



DEPARTMENT OF THE NAVY

CHIEF OF NAVAL AIR TRAINING
CNATRA
250 LEXINGTON BLVD SUITE 102
CORPUS CHRISTI TX 78419-5041

CNATRAINST 5230.2A
N6
01 AUG 2005

CNATRA INSTRUCTION 5230.2A

Subj: HELP DESK PROCEDURES FOR CNATRA TECHNICAL AND APPLICATION
SUPPORT FOR NAVY MARINE CORPS INTRANET (NMCI)

Ref: (a) Navy Contract N00024-D-6000 awarded to Electronic Data
Systems (EDS), October 6, 2000
(b) OMB Circular A-123
(c) OMB Circular A-130
(d) DOD 5200.40
(e) CNATRAINST 5000.2C (R)
(f) FY 2001 Defense Authorization Act of 2000 (Public Law
106-398), see Title X, Section 2224, DOD IA Program,
Government Information Security Reform
(g) OMB Circular A-130, Appendix III, Security of Federal
Automated Information Resources
(h) Public Law 104-106, National Defense Authorization Act
of 1996, Sections D and R, which have been renamed as
the Clinger-Cohen Act of 1996

Encl: (1) Deputy Customer Technical Representative (DCTR), and (R)
Activity Customer Technical Representatives (ACTR)
Point of Contacts
(2) List of Unit Identification Codes (R)
(3) List of Web Links and Glossary of Acronyms

1. Purpose

a. To provide standard procedures and guidelines for reporting computer hardware, software, connectivity and other user technical problems to a national NMCI Help Desk.

b. To establish procedures for requesting technical support and receiving problem resolution for NMCI related laptops (including network connectivity), workstations (including network connectivity), software, printers, application support, and password resets.

c. To provide additional information and establish procedures on Business Support for the following:

1 August 2005

- R) (1) MAC (Move, Add, & Change) requests. Contact respective ACTR. Click at the respective URL at enclosure (3). Process and execute approved user requests.
- (2) User account services (create, modify).
- (3) Data seat hardware requests (de-install, move and re-install, change).
- (4) CLIN requests (acquire, install).
- (5) Seat upgrade requests.

Note: Only respective Activity Customer Technical Representatives (ACTR) are authorized to request this type of support.

- A) 2. Cancellation. CNATRAINST 5230.2 with CH 1 incorporated and NRSINST 5230.1 w/CH-1. The focus of this revision is to separate the joint CNATRA/NRS instruction. The only revision markings used are to show other modifications.

3. Background

a. The purpose of the Navy Marine Corps Intranet (NMCI) contract is to build and maintain a secure world-wide network that will provide data, voice, video, and support capabilities to every Sailor, Marine and DON Civilian. It is intended to eliminate stovepipe systems and modernize the way DON and Marine Corps do business. It will get the government out of owning and operating information technology systems and transfer these functions to a fee-for-service performance-based contract with the private sector. The mission of NMCI is to enable the sharing of information worldwide with those who need it, when they need it, and enhance enterprise-wide work, training and quality of life for every Marine, Sailor and DON Civilian.

b. This fee-for-service contract was awarded to Electronic Data Systems (EDS) and is mandatory for all DON units.

c. EDS has established a national Help Desk for NMCI users. After a user initiates a call to resolve a problem, it may be resolved at the Help Desk level or a technician dispatched and issue is resolved at the user's office level. In the event the problem is not resolved to a user's satisfaction it will be escalated with the assistance of the ACTR and NMCI Help Desk or Information Strike Force (ISF) management team, until it is resolved. Business Support is a fee-for-service for additional

1 August 2005

support or change to existing support, according to respective Contract Line Item Number (CLIN), and Service Level Agreements (SLA). The ACTR has this information and is responsible for initiating and maintaining this level of support.

4. Procedures/Actions

a. Call **1-866-THE-NMCI** (1-866-843-6624), follow prompts and report NMCI typical repairs desktop/laptop, network connectivity, user assistance for password resets, software application assistance, printer problems, etc.

b. OR **FAX 1-877-FAX-NMCI** (1-877-329-6624) for above resolution support.

c. OR **E-MAIL to NMCI San Diego Help Desk**
Helpdesk_navy@nmci-isf.com

An **alternate E-MAIL to NMCI Norfolk Help Desk** (when San Diego Help Desk Center is not available) is as follows:
HelpDesk_NRFK@nmci-isf.com

d. For Business Support identified in paragraph 1(c) above, the user fills out an Information Technology Acquisition Paper (ITAP) and forwards to the ACTR. The ACTR will assist and consolidate requirement(s) with corresponding NMCI services request forms located at enclosure (3) and forward them to the DCTR with a copy to CNATRA (N611) for submission to the CIO for approval or disapproval. The CNATRA CIO will make a business decision for the execution of the functional requirement. The user will be informed of the decision with a returned copy of the ITAP. A sample of Business Support forms is at the URL link at enclosure (3).

5. Policy. NMCI users may make calls for repairs and assistance to the Help Desk as shown in paragraph 3(a), (b), and (c) above. If escalation is required users should contact respective ACTR. However, for Business Support in paragraph 3(d), users are to document requirement on an ITAP form via their chain of command and forward it to the ACTR.

Subsequently, the ACTR will fill out an NMCI services Help Desk form and forward to the DCTR. The DCTR will consolidate requirements from ACTR and forward to the CIO office with a copy to CNATRA N611 for review and CIO approval or disapproval. Once approved at the CIO level, the requirement is forwarded to Commander Task Force (CTF NMCI) and Information Strike Force (ISF) teams. ITAP form information is at enclosure (3). The ITAP is returned to respective ACTR with an explanation. If

CNATRAINST 5230.2A

01 AUG 2005

disapproved, an explanation is attached. Reviews at different levels are necessary as these involve fee-for-service criteria.

