical report – Summary of Allegations/Issues by Function Category/Code by Determination and Component – for FY 2013. (See Figure 25).

Chapter 10

Reports -- Ad-Hoc Query

An Ad-Hoc Query is a query that cannot be determined prior to the moment the query is issued. It is created in order to get information from the IGARS database when a need arises, and it consists of dynamically constructed Structured-Query Language (SQL), which is provided in IGARS using the Ad-Hoc Query screen interface. The Ad-Hoc Query is in contrast to the Standard and Statistical report queries, which are predefined and performed routinely.



Figure 1
Ad-Hoc Query

Select the 'Ad-Hoc Query' hyperlink.

The screenshot shows the 'Ad Hoc Queries' interface. At the top, there is a header 'Ad Hoc Queries'. Below it, there is a 'Retrieve Saved Query:' dropdown menu with 'Select' as the current value. Underneath, there are two radio buttons: 'Your Office Only' (which is selected) and 'Worldwide'. The main area is divided into two columns: 'Output Fields Available' and 'Output Fields Selected'. The 'Output Fields Available' column contains a list of fields: Suspense Date, External Suspense Date, Notification Date, Acknowledgement Date, Office of Record, Anonymous, OOR Case Number, Case Status Open, and Office. The 'Output Fields Selected' column is currently empty. Below these columns, there is a 'Filter Information:' section with two radio buttons: 'ALL of the following apply' (selected) and 'ANY of the following apply'. Below the radio buttons are five dropdown menus, each with 'Select' as the current value.

Figure 2
Ad-Hoc Query (continued)

The following 'Available Fields' are selectable for 'Your Office Only': Suspense Date, External Suspense, Date, Notification Date, Acknowledgement Date, Office of Record, Anonymous, OOR Case Number, Case Status Open, Case Number, Case Label, Date Opened, Date Closed, IG Code, Non-IG Office of Inquiry, Received From, Case Status, User Info, Problem Area, Receipt Mode, Action Officer Name, Case Location, Information IGAR, Complainant Name, Complainant Component, Complainant Race, Initiator Name, Initiator Component, Initiator Race, Subject Level of Command, Subject Name, Subject SSN, Subject Grade, Subject Component, Subject Gender, Subject Race, Subject UIC, Issue / Allegation Type, Function Code, Determination, Stated Allegation / Issue, Issue / Allegation Organization, Issue / Allegation, Against UIC, Issue / Allegation Location, Issue / Allegation Characterization, Case Notes, and Synopsis.

All of the above fields are available for 'Worldwide' except: Subject SSN, Determination, Stated Allegation / Issue, Case Notes, and Synopsis.

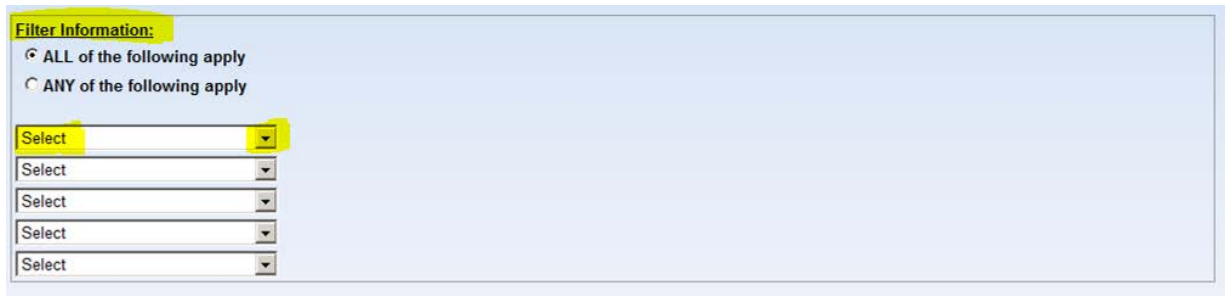


Figure 3
Ad-Hoc (continued)

Filter Information

The first option, 'ALL of the following apply,' will require that all filters selected must be met in order for the case data to be returned in the report.

The second option, 'ANY of the following apply,' will return all cases that met any of the filter requirements.

Five filter options are available. Each drop-down selection will contain the 'Output Fields Available.'

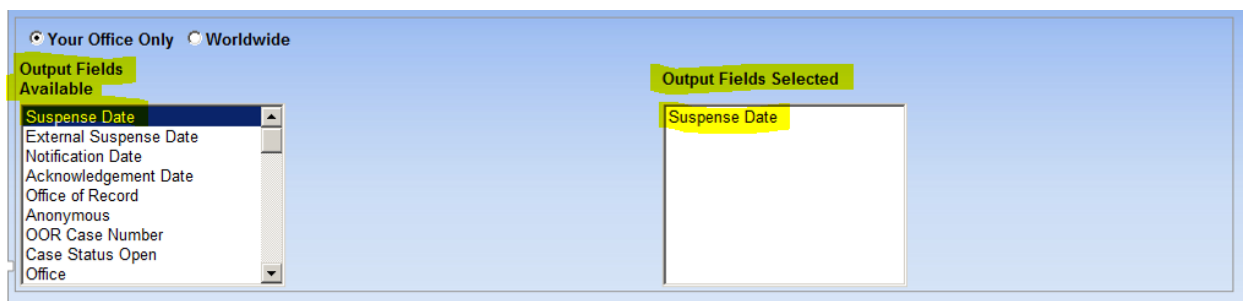


Figure 4
Ad-Hoc – Available Fields with Dates

The 'date' functionality demonstrated here applies to the following 'Output Fields Available': Suspense Date, External Suspense Date, Acknowledgement Date, Notification Date, Date Opened, and Date Closed.

The 'Suspense Date' is an optional data field in the 'Standard IGAR' located on the 'Case Information' tab typically set by the local IG office.

Selecting the first 'Output Fields Available,' which is 'Suspense Date,' will add this data point to the 'Output-Fields-Selected' area. The 'Case Number' will always be the first column returned in an Ad-Hoc Query Report format. It will be followed in order of selection in the 'Output Fields Selected' area.

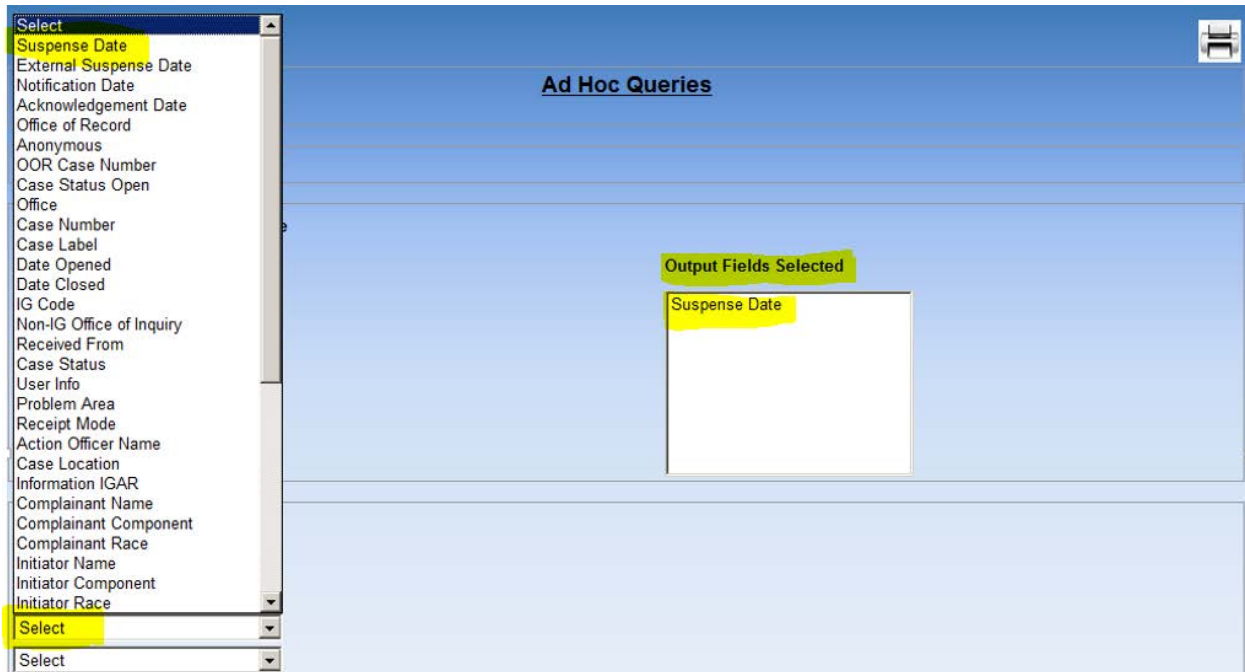


Figure 5
Ad-Hoc – Available Fields with Dates (continued)

A total of five filter options are available. Each time you open a filter option, the drop-down selection will display the 'Available Fields.'

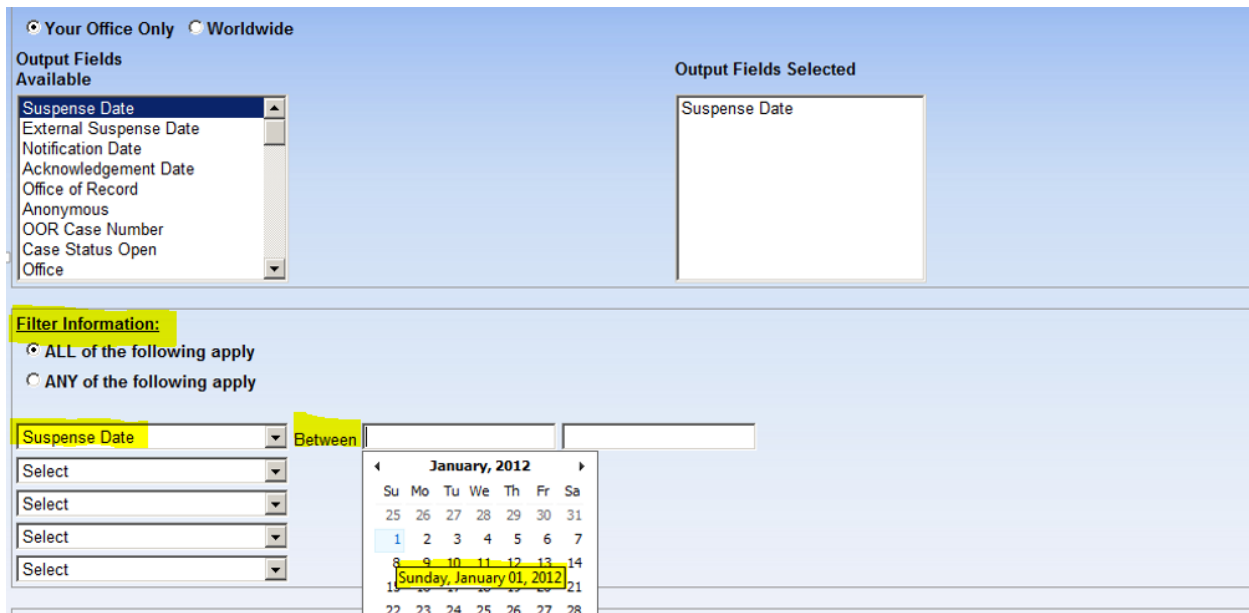


Figure 6
Ad-Hoc – Available Fields with Dates (continued)

Dates can be either in the past or the future.

Figure 7
Ad-Hoc – Available Fields with Dates (continued)

If the user does not select a date for the second block, or through date, IGARS will automatically default to the date of the query. For the purposes of this report, the Filter-Information selection is left on the default of ‘ALL of the following apply.’ As there is only one data point, selecting ‘ANY of the follow apply’ would not make a difference.

Select 'Run Query.'

Case Number	Suspense Date
OTR109562	11/30/2012
OTR110006	09/27/2012
OTR110087	10/17/2012
OTR140139	07/17/2014
OTR150229	08/01/2015

```

SELECT CASE WHEN DBO.CASEDATA.CASENUMBER IS NULL THEN 'REFERRAL' ELSE DBO.CASEDATA.CASENUMBER END, CONVERT
(VARCHAR, DBO.CASEDATA.SUSPENSEDATE, 101) FROM DBO.CASEDATA INNER JOIN CASEDATA AS CASEDATA2 ON DBO.CASEDATA.CASEID =
CASEDATA2.CASERECORDID WHERE (DBO.CASEDATA.OFFICEID = 999 ) AND ( DBO.CASEDATA.SUSPENSEDATE BETWEEN '1/1/2012'
AND '12/3/2015' ) ORDER BY DBO.CASEDATA.CASENUMBER , DBO.CASEDATA.SUSPENSEDATE
    
```

Figure 8
Ad-Hoc – Available Fields with Dates (Continued)

The Case Number will always appear in the first column of the report. The IG does not necessarily need to select the ‘Case Number’ from the ‘Output Fields Available.’

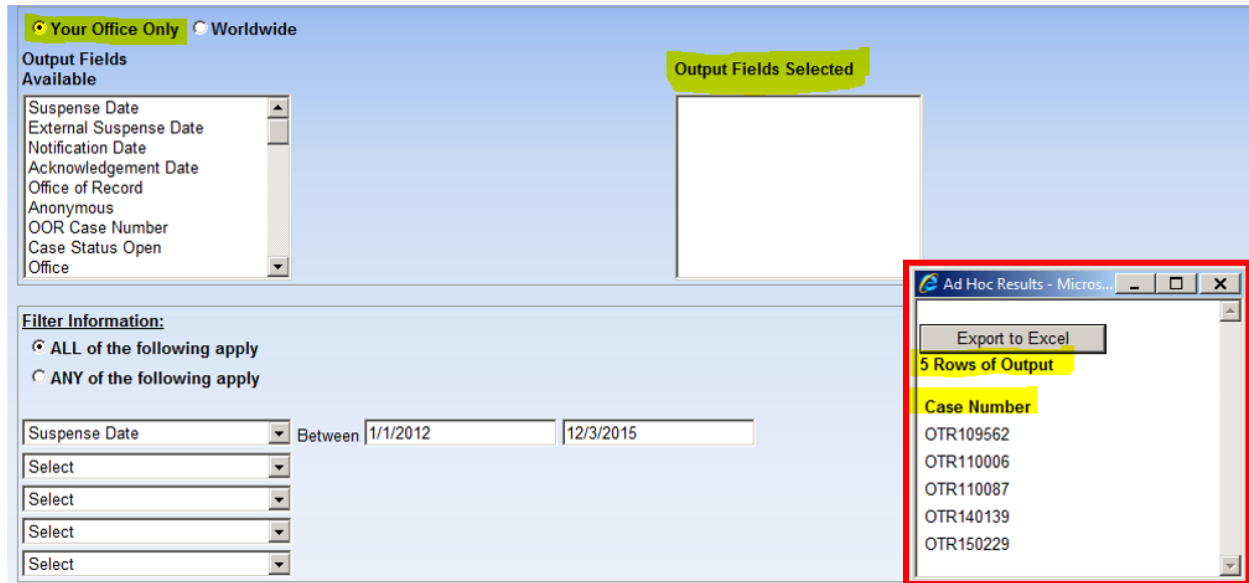


Figure 9
Ad-Hoc – Available Fields with Dates (continued)

The 'Ad-Hoc Query' does not require an 'Output Fields Selected' for the report to run. Figure 9 has the same report parameters as the report generated in Figure 8. Notice that the report does not return the 'Suspense Date' for the cases listed.

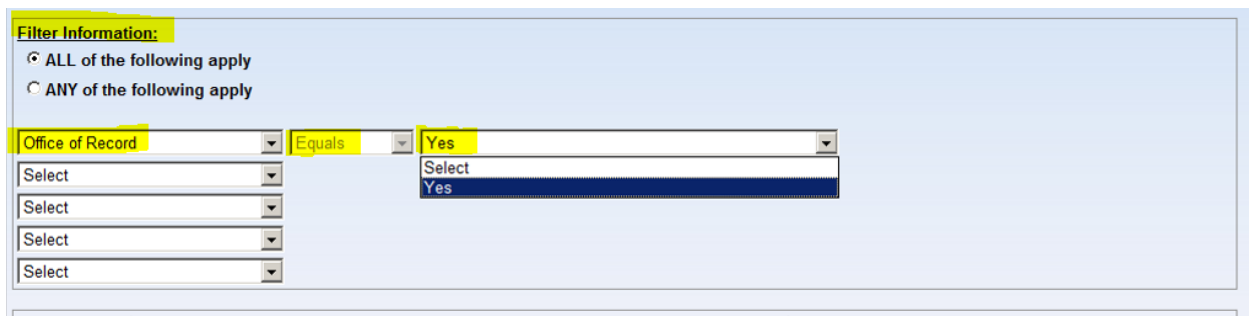


Figure 10
Ad-Hoc – Available Fields with 'Yes' Responses

The following 'Output Fields Available' have the option of a selection of 'Yes' in the 'Filter Information' selector: 'Office of Record' and 'Case Status Open.'

The 'Office-of-Record' filter will eliminate cases from the query that are not 'Office-of-Record' for that IG office. Regardless of the filter selected, using the 'Office of Record' 'Yes' 'Filter Information' will only return cases for which the local IG office is 'Office-of-Record.'

