



LOB MEASUREMENT

SPONSOR: Brig Gen Harold W. Linnean III (CC)

OWNER: Col. Anita Edmonds (DPH)

A line of business (LOB) is an ARPC or departmental essential or support activity that may not have a product, service, or output for an external customer. However, LOB activities and processes are essential to sustain or enhance and ARPC output or service to our customers. These LOBs must be assessed for maturity to ensure sustainment similarly to the lines of production (LOP). Maturity assessment requirements will be different as the activities may not occur at the same regularity as an LOP, and aspects such as training are not unique to ARPC.

ARPC PRIORITY

Optimize Operations

MAJOR MILESTONES

- Lines of business identified (September 2025)
- Maturity assessment process developed (September 2025)

DELIVERABLES

- Definition of line of business
- Requirements for maturity assessment identified

RISKS/DEPENDENCIES

- ARPC leadership must agree upon the definition of a line of business
- Front office, special staff, and directorates must identify their lines of business
- ARPC/DPH must determine requirements for maturity assessment of LOBs
- ARPC/DPH must create a tool to assess the maturity of LOBs