

UNITED STATES ARMY INSPECTOR GENERAL SCHOOL

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



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## Inspector General Action Request System (IGARS) Database Version 5

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1. **Purpose:** This handbook provides instructions on how to navigate the IGARS 5 database and create new -- or open existing -- cases.
2. **Overview:** IGARS 5 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 and helps IGs monitor and track open cases and 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. These fields are explained as follows:
  - a. **Signing on to IGARS 5 (Figure 1):** Click on IGET - Login. The first screen displayed is the **CITRIX Web Interface** screen. Click on IGARS Practice (Note: from this point, single-click only; double-clicking will result in a system lock out).

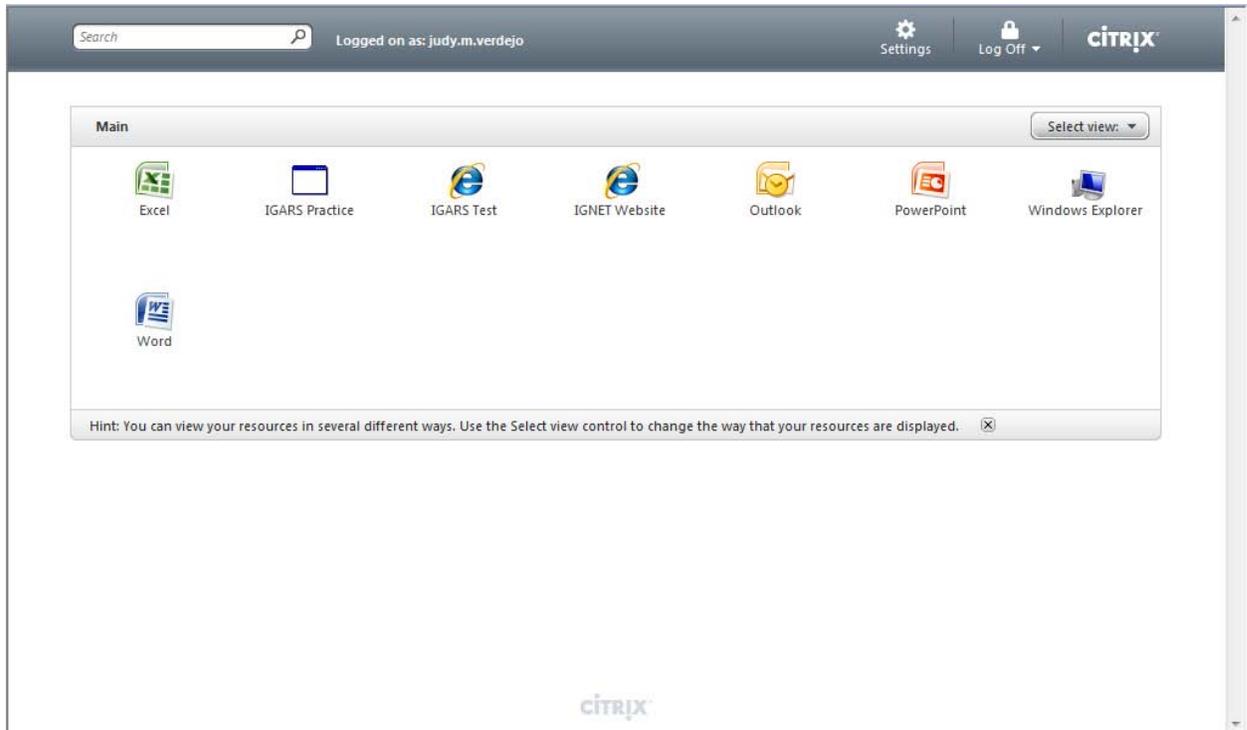


Figure 1  
CITRIX Web Interface Screen

b. **Home Screen (Figure 2):** Once the user logs into IGARS, the system will automatically default to the screen below. It will display the IG's name and the IG office code as well as **Referral** and **Open Cases** for that IG office. This screen is divided into two sections. The left screen section is for viewing, editing, and selecting the **Open Cases** in that IG office. The right screen section is for **Functions features**. Click on the **Utilities** button located at the bottom right of the functions menu.

The screenshot shows the IGARS Home Screen. At the top, it says "Inspector General Action Request System (IGARS) Training Web v5.0" and "SFC Judy Verdejo, SAIG - Training Division, OTR". There is a logo on the right and "Home Logout" links. The main area is divided into two sections: "OPEN CASES OFFICE: OTR" and "FUNCTIONS".