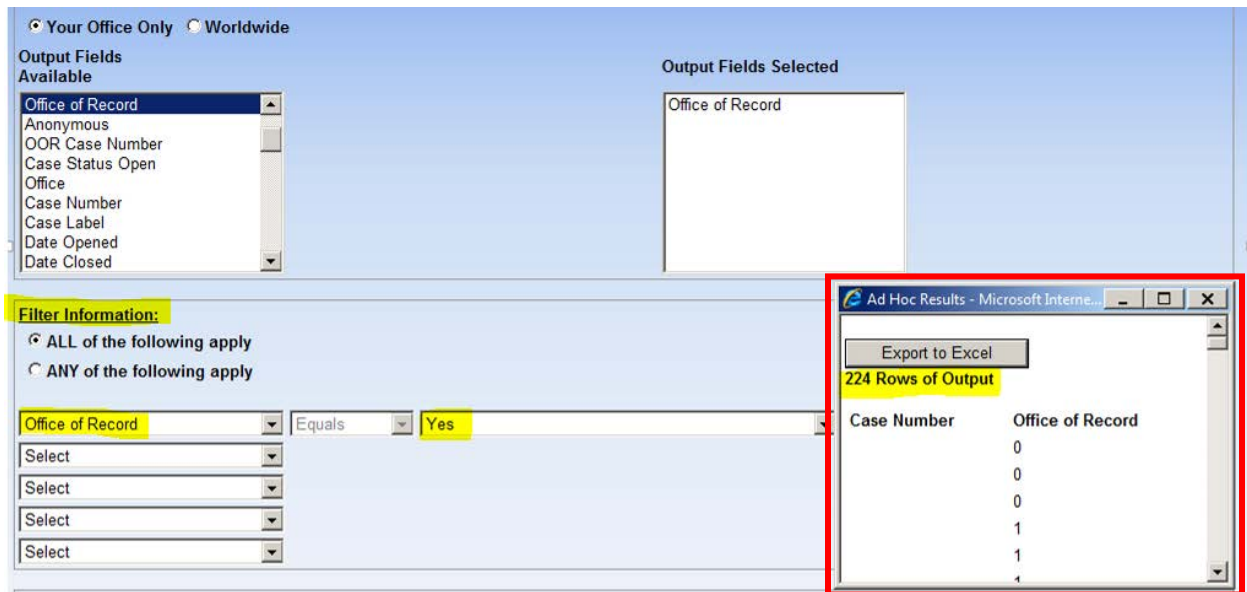


Figure 11
Ad-Hoc – Available Fields with ‘Yes’ Responses (continued)

In this report, 224 cases are returned. Notice there are no ‘Case Numbers’ in the first few rows of this report. These are cases that have been referred to our office that have not been accepted by our office as of the report date. Under the ‘Office-of-Record’ column, a ‘0’ means ‘No,’ it is not an ‘Office-of-Record’ case, and a ‘1’ means ‘Yes.’

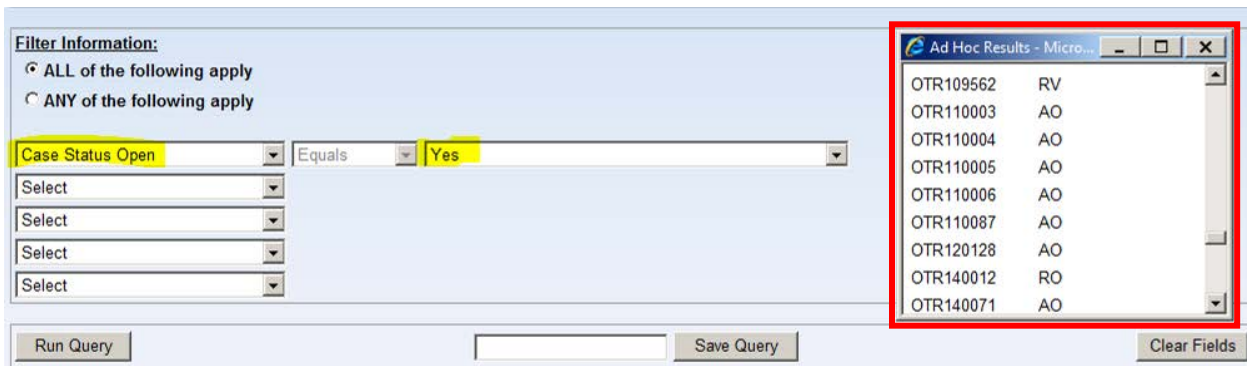


Figure 12
Ad-Hoc – Available Fields with ‘Yes’ Responses (continued)

The ‘Case-Status-Open’ filter for ‘Yes’ will return only cases that are in fact open, and the status of those cases are either RV – In Review, AO – Open, or RO – Reopen.

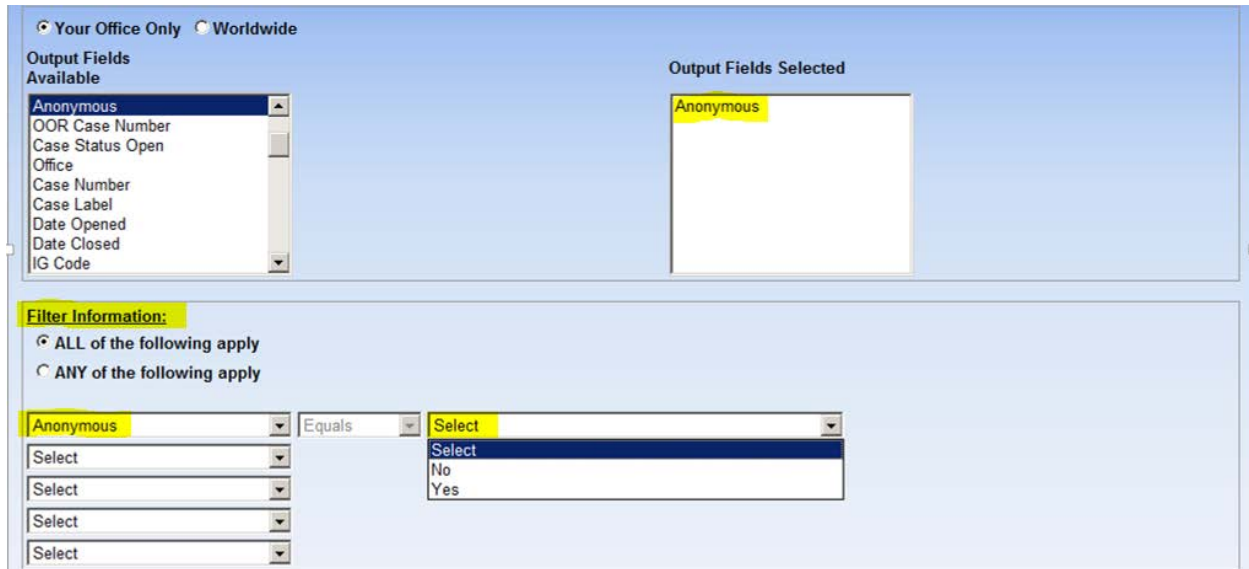


Figure 13
 'Anonymous' and 'Information IGAR'

Selecting 'Yes' will return cases that are anonymous and indicated by a '1,' whereas selecting 'No' will bring back cases noted by a '0' that are not anonymous.

The filter section works the same for the Output field 'Information IGAR.'

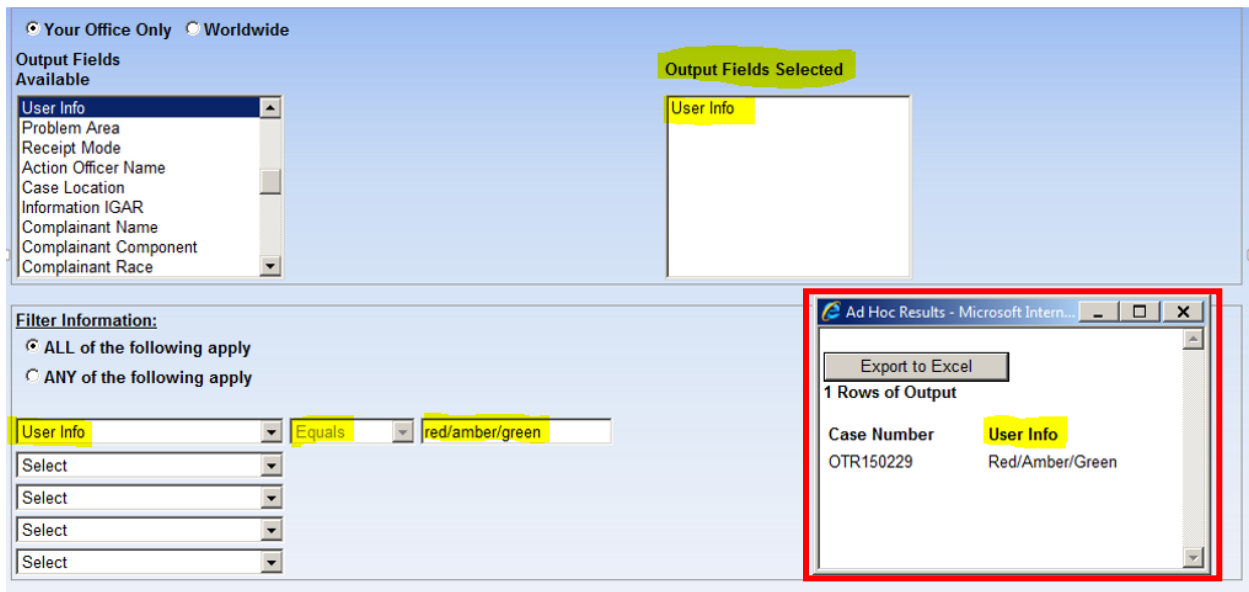


Figure 14
 'User Info' and 'Subject SSN'

The 'User Info' filter looks for free text that equals a word or phrase. The 'User Info' (Figure 6, Chapter 4) input into the IGAR must exactly match what you put into that filter field as the search term. 'Subject SSN' responds in the same way.

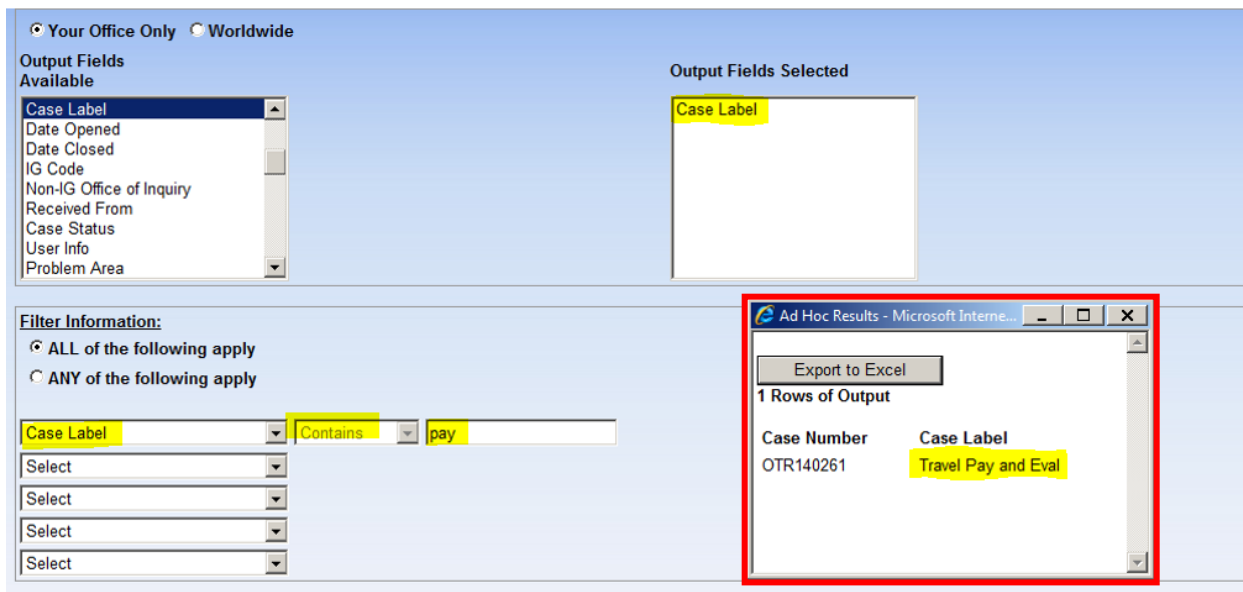


Figure 15
'Case Label'

The 'Case-Label' (Figure 4, Chapter 4) filter looks for text that contains the specified word or phrase. Remember, IGARS will only search for exactly what you put into the free-text area; less is better.

These filters work similarly -- 'Problem Area,' 'Stated Allegation / Issue' [Legacy field], 'Case Notes,' 'Synopsis,' and 'Non-IG Office of Inquiry' ['Non-IG Referral' on the IGAR Case Information Tab.].

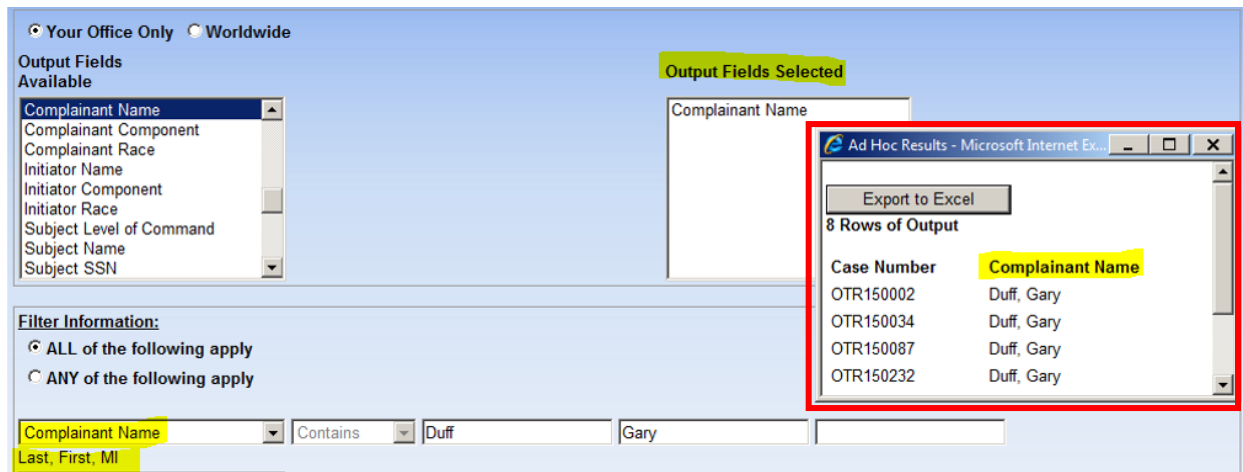


Figure 16
Names

Selecting one of the following 'Name' filters will behave in the same manner: 'Complainant Name,' 'Initiator Name,' and 'Subject Name.'

Once one of the 'Name' filters has been selected, the quantifier will be that the fields contain the text input for each field. Also notice that under the 'Complainant-Name' filter field, a prompt now appears for the order of the individual's name, "Last, First, MI."

The screenshot displays the IGARS filter configuration interface. At the top, there are radio buttons for 'Your Office Only' (selected) and 'Worldwide'. Below this, the 'Output Fields' section is divided into 'Available' and 'Output Fields Selected'. The 'Available' list includes Case Number, Case Label, Date Opened, Date Closed, IG Code, Non-IG Office of Inquiry, Received From, Case Status, and User Info. The 'Output Fields Selected' list contains 'Case Number'. The 'Filter Information' section has two radio buttons: 'ALL of the following apply' (selected) and 'ANY of the following apply'. Below this, there are four filter configuration rows. The first row has 'Case Number' selected in the field dropdown, 'Equals' selected in the operator dropdown, and an empty text input field. A dropdown menu is open for the operator, showing options: Select, Equals, Greater Than, Less Than, Contains, and Starts With.

Figure 17
'Case Number'

The '**Case Number**' filter defaults to 'Equals', but there are other filters that can be applied to this field. These selections also apply to the 'OOR Case Number.'

The '**Equals**' filter has been sufficiently demonstrated to this point, but it must be a complete 'Case Number' for the query to run if the selector is set to 'Equals.'

Selecting the '**Greater Than**' qualifier, entering the local IG office code, the FY, 'OTR15' and 'Run Query' will return all cases with a 'Case Number' greater than 'OTR15.' Typing in 'OTR150000' or even 'OTR1500' would bring back the same results.

The '**Greater Than**' and '**Less Than**' are based on fiscal year and sequence number within each fiscal year.

The '**Contains**' selector for the '**Case Number**' filter will return only case numbers containing the exact characters submitted regardless of where they exist in the '**Case Number.**'

The '**Starts With**' qualifier will return cases that begin with the '**Case Number**' data entered. For example, entering 'OTR15' will bring back all case numbers that begin with 'OTR15.'

Output Fields Available

- Complainant Component
- Complainant Race
- Initiator Name
- Initiator Component
- Initiator Race
- Subject Level of Command
- Subject Name
- Subject SSN
- Subject Grade

Output Fields Selected

- Complainant Component

Filter Information:

ALL of the following apply

ANY of the following apply

Complainant Component Equals Select

Select

Select

Select

Select

Run Query

AdHoc Query:

Export to Excel

23 Rows of Output

Case Number	Complainant Component
OTR110006	S
OTR140012	S
OTR140131	S
OTR140248	S
OTR140250	S
OTR140286	S

Figure 18
Component (Complainant, Initiator, and Subject)

The Ad-Hoc Results displays cases returned for 'S-Army Reserve AGR.'

Your Office Only Worldwide

Output Fields Available
 Complainant Race
 Initiator Name
 Initiator Component
 Initiator Race
 Subject Level of Command
 Subject Name
 Subject SSN
 Subject Grade
 Subject Component

Output Fields Selected
 Complainant Race

Filter Information:
 ALL of the following apply
 ANY of the following apply

Complainant Race Equals Select

Select
 Select
 Select
 Select

Select
 C-Caucasian
 M-Asian/ Pacific Islander
 N-Black
 R-American Indian/Alaska Native
 U-Unknown
 X-Other

Ad Hoc Results - Microsoft Internet Exp...

Export to Excel

38 Rows of Output

Case Number	Complainant Race
	U
	U
	U
OTR109562	U
OTR110004	U
OTR110005	U

Figure 19
Race (Complainant, Initiator, Subject)

The Ad-Hoc Results display a report run for 'Race' = 'U-Unknown.'