6. Responsibility. CNATRA CIO is the official authority for NMCI for CNATRA and NATRACOM units. All actions and documentation relative to NMCI will be channeled and coordinated through the CNATRA CIO office. Unit Commanding Officers will implement this policy and guidance within their commands upon NMCI implementation.

R) 7. Contact Information for CNATRA CIO: CNATRA (N6),
250 Lexington Boulevard, Suite 102, Corpus Christi, TX 78419-
5041, DSN 861-1430 or Commercial (361) 961-1430.



D. B. GRIMLAND
Chief of Staff

Distribution:
CNATRAINST 5215.1R
LIST I

Copy to:

NETC
COMDRAWING TWO (COOP file)

1 August 2005

DEPUTY CUSTOMER TECHNICAL REPRESENTATIVE (DCTR)
AND ACTIVITY CUSTOMER TECHNICAL REPRESENTATIVES (ACTR)

(R)

DCTR:

CNATRA CIO N62
9035 Ocean Street
Building 10, Suite 324
Corpus Christi, Texas 78419
DSN 861-3931 or (361) 961-3931

ACTR: Serving CNATRA Staff and TRAWING FOUR units

CNATRA N634
250 Lexington Blvd, Suite 1089
Corpus Christi, Texas 78419
DSN 861-1435 or (361) 961-1435

ACTR: Serving TRAWING ONE

101 Fuller Road, Suite 250
NAS Meridian, MS 39309
DSN 637-3027 or (601) 679-3027

ACTR: Serving TRAWING TWO units

554 McCain Street, Suite 115
Kingsville, TX 78363
DSN 876-6202 or (361) 516-6202

ACTR: Serving TRAWING FIVE units

7480 USS Enterprise Street, Suite 116
Milton, FL 32570-6017
DSN 868-7363 ext 1 or (850) 623-7363 ext 1

ACTR: Serving TRAWING SIX units and NAVFLTDEMRON (BLUE ANGELS)

NCTAMSLANT DET Pensacola
Code 1542
130 West Ave, Suite B
Pensacola, FL 32508
DSN 922-9827 or (850) 452-9827

ACTR: Serving Naval Aviation Schools Command

181 Chambers Avenue
Pensacola, FL 32508
DSN 922-2523 or (850) 452-2523

CNATRAINST 5230.2A

1 August 2005

ACTR: Serving MINE WARFARE TRAINING CENTER

330 Coral Sea Dr, Suite 151B
Ingleside, TX 78362
DSN 776-5990 or (361) 776-5990

1 August 2005

LIST OF UNIT IDENTIFICATION CODES (UICs)
(to be used for MAC actions)

CNATRA	63110
TRAWING ONE	09251
TRAWING TWO	09239
TRAWING FOUR	52812
TRAWING FIVE	52813
TRAWING SIX	52814
NAVAL AVIATION SCHOOLS COMMAND	62229
MINE WARFARE TRAINING CENTER	62623

CNATRAINST 5230.2A

1 August 2005

BLANK PAGE

1 August 2005

WEB LINKS TO REFERENCES

OMB Circular A-123

<http://www.whitehouse.gov/omb/circulars/a123/a123.html>

OMB Circular A-130 of 8 Feb 96

<http://www.whitehouse.gov/omb/circulars/a130/a130.html>

DODI 5200.40 of 30 Dec 97 (DITSCAP)

http://www.dtic.mil/whs/directives/corres/pdf/i520040_123097/i520040p.pdf

**FY 2001 Defense Authorization Act of 2000 (Public Law 106-398)
see Title X, Section 2224, DOD IA Program, Government
Information Security Reform**

http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=106_cong_public_laws&docid=f:publ398.106

**OMB Circular A-130, Appendix III, Security of Federal Automated
Information Resources**

http://www.whitehouse.gov/omb/circulars/a130/a130appendix_iii.html

**OMB Circular A-130, Transmittal Memorandum No. 4, Management of
Federal Information Resources**

<http://www.whitehouse.gov/omb/circulars/a130/a130trans4.html>

**Public Law 104-106, National Defense Authorization Act of 1996
(Section D and E, renamed as Clinger-Cohen Act of 1996)**

http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=104_cong_public_laws&docid=f:publ106.104.pdf

NMCI CONTRACT N00024-D-6000 (OCT 6, 2000)

<https://nmci.spawar.navy.mil>

click on latest posting under conformed contract on main page

Please note: retype URL manually on your browser, if unable to open here, and then click on latest posting for conformed contract on main page

NMCI HOME PAGE

<http://www.nmci-isf.com>

CNATRAINST 5230.2A

1 August 2005

NMCI CLIN INDEX

<http://www.nmci-isf.com/clinlist.htm>

NMCI SLA INDEX

http://www.nmci-isf.com/clin_matrix.xls

NMCI MASTER GLOSSARY OF ACRONYMS

http://www.eds-gov.com/nmcifaqs/master_glossary_of_acronyms.doc

NMCI services Help Desk forms for Business Support

http://www.nmci-isf.com/helpdesk_reqforms.htm

Sample ITAP is located below

<https://cnatra.navaltx.navy.mil/cnatra/instruct.htm>

NOTE: retype URL manually on your browser, if unable to open here.

R) Click on 5000.2C. ITAP sample is at enclosure (1) of the Instruction

NOTE: ITAP in Word document is available from your respective ACTR.