OPEN CASES OFFICE: OTR										
<a href="#">Referral</a>	10/17/2010		AO		M	IG 40 D				
<a href="#">Referral</a>	10/17/2010		AO		M	IG 47 D				
<a href="#">Referral</a>	10/17/2010		AO		M	IG 53 D				
<a href="#">Referral</a>	10/17/2010		AO		M	IG 55 D				
<a href="#">Referral</a>	10/17/2010		AO		M	IG 56 D				
<a href="#">OTR109562 (DO)</a>	10/17/2010		AO		C	Anon - DO Test	Verdejo	Whitman		Insufficient Pay
<a href="#">OTR110003</a>	09/27/2011		AO		M		Verdejo			
<a href="#">OTR110004</a>	09/27/2011		AO		M		Verdejo			
<a href="#">OTR110005</a>	09/27/2011		AO		M	test	Verdejo			
<a href="#">OTR110006</a>	09/28/2011		AO		M		Verdejo			
<a href="#">OTR110007</a>	09/28/2011		AO		M	Problem Pregnancy	Verdejo	Fox		Wants husband to return home from Iraq due to complications with pregnancy
<a href="#">OTR110087</a>	10/17/2010		AO		M	Case A1	Verdejo			Unfair promotions in 3-79 AR
<a href="#">OTR111740 (DO)</a>	10/17/2010		AO		C	PERSONAL MISCONDUCT	Verdejo	Brown		Sr Leader Personal Misconduct
<a href="#">OTR120006</a>	10/17/2010		AO		M	IG 71 A	Verdejo			Unfair promotions in 3-79 AR
<a href="#">OTR120075</a>	10/17/2010		AO		M	IG 70 A	Verdejo			Unfair promotions in 3-79 AR

The "FUNCTIONS" menu on the right includes: **Add New** (Standard IGAR, One Minute IGAR), **Go To Case**, **Search** (Subject, Complainant, Case Number, Case Label, Problem Area, Document Description), **View** (Default, Print Current View), **Reports** (1559, Blank 1559, Standard, Statistical, Referral, Man Hour, Ad Hoc Query), and **Utilities**.

Figure 2  
Home Screen

c. **The Utilities function** is an administrative feature that allows the IG visibility of the pre-populated data available within the database from the drop-down list. The Utilities function has five categories of Codes that can be **Added, Viewed, Edited, Deleted or Searched (UIC, Function, IG Office, Organization, Location, Priority Flag codes)**. This function allows the IG to manage codes relevant to his or her IG office as well as select from a list of codes that identify other IG offices and complaints by a particular category.



Figure 4  
Utilities Screen

1. **UIC Codes:** Click **Add**. This screen allows the IG to manage the Unit Identifier Codes (UIC) that fall within his or her area of responsibility. UICs may be added, deleted, and edited as units are activated, deactivated, or redesignated / reorganized as required by clicking the appropriate button.

2. **Function Codes:** Click **View**. Function codes categorize the type of allegation, issue, or request for assistance that the IG inquires into. Each functional area has sub-categories of function codes that provide a more detailed explanation of the complaint. Accurate and specific entries make the database and the information gleaned from it very useful. Complaints are grouped into various functions, which are assigned a specific letter or number. For example, all Finance and Accounting issues are grouped under the function codes "13", Finance and Accounting, and all health or medical-related issues under "16", Health Care. Further characters identify more specific categories to allow for more detailed trends analysis. Hence, the function code for a Soldier requesting assistance to correct his or her temporary duty travel pay will have a function code of "13C2".

13 - Finance and Accounting

13C2 - Issue regarding temporary duty travel pay for Soldiers

Once you have identified a function code, you are also provided the definition and regulatory guidance applicable for the code. Also, the Help button is available in the Case screen to assist in selecting the appropriate function code or click **Search** and enter the word that you think captures the complaint, issue, or allegation in the pop-up window. Function codes can be viewed or searched from the Utilities menu and also from the Add/Edit Allegation or Issue screens. A complete list of function codes is located on the DAIG Web site under the IGARS tab and IGARS Update.