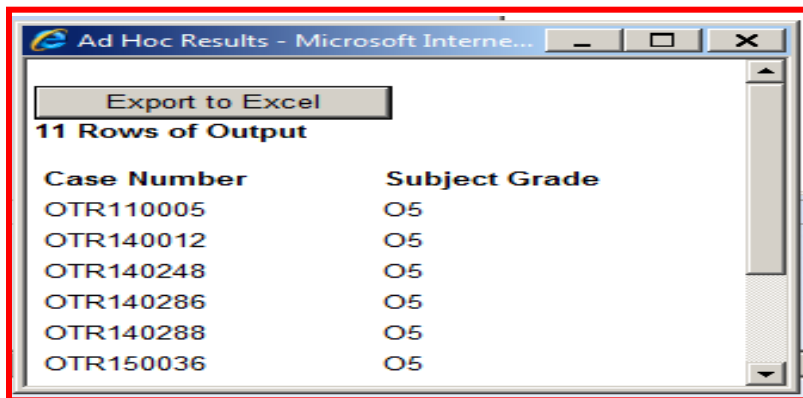
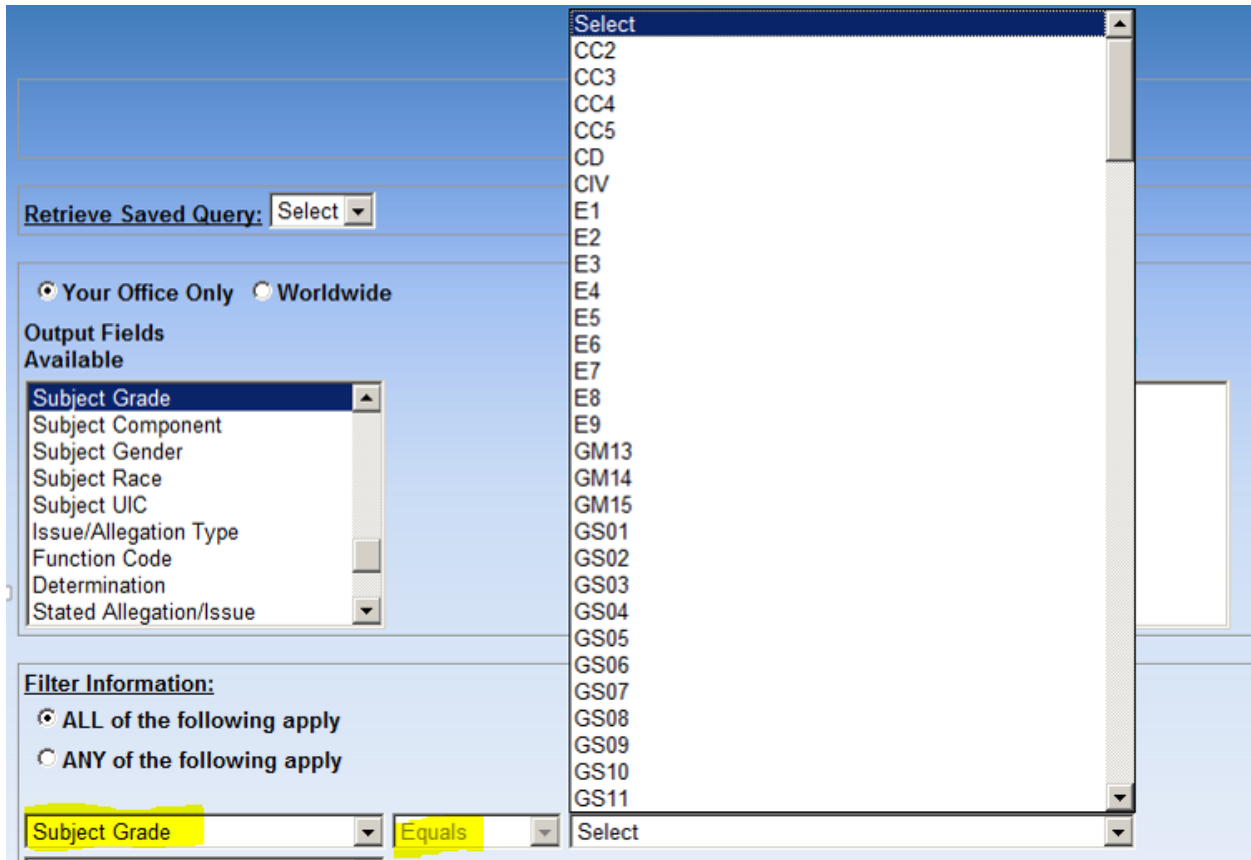


Figure 20
Subject Grade

The 'Available Field' of 'Subject Grade' is not broken down by 'Component' in the filter. Every possible grade is listed.

The Ad-Hoc Results display a report for the grade of 'O5.'

Your Office Only Worldwide

Output Fields Available
 Subject Gender
 Subject Race
 Subject UIC
 Issue/Allegation Type
 Function Code
 Determination
 Stated Allegation/Issue
 Issue/Allegation Organization
 Issue/Allegation Against UIC

Output Fields Selected
 Subject Gender

Filter Information:
 ALL of the following apply
 ANY of the following apply

Subject Gender Equals Select

Select
 Select
 Select
 Select

Select
 F-Female
 M-Male
 U-Unknown

Ad Hoc Results - Microsoft Inter...

Export to Excel

5 Rows of Output

Case Number	Subject Gender
OTR110006	M
OTR130028	M
OTR150229	M
OTR150238	M
OTR160008	M

Figure 21
Subject Gender

Queries may be executed based on the filter 'Subject Gender.' The Ad-Hoc Results, above displays the report for subjects that are 'M-Male.'

Your Office Only Worldwide

Output Fields Available

- Issue/Allegation Type
- Function Code
- Determination
- Stated Allegation/Issue
- Issue/Allegation Organization
- Issue/Allegation Against UIC
- Issue/Allegation Location
- Issue/Allegation Characterization
- Case Notes

Output Fields Selected

- Issue/Allegation Type

Filter Information:

ALL of the following apply
 ANY of the following apply

Issue/Allegation Type Equals Select

Select
 Select
 Select
 Select

Select
 Allegation
 Issue

Ad Hoc Results - Microsoft Inter...

Export to Excel

36 Rows of Output

Case Number	Issue/Allegation Type
OTR109562	A
OTR110004	A
OTR110005	A
OTR110077	A
OTR110077	A
OTR110087	A

Figure 22
'Issue/Allegation Type'

The filter criteria for the 'Issue / Allegation Type' is either 'Allegation' or 'Issue.'

The Ad-Hoc Results display a report for 'Allegations.' If the report had been run for 'Issues,' the Issue / Allegation Type would display an 'I.'

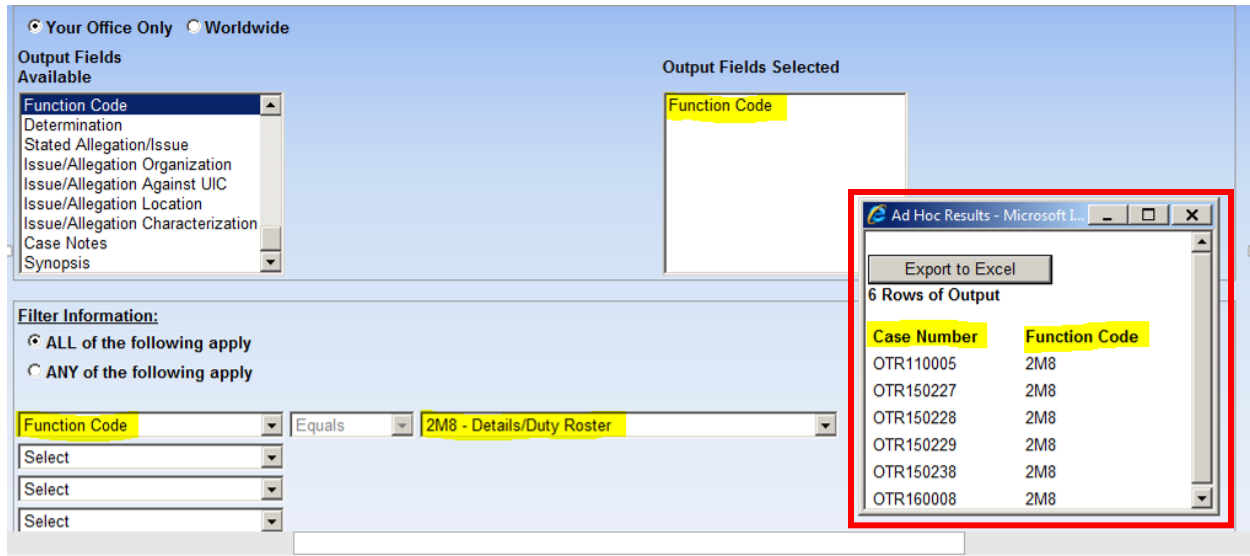
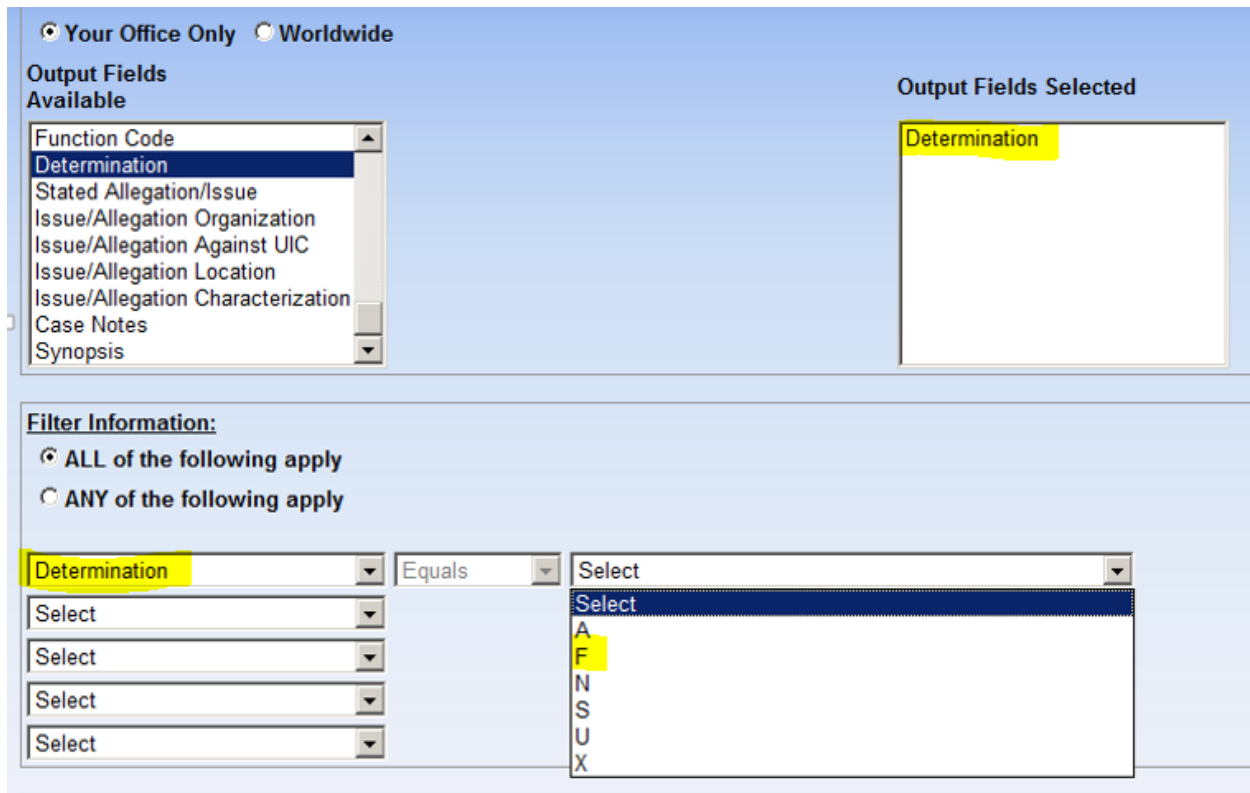
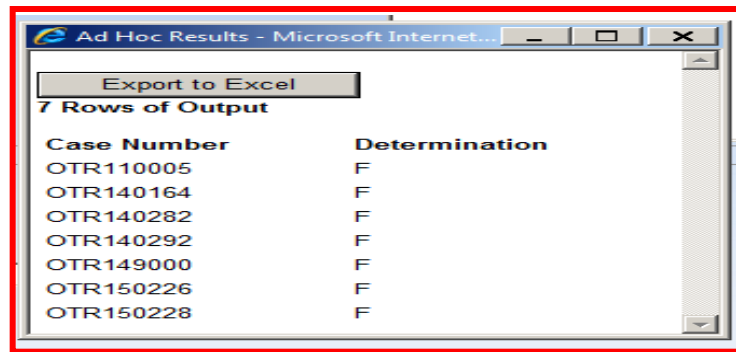


Figure 23
'Function Code'

All 'Function Codes' are available for selection, but only one can be selected per filter drop-down.

In this case, we have selected '2M8 – Details / Duty Roster.' The inset reflects the report run.





Case Number	Determination
OTR110005	F
OTR140164	F
OTR140282	F
OTR140292	F
OTR149000	F
OTR150226	F
OTR150228	F

Figure 24
'Determination'

The selections for the 'Determination' filter are those available for either an 'Issue' or 'Allegation.' The case does not necessarily have to be 'Closed' in order for this query to return data, only that the 'Determination' has been assigned to the 'Issue' or 'Allegation.'

Note that if you select a case in the 'Filter Information' that does not have a determination, it will reflect '0' on the report where a 'A,' 'F,' 'N,' 'S,' 'U,' or 'X' would normally be displayed.

'A' Assistance, 'F' Founded, 'N' Not Substantiated, 'S' Substantiated, 'U' Unfounded. 'X' is a legacy determination that is no longer used.

The Ad-Hoc Results above displays the report for cases with 'Founded' determinations.

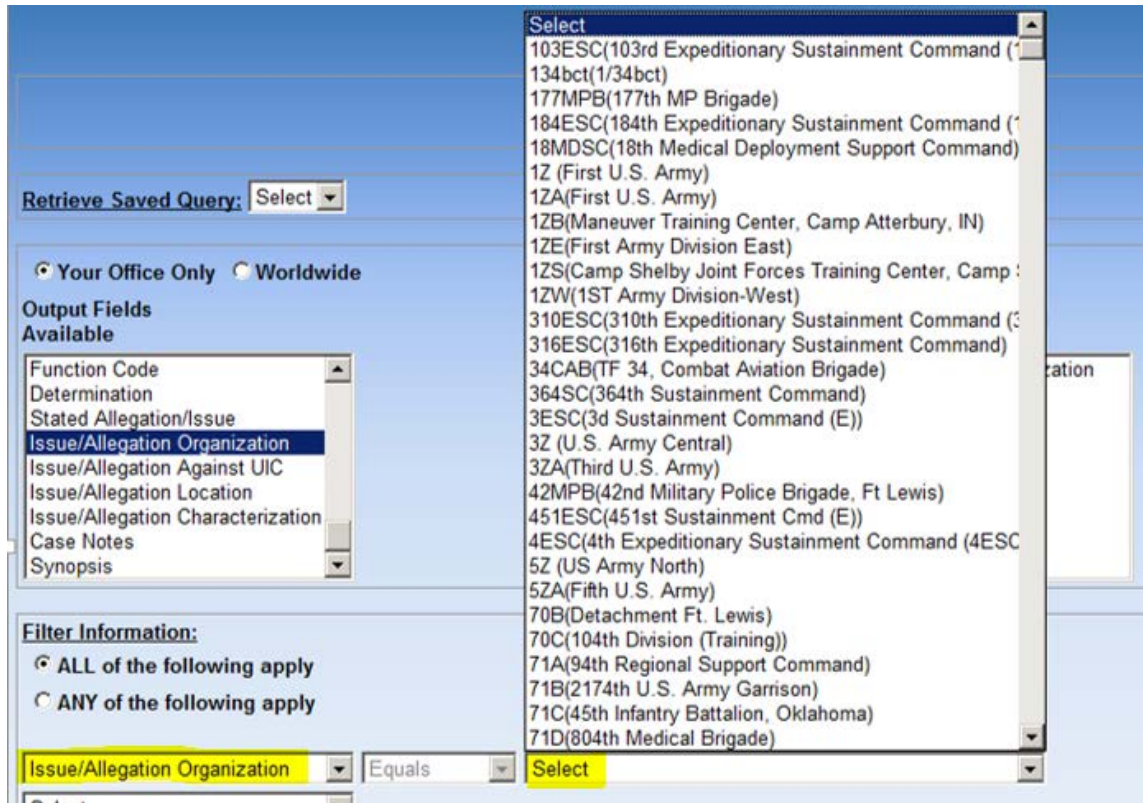


Figure 25
 'Issue/Allegation Organization'

The 'Issue / Allegation Organization' is linked to the 'Case Information' tab in the IGAR.

The report run will include the 'Issue / Allegation Organization' selected by the IG when case data is entered.

