

APPENDIX A

SERVICES REFLECTED HEREIN MAY NOT BE AVAILABLE. Levels of Service; their frequency, quality, quantity and timeliness are influenced by the installations' funding posture and changes from higher headquarters. Customers will reimburse for all services above Common Levels of Support (CLS) in accordance with DODI 4000.19 for any service that ". . . increases the support supplier's direct costs (i.e., incremental direct cost). Costs associated with common use infrastructure are non-reimbursable, except for support provided solely for the benefit of one or more tenants. . ." Reimbursable costs may include but are not limited to overtime for Garrison employees, actual cost of contract support or any other incremental direct costs to provide services beyond the common level of support for a tenant or other customer.

**Service 8 – Military Personnel Services
Directorate of Human Resources**

Point of Contact: 301-677-7225/DSN 622-7225, Building 2234

Common Level of Support:

- a. Office shall be opened during normal duty hours, as required by mission.
- b. Retirement briefings offered monthly.
- c. EMILPO IT formal training as required for newly arrived personnel.

Reimbursable Support:

- a. Service outside the normal duty hours.
- b. Additional staffing – either contract or in-kind assistance from military personnel from supported units.