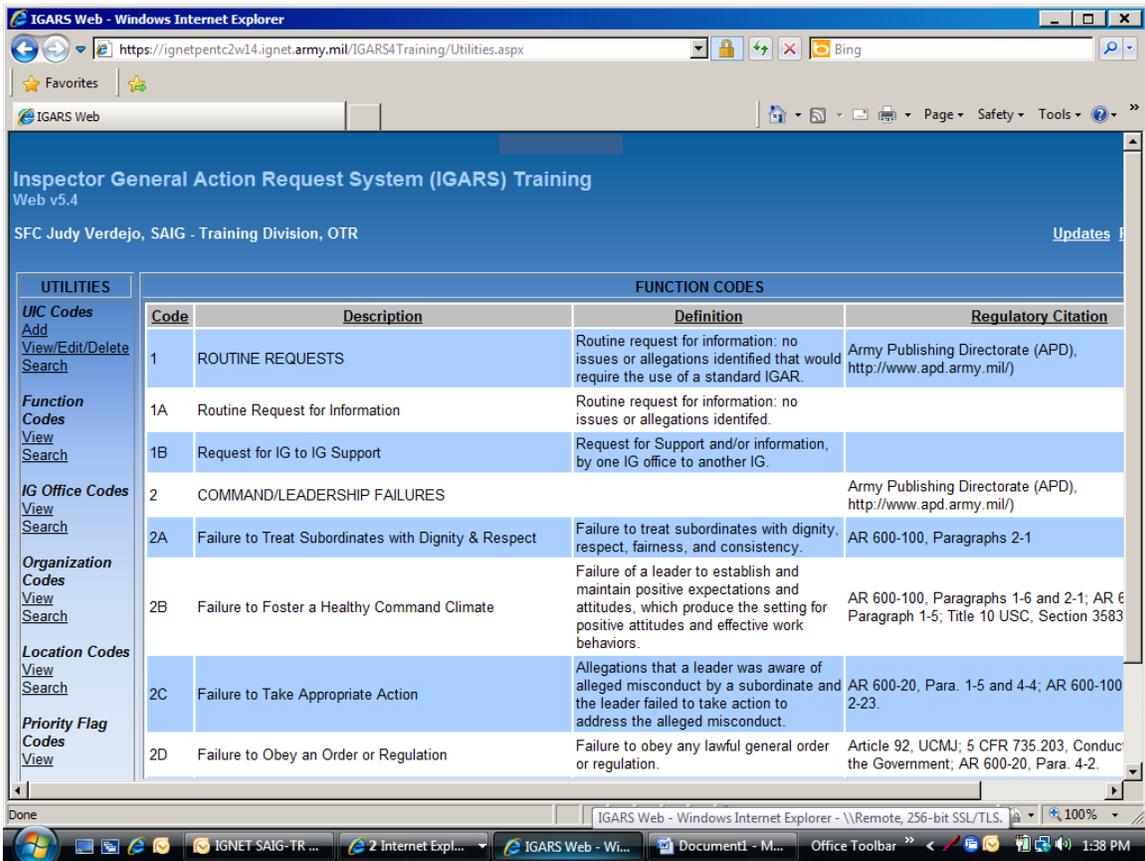


Figure 5  
Function Codes

**3. View IG Office Codes:** This screen lists all of the IG office codes. This information is useful when referring a case to another IG office and the office code is unknown. You can scroll through the list or click on Search and enter the organization in the pop-up window.

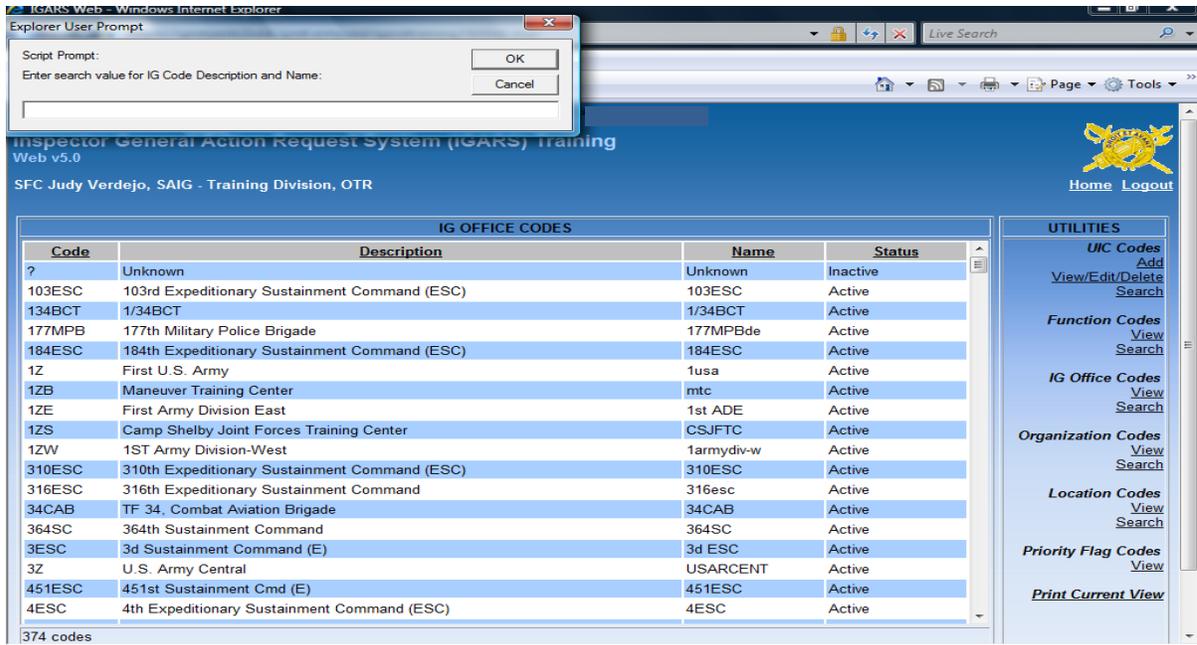


Figure 6 (IG Office Codes)

4. **View Organization Codes:** The organization code lists the office codes for all the major and subordinate commands. Click the **Location Codes** button. The location codes allow a search by geographical location for an IG office. This feature is useful to assist a Family member or Soldier to an IG office closest to his or her location.

5. **View Priority Flag Codes:** This screen provides the codes used to flag high-priority cases, such as White House, Congressionals, Red Top / SecArmy / CSA, Senior-Official Referral, and Whistleblower / Mental Health Evaluation. Click the **Home** button at the top right of the screen.