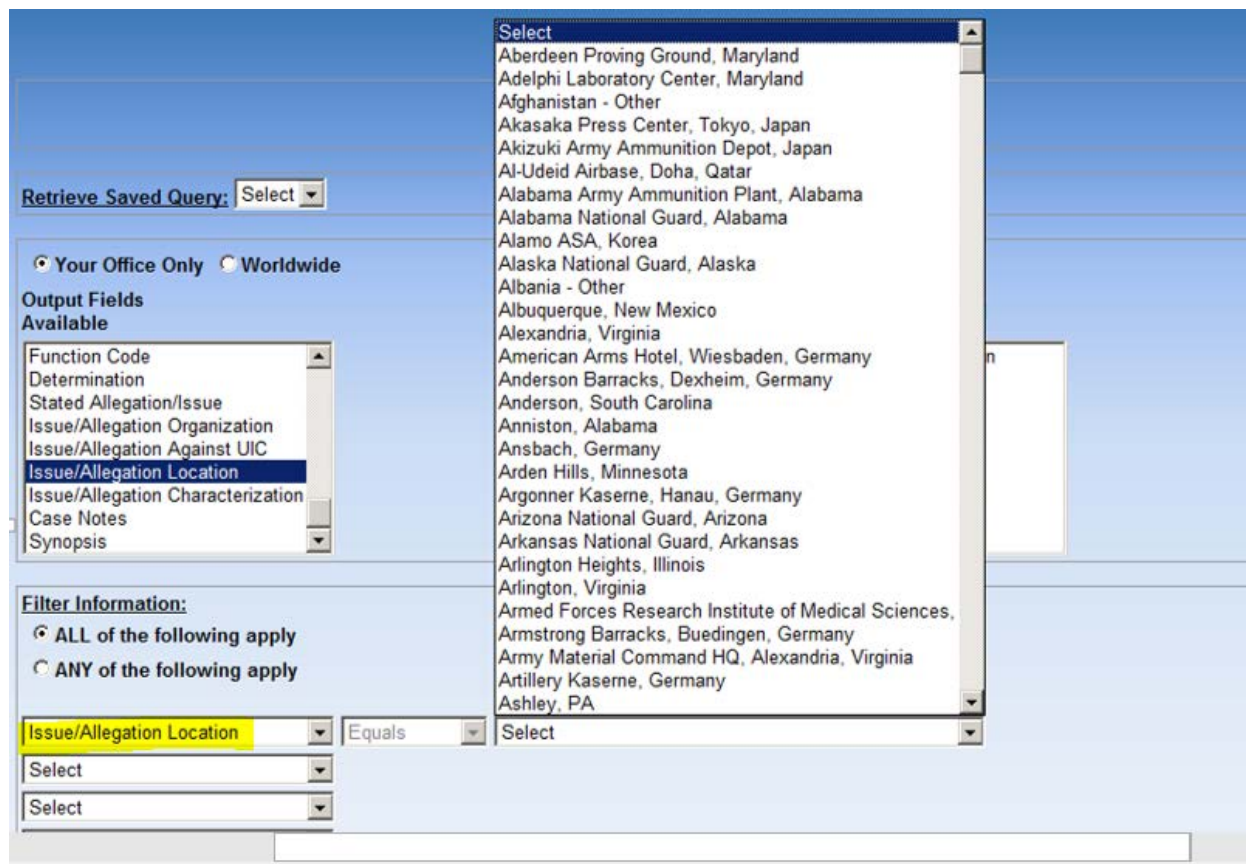


Figure 26
 'Issue/Allegation Location' and 'Case Location'

The 'Issue / Allegation Location' and / or 'Case Location' is linked back to the 'Case Information' tab in the IGAR. It is labeled 'Location' in the IGAR.

The report will return cases that occurred in the location selected. Note the 'Location' criterion is based on geographic location, while the 'Issue / Allegation Organization' is a military / DoD organization.

The screenshot shows a web-based interface for IGARS. On the left, there are several sections: 'Retrieve Saved Query' with a 'Select' dropdown; radio buttons for 'Your Office Only' (selected) and 'Worldwide'; 'Output Fields Available' with a list including 'Case Location', 'Information IGAR', 'Complainant Name', 'Complainant Component', 'Complainant Race', 'Initiator Name', 'Initiator Component', 'Initiator Race', and 'Subject Level of Command'; and 'Filter Information' with radio buttons for 'ALL of the following apply' (selected) and 'ANY of the following apply'. Below these is a filter row with 'Case Location' selected in a dropdown, 'Equals' in another, and 'Select' in a third. A large dropdown menu is open on the right, listing various locations such as 'Aberdeen Proving Ground, Maryland', 'Akasaka Press Center, Tokyo, Japan', 'Alabama Army Ammunition Plant, Alabama', and 'Ashley, PA'.

Figure 27
'Case Location'

This entry is also linked to the 'Case Information' tab in the IGAR. There is an "Organization Code" field on the Issue / Allegation tab that allows the IG to select where the Issue or Allegation occurred (as opposed to the Issue / Allegation organization).

Your Office Only Worldwide

Output Fields Available
 Function Code
 Determination
 Stated Allegation/Issue
 Issue/Allegation Organization
 Issue/Allegation Against UIC
 Issue/Allegation Location
Issue/Allegation Characterization
 Case Notes
 Synopsis

Output Fields Selected
 Issue/Allegation Characterization

Filter Information:
 ALL of the following apply
 ANY of the following apply

Issue/Allegation Characterization Equals Select

Select
 Select
 Select
 Select

Select
 CL-Issue(s) Related to Civil Liberties
 OEF-Operation Enduring Freedom
 OIF-Operation Iraqi Freedom
 OIR-Operation Inherent Resolve
 OJS-Operation Jump Start
 OND-Operation New Dawn
 ONE-Operation Noble Eagle
 ORS-Operation Resolute Support
 RD-Issue(s) Related to the Repeal of DADT
 SQ-Issue(s) Related to Sequestration

AdHoc Query:

Ad Hoc Results - Microsoft Internet Explorer pro...

Export to Excel

1 Rows of Output

Case Number	Issue/Allegation Characterization
OTR150229	SQ

Figure 28
'Issue / Allegation Characterization'

These are the optional 'Characterization Codes' available to associate with 'Issues' and 'Allegations.' The codes can affiliate Issues / Allegations with a specified predetermined military operations (Operation Enduring Freedom, etc.) or a category of potential interest to senior leaders (Sequestration).

The inset reflects a report run for 'SQ-Issues(s) Related to Sequestration.' See Chapter 4 for additional information regarding Characterization Codes.

The screenshot displays the 'Received From' filter configuration in the IGARS system. It is divided into several sections:

- Output Fields Available:** A list of fields including Received From, Case Status, User Info, Problem Area, Receipt Mode, Action Officer Name, Case Location, Information IGAR, and Complainant Name.
- Output Fields Selected:** A box containing the selected field 'Received From'.
- Filter Information:** Radio buttons for 'ALL of the following apply' (selected) and 'ANY of the following apply'.
- Filter Configuration:** A dropdown menu for 'Received From' set to 'Equals', and a 'Select' dropdown menu showing a list of entities.
- Run Query:** A button to execute the filter.
- AdHoc Query:** A text area for additional query parameters.

The 'Select' dropdown menu lists the following entities:

- Select
- A-Secretary of the Army
- B-Chief of Staff of the Army
- C-Congress
- D-Secretary of Defense
- E-CG/Commander
- F-Chain of Command
- H-DOD Hotline
- I-SAIG
- J-DOD Hotline Congressional
- K-DOD Hotline OCLL
- M-Army IG
- O-Government Agency
- P-White House
- X-Non-Army IG

Figure 29
'Received From'

The selection criteria for the 'Received From' filter includes the following entities:

- A - Secretary of the Army
- B - Chief of Staff of the Army
- C - Congress
- D - Secretary of Defense
- E - CG/Commander
- F - Chain of Command
- H - DoD Hotline
- I - SAIG
- J - DoD Hotline Congressional,
- K - DoD Hotline OCL
- M - Army IG (Most common and the default when completing an IGAR.)
- O - Other Government Agency
- P - White House
- X - Non-Army IG

For fields that have definitive selection criteria, and the IG wants some but not all possible selections, the IG will have to use more than one filter.

Case Number	Case Status
OTR109562	RV

Figure 30
'Case Status'

The 'Case Status' filter allows the user more fidelity than the 'Case-Status-Open' filter and also to query cases that are closed.

The criteria include:

- AO - Open
- CL - Closed
- RO - Re-Opened
- RV - Review (Open, perhaps complete, but the CIG, SJA, or CG are reviewing it before closing.)

This filter is a discriminator and will look for the exact values selected.

The Ad-Hoc Results above reflect a report run with 'Case Status' of 'RV'.

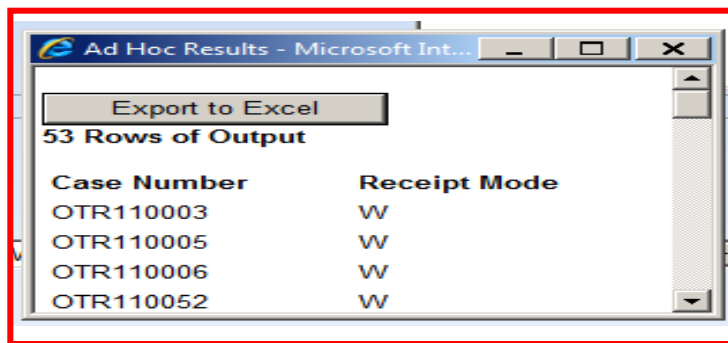
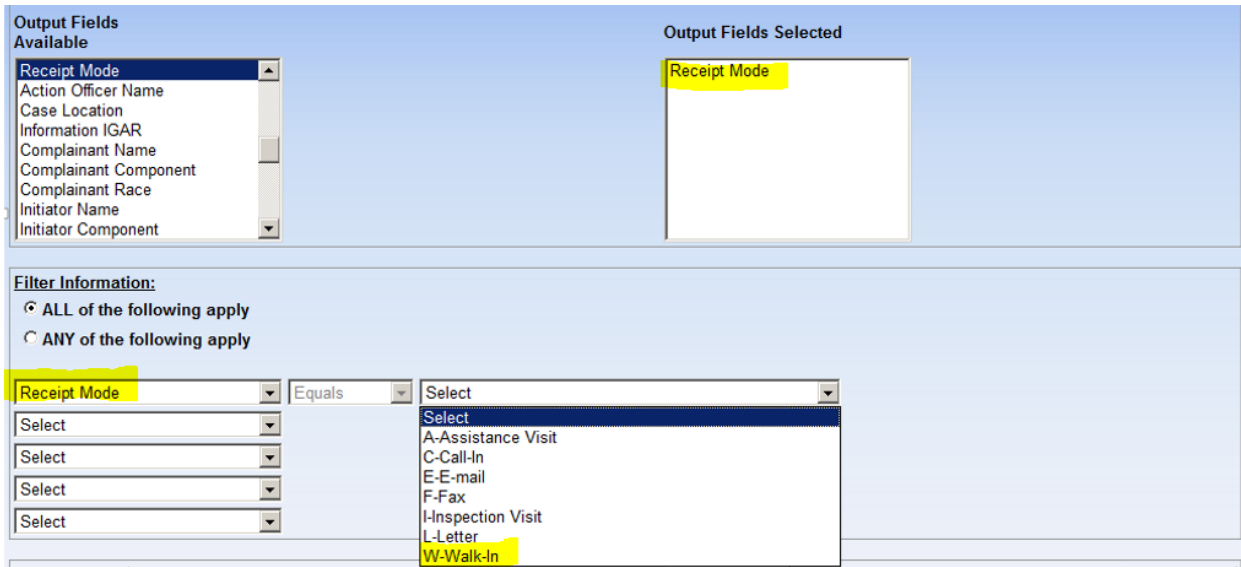


Figure 31
'Receipt Mode'

The 'Receipt Mode' query extracts data from the 'Case Information' tab of the IGAR.

The available selections are:

- 'A - Assistance Visit'
- 'C - Call-In'
- 'E - E-mail'
- 'F - Fax'
- 'I - Inspection Visit'
- 'L - Letter', and
- 'W - Walk-In'.

The Ad-Hoc Results above display a report run for 'W - Walk-In.'

The screenshot shows the IGARS interface with the following elements:

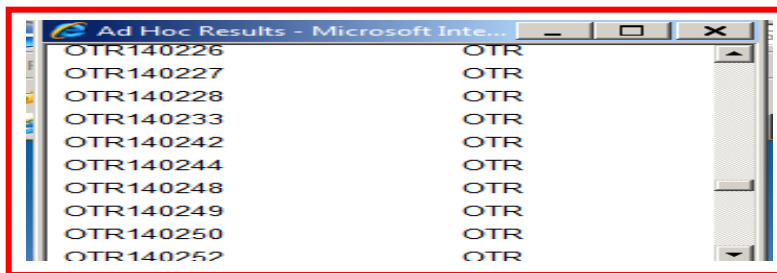
- Radio buttons for **Your Office Only** (selected) and **Worldwide**.
- Output Fields Available** list: Action Officer Name, Case Location, Information IGAR, Complainant Name, Complainant Component, Complainant Race, Initiator Name, Initiator Component, Initiator Race.
- Output Fields Selected** list: Action Officer Name.
- Filter Information:**
 - Radio buttons for **ALL of the following apply** (selected) and **ANY of the following apply**.
 - Field: Action Officer Name, Operator: Equals, Value: Duff, Gary.
 - Dropdown menu: Select.

Figure 32
'Action Officer Name'

The 'Action Officer Name' will allow the user to display cases for a specific IG in that IG's office. The data is extracted from the 'Status' section on the 'Case Information' tab (See Chapter 4), so it is important from a manager's perspective to ensure the IG field in the 'Status' section displays the IG currently responsible for the case as opposed to the IG that may have received the complaint and opened the case in IGARS.

The screenshot shows the IGARS interface with the following elements:

- Radio buttons for **Your Office Only** (selected) and **Worldwide**.
- Output Fields Available** list: IG Code, Non-IG Office of Inquiry, Received From, Case Status, User Info, Problem Area, Receipt Mode, Action Officer Name, Case Location.
- Output Fields Selected** list: IG Code.
- Filter Information:**
 - Radio buttons for **ALL of the following apply** (selected) and **ANY of the following apply**.
 - Field: IG Code, Operator: Starts With, Value: (empty).
 - Dropdown menu: Select.



The screenshot shows a window titled 'Ad Hoc Results - Microsoft Inte...' with a list of data. The list consists of two columns: the first column contains case numbers starting with 'OTR' followed by a five-digit number, and the second column contains the IG code 'OTR'. The case numbers are: OTR140226, OTR140227, OTR140228, OTR140233, OTR140242, OTR140244, OTR140248, OTR140249, OTR140250, and OTR140252. The window has a standard Windows interface with a title bar, menu bar, and scroll bars.

Case Number	IG Code
OTR140226	OTR
OTR140227	OTR
OTR140228	OTR
OTR140233	OTR
OTR140242	OTR
OTR140244	OTR
OTR140248	OTR
OTR140249	OTR
OTR140250	OTR
OTR140252	OTR

Figure 33
'IG Code'

Selecting an 'IG Office Code' as the filter, the query will display all cases that begin with the specified code. If 'OTR' is selected, the query will return all cases in the database that begin with 'OTR.' If the scope of the query is expanded to 'Worldwide' as opposed to 'Your Office Only,' this query allows an IG in one office to see limited case information (case number and IG Code) for cases belonging to another office.

In some limited instances where reorganization has occurred, there are situations where multiple offices share a Location Code. There are special provisions for offices in this category where there is legacy data in the database and one IG Code represents both the old and new office. An example of this situation is the IG office at Fort Bliss, Texas, which has been identified as IG Code 'TB' and 'FB1AD.' There are cases in the database for both entities.

For this illustration, Figure 33 represents a report run for IG Code 'OTR.'

Inspector General Action Request System (IGARS) Training
Web v5.10.1

LTC Gary Duff, SAIG - Training Division, OTR

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Ad Hoc Queries

Retrieve Saved Query:

Your Office Only Worldwide

Output Fields Available

- Command Type
- Subject Name
- Subject SSN
- Subject Grade
- Subject Component
- Subject Gender
- Subject Race
- Subject UIC
- Issue/Allegation Type

Output Fields Selected

- Command Type

Filter Information:

ALL of the following apply
 ANY of the following apply

Command Type	Equals	Select
Select		Company Commander
Select		Division Commander
Select		Battalion Commander
Select		Brigade Commander
Select		First Sergeant
Select		Division Command Sergeant Major
Select		Battalion Command Sergeant Major
Select		Brigade Command Sergeant Major
Select		Corps Command Sergeant Major
Select		ACOM Command Sergeant Major

Run Query Clear Fields

AdHoc Query:

Figure 34
Command Type

When identifying the Subject / Suspect in the IGAR, IGARS will ask the IG if the Subject / Suspect is a 1SG / CSM / Commander based on the grade selected. Note that Division Commander is not a possible position that a local IG will denote as a Subject / Suspect and will be removed from future versions of the Ad-Hoc Query.

Your Office Only Worldwide

Output Fields Available
 Subject UIC
 Issue/Allegation Type
 Function Code
 Determination
 Stated Allegation/Issue
 Issue/Allegation Organization
 Issue/Allegation Against UIC
 Issue/Allegation Location
 Issue/Allegation Characterization

Output Fields Selected
 Subject UIC

Filter Information:
 ALL of the following apply
 ANY of the following apply

Subject UIC Equals W12345-99TC
 Select
 Select
 Select

Ad Hoc Results - Microsoft Internet Ex...

Export to Excel

2 Rows of Output

Case Number	Subject UIC
OTR150229	W12345
OTR160008	W12345

Figure 35
 'Subject UIC' and 'Issue/Allegation Against UIC'

The Ad-Hoc report can execute reports for specific UICs the IG office has identified in the 'Utilities' module and further associated with the 'Subject UIC' or 'Issue / Allegation Against UIC' fields when the IGAR is created.

The only option is to select one particular UIC. The local IG office may want to consider only putting in major unit formations for tracking purposes. Remember that these reports should not be used to compare units.

The Ad-Hoc Results above displays a report run for 'Subject UIC.'

Your Office Only Worldwide

Output Fields Available
 Case Status
 User Info
 Problem Area
 Receipt Mode
 Action Officer Name
 Case Location
 Information IGAR
 Complainant Name
 Complainant Component

Output Fields Selected
 Case Number
 Case Status

Filter Information:
 ALL of the following apply
 ANY of the following apply

Case Number Equals OTR150229
 Case Status Equals AO
 Select
 Select
 Select

Ad Hoc Results - Microsoft Internet Explorer provided...

