



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

CNATRAINST 5230.2B
N6
11 Aug 16

CNATRA INSTRUCTION 5230.2B

Subj: HELP DESK PROCEDURES FOR TECHNICAL AND APPLICATION
SUPPORT FOR NEXT GENERATION ENTERPRISE NETWORK

Ref: (a) CNATRAINST 5200.9
(b) Navy Contract N00039-13-D-0013

Encl: (1) Contact Information for COR, DCTR and ITPOCs
(2) List of UICs
(3) CNATRAINST 5000.2A_ITAP
(4) ITAP Completion Procedure
(5) Web Links to References and Acronyms

1. Purpose

a. To provide standard procedures and guidelines for reporting computer hardware, software, connectivity and other user technical problems to the Next Generation Enterprise Network (NGEN) Help Desk. Chief of Naval Air Training (CNATRA) Chief Information Officer (CIO) Mission, Functions and Policy are located in reference (a).

b. To establish procedures for requesting technical support and receiving problem resolution for NGEN 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) Move, Add, & Change (MAC) requests. Contact respective Information Technology Point of Contact (ITPOC) to process and execute approved user requests. Contact information for Contract Officer Representatives (COR), Deputy Contract Technical Representative (DCTR) and ITPOCs can be found in enclosure (1) and a list of Unit Identification Codes (UICs) can be found in enclosure (2).

(2) Create and/or modify user account services.

(3) Data seat hardware requests; uninstall, move and re-install, or change.

(4) Contract Line Item Number (CLIN) requests for acquisition and installation.

(5) Seat upgrades requests.

Note: Only respective ITPOCs are authorized to request this type of support.

2. Cancellation. CNATRAINST 5230.2A

3. Background

a. The purpose of the NGEN 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 Department of the Navy (DON) Civilian. It is intended to eliminate stovepipe systems and modernize the way DON conducts business. The mission of NGEN 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 Hewlett Packard (HP) Enterprise Services, and is mandatory for all DON units. HP Enterprise Services NGEN contract details are located in reference (b).

c. The Program Executive Office for Enterprise Information Systems (PEO-EIS) has established a national Help Desk for NGEN 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 ITPOC and NGEN Help Desk or the local HP management team, until it is resolved. Business Support is a fee-for-service for additional support or change to existing support, according to respective CLIN and Service Level Agreements (SLA). The ITPOC has this information and is responsible for initiating and maintaining this level of support.

4. Procedures/Actions. Use one of the following actions to contact NGEN:

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

b. E-mail the NGEN Help Desk, ServiceDesk_Navy@navy.mil. Be sure to include the following information: Name, Phone Number, Asset Tag Number (on computer box, not monitor), Workstation Name, and a complete description of problem.

c. For Business Support identified in paragraph 1(c) above, the user fills out an Information Technology Acquisition Paper (ITAP) Form, enclosure (3), and forwards to the ITPOC. Information for completing an ITAP Form can be found in enclosures (3) and (4). The ITPOC will assist and consolidate requirement(s) with corresponding NGEN services request forms, refer to references at web links in enclosure (5). Forms are to be sent to the DCTR with a copy to CNATRA N621 for submission to the CNATRA 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 Form. A sample of Business Support forms can be found in the web links and references located in enclosure (5).

5. Policy. NGEN users may make calls for repairs and assistance to the Help Desk as shown in paragraphs 4(a), (b), and (c) above. If escalation is required users should contact their respective ITPOC. However, for Business Support in paragraph 4(c), users are to document requirement on an ITAP Form via their chain of command and forward it to the ITPOC. The ITPOC will review and sign the ITAP Form and upload it into SharePoint for the DCTR to review. The DCTR will consolidate requirements from ITPOC and forward the ITAP Form to the CIO office for approval with a copy to CNATRA N621 for review. Once the ITAP Form is approved an Order Justification Form (OJF) is completed by the ITPOC. The ITPOC will forward the OJF to the CNATRA Headquarters (HQ) ITPOC for submission of the OJF into the Enterprise Knowledge Management (eKM) website for approval at all levels of Commander, United States (U.S.) Pacific Fleet (COMPACFLT). Reviews at different levels are necessary as these

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involve fee-for-service criteria. The ITAP Form information is located in enclosures (3) and (4). If disapproved, an explanation is attached to the ITAP Form.