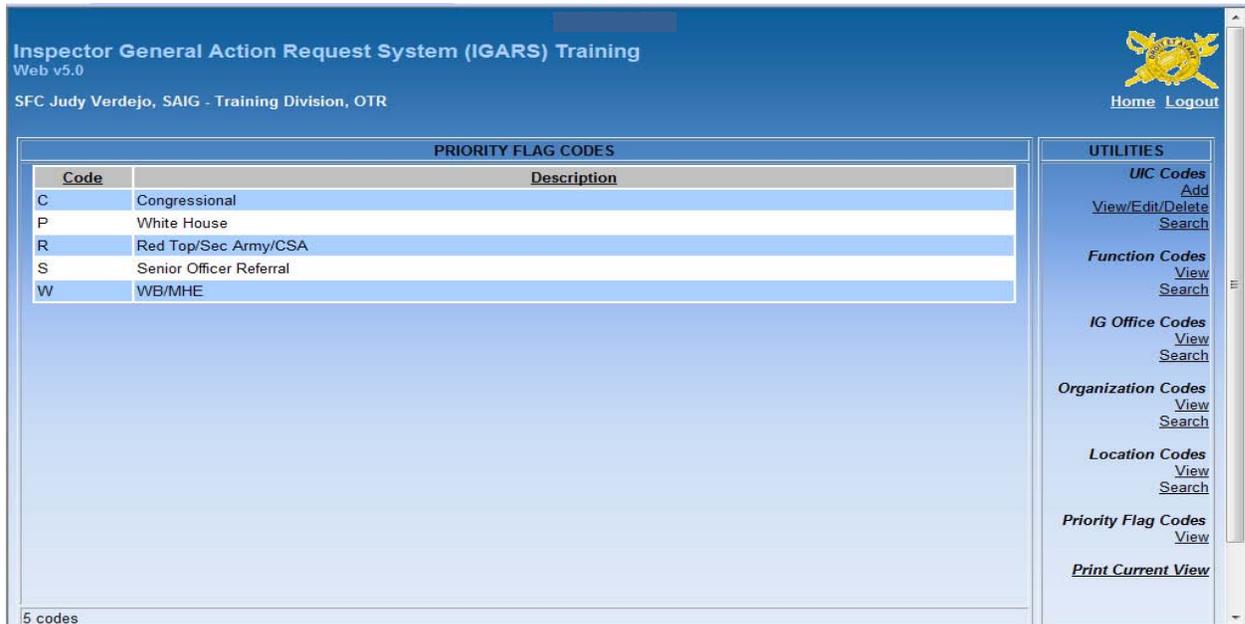


Figure 7

Priority Flag Codes

d. **Navigating Case Data:** By default, the **left section** of the screen displays a case grid containing cases for the office of the user that logged into IGARS.

1. **Sorting Case Data:** Within the Open Cases grid; click on a gray column label to sort the data in ascending alphanumeric order; click again to sort the data in descending alphanumeric order.

2. **Editing Case Data:** On occasion, you may need to glean information from an existing case or you may need to update data in Case Notes. You can access a case for edit in one of the two ways listed below:

(a) Click on the hyperlink underlining the Case Number (e.g. OTR028129). The **Case** will be displayed for editing.

(b) Click **Go to Case** located in the Function features and enter the case number in the pop-up window when prompted. The **Case** will be displayed for **editing**.



Figure 8  
Go to Case

e. **Search Function:** The Search functions provide the ability to search the entire IGARS database for the search criteria that you input. Database searches can be run on **Subjects, Complainants, Case Numbers, Case Labels, Problem areas** and **Document Descriptions**. The case grid is repopulated with the results from your search. You have access to view the cases that are underlined in the case grid. If you see a case in the case grid that is not underlined, that indicates that you do not have the IGARS system permission to view the entire case. To retrieve all cases (open and closed) for a given IG office for a particular fiscal year, select the Case Number search link and enter your office code followed by the last two digits of the fiscal year. An example would be to enter OTR12 to retrieve all cases for the Fort Von Steuben IGO fiscal year 12. The document description search searches the database for matching key words in the document description for documents uploaded in IGARS.

f. **View Section:** The View function provides the ability to return the case grid to the default view, which contains open cases (including referrals awaiting action) for your office. The Print Current View link opens another window that contains the current data in the case grid in a printable format. The data in the Print Current View can also be exported to Excel.

g. **Add New:**

1. **Standard IGAR:** The IG will open a case in the IGARS database during Step Two, Preliminary Analysis, after determining IG appropriateness. Click on the Standard IGAR link. You are prompted to select the Type of Case that you will enter into the database. Making the right selection is very important because it will determine the required fields for the next screen. Some fields are automatically populated for you. If the complainant is Anonymous or requests anonymity, personal identifying information is not required. However, an anonymous complaint can be changed to non-anonymous by unchecking the box. If the initiator is the individual with the complaint, the user needs to click the copy to Complainant button.

Inspector General Action Request System (IGARS) Test  
Web v5.0

SFC Judy Verdejo, SAIG, DIH

Home Logout

**Add New Standard IGAR**

Date Opened (mm/dd/yyyy): 1/11/2012

Type of Case:

- Initiator is Anonymous or Request Anonymity
- Initiator is the Individual with the Complaint
- Initiator is Inquiring on Behalf of Someone

Continue Cancel

Figure 9  
Add New Standard IGAR (Type of Case)

If the Initiator is inquiring on Behalf of Someone (third - party complainant), the case is entered into IGARS. However, the IG will respond to the third-party complainant in a very general manner. Remember that the Privacy Act generally prohibits the release of personal information to third parties without consent. The IG should Teach and Train the inquirer regarding the Privacy Act and suggest that the person with the complaint contact the IG office personally.