Export to Excel

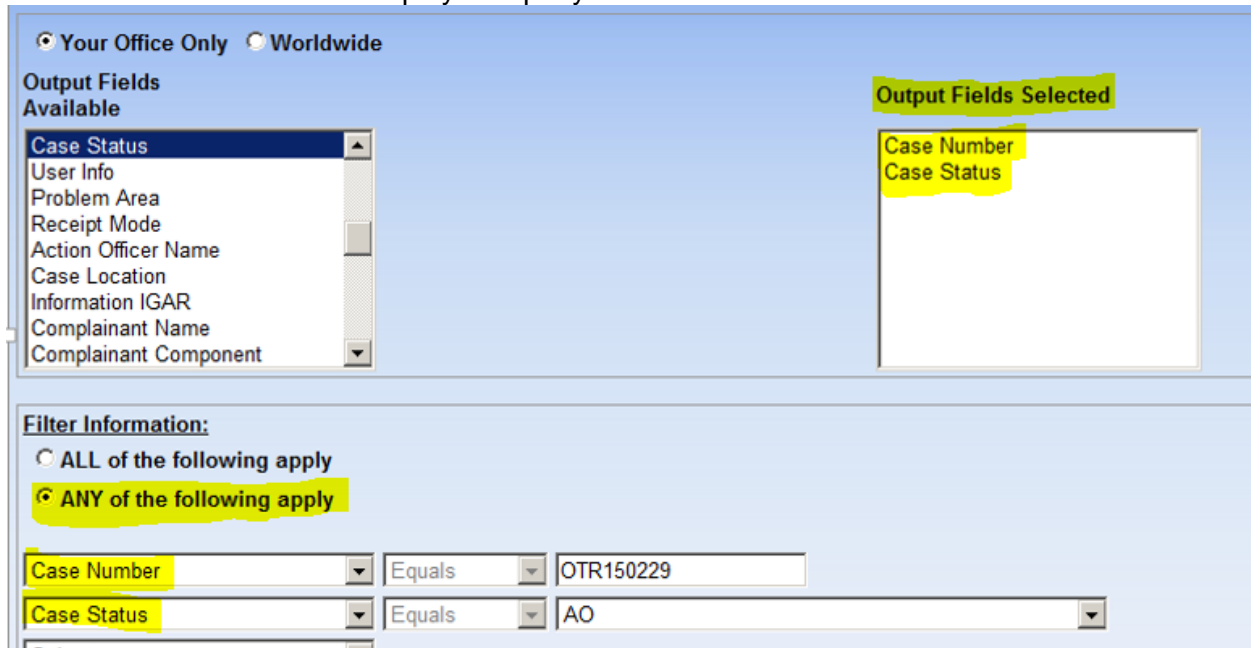
1 Rows of Output

Case Number	Case Status
OTR150229	AO

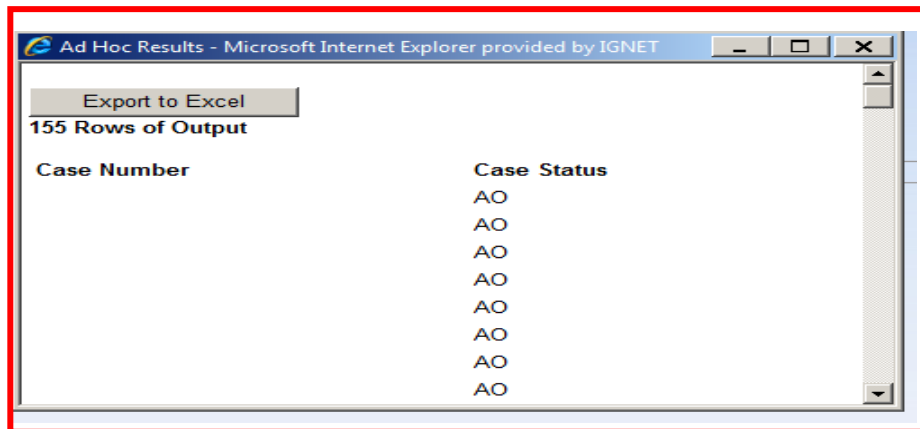
Figure 36
Comparison of Filters - 'ALL' and 'ANY'

In the example above, we have selected the data fields of 'Case Number' and 'Case Status' to be displayed in the output report. Under the Filter Information menu, we have selected 'Case Number' and 'Case Status.' For case number, we have specified 'OTR150229' and then, for the 'Case Status', 'AO' (Open). We have left the 'Filter Information' toggle on 'ALL of the following apply'.

The Ad-Hoc Results above display the query results.



This screenshot shows the configuration interface for Ad-Hoc Results. At the top, there are radio buttons for "Your Office Only" (selected) and "Worldwide". Below this is a section for "Output Fields Available" with a list including Case Status, User Info, Problem Area, Receipt Mode, Action Officer Name, Case Location, Information IGAR, Complainant Name, and Complainant Component. To the right is an "Output Fields Selected" box containing Case Number and Case Status. The "Filter Information:" section has two radio buttons: "ALL of the following apply" and "ANY of the following apply" (selected). Below the filters are two rows of criteria: "Case Number" equals "OTR150229" and "Case Status" equals "AO".



This screenshot shows the output window titled "Ad Hoc Results - Microsoft Internet Explorer provided by IGMET". It features an "Export to Excel" button and indicates "155 Rows of Output". The data is presented as a table with two columns: "Case Number" and "Case Status".

Case Number	Case Status
	AO
	AO
	AO
	AO
	AO
	AO
	AO
	AO
	AO
	AO

Figure 37
Comparison of 'ALL' and 'ANY' (Continued)

In the example above, we have duplicated all of the selected data from the previous figure, except we have selected the "ANY of the following apply" toggle. In this case, the inset report brings back all cases with a 'Case Status' of 'AO' and the last case listed is 'OTR150229'.

The Ad-Hoc Results above display the query results.

Filter Information:

ALL of the following apply
 ANY of the following apply

Case Number Equals

Case Status

Select

Select

Select

Note:
Step 1: Make (or modify) your selections above. Step 2: Click Run Query Button. Step 3: Enter (or Modify) Query Name and Click Save Query Button

Run Query Save Query

AdHoc Query:

Figure 38
'Save Query'

If you want to run this same query again, name the query and select 'Save Query'.

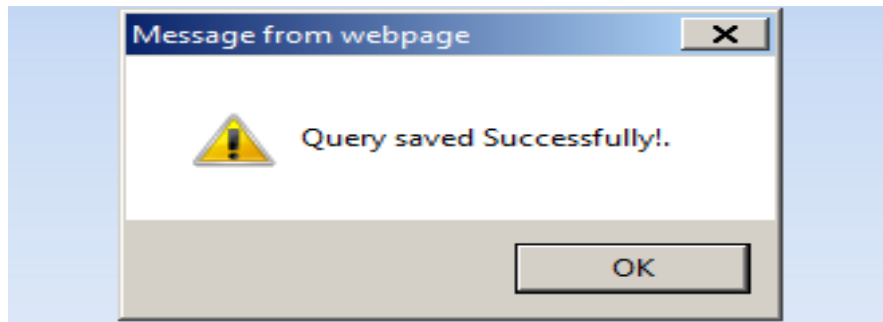


Figure 39
'Save Query' (continued)

Select 'Ok'.

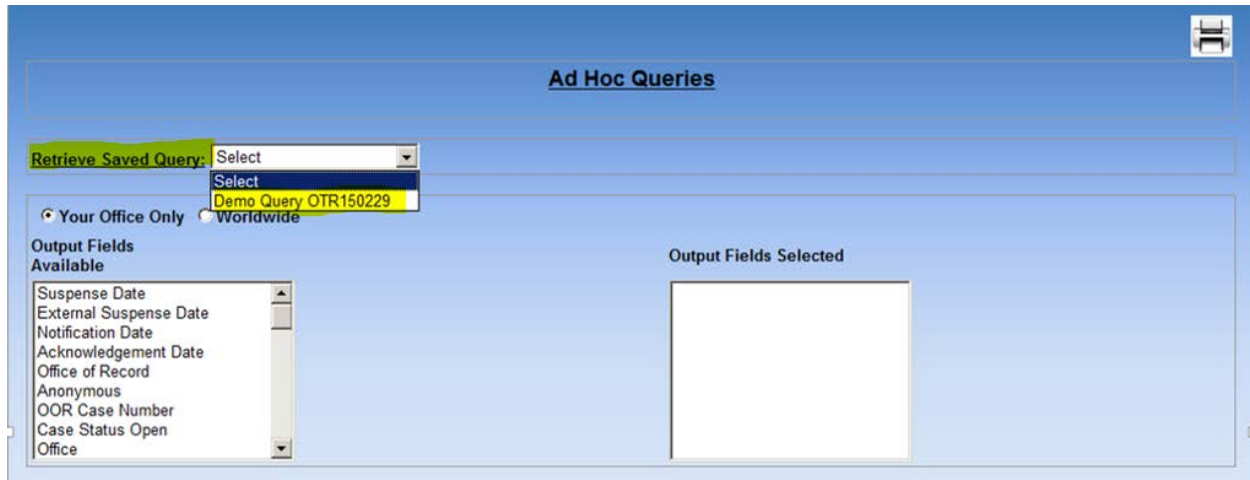


Figure 40
'Retrieve Query'

To retrieve the saved query, select the query desired from the 'Retrieve Saved Query' drop-down menu.



Figure 41
'Retrieve Query' (continued)

The IG may modify the filter criteria for a saved query and / or rename it as a new query.

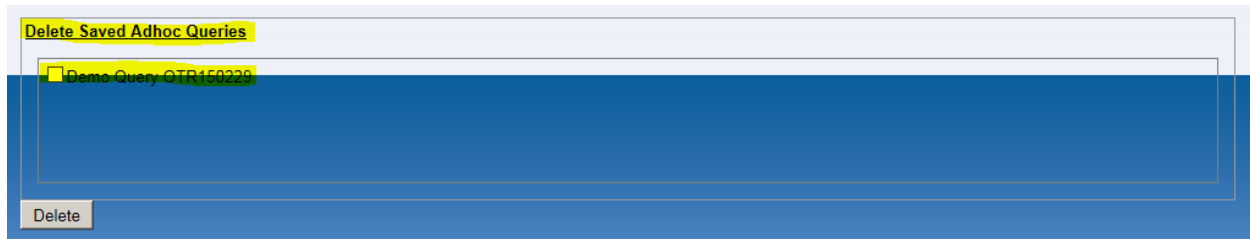


Figure 42
'Delete Query'

The IG may delete any saved queries by selecting the query and 'Delete.' The IG will be able to run other queries created by another IG in his or her office. However, the IG will only be able to delete queries generated and saved under his or her profile.

Chapter 11

Utilities

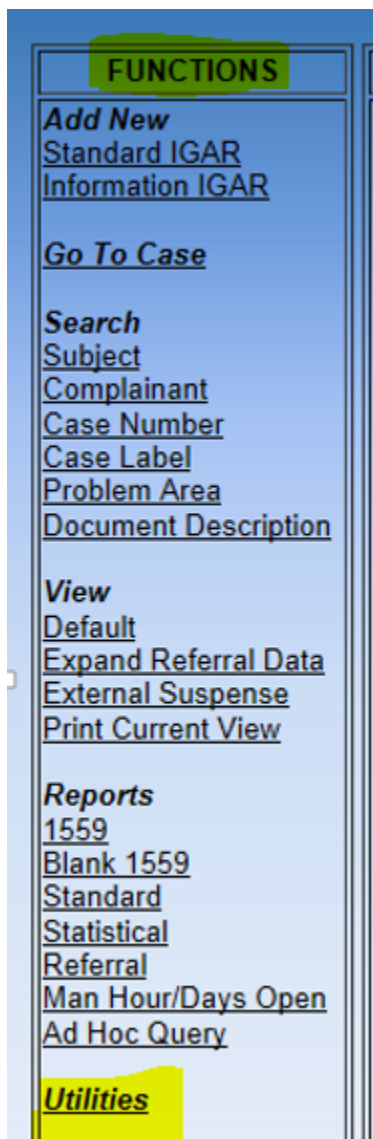


Figure 1
Utilities

The 'Utilities' are located under the 'Functions' column on the IGARS main page. Select the 'Utilities' hyperlink to view the 'Utilities' options. The Utilities functions include those actions that allow users to customize the database to some extent, based on level of access, and to search the various code listings used to make entries in case screens. The main options available are "View" and "Search" for each of the utilities tables. However, users in local IG offices may enter UICs through the Utilities module that will only be available to the local IG office. There is also a "Print Current View" capability for each Utility option.



Figure 2
Utilities

The 'Utilities' are now available for selection.

The screenshot shows a table titled "UNIT IDENTIFICATION CODES". The table has three columns: "Code", "Description", and "Delete". The "Delete" column contains red 'X' icons. The "View/Edit/Delete" link in the left-hand menu is highlighted in green.

Code	Description	Delete
W12345	99TC	X
W22334C	78TH IN BN	X
W334455	102 QM CO	X
W44556C	555TH TC	X
WCUZA1	41ST MP DET (CID)	X
WDQCB0	B CO, 100TH BSB	X
WEZUAA	2ND BRIGADE CBST	X

Figure 3
UIC Codes – View / Edit / Delete

To view the UICs available to the local IG, select the hyperlinked 'View / Edit / Delete' link under UIC Codes. This will bring up the UICs that are available for this office to associate with cases and complainant. Local UICs are only available to the local IG office. It is the responsibility of

each local IG Office to populate this data warehouse. This information is not top-loaded by DAIG like the codes for IG office, Organization, Location and the Function Code Table.

It is the local Command IG's decision whether to load codes for only large brigade size formations or UICs down to the company or detachment size.

To 'Delete' a 'UIC' from the data warehouse, select the corresponding red "X" to 'Delete' the 'UIC' and description.

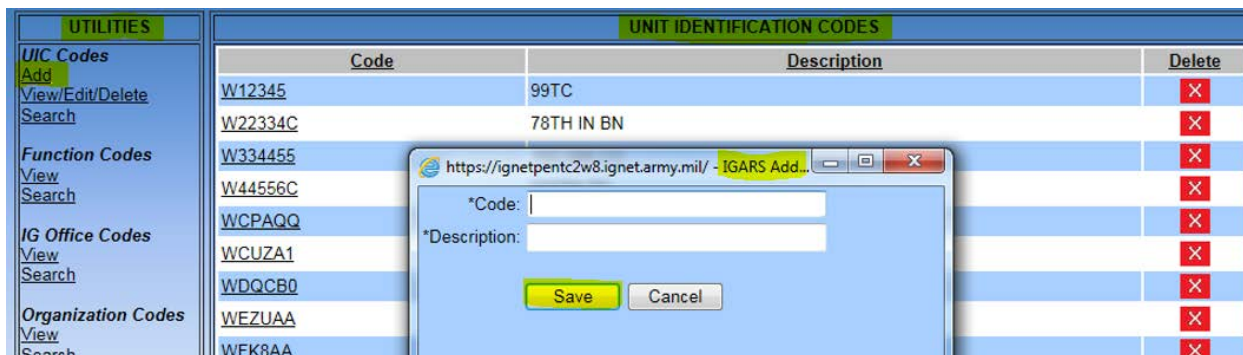


Figure 4
UIC Codes – Add

To 'Add' a new UIC, select the hyperlink 'Add'. A window will appear for the IG to input the new UIC and description. Select 'Save,' and the new UIC and description will be available in the database.

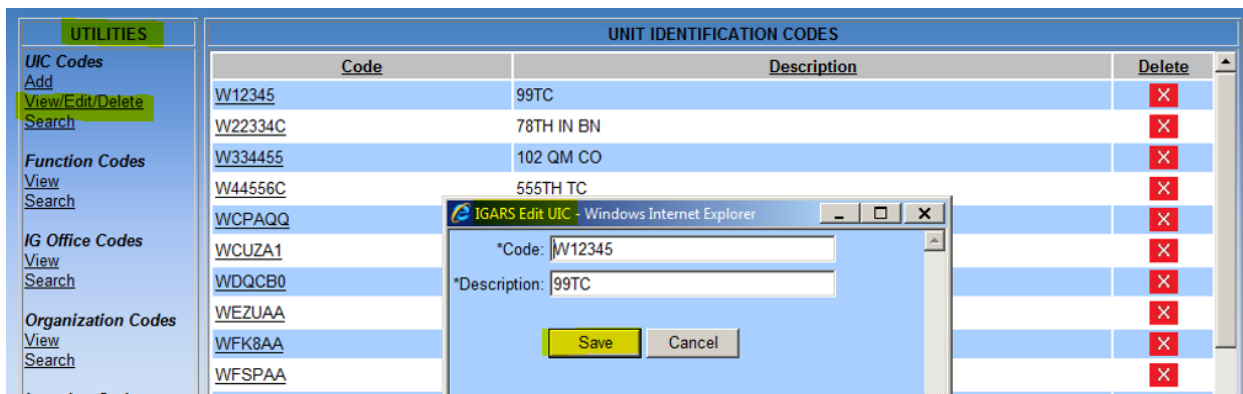


Figure 5
UIC Codes – Edit

To 'Edit' an existing 'UIC,' select the hyperlinked 'Code.' A window will appear, much like that used to add a UIC. In this case, the current 'UIC' and description are in the window but can now be updated. Make the appropriate changes and select 'Save.'

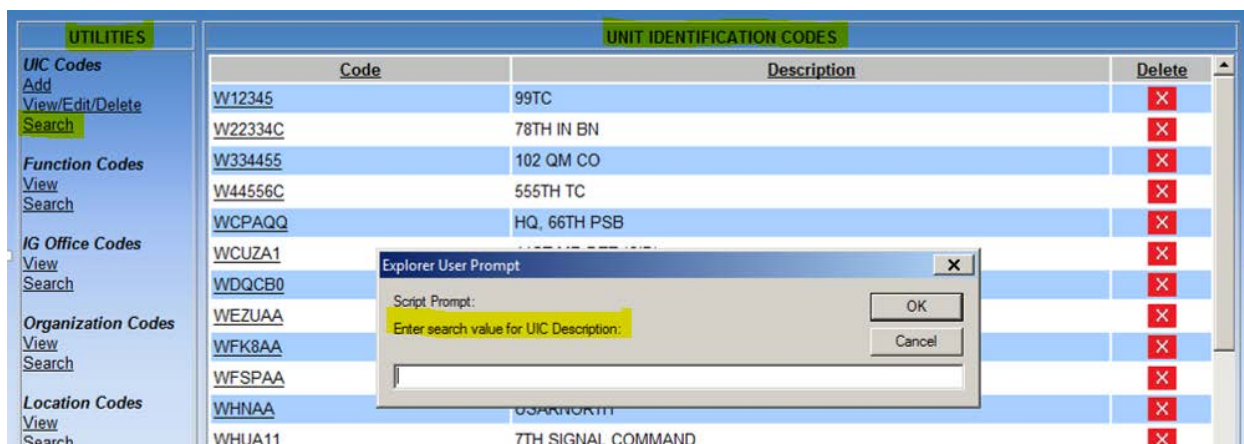


Figure 6
UIC Codes – Search

To search for a particular 'UIC,' select the 'Search' hyperlink. Enter the **unit description** (not UIC) that you are looking for in the search box.