6. Responsibility. CNATRA CIO is the official authority for NGEN for CNATRA, Naval Air Training Command (NATRACOM) and the Naval Flight Demonstration Squadron (NFDS/Blue Angels) units. All actions and documentation relative to NGEN will be channeled and coordinated through the CNATRA CIO office. Unit Commanding Officer (CO) will implement this policy and guidance within their commands upon NGEN implementation.

7. Contact Information for CNATRA CIO: CNATRA (N6), 9035 Ocean Drive, Suite 322, Corpus Christi, TX 78419, DSN 861-3213, Commercial (361) 961-3213.



D. M. EDGECOMB
Chief of Staff

Distribution:
CNATRA Website
CNATRA SharePoint

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CONTACT INFORMATION FOR COR, DCTR and ITPOCs

DCTR and COR: Frank Delafuente, CNATRA N61
9035 Ocean Drive
Building 10, Suite 324
Corpus Christi, Texas 78419
DSN 861-5382 or (361) 961-5382

ITPOC: Ray Vanderpool Serving CNATRA Headquarters
250 Lexington Blvd., Suite 1089
Corpus Christi, Texas 78419
DSN 861-1435 or (361) 961-1435

ITPOC: Jessie Brown Serving TRAWING ONE Units
101 Fuller Road, Suite 2074
NAS Meridian, MS 39309
DSN 637-2437 or (601) 679-2437

ITPOC: Enrique Lopez Serving TRAWING TWO Units
614 McCain Street, Suite 216
Kingsville, TX 78363
DSN 876-6164 or (361) 516-6164

ITPOC: Rhonda Rombs Serving TRAWING FOUR Units
245 5th Street Suite 211
Corpus Christi TX, 78419
DSN 861-5258 or (361) 961-5258

ITPOC: Dwayne Johnson Serving TRAWING FIVE Units
7510 USS Enterprise Street
Milton, FL 32570-6000
DSN 868-7386 or (850) 623-7386

ITPOC: Robert Fast Serving TRAWING SIX Units and NAVFLTDEMRON
(NFDS/BLUE ANGELS)
390 San Carlos Road
Pensacola, FL 32508
DSN 922-9523 or (850) 452-9523

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

CNATRA	N63110
TRAWING ONE	N09251
TRAWING TWO	N09239
TRAWING FOUR	N52812
TRAWING FIVE	N52813
TRAWING SIX	N52814
NAVFLTDEMRON (NFDS/BLUE ANGELS)	N30929

CNATRAINST 5000.2A_ITAP

CNATRAINST 5000.2A



Information Technology Acquisition Paper

Use this form to request the purchase of Information Technology (IT) related equipment or software.

Originator Information			
Wing/Command Name:	<input type="text"/>	Submitted to N8:	<input type="text"/>
Building No./Department:	<input type="text"/>	Room/Floor:	<input type="text"/>
Point of Contact:	<input type="text"/>	Title/Rank:	<input type="text"/>
Phone:	<input type="text"/>	Email Address:	<input type="text"/>
<input type="checkbox"/> New Requirement		<input type="checkbox"/> Break Fix	

HARDWARE/ SOFTWARE DESCRIPTION

Description of Hardware or Software: (Include workstation name, building, floor and room numbers and quantity needed)

Current Support:

Justification for Procurement: (Provide tangible or non-tangible benefits)

Comments:

NOTE: After completing this form, save to your computer, then attach to an email and send to your command ITPOC.