Once you determine the type of case, click **Continue** to proceed to the Case Information screen. Click the **Auto Generate** button in order to generate a case number for the case. The case number is a combination of the IG office code, the fiscal year, and a four-digit sequence number. All cases are identified by a case number, which correlates with the IG office of record. Fields within the database that must be filled in to close the case are preceded by an asterisk and are considered required fields. The Case label and Problem Area boxes are required fields, but the information entered is determined at the discretion of the IG unless your office SOP dictates otherwise. Click Save when information on this screen is completed. Now the Case Information screen has deployed seven additional tabs: **Initiator/Complainant; Subjects/Suspects; Allegations; Issues; Case Notes; Synopsis; and Documents.** (see Figure 10)  
**Note: Always click the Save tab after entering information.**

Figure 10  
(Case Information)

Now click the **Initiator/Complainant tab** and fill in the required fields and click Save.

(a) **Subjects/Suspects Tab:** An allegation is a statement or assertion of wrongdoing and must identify a specific who by name. The person identified by name is the Subject or Suspect. A Subject is a person against whom a non-criminal allegation has been made. A Suspect is a person against whom criminal allegation was made. The subject / suspect may have more than one allegation, all of which can be captured on one screen. Click the **Subjects/Suspects** tab then click the **Add New Subject/Suspect** tab. Enter the subject / suspect data, and click the Save button to save the data. Complaints may identify more than one subject / suspect, and the IG may choose to list all persons named as part of one case or open a separate case for each subject / suspect. Follow your office’s standing operating procedure. Click **Allegations** then click **Add New Allegation** to add the allegation associated with the subject / suspect for the case. (Note: Multiple allegations or Issues may be added for one case by clicking the respective **Add New** tab).

(b) **Issues Tab:** Click the **Issue** tab. Remember, an issue is a request for information or assistance to the IG that does not list a Who as the violator of a standard or policy. Select **Add New Issue** and enter the issue data (Note: determination can only be "F" for Founded or "U" Unfounded for an Issue). Remember: the complainant may divulge more than one issue or allegation as part of his or her complaint, or the IG may identify other issues / allegations as part of the preliminary analysis. Click the **Save** button to save the data.

(c) **Case notes or Synopsis Tab:** Case notes are a detailed, chronological listing of everything pertaining to the case. Case notes will be in the following format: Date (IG Name) Notes. Although the IG system protects and restricts access to information, an entire IG file with case notes can be released under certain circumstances. Only write what you want others to read; the IGARS database is not the IG's personal diary. Case notes will include at a minimum:

- phone calls, including names, phone numbers, and summary of the topic discussion
- notifications, if verbal or written
- coordination with staff / command (who, what...)
- legal reviews
- any emails, faxes, or correspondence received or sent
- additional information as required

An example of a case-note entry appears in [The Assistance and Investigations Guide](#) on page 1-2-27.

Remember to click the Save tab after entering Case Notes and Synopsis information. The **Update Man Hours** window will appear for the IG to enter the amount of time spent to work the case in minutes greater than zero. You can add or subtract man hours by using the plus (+) or minus (-) sign.