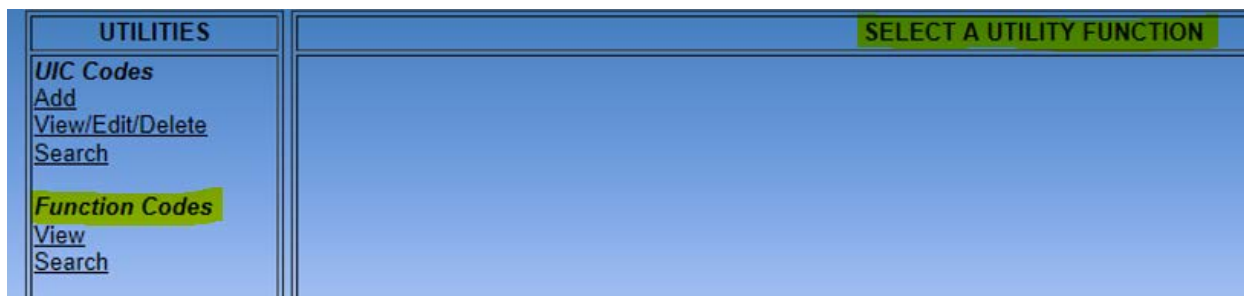


Figure 7
Function Codes

From the 'Utilities,' you can 'View' and 'Search' for 'Function Codes' used in IGARS. The 'Function Codes' are a mandatory field in the IGARS database for each 'Issue' and 'Allegation.' This table is immensely helpful for a number of reasons. First and foremost, it provides a source of regulations and laws that can be used as a resource to Teach and Train leaders at all levels on the appropriate regulation governing anything that a leader might need assistance with. The IG can also use this table in the formulation of allegations in Step 2 of the IGAP.

DAIG's Assistance Division maintains the Function Code Table. Assistance Division reviews the Function Code Table periodically for revision of code definition, title, and changes to associated regulatory citations. Codes are also reviewed for how many times they are used in a given period, and low-usage codes are considered for archiving. Note that function codes are not “removed” from the IGARS database if archived, because they may be associated with closed cases that must remain available until the case itself is purged from the database. If a local IG office recommends changes to the Function Code Table because of a unique need and

can provide the appropriate regulatory backing, contact Assistance Division to recommend new code requirements be validated and added to the database.

Users should also note the Function Code Table is published in a standalone document by DAIG Assistance Division in a spreadsheet format – usually in Word or Excel software – that IRMD posts on the IGMET website. It is available for download and printing from IGMET.

Select the hyperlink 'View.'

UTILITIES	FUNCTION CODES			
UIC Codes Add View/Edit/Delete Search Function Codes View Search IG Office Codes View Search Organization Codes View Search Location Codes View Search Priority Flag Codes View	Code	Description	Definition	Regulatory Citation
	1	ROUTINE REQUESTS	Routine request for information: no issues or allegations identified that would require the use of a standard IGAR.	Army Publishing Directorate (APD), http://www.apd.army.mil/)
	1A	Routine Request for Information	Routine request for information: no issues or allegations identified.	
	1B	Request for IG to IG Support	Request for Support and/or information, by one IG office to another IG.	
	2	COMMAND/LEADERSHIP ISSUES		Army Publishing Directorate (APD), http://www.apd.army.mil/)
	2A	Failure to Treat Subordinates with Dignity & Respect	Failure to treat subordinates with dignity, respect, fairness, and consistency.	AR 600-100, Paragraphs 2-1
	2B	Failure to Foster a Healthy Command Climate	Failure of a leader to establish and maintain positive expectations and attitudes, which produce the setting for positive attitudes and effective work behaviors. Includes situations of toxic leadership.	AR 600-100, Paragraphs 1-6 and 2-1; AR 600-20, Paragraph 1-5; Title 10 USC, Section 3583
	2C	Failure to Take Appropriate Action	Allegations that a leader was aware of alleged misconduct by a subordinate and the leader failed to take action to address the alleged misconduct.	AR 600-20, Para. 1-5 and 4-4; AR 600-100, Para. 2-2-23.
	548 codes			

Figure 8
Function Codes (continued)

All currently available 'Function Codes' will appear in the window. At the time of production of this IGARS handbook, there are 568 'Function Codes' available to the field to associate with 'Issues' and 'Allegations.'

Note: The number of 'Function Codes' available will change over time.

UTILITIES	FUNCTION CODES			
	Code	Description	Regulatory Citation	
UIC Codes Add View/Edit/Delete Search Function Codes View Search IG Office Codes View Search Organization Codes View Search Location Codes View Search	1	ROUTINE REQUESTS	Army Publishing Directorate (APD), http://www.apd.army.mil/	
	1A	Routine Request for Information	Routine request for information: no issues or allegations identified.	
	1B	Request for IG to IG Support	Request for Support and/or information, by one IG office to another IG.	
	2	COMMAND/LEADERSHIP ISSUES		torate (APD), mil/
	2A	Failure to Treat Subordinates with Dignity		hs 2-1
	2B	Failure to Foster a Healthy Command Climate	positive attitudes and effective work behaviors. Includes situations of toxic leadership. When a leader fails to foster healthy climate across an organization, 2B is the appropriate code.	Article 134 (General Article), UCMJ; Approp Codes of Military Justice; 5 CFR 735.203. A Army Command Policy

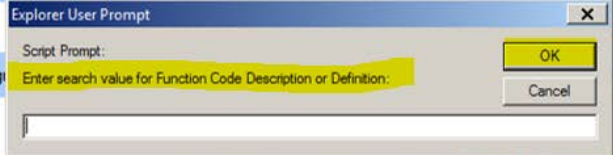


Figure 9
Function Codes –Search

In order to 'Search' for a particular 'Function Code,' select the 'Search' hyperlink and input a short description of the nature of the 'Issue' or 'Allegation' you are searching for.

Remember, IGARS will only search for exactly what you put in the search box. For example, "NCOER" will return three (3) function codes, whereas "noncommissioned officer evaluation report" will bring back none.

IGARS will search for key words in the 'Description' and 'Definition' columns.

UTILITIES	SELECT A UTILITY FUNCTION
UIC Codes Add View/Edit/Delete Search Function Codes View Search IG Office Codes View Search Organization Codes View Search	

Figure 10
IG Office Codes

The 'IG Office Codes' hyperlink is an important tool for the local IG to find other 'IG Office Codes' in order to refer cases in IGARS.

Both active and inactive codes are maintained in this warehouse. For example, if a case is substantiated, it will remain in the database for 30 years. IG offices may close or realign and, as a result, receive a different IG office code. Having the old codes in the database allows the IG to know who owned a case at the time it was closed.

Regardless of whether an IG office is active or inactive, if a complainant comes into the office, the IG should search the database to determine if the complainant has gone to another IG office. If there is an existing case involving this complainant, and it was not a case completed by your office, you will not be able to view the case details. Using the 'IG Office Code' at the beginning of the case number, you can search in the 'IG-Office-Codes' database for that office. Then you can contact that IG office that owns the case to determine if the complaint has already been presented to another IG office.

UTILITIES	IG OFFICE CODES						
UIC Codes Add View/Edit/Delete Search Function Codes View Search IG Office Codes View Search Organization Codes View Search Location Codes View Search Priority Flag Codes View Print Current View	Code	Description	Status	Location	State	Country	Region
	?	Unknown	Inactive				
	103ESC	103rd Expeditionary Sustainment Command (ESC)	Active	Des Moines, Iowa	IA	USA	Central
	134BCT	1/34BCT	Active	Tallil Air Base, Iraq		IRQ	Iraq
	177MPB	177th Military Police Brigade	Active	Michigan National Guard, Michigan	MI	USA	NorthEast
	184ESC	184th Expeditionary Sustainment Command (ESC)	Active	Laurel, Mississippi	MS	USA	SouthEast
	1Z	First U.S. Army	Active	Rock Island Arsenal, Illinois	IL	USA	Central
	1ZB	Maneuver Training Center	Active	Camp Atterbury, Indiana	IN	USA	NorthEast
	1ZE	First Army Division East	Active	Fort Meade, Maryland	MD	USA	NorthEast
	1ZS	Camp Shelby Joint Forces Training Center	Active	Camp Shelby, Mississippi	MS	USA	SouthEast
	1ZW	1ST Army Division-West	Active	Fort Hood, Texas	TX	USA	Central
	310ESC	310th Expeditionary Sustainment Command (ESC)	Active	Indianapolis, Indiana	IN	USA	NorthEast
	374 codes						

Figure 11
IG Office Codes – View

Selecting the 'View' hyperlink will return all active and inactive IG offices.

UTILITIES		IG OFFICE CODES						
		Code	Description	Status	Location	State	Country	Region
UIC Codes Add View/Edit/Delete Search		?	Unknown	Inactive				
Function Codes View Search		103ESC	103rd Expeditionary Sustainment Command (ESC)	Active	Des Moines, Iowa	IA	USA	Central
IG Office Codes View Search		134BCT	1/34BCT	Active	Tallil Air Base, Iraq		IRQ	Iraq
Organization Codes View Search		177MPB	177th Military Police Brigade	Active	Michigan National Guard, Michigan	MI	USA	NorthEast
Location Codes View Search		184ESC	184th Exped				USA	SouthEast
		1Z	First U.S. A				USA	Central
		1ZB	Maneuver Tr				USA	NorthEast

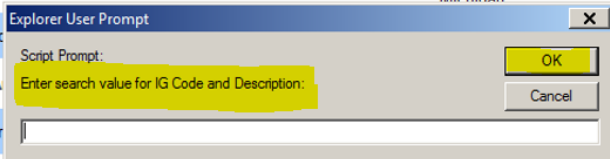


Figure 12
IG Office Codes – Search

To search for a particular 'IG-Office-Code,' select the 'Search' hyperlink. The search window will appear. The 'IG Office Code' search functionality will search in the 'Code' and 'Description' fields.

UTILITIES	SELECT A UTILITY FUNCTION
UIC Codes Add View/Edit/Delete Search	
Function Codes View Search	
IG Office Codes View Search	
Organization Codes View Search	

Figure 13
Organization Codes – View

Select the 'View' hyperlink under 'Organization Codes' to return the 'Organization Codes' contained in IGARS.

UTILITIES	ORGANIZATION CODES		
	Code	Description	Status
UIC Codes Add View/Edit/Delete Search	103ESC	103rd Expeditionary Sustainment Command (103ESC)	Active
	134bct	1/34bct	Active
Function Codes View Search	177MPB	177th MP Brigade	Active
	184ESC	184th Expeditionary Sustainment Command (184ESC)	Active
	18MDSC	18th Medical Deployment Support Command	Active
IG Office Codes View Search	1A	77th U.S. Army Reserve Command	Inactive
	1A3	353rd Civil Affairs Command	Inactive
	1A4	411th Engineer Brigade	Inactive
Organization Codes View Search	1A8	8th Medical Brigade	Inactive
	1C	79th U.S. Army Reserve Command	Inactive
	1C1	157th Separate Infantry Brigade	Inactive

Figure 14
Organization Codes – View (Continued)

Both 'Active' and 'Inactive' 'Organization Codes' are returned using the view functionality. The 'Organization Code' is selected during the input of the issue or allegation. Keep in mind that all "organizations" in this table may not have an IG office associated with it.

UTILITIES	ORGANIZATION CODES			
	Code	Description	Status	Location
UIC Codes Add View/Edit/Delete Search	103ESC	103rd Expeditionary Sustainment Command (103ESC)	Active	Des Moines, Iowa
	134bct	1/34bct	Active	Tallil Air Base, Iraq
Function Codes View Search	177MPB	177th MP Brigade	Active	Michigan National Guard, Michigan
	184ESC	184th Expeditionary Sustainment Command (184ESC)	Active	Laurel, Mississippi
IG Office Codes View Search	18MDSC	18th Medical	Active	Unknown
	1A	77th U.S. .	Inactive	Unknown
Organization Codes View Search	1A3	353rd Civil	Inactive	Unknown
	1A4	411th Eng	Inactive	Unknown
	1A8	8th Medica	Inactive	Unknown
	1C	79th U.S. .	Inactive	Unknown
	1C1	157th Separate Infantry Brigade	Inactive	Unknown

Figure 15
Organization Codes – Search

Selecting the 'Search' hyperlink under 'Organization Codes' will bring up a window to enter the organization description you are searching.



Figure 16
Location Codes – View

Selecting the 'View' hyperlink under 'Location Codes' will return the location codes stored within IGARS. Location codes are different from IG Office Codes and Organization Codes, in that these codes reference geographic locations, i.e. North Carolina National Guard (NCG) rather than specific installations. Among other functions, Location Codes are used with the Trip Report function available to select offices (e.g. SAIG) on the IGARS Main page.

UTILITIES	LOCATION CODES		
	Description	State	Country
UIC Codes			
Add			
View/Edit/Delete	Aberdeen Proving Ground, Maryland	MD	USA
Search	Adelphi Laboratory Center, Maryland	MD	USA
Function Codes	Afghanistan - Other		AFG
View	Akasaka Press Center, Tokyo, Japan		JPN
Search	Akizuki Army Ammunition Depot, Japan		JPN
IG Office Codes	Al-Udeid Airbase, Doha, Qatar		QAT
View	Alabama Army Ammunition Plant, Alabama	AL	USA
Search	Alabama National Guard, Alabama	AL	USA
Organization Codes	Alamo ASA, Korea		KOR
View	Alaska National Guard, Alaska	AK	USA
Search	Albania - Other		ALB
Location Codes	Albuquerque, New Mexico	NM	USA
View	Alexandria, Virginia	VA	USA
Search	American Arms Hotel, Wiesbaden, Germany		DEU

Figure 17
Location Codes – View (Continued)

There are currently 680 location codes within the IGARS 'Utilities' data warehouse.

UTILITIES	LOCATION CODES		
	Description	State	Country
UIC Codes Add View/Edit/Delete Search	Aberdeen Proving Ground, Maryland	MD	USA
	Adelphi Laboratory Center, Maryland	MD	USA
Function Codes View Search	Afghanistan - Other		AFG
	Akasaka Press Center, Tokyo, Japan		JPN
IG Office Codes View Search	Akizuki Army Ammunition Depot, Japan		JPN
	Al-Udeid Airbase, Doha, Qatar		QAT
Organization Codes View Search	Alabama Army Ammunition Plant, Alabama	AL	USA
	Alabama National Guard		USA
	Alamo ASA, Korea		KOR
	Alaska National Guard, Alaska		USA
	Albania - Other		ALB
Location Codes View Search	Albuquerque, New Mexico		USA
	Alexandria, Virginia		USA
	American Arms Hotel, Wiesbaden, Germany		DEU

Figure 18
Location Codes – Search

The 'Location Codes' search function will return data from the 'Description' column of the table.

UTILITIES	PRIORITY FLAG CODES	
	Code	Description
UIC Codes Add View/Edit/Delete Search	C	Congressional
	P	White House
Function Codes View Search	R	Red Top/Sec Army/CSA
	S	Senior Officer Referral
IG Office Codes View Search	W	WB/MHE
	Z	Special Interest Inq/Inv
Organization Codes View Search		
Location Codes View Search		
Priority Flag Codes View		

Figure 19
Priority Flag Codes – View

A local IG will not normally assign a 'Priority Flag Code' to a case. More likely, these complaints will be referred down from a higher level IG office for the local IG to address.

The description of each priority flag codes is provided after selecting the 'View' hyperlink.

C - Congressional. These are IG cases received by constituents of Members of Congress or directed by Members of Congress that are referred through channels to the local IG to review.
 P - White House. These are IG Cases that originate from The White House.
 R - Red Top / Sec Army / CSA. Cases that are referred down to the local IG at the direction of the Secretary of the Army or CSA.
 S - Senior Officer Referral. These are IG cases referred down to the local IG as directed by senior leadership other than the Secretary of the Army or CSA.
 W - WB / MHE. These are IG cases that have been identified as Whistleblower Reprisal or an allegation of improperly directed Mental Health Evaluation reprisal cases.
 Z - Special Interest Inquiry / Investigation.



Figure 20
 Characterization Codes – View

From the 'Utilities,' you can 'View' the 'descriptions for the 'Characterization Codes.' These codes are a mandatory field for each issue and allegation that the IG captures in the IGARS database.

UTILITIES	PRIORITY FLAG CODES			
	Name	Description	Long Description	Active
UIC Codes Add View/Edit/Delete Search Function Codes View Search IG Office Codes View Search Organization Codes View Search Location Codes View Search Priority Flag Codes View Characterization Codes View Print Current View	CL	Issue(s) Related to Civil Liberties	Issues or Allegations regarding protection against unwarranted governmental interference in the exercise of civil liberties. Civil Liberties are defined as rights or freedoms given to people by the First Amendment to the Constitution, by common law, or legislation, allowing the individual to be free to speak, think, assemble, organize, worship, or petition without government (or private) interference or restraint. These liberties are protective in nature and should not be confused with civil rights, which form a more broad concept and include positive rights.	Yes
	PA	Privacy Act	Issues or Allegations regarding the improper release and/or handling of Privacy Act restricted information. This information is captured to comply with the Semi Annual Privacy Report pursuant to Section 803 of the Implementing Recommendations of the 9/11 Commission Act of 2007, 42 U.S.C. § 2000ee-1. Privacy Act restricted information includes, but is not limited to information about an individual that identifies, links, relates, or is unique to, or describes him or her, e.g., a social security number; age; military rank; civilian grade; marital status; race; salary; home/office phone numbers; other demographic, biometric, personnel, medical, and financial information, etc. Such information is also known as personally identifiable information (PII). PII would include information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, including any other personal information which is linked or linkable to a specified individual). DO NOT use this code form HIPPA protected information.	Yes
	RD	Issue(s) Related to the Repeal of DADT	Issues or Allegations associated with Army implementation of the repeal of the Dont Ask, Dont Tell policy (Dont Ask, Dont Tell Repeal Act of 2010).	Yes
			Issues or Allegations associated with the reporting or investigation of a sexual assault. This information is captured to comply with the annual Department of Defense Data Call on Sexual Assault/Harassment in the Military, Retaliation/reprisal complaint	
	15 codes			

Figure 21
Characterization Codes – View (continued)

All 'Characterization Code' definitions will appear in the window to provide the IG with clarification on which code may best characterize a particular issue or allegation. If none apply, the IG must select 'NA None.'