SUBMITTING UNIT SIGNATURES:			
Program Manager:		Date:	
Commanding Officer or Department Head:		Date:	
CNATRA N6 ACTR / ITPOC:		Date:	
CNATRA HQ Resources Management Director:		Date:	

CNATRA N6 USE ONLY

IT Costs (USER WILL LEAVE SECTION BLANK)-CNATRA- ITPOC Action

Information Technology	Type	Qty	Estimated Costs
EQUIPMENT:			
SOFTWARE:			
SERVICES:			
SUPPORT SERVICES:			
TOTAL IT COSTS:			
TOTAL COSTS OTHER THAN IT:			
TOTAL ACQUISITION COSTS:			

Other Alternatives Considered:

Funding *(Identify Unit Funding Site Source):*

Acquisition Strategy:

IT Acquisition Life Cycle:

Risk Assessment:

Architecture Compliance:

Other comments *(Use additional sheets, if needed):*

NOTE: Request Inside Delivery Marked For:

**US NAVY
CHIEF OF NAVAL AIR TRAINING (CNATRA)
CNATRA N6213 IT Requirements Manager (ATTN: Jane Garrett)
9035 OCEAN DR., BUILDING 10, Suite 319
CORPUS CHRISTI, TX 78419
361-961-1445 DSN 861-1445**

CNATRA N6 Director

Approved:

Disapproved:

Signature:

Date:

Title:

Reason for Disapproval:

ITAP COMPLETION PROCEDURE

 <h2 style="margin: 0;">Procedure</h2>											
Title: ITAP Completion Procedure											
Overview:	The purpose of this procedure is to provide instruction for completing the Information Technology (IT) Acquisition Paper (ITAP) form for IT related purchases such as Software, Hardware or Peripherals for the Chief of Naval Air Training (CNATRA) and the Naval Air Training Command (NATRACOM).										
Roles and Responsibilities:	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Role</th> <th style="width: 50%;">Responsibility</th> </tr> </thead> <tbody> <tr> <td>End User/Requestor</td> <td>Fill out the User section of the ITAP providing justification and required information for request and forward to IT Point of Contact (ITPOC).</td> </tr> <tr> <td>ITPOC</td> <td> <ul style="list-style-type: none"> Review ITAP and obtain Submitting Unit Signatures. Create N6 IT Purchase Request in SharePoint and attach ITAP. </td> </tr> <tr> <td>CNATRA N6 Director/Supervisor</td> <td>Approve or disapprove N6 IT Purchase Request in SharePoint and provide comments.</td> </tr> <tr> <td>CNATRA N6 IT Requirements Manager</td> <td> <ul style="list-style-type: none"> Review N6 IT Purchase Request and ITAP and verify as correct. Obtain market research and input ITAP information into Navy Information Dominance Approval System (NAV-IDAS). Complete internal ITAP. Send documentation to N8 for procurement. Store and maintain documentation. </td> </tr> </tbody> </table>	Role	Responsibility	End User/Requestor	Fill out the User section of the ITAP providing justification and required information for request and forward to IT Point of Contact (ITPOC).	ITPOC	<ul style="list-style-type: none"> Review ITAP and obtain Submitting Unit Signatures. Create N6 IT Purchase Request in SharePoint and attach ITAP. 	CNATRA N6 Director/Supervisor	Approve or disapprove N6 IT Purchase Request in SharePoint and provide comments.	CNATRA N6 IT Requirements Manager	<ul style="list-style-type: none"> Review N6 IT Purchase Request and ITAP and verify as correct. Obtain market research and input ITAP information into Navy Information Dominance Approval System (NAV-IDAS). Complete internal ITAP. Send documentation to N8 for procurement. Store and maintain documentation.
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Entry Criteria/Inputs	Exit Criteria/Outputs										
IT related purchases such as Software, Hardware or Peripherals are required.	ITAP complete and approved.										
Steps to be Completed:											
IMPORTANT: IT Purchase Requests can only be uploaded into SharePoint by CNATRA N6 Supervisors, Directors and Chief Information Officer (CIO), N621 Configuration Management and ITPOCs. Any other requests must be routed through the wing ITPOC.											
Responsible: Steps 1 through 4 are for the End User/Requestor											
<p>Step 1: Obtain current copy of CNATRAINST 5000.2A_ITAP.pdf from ClearCase or CNATRA SharePoint and save to desktop.</p> <p>Note: In ClearCase, CNATRAINST 5000.2A_ITAP.pdf is located in the Integrated_Process_Environment VOB\Forms\CNATRA folder, on SharePoint, CNATRAINST 5000.2A_ITAP.pdf is located on the main</p>											