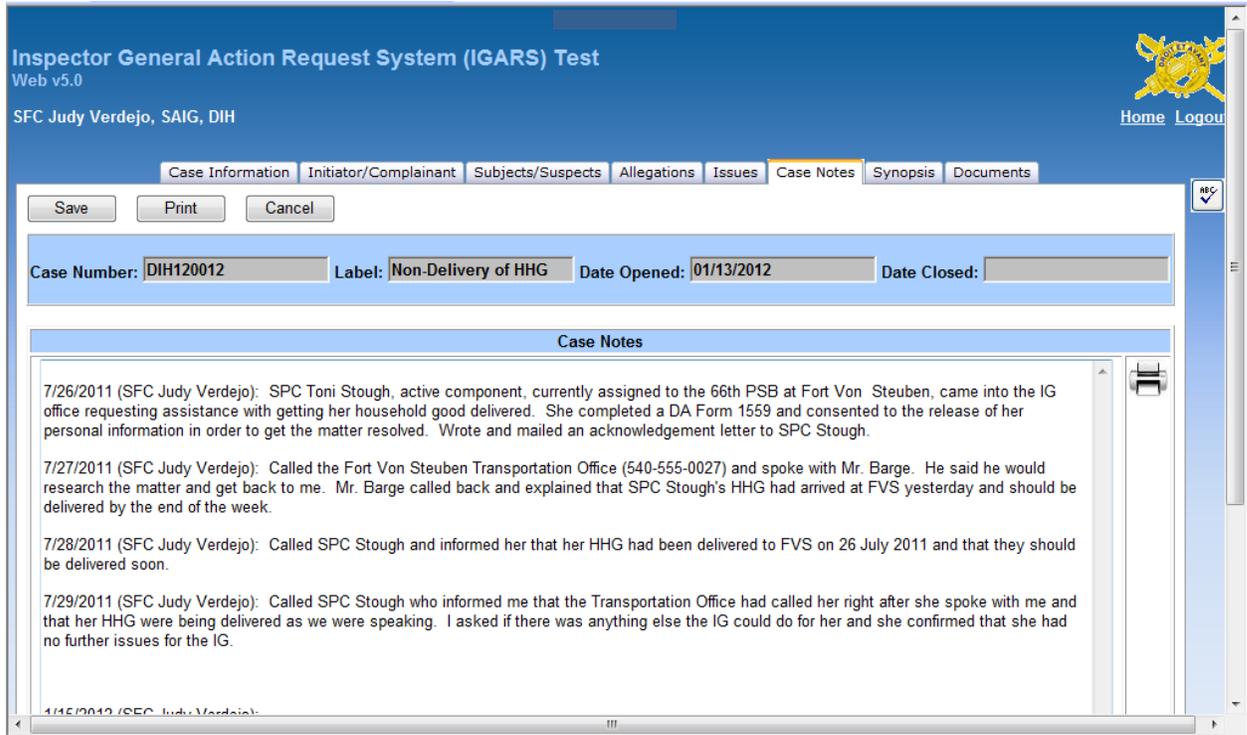


Figure 11  
Case Notes

The synopsis is the final item entered into the IGARS database. The synopsis is a concise summary of everything pertaining to the case. It describes the request for assistance as well as actions taken to resolve any issues. The entries create a four-part, stand-alone document that can be pulled up from the IGARS database and understood by the Inspector General. An example format for the synopsis is as follows:

First Part

The complainant / initiator (name, rank / grade) assigned to (unit, agency, command, location, etc.), status (AC, USAR, NG, mobilized, civilian, contractor, DAC, etc.).

or:

the spouse / parent (or whatever the relationship) of (name, rank / grade) assigned to unit, agency, command, location, etc.), status (AC, USAR, NG, mobilized, civilian, contractor, DAC, etc.).

and:

contacted / wrote / faxed (whoever, DAIG, USARC, MOC, etc.) alleging someone acted improperly by doing (whatever) or complaining of (what) or requesting (what).

Second Part

Assistance / investigation / investigative inquiry was completed by (whom). Include if the IG used any Command Products (AR 15-6, MP / CID Reports, EO Inquires, etc.) and if

those products sufficiently answered all issues / allegations, or if the IG used other additional resources / findings.

Third Part (Summary of IG Conclusion)

The allegation that (name, rank / grade) improperly did / did not do something in violation of a standard was / was not substantiated.

*Summarize the complaint and key evidence that led to your conclusion.*

Issue of (what) was resolved by coordinating with / processing paperwork / documents through (command, staff, agency, etc.).

Fourth Part

Case was closed by (described method of case closure and final assistance provided). Annotate legal review (if conducted) and final notifications, including addresses of subject, complainant, and commander.

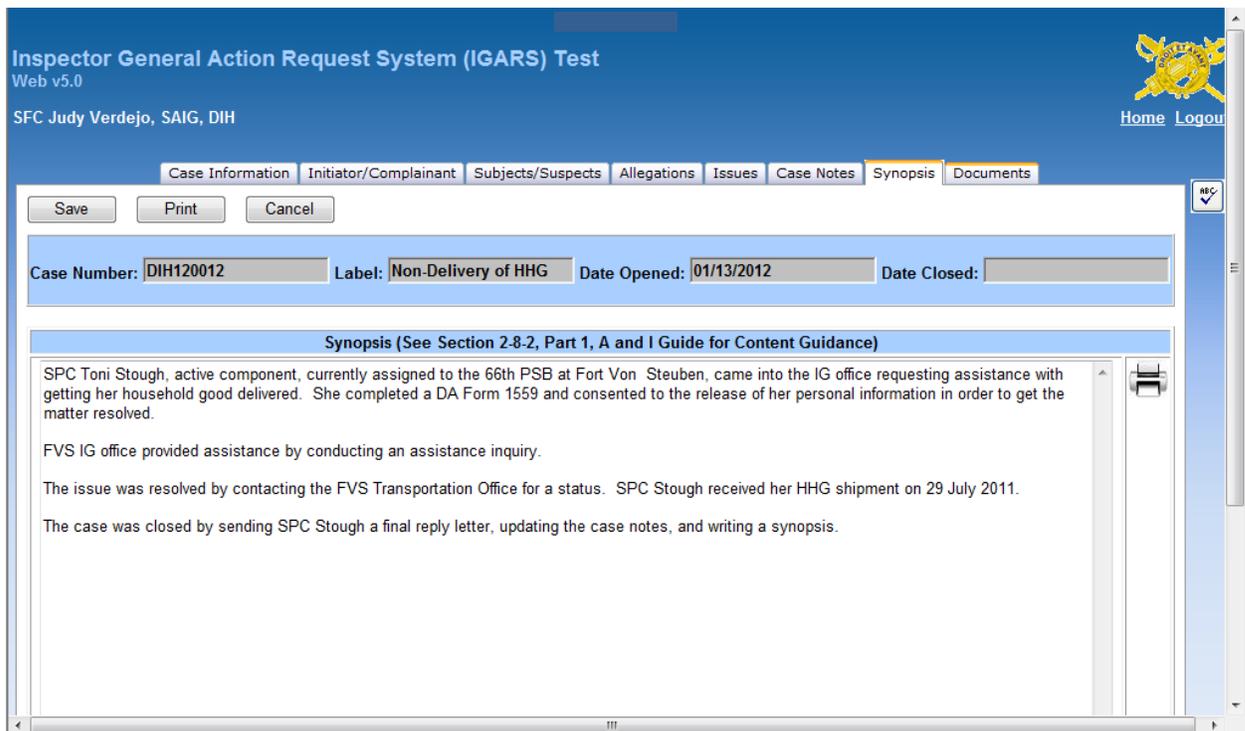


Figure 12  
Synopsis

After you have entered all the required fields for the case, you notice errors or you are unable to close the case. Click on the case to be edited, and then click on the Allegations or Issues tab. Click the hyperlink under the Function code to open an edit window (Figure 13).