UTILITIES	FUNCTION CODES			
	Code	Description	Definition	Regulatory Citation
UIC Codes Add View/Edit/Delete Search Function Codes View Search IG Office Codes View Search Organization Codes View Search Location Codes View Search Priority Flag Codes View Print Current View	1	ROUTINE REQUESTS	Routine request for information: no issues or allegations identified that would require the use of a standard IGAR.	Army Publishing Directorate (APD), http://www.apd.army.mil/
	1A	Routine Request for Information	Routine request for information: no issues or allegations identified.	
	1B	Request for IG to IG Support	Request for Support and/or information, by one IG office to another IG.	
	2	COMMAND/LEADERSHIP ISSUES		Army Publishing Directorate (APD), http://www.apd.army.mil/
	2A	Failure to Treat Subordinates with Dignity & Respect	Failure to treat subordinates with dignity, respect, fairness, and consistency.	AR 600-100, Paragraphs 2-1
	2B	Failure to Foster a Healthy Command Climate	Failure of a leader to establish and maintain positive expectations and attitudes, which produce the setting for positive attitudes and effective work behaviors. Includes situations of toxic leadership.	AR 600-100, Paragraphs 1-6 and 2-1; AR Paragraph 1-5; Title 10 USC, Section 358
	2C	Failure to Take Appropriate Action	Allegations that a leader was aware of alleged misconduct by a subordinate and the leader failed to take action to address the alleged misconduct.	AR 600-20, Para. 1-5 and 4-4; AR 600-10 2-23.
	548 codes			

Figure 22
Function Codes - Print Current View

The 'Print Current View' hyperlink has similar functionality throughout IGARS. Perhaps the most useful data to 'Print' is that of the 'Function Codes.'

While the hyperlink refers to printing, the functionality is better served to export the information to an Excel spreadsheet.

In order to export all of the 'Function Codes' in order to more easily view the table outside of IGARS from the desktop of the IG's computer, select 'View' under 'Function Codes.' All function codes will be returned. Select the 'Print Current View' hyperlink.

Code	Description	Definition	Regulatory Citation
1	ROUTINE REQUESTS	Routine request for information; no issues or allegations identified that would require the use of a standard IGAR	Army Publishing Directorate (APD), http://www.apd.army.mil
1A	Routine Request for Information	Routine request for information; no issues or allegations identified.	
1B	Request for IG to IG Support	Request for Support and/or information, by one IG office to another IG.	
2	COMMAND/LEADERSHIP ISSUES		Army Publishing Directorate (APD), http://www.apd.army.mil
2A	Failure to Treat Subordinates with Dignity & Respect	Failure to treat subordinates with dignity, respect, fairness, and consistency.	AR 600-100, Paragraphs 2-1
2B	Failure to Foster a Healthy Command Climate	Failure of a leader to establish and maintain positive expectations and attitudes, which produce the setting for positive attitudes and effective work behaviors. Includes situations of toxic leadership.	AR 600-100, Paragraphs 1-6 and 2-1; AR 600-20, 1-5; Title 10 USC, Section 3583
2C	Failure to Take Appropriate Action	Allegations that a leader was aware of alleged misconduct by a subordinate and the leader failed to take action to address the alleged misconduct.	AR 600-20, Para. 1-5 and 4-4; AR 600-100, Para. 23.
2D	Failure to Obey an Order or Regulation	Failure to obey any lawful general order or regulation.	Article 92, UCMJ, 5 CFR 735 203, Conduct Prejudicial to the Interest of the Government, AR 600-20, Para. 4-2.

Figure 23
Function Codes - Print Current View (Continued)

The 'Function Codes' will be listed on the screen as depicted in the figure. The data is not searchable in this format or easily viewed.

Select the 'Export' button in the upper left of the screen.



Figure 24
Function Codes - Print Current View (Continued)

A warning banner may appear at the bottom of your screen. Select 'Open.'

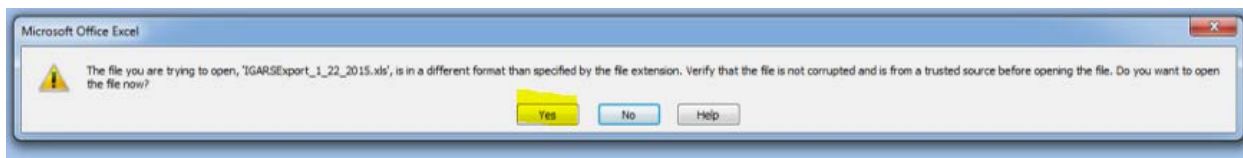


Figure 25
Function Codes - Print Current View (Continued)

Another warning banner will appear. Select 'Yes.'

Code	Description	Definition	Regulatory Citation
1	ROUTINE REQUESTS	Routine request for information: no issues or allegations identified that would require the use of a standard IGAR.	Army Publishing Directorate (APD), http://www.apd.army.mil/
1A	Routine Request for Information	Routine request for information: no issues or allegations identified.	
1B	Request for IG to IG Support	Request for Support and/or information, by one IG office to another IG.	
2	COMMAND/LEADERSHIP ISSUES		Army Publishing Directorate (APD), http://www.apd.army.mil/
2A	Failure to Treat Subordinates with Dignity & Respect	Failure to treat subordinates with dignity, respect, fairness, and consistency.	AR 600-100, Paragraphs 2-1
2B	Failure to Foster a Healthy Command Climate	Failure of a leader to establish and maintain positive expectations and attitudes, which produce the setting for positive attitudes and effective work behaviors. Includes situations of toxic leadership.	AR 600-100, Paragraphs 1-6 and 2-1; AR 600-20, Paragraph 1-5; Title 10 USC, Section 3583

Figure 26
Function Codes - Print Current View' (Continued)

The 'Function Codes' and the associated data from the database are now in Excel format and can be saved to the desktop or searched.

The 'Print-Current-View' hyperlink works the same throughout the 'Utilities' module.

Chapter 12

Management Reports - Referral and Man Hour / Days Open

The Referral and Man Hour / Days Open reports can be used by leaders and supervisors to track case volume moving in and out of the local IG office through referrals, as well as track performance and execution in terms of case days open and man hours invested in each case.

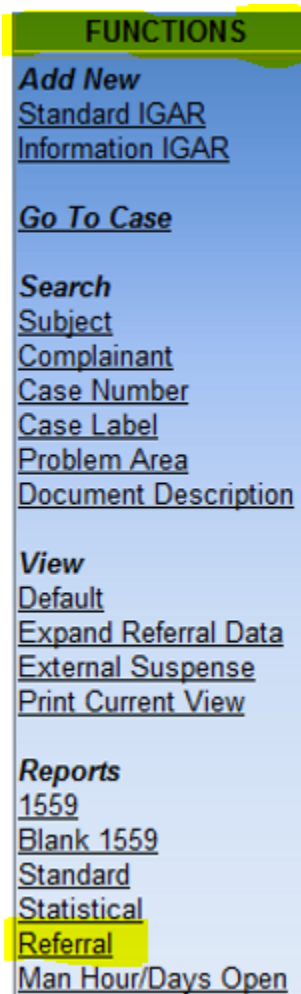


Figure 1
Reports – Referral

From the main page, select the 'Referral' hyperlink under 'Reports.'

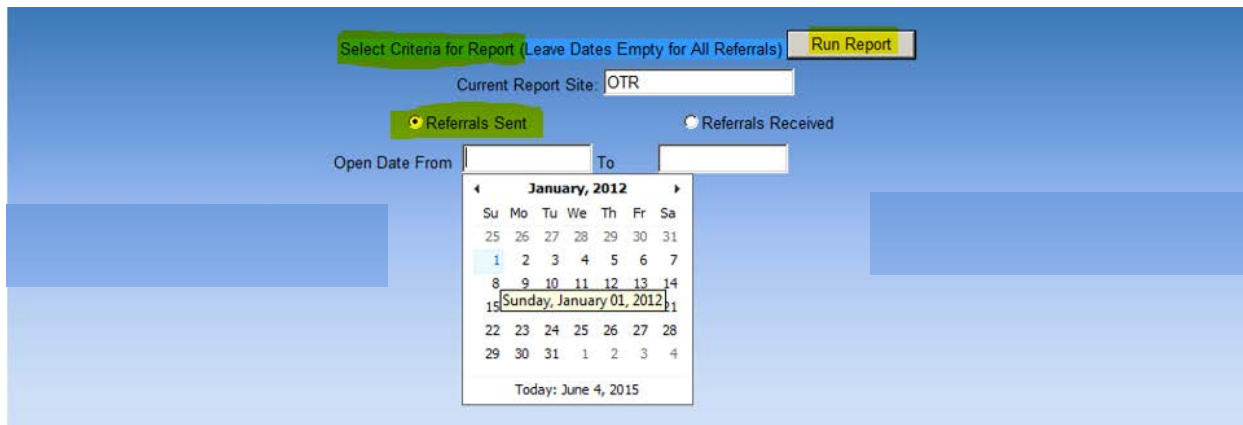


Figure 2
Referrals Sent

The 'Referral' report screen will appear. The default is the 'Referrals Sent' toggle. If you enter only the 'From' date, IGARS will automatically make the 'Thru' date the date of the report. Select the date 'From,' in this case 1 January 2012, and then select 'Run Report.'

<u>Open Date</u>	<u>Case Number</u>	<u>Status</u>	<u>Office Referred To</u>	<u>Referred Office Case Number</u>
06/19/2014		AO	103rd Expeditionary Sustainment Command (ESC)	OTR140227
09/12/2012		AO	103rd Expeditionary Sustainment Command (ESC)	OTR110087
08/15/2012		AO	82nd Airborne Division	OTR120128
08/15/2012		AO	Florida National Guard	OTR120128
07/23/2012		AO	804th Medical Brigade	OTR110006

Total Cases 0

Figure 3
Referrals Sent (continued)

The 'Referral Sent Report' shown here indicates that there were five cases the local IG office has referred to another IG office in IGARS. Note that under the 'Case-Number' column that there are no case numbers listed. The cases have not yet been accepted. If they had been accepted, a case number for that office would be listed on this report.

Figure 4
Referrals Received

Select the toggle for 'Referrals Received.' Define the date range of the cases referred to your office that you want to see. Select 'Run Report.'

Referrals Received Report					06-04-2015
OTR					
Where Open Date >= 1/1/2012 Open Date <= 6/4/2015					
<u>Open Date</u>	<u>Case Number</u>	<u>Status</u>	<u>Referring Office</u>	<u>Referring Office</u>	<u>Case Number</u>
05/14/2015	OTR150189	AO	Garrison, Ft. Dix		790142001
05/14/2015	OTR150185	AO	Garrison, Ft. Dix		790142002
05/14/2015	OTR150197	AO	Garrison, Ft. Dix		790142003
05/14/2015	OTR150181	AO	Garrison, Ft. Dix		790142004
05/14/2015	OTR150173	AO	Garrison, Ft. Dix		790142005
05/14/2015	OTR150198	AO	Garrison, Ft. Dix		790142006

Figure 5
Referrals Received (continued)

Just like the 'Referrals Sent Report,' the 'Referrals Received Report' will reflect the case number of the office that sent you the case in the far right column. If your office has accepted the case, the local IG office case number will be listed under the 'Case Number' column. If no case number appears under the 'Case-Number' column, the local IG office has not accepted the case.

Select Criteria for Report (Leave Dates Empty for All Referrals) Run Report

Current Report Site: OTR

Referrals Sent Referrals Received

Open Date From [] To 6/4/2015

You must enter a from date if entering a to date.

Figure 6
Referral Report Error

Whether you are trying to run a sent or received report, you must enter a 'from' date otherwise IGARS will return an error.

Select Criteria for Report (Leave Dates Empty for All Referrals) Run Report

Current Report Site: Select One

Report for Different Site

Referrals Sent Referrals Received

Open Date From [] To []

Select One
DIH
OTR

Figure 7
Referral Report – Report for Different Site

Dual-access users will have the option to review the 'Referral Report' for the other office by selecting the 'Report-for-Different Site' checkbox.

Man-hour reporting is a management tool available to Command IGs and other leaders. Users must remember man hours is a manual entry on the 1559. The IGARS software does not track the time a case is open on the IGARS desktop nor does it account for case work time executed outside the time a 1559 is open on the desktop, such as when an investigator executes an interview. The responsibility for accurately capturing time accumulated while working on a case rests with the individual IG assigned to that case. Each IG office must determine how to account for time accumulated for both case work and non-case IG activities order for this report to have any value to IG leadership.

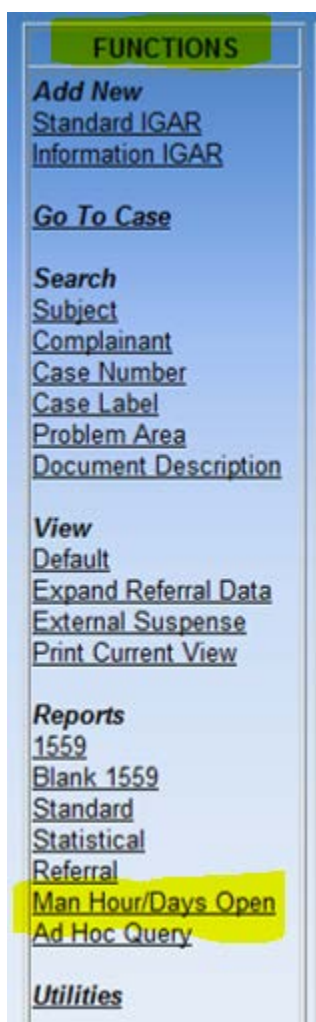


Figure 8
Man Hour / Days Open Report

Select the 'Man Hour / Days Open' hyperlink from the IGARS main page.

If a case is closed and later re-opened, IGARS will not count the days the case was closed. It will only count the actual days a case is in an open status, including days when the case status is in review.

Man Hour/Days Open Report

Select Criteria for Man Hour/Days Open Report.

Current Report Site:

Date for Report Open Date
 Close Date

Date Range for Report --

Type of Cases for Report All Cases
 Exclude Information Only
 Information Only

Days Open Greater Than (Optional)

Figure 9
Man Hour/Days Open Report (continued)

The 'Man Hour / Days Open Report' is a management tool within an IG office to identify and quantify how many man hours have been expended on cases and how long those cases have, or had been, open.

The default for the 'Date of the Report' is the 'Open Date.' When the 'Date Range for Report' dates are selected, IGARS will look for cases opened during that period. If the 'Close Date' is used, IGARS will search for cases during the dates selected that were closed during that period.

The IG can also select the 'Type of Cases for Report.' 'All Cases' is the default. 'Exclude Information Only' will bring back only Standard IGAR cases, and 'Information Only' will exclude the 'Standard IGARs.'

The final optional field is the 'Days Open Greater Than (Optional)' field. This tool might be of use to the Command IG or a supervisor if the office has established a standard that all cases open over a certain number of days become a higher priority. This tool can quickly identify those cases.

Man Hour/Days Open Report

Select Criteria for Man Hour/Days Open Report.

Current Report Site:

Date for Report Open Date
 Close Date

Date Range for Report --

Type of Cases for Report All Cases
 Exclude Information Only
 Information Only

Days Open Greater Than (Optional)

Figure 10
 Man Hour/Days Open Report (continued)

At a minimum, you must select a 'From' date in the date range box. IGARS will automatically select the date of the report as the 'Thru' Date.

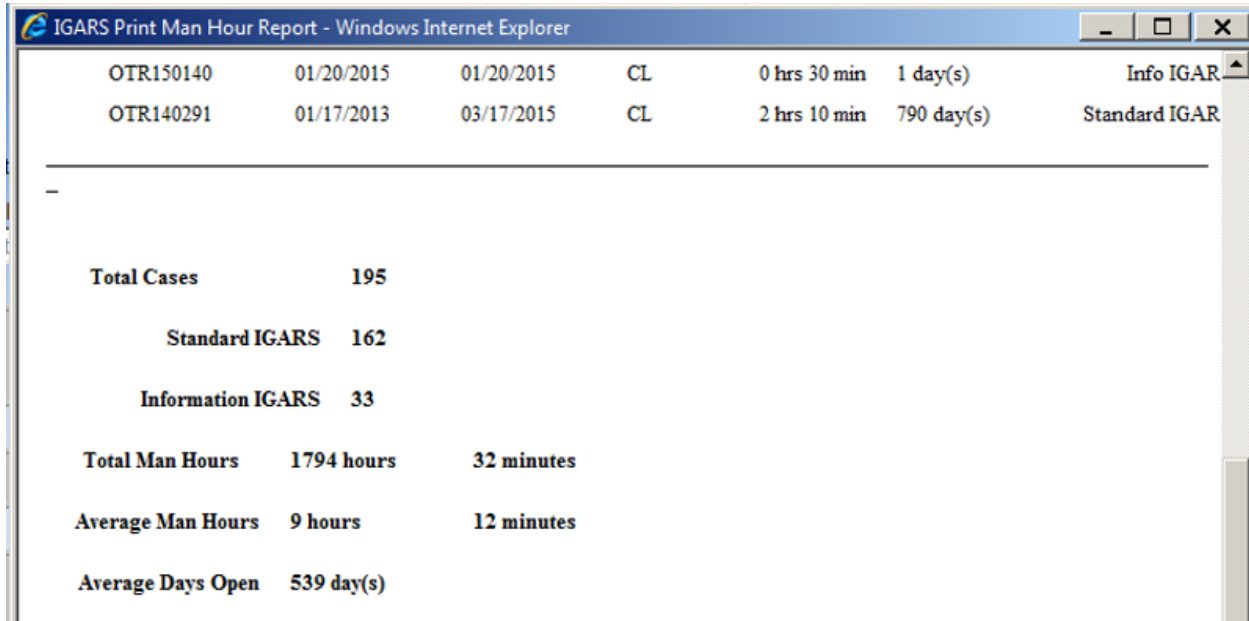
(Note: For this scenario, we selected a through-date of 6/11/2015.)

