



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
BEAUFORT, SOUTH CAROLINA 29904-5001

IN REPLY REFER TO:
2000
S-6

21 MAR 2016

POLICY LETTER 01-16

From: Commanding Officer

To: Distribution List

Subj: GARRISON INFORMATION TECHNOLOGY DIVISION SUPPORT POLICY

Ref: (a) TRANSMMSG 012-13 MCEN VIP SUPPORT

1. Orientation. The Marine Corps Enterprise Network-NIPRnet (MCEN-N) and The Marine Corps Enterprise Network-S (MCEN-S) are fully government owned, government operated data networks. The period known as the Continuity of Services Contract (COSC) or Navy and Marine Corps Intranet (NMCI) has ended for the United States Marine Corps (USMC). All installation, configuration, and maintenance for garrison information technology (IT) assets, to include desktops, laptops, printers, peripherals, and other items that may be attached to the MCEN-N and MCEN-S, is the responsibility of the IT Division and other government agencies such as the Marine Air Ground Task Force Information Technology Support Center (MITSC), Marine Corps Network Operations and Security Center (MCNOSC), and the governmental G-6/S-6 entities located aboard each Marine Corps installation. This policy serves as the reference for all users aboard Marine Corps Air Station (MCAS) Beaufort for obtaining IT support.

2. Situation. There are approximately 2,300 MCEN-N and MCEN-S workstations across MCAS Beaufort that require a level of support commensurate with that of any professional organization. In addition to these workstations, there exist print devices, network equipment, monitors, keyboards, mice, and many other IT assets that must be maintained on a daily basis. Additionally, because of power outages and other unforeseen circumstances, connectivity to the local area network (LAN) can be degraded or lost altogether in some circumstances. This can happen during working hours and non-working hours. Further, certain buildings house critical network infrastructure that, without power, will take down connectivity in other buildings on the installation. When this occurs, data services are affected. Data services include all MCEN-N and MCEN-S web connectivity (Internet), exchange connectivity (email), print services, file share services, and user logons. Certain buildings are considered critical and certain users are considered Very Important Persons (VIP); this policy will define those and describe the steps to contact IT support during working and non-working hours.

3. Cancellation. Policy Letter 1-13.

4. Mission. The mission of the MCAS Beaufort S-6 IT Division is to plan, install, operate, and maintain secure, reliable, and scalable IT services in order to support MCAS Beaufort's ongoing mission of promoting the combat readiness of our Marines and Sailors in defense of our nation. We will provide effective IT support to all units aboard the installation and ensure that IT systems that support airfield operations are secure and available at all times.

5. Execution. The overall goal of the IT Division is to ensure the availability, correct configuration of, and functionality of all garrison IT assets assigned to MCAS Beaufort and its tenant commands while adhering to the

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orders and directives passed down by Headquarters Marine Corps Command, Control, Communications, and Computers (HQMC C4). The division will also provide assistance to all units in the absence of applicable regulations concerning standalone and program of record systems, if such assistance is solicited from the unit. Lastly, the IT Division will serve as the central point of contact for all enterprise IT projects concerning the MCEN-N and MCEN-S.

a. Method. During working hours, all users will utilize the Station IT help desk to report information technology issues and outages. This applies to the MCEN-N and MCEN-S. After hours, all users will report outages to their respective officers of the day (OOD) or staff duty officers (SDO) for determination of criticality and possible elevation to MCAS Beaufort IT Division duty phone holder.

b. Endstate. Continuous, secure, and reliable IT services are provided to every IT user across MCAS Beaufort. MCAS Beaufort IT Division is able to satisfy all supported command requirements while maintaining an aggressive cyber security posture.

6. Administration and Logistics. Station IT help desk working hours are 0730-1630, Monday-Friday and closed on all federal holidays. The number during working hours is 843-228-6785 or DSN 335-6785. Buildings that are deemed critical are as follows: Building 703 (transport boundary), Building 599 (zone 2 transport and telecomm), Building 616 (zone 3 transport), Building 614 (zone 4 transport), Building 601 (MCAS Headquarters), Building 600 (HQHQRON Headquarters), Building 585 (MAG Headquarters), Building 594 (MALS Headquarters), Building 584 (Provost Marshall Office) and Building 406 (Fire Station). If at any time, these buildings lose power during working hours please contact the Station IT help desk. If at any time, these building lose power during non-working hours, please contact your OOD or SDO and they will contact the MCAS Beaufort IT Division duty phone holder. Any routine IT trouble tickets called in to the Station IT help desk after hours will be routed to the MITSC help desk at Camp Lejeune, North Carolina for assistance and elevation as necessary.

7. Command and Signal. In accordance with enterprise regulations, the following MCAS Beaufort users are deemed as regional VIPs: MCAS Beaufort Commanding Officer and MAG-31 Commanding Officer. If these users experience mission critical information technology issues during working hours, please contact the S-6 Officer at 843-228-6367 or the Installation IT Officer at 843-228-6290. If these users experience mission critical information technology issues during non-working hours, please contact your unit's OOD or SDO and they will initiate a call to the MCAS Beaufort IT Division duty phone holder. The point of contact for this policy is the MCAS Beaufort S-6 Officer at 843-228-6367 or the MCAS Beaufort IT Officer at 843-228-6290.


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