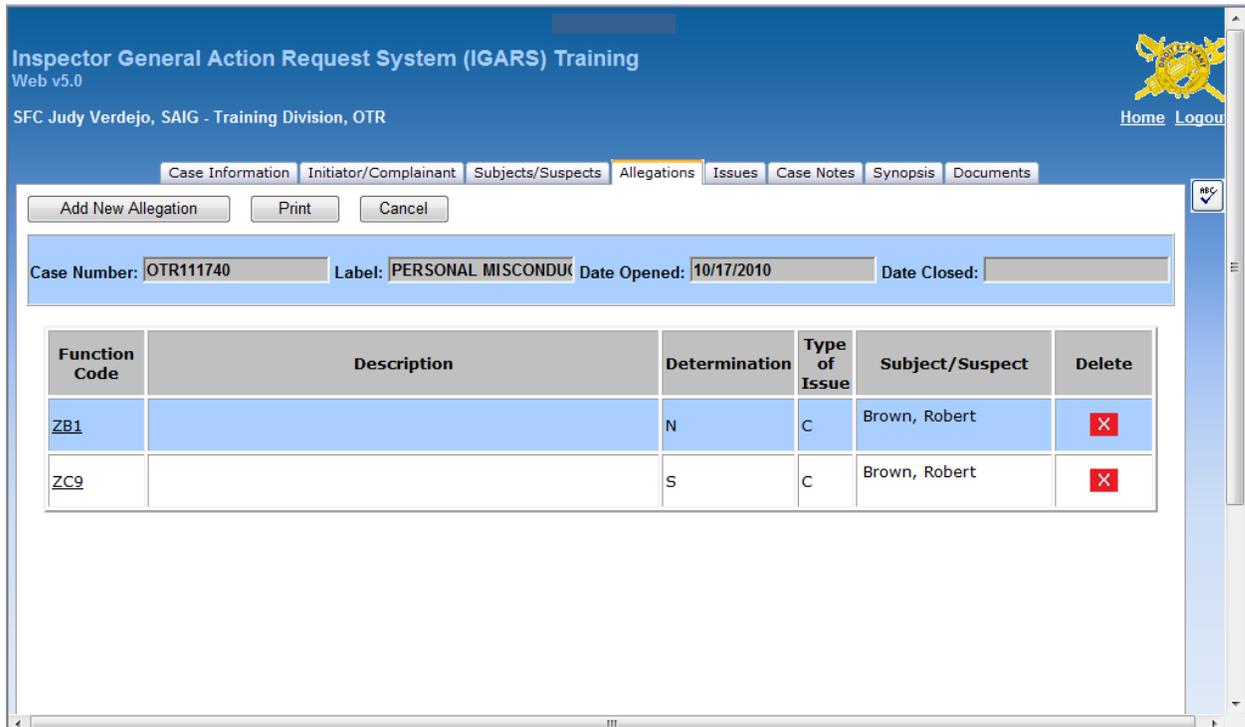


Figure 12  
Edit Case

(d). **Close-Case Rules:** Before closing a case in IGARS, ensure all issues and allegations have been appropriately addressed. The case is complete if another IG unfamiliar with the case can understand the content and agree that the assistance inquiry was complete and accurate. Remember, closed IG case files are subject to quality assurance reviews by the Office of The Inspector General. DAIG looks for objectivity, completeness, thoroughness, and timeliness. Only users authorized by TIG may change Allegation data. Issues can be changed by re-opening the case; the date the issue was changed will be saved.

**2. Add One-Minute IGAR:** Click on **Add New One-Minute IGAR** link and the One-Minute IGARS screen will be displayed for entering a One-Minute IGAR. One-Minute IGARS are closed by clicking **Save**; however, the Total Man Hours must be filled in. One-Minute IGARS are those requests for routine assistance or information that the IG can handle very quickly and then close on that same day. The concept of One-Minute IGARS only exists with respect to the database and is not a doctrinal term used to distinguish one IGAR from the next. The complainant and initiator names are the same or both are anonymous. A One-Minute IGAR cannot be converted to a standard IGAR and cannot be edited once it is closed. The office entering the One-Minute IGAR is always the Office of Record.

**Inspector General Action Request System (IGARS) Test**  
Web v5.0

SFC Judy Verdejo, SAIG, DIH

**One Minute IGAR**

Save Print Cancel

\*Case Number: DIH120014 \*Total Man Hours Expended: 0 hour(s) 0 minute(s)

Anonymous Case: No Additional Man Hours (in minutes): 15

\*Last Name: Brown \*Date Opened/Closed: 1/15/2012

First Name: Marcus Case Label: Black Fleece

Middle Name: \*Function Code: 1A (Routine Req for Informatio)

\*Receipt Mode: C-Call-In \*IG: Verdejo, Judy

\*Synopsis:  
SPC Brown, Marcus telephoned the IGO requesting information about the Black fleece jacket. SPC Brown asked if there is a wear-out date for the black fleece jacket. I informed Sm that according to the Alaract there is no wear out date at this time. Conducted Teach and Train on keeping current with ALARACTs by saving S-1 NET to favorites or the Army G1 homepage. No further action required.