Select 'Run Report.'

<u>Case Number</u>	<u>Open Date</u>	<u>Close Date</u>	<u>Case Status</u>	<u>ManHours</u>	<u>Days Open</u>	<u>Info/Standard IGAR</u>
OTR150067	12/18/2014	12/18/2014	CL	0 hrs 15 min	1 day(s)	Info IGAR
OTR150087	12/18/2014		AO	0 hrs 30 min	341 day(s)	Standard IGAR
OTR150065	12/17/2014	12/17/2014	CL	0 hrs 15 min	1 day(s)	Info IGAR
OTR150066	12/17/2014		AO	3 hrs 0 min	342 day(s)	Standard IGAR
OTR150035	12/16/2014	12/16/2014	CL	1 hrs 45 min	1 day(s)	Info IGAR
OTR150036	12/16/2014		AO	1 hrs 0 min	343 day(s)	Standard IGAR
OTR150064	12/16/2014		AO	0 hrs 0 min	343 day(s)	Standard IGAR
OTR150033	11/06/2014	11/06/2014	CL	0 hrs 15 min	1 day(s)	Info IGAR
OTR150034	11/06/2014	11/06/2014	CL	1 hrs 15 min	1 day(s)	Standard IGAR

Figure 11
Man Hour/Days Open Report (continued)

Running this report will return all cases opened on or after the date selected with the default through-date always being the date that the report is run unless another date has been specified. The report will provide the 'Case Number,' the 'Open Date,' 'Close Date,' 'Case Status,' 'Man Hours,' 'Dates Open,' and whether the case was a Standard or Information IGAR.

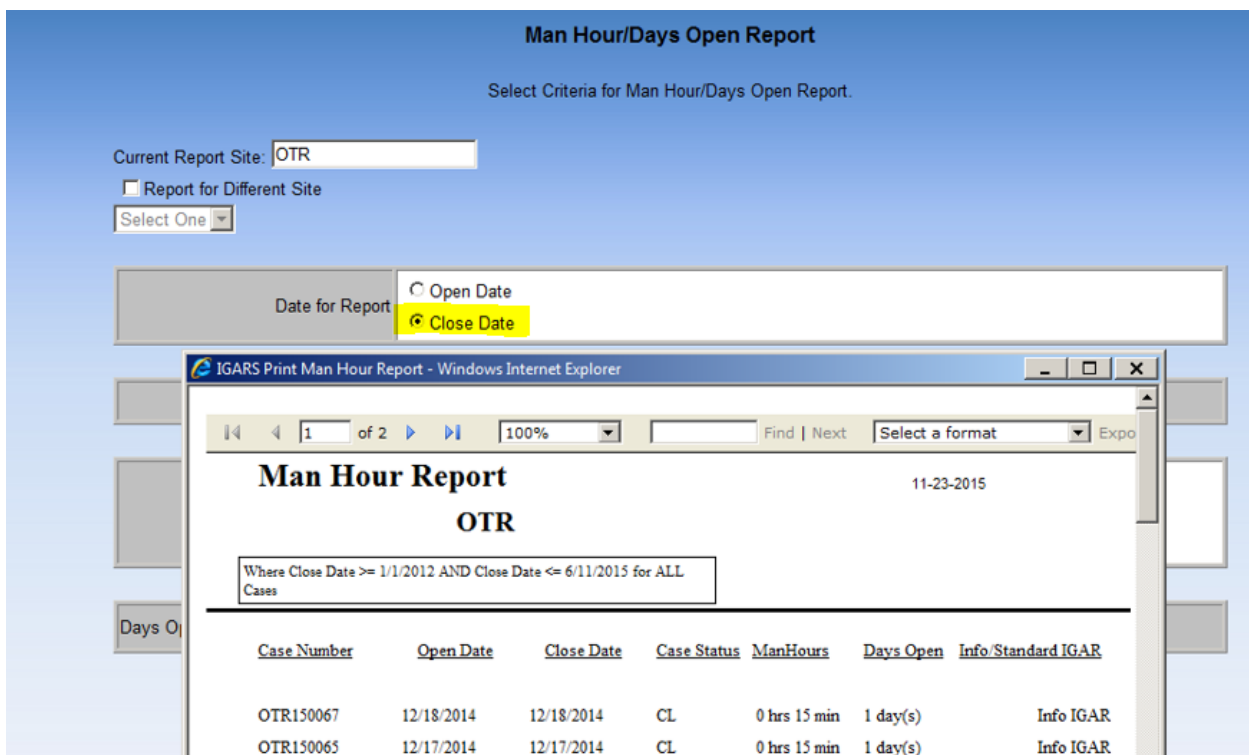


OTR150140	01/20/2015	01/20/2015	CL	0 hrs 30 min	1 day(s)	Info IGAR
OTR140291	01/17/2013	03/17/2015	CL	2 hrs 10 min	790 day(s)	Standard IGAR

Total Cases	195
Standard IGARS	162
Information IGARS	33
Total Man Hours	1794 hours 32 minutes
Average Man Hours	9 hours 12 minutes
Average Days Open	539 day(s)

Figure 12
Man Hour/Days Open Report (continued)

A summary of the case data reported is presented at the bottom of this report. In this report, there are 195 cases. Of those, 162 are Standard IGARs and 33 are Information IGARs. The 'Total Man Hours' for those cases is reflected. The average man hours per case and average number of days open is given.



Man Hour/Days Open Report
Select Criteria for Man Hour/Days Open Report.

Current Report Site:
 Report for Different Site

Date for Report: Open Date Close Date

Man Hour Report 11-23-2015
OTR
 Where Close Date >= 1/1/2012 AND Close Date <= 6/11/2015 for ALL Cases

Case Number	Open Date	Close Date	Case Status	ManHours	Days Open	Info/Standard IGAR
OTR150067	12/18/2014	12/18/2014	CL	0 hrs 15 min	1 day(s)	Info IGAR
OTR150065	12/17/2014	12/17/2014	CL	0 hrs 15 min	1 day(s)	Info IGAR

Figure 13
 Man Hour/Days Open Report (continued)

Selecting the 'Close Date' toggle and running the report with the same dates now returns the cases that have a closed date within the selected date range.

Man Hour/Days Open Report
 Select Criteria for Man Hour/Days Open Report.

Current Report Site:

Date for Report: Open Date Close Date

Date Range for Report: --

Type of Cases for Report: All Cases Exclude Information Only Information Only

Days Open Greater Than (Optional)

Figure 14
 Man Hour / Days Open Report - Exclude Information Only

Leaving the 'Open Date' toggle selected and keeping the date range the same and if we select the type of case and "Exclude-Information Only" toggle, only cases entered as Standard IGARS will be returned.

IGARS Print Man Hour Report - Windows Internet Explorer

1 of 4 100% Find | Next Select a format Export

Man Hour Report

11-23-2015

OTR

Where Open Date >= 1/1/2012 AND Open Date <= 6/11/2015 for Standard IGARS Only

<u>Case Number</u>	<u>Open Date</u>	<u>Close Date</u>	<u>Case Status</u>	<u>ManHours</u>	<u>Days Open</u>	<u>Info/Standard IGAR</u>
OTR150087	12/18/2014		AO	0 hrs 30 min	341 day(s)	Standard IGAR
OTR150066	12/17/2014		AO	3 hrs 0 min	342 day(s)	Standard IGAR
OTR150036	12/16/2014		AO	1 hrs 0 min	343 day(s)	Standard IGAR
OTR150064	12/16/2014		AO	0 hrs 0 min	343 day(s)	Standard IGAR
OTR150034	11/06/2014	11/06/2014	CL	1 hrs 15 min	1 day(s)	Standard IGAR
OTR150008	11/05/2014	11/05/2014	CL	0 hrs 30 min	1 day(s)	Standard IGAR
	10/17/2013		AO	0 hrs 0 min	768 day(s)	Standard IGAR
	10/17/2013		AO	0 hrs 0 min	768 day(s)	Standard IGAR
	10/17/2013		AO	0 hrs 0 min	768 day(s)	Standard IGAR

Figure 15
Man Hour / Days Open Report - Exclude Information Only (continued)

This 'Man-Hour / Days-Open' Report only contains Standard IGARs within the parameters set by the user.

Man Hour/Days Open Report

Select Criteria for Man Hour/Days Open Report.

Current Report Site:

Report for Different Site

Date for Report Open Date Close Date

Date Range for Report ..

Type of Cases for Report All Cases Exclude Information Only Information Only

Days Open Greater Than (Optional)

Figure 16
Man Hour / Days Open Report - Information Only

The 'Man-Hour / Days-Open' report can also be run for 'Information-Only' IGARs within the 'Date Range for Report' selected dates. Keep in mind that Information IGARs are opened and closed on the same date in IGARS.

Select 'Run Report.'

IGARS Print Man Hour Report - Windows Internet Explorer

1 of 1 100% Find | Next Select a format Export

Man Hour Report

11-23-2015

OTR

Where Open Date >= 1/1/2012 AND Open Date <= 6/11/2015 for Information IGARS Only

<u>Case Number</u>	<u>Open Date</u>	<u>Close Date</u>	<u>Case Status</u>	<u>ManHours</u>	<u>Days Open</u>	<u>Info/Standard IGAR</u>
OTR150067	12/18/2014	12/18/2014	CL	0 hrs 15 min	1 day(s)	Info IGAR
OTR150065	12/17/2014	12/17/2014	CL	0 hrs 15 min	1 day(s)	Info IGAR
OTR150035	12/16/2014	12/16/2014	CL	1 hrs 45 min	1 day(s)	Info IGAR
OTR150033	11/06/2014	11/06/2014	CL	0 hrs 15 min	1 day(s)	Info IGAR
OTR150003	11/05/2014	11/05/2014	CL	0 hrs 45 min	1 day(s)	Info IGAR
OTR150002	11/04/2014	11/04/2014	CL	0 hrs 15 min	1 day(s)	Info IGAR
OTR140289	09/25/2014	09/25/2014	CL	0 hrs 15 min	1 day(s)	Info IGAR
OTR140287	09/24/2014	09/24/2014	CL	0 hrs 5 min	1 day(s)	Info IGAR
OTR140283	09/23/2014	09/23/2014	CL	0 hrs 30 min	1 day(s)	Info IGAR

Figure 17
Man Hour / Days Open Report - Information Only (continued)

This report only contains 'Information' IGARs.

Man Hour/Days Open Report

Select Criteria for Man Hour/Days Open Report.

Current Report Site:

Date for Report Open Date
 Close Date

Date Range for Report --

Type of Cases for Report All Cases
 Exclude Information Only
 Information Only

Days Open Greater Than (Optional)

Figure 18
Man-Hour / Days-Open Report - Days Open Greater Than (Optional)

If the IG is using the optional, 'Days-Open-Greater-Than' field, a date range is necessary. Either the day open or close toggle can be selected. If anything more than one day is put into the 'Days-Open-Greater-Than' field, it does not matter whether the 'All Cases' or "Exclude-Information-Only" toggle is checked, because only Standard IGARs will be returned. Information IGARs are only open for one day.

In the figure above, the IG selected 1,000 days.

Select 'Run Report.'

Man Hour Report 11-23-2015

OTR

Where Open Date >= 1/1/2012 AND Open Date <= 6/11/2015 for ALL Cases AND Days Open > 1000

Case Number	Open Date	Close Date	Case Status	ManHours	Days Open	Info/Standard IGAR
OTR110087	09/12/2012		AO	0 hrs 58 min	1168 day(s)	Standard IGAR
OTR120128	08/15/2012		AO	2 hrs 0 min	1196 day(s)	Standard IGAR
OTR110006	07/23/2012		AO	1 hrs 30 min	1219 day(s)	Standard IGAR

Total Cases 3

Standard IGARS 3

Information IGARS 0

Total Man Hours 4 hours 28 minutes

Average Man Hours 1 hours 29 minutes

Average Days Open 1194 day(s)

Figure 19
 Man-Hour / Days-Open Report - Days Open Greater Than (Optional) (continued)

Based on the criteria selected in Figure 18, the report returned three cases that meet those parameters. The report will provide the 'Total Man Hours,' 'Average Man Hours,' and 'Average Days Open' for the cases returned.

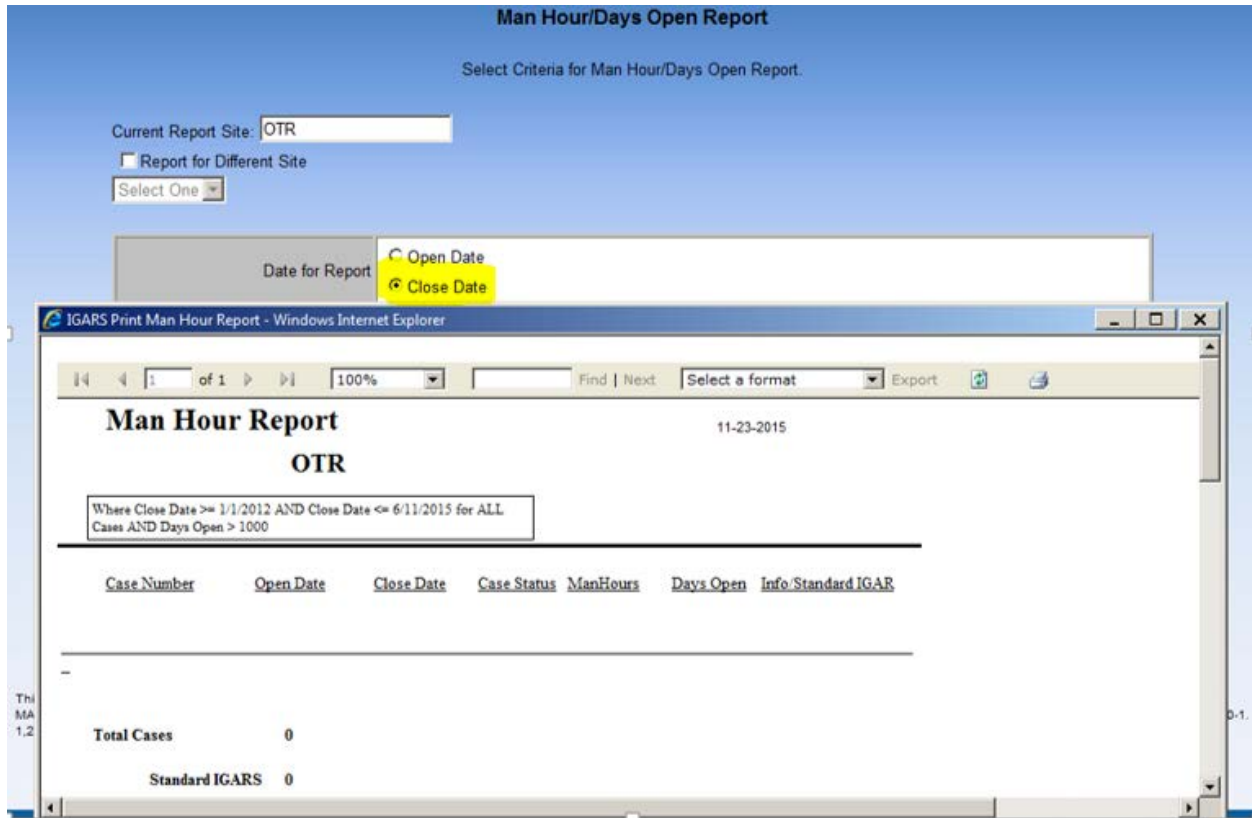


Figure 20
 Man-Hour / Days-Open Report - Days Open Greater Than (Optional) (Continued)

Changing the toggle from 'Open Date' to 'Close Date' returns a report with no cases, as none of those three reports returned that were open greater than 1,000 days have been closed.

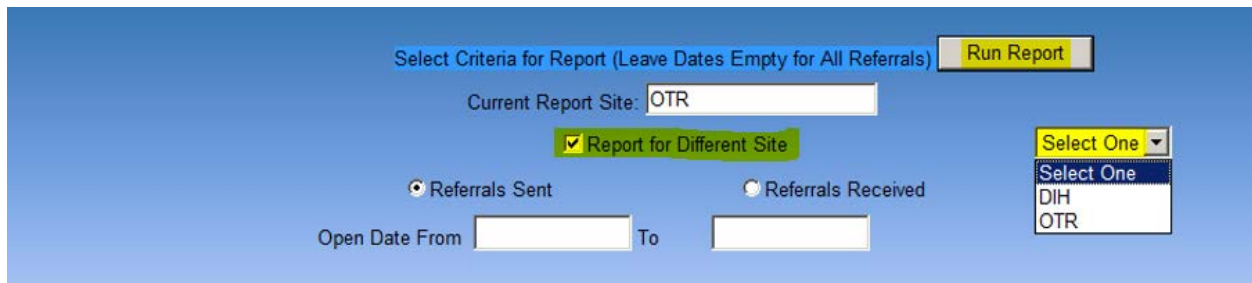


Figure 21
 Man-Hour / Days-Open Report - Report for Different Site

Dual-access users will have the option to review the 'Man-Hour / Days-Open Report' for the other office by selecting the 'Report-for-Different-Site' check box.