Figure 13  
One Minute IGAR

h. **Referrals:** The IG receiving an IGAR may decide during preliminary analysis that another IG office is best suited to handle a particular issue due to jurisdictional or other reasons. A referral to another IG can occur by either retaining Office-of-Record status and requesting the other IG office work the case as an Office of Inquiry, or referring the case to the new IG office and giving them full Office-of-Record status. In all cases, the receiving IG office must agree to accept the referral. An Office-of-Record can close a case only after the Office-of-Inquiry case has been closed. Referred IGARS must be complete and fully document the work the referring IG completed. It should include the case notes up to the referral action and a thorough synopsis. Any supporting documents will be sent via email, fax, or by uploading documents after coordination has taken place. The case notes will include contact information for anyone consulted and any information that will assist the receiving IG and reduce duplication of effort, especially for cases referred to a deployed IG. In all cases, the receiving IG office must agree by accepting the case in IGARS. After you have entered all information in the case screen, click the **Refer Case** tab located at the top left of the case screen. The **Refer Case Screen** is displayed. The case screen allows the IG to select the Type of Referral (see Figure 14).

Refer Case

Referral Type:

Office of Inquiry

Office of Record

Refer To:

Refer Cancel

IG Office: SAIG-T

Priority Flag: Select

\*Location: Camp Mabry, Austin, TX

AULTERY, SEXUAL HARASSMENT

Figure 14  
Refer Case

i. **Declined 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.

The screenshot displays the 'Inspector General Action Request System (IGARS) Training' interface. At the top, it shows the user 'SFC Judy Verdejo, SAIG - Training Division, OTR' and navigation links for 'Home' and 'Logout'. The main menu includes 'Case Information', 'Initiator/Complainant', 'Subjects/Suspects', 'Allegations', 'Issues', 'Case Notes', 'Synopsis', and 'Documents'. Below the menu are buttons for 'Accept', 'Decline', 'Link', and 'Cancel'. The form is organized into three columns:

- General Information:** Contains fields for 'Office of Record' (SAIG-T), '\*Case Number' (Referral), '\*Case Label' (IG 71 A), '\*Received From' (M-Army IG), 'Control Number', '\*Receipt Mode' (C-Call-In), 'Non IG Referral', 'IG Office' (SAIG-T), 'Priority Flag' (Select), and '\*Location' (Select). A scrollable list shows 'Unfair promotions in 3-79 AR'.
- Status:** Features dropdown menus for 'Anonymous Case' (Yes), '\*Status' (AO-Open), '\*IG' (Select), and 'Historical Significance' (No). A summary box lists: 'Case Referred By: 790-Garrison, Ft. Dix', 'IG: [blank]', 'Date: 10/25/2010', 'Case Number: [blank]', 'Office of Record: OTR-SAIG - Training Division', 'Case Number: [blank]', and 'Close Date: [blank]'.
- Timeline:** Includes fields for '\*Date Opened' (10/17/2010), 'Suspense Date', 'External Suspense', 'Notification', 'Acknowledgement', '\*Date Closed', '\*Total Man Hours Expended' (0 hour(s) 0 minute(s)), and 'Additional Man Hours (in minutes)'.

Figure 14  
Accept / Decline Referral

j. **Reports:** The Reports Menu is displayed on the homepage functions menu. There are seven reports that the IG can run (**Blank 1559, Standard, Statistical, Referral, Man Hour, and Ad Hoc Query**). Each report can only be as good as the information that the IG has entered into the IGARS database and is based on the fields and the perimeters the IG enters. One way the IG can be proactive is to inform the command of current trends and provide recommendations to address recurring or potential problem areas. The various reports in IGARS provide the IG assistance in this area. However, the IG must use caution when presenting trends to the commanders to ensure that these reports are not used improperly. One such report found under the IGARS report function is the "Statistical Report." This report provides the number of IGARS sorted by the most common function codes.

**Inspector General Action Request System (IGARS) Test**  
 Web v5.0  
 SFC Judy Verdejo, SAIG, DIH

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:

Start Date	Stop Date	<input checked="" type="radio"/> Your Office Only <input type="radio"/> All Offices <input type="radio"/> Select Office(s) <input type="radio"/> Select One Office and Its Location	Function Code
FY 2012	FY 2012	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)	All Values 1 1A 1B A AB AC AD AF
<input type="radio"/> By Quarter <input type="radio"/> By A Month <input type="radio"/> By Closed Date			
Selections Made:			

Figure 15  
 Statistical Report

3. The IGARS database stores all entered cases as a complete record of all issues and allegations presented to the IG. All complaints will be logged in the database, even if the case is referred to another agency outside the command or falls under civilian matters not appropriate for IG action. IGs must learn to use the database properly. In doing so, IGs will not simply have a case-management tool at hand but a trends tool that will allow the IG to detect emerging problem areas for the IG to inspect and command at all levels to address.