<p>page on the right side in the document list (CNATRA ITAP Form) and in Shared Documents (link on right side of main page).</p>
<p>Step 2: Under Originator Information section (Page 1), complete the following:</p> <ol style="list-style-type: none"> 1. Wing/Command Name 2. Submitted to N8: LEAVE BLANK – this is completed by the N6 IT Requirements Manager once the ITAP is approved 3. Building No./Department 4. Room/Floor 5. Point of Contact – Name of the person that needs to be contacted for missing information or requirements. Usually the person completing the ITAP form. 6. Title/Rank – Title and/or Rank of POC 7. Phone – Phone number of POC 8. Email Address – Email Address of POC 9. Check either New Requirement or Break Fix checkbox. <p>Note: A new requirement is a request for new equipment that was not previously owned/required and a break fix is for existing equipment that is broken and requires replacement.</p>
<p>Step 3: Under Hardware/Software Description section (Page 1), complete the following:</p> <ol style="list-style-type: none"> 1. Description of Hardware or Software – include workstation name, building, floor, room numbers and quantity of items requested. <p>The following information/statements must also be included in this section:</p> <ul style="list-style-type: none"> MISSION ESSENTIAL - Provide a statement of the request, and why it is essential. ** This is a time sensitive requirement. ** This procurement request is due as soon as possible. ** MISSION CRITICAL: Provide a statement as to why the request is critical. <ol style="list-style-type: none"> 2. Current Support – State what is currently being used 3. Justification for Procurement – tangible or non-tangible benefits. What will be impacted if not procured. 4. Comments – enter any comments that will assist with the procurement of requested items as well as shipping information (name, address and phone number where items should be shipped).
<p>Step 4: Save ITAP with appropriate name and forward to command ITPOC.</p>
<p>Responsible: Steps 5 through 7 are for CNATRA ITPOCs.</p>
<p>Step 5: Review ITAP and obtain Submitting Unit Signatures.</p>
<p>Step 6: Create an N6 IT Purchase Request in CNATRA SharePoint and attach the ITAP form. Note: See IT Purchase Input into SharePoint Procedure for instructions on how to complete this.</p>
<p>Step 7: Assign request to the appropriate approving authority. Note: When a new request is input in SharePoint, assign to the person that will approve it, such as N6 Director.</p>
<p>Responsible: Steps 8 and 9 are for the approving authority, CNATRA N6 Director/Supervisor.</p>
<p>Step 8: Receive email that request is assigned in SharePoint.</p>
<p>Step 9: Review N6 IT Purchase Request and ITAP form and any attachments in SharePoint, provide comments and Approve or Disapprove request in SharePoint and assign request to CNATRA N6 IT</p>

<p>Requirements Manager.</p> <p>Note: Director/Supervisor does not update ITAP documentation. See IT Purchase Input into SharePoint Procedure.</p>
<p>Responsible: Steps 10 through 17 are for the CNATRA N6 IT Requirements Manager.</p>
<p>Step 10: Receive email that request is assigned in SharePoint.</p>
<p>Step 11: Review and print N6 IT Purchase Request and ITAP and include printouts in N6 Procurement Package binder.</p>
<p>Step 12: Obtain Market Research for requested items contained in ITAP/N6 IT Purchase Request. Print market research to include in N6 Procurement Package binder.</p> <p>Note: Market research is an estimated amount for a product, and may be obtained from GSA Advantage or outside vendors (DOD eMall, Vendor sites, Enterprise Service License Agreement Vendors) where an email is sent directly to the vendor requesting an amount for a product or market research is obtained from one of the sites listed. Only one amount is required for items under \$1500, but three amounts are required for items over \$1500. The lowest market research amount will be entered into the ITPR but all market research will be sent to N8 and included in the N6 Procurement Package binder.</p>
<p>Step 13: Using information from original ITAP from ITPOC, N6 IT Purchase Request and lowest Market Research amount create an IT Procurement Request (ITPR) in NAV-IDAS and print ITPR to include in N6 Procurement Package binder.</p> <p>Note: See the NAV-IDAS Purchase Procedure.</p>
<p>Step 14: Complete internal ITAP form using the information from the printed ITPR, N6 IT Purchase Request and ITAP created by End User in Steps 1 through 3:</p> <ol style="list-style-type: none">1. ITAP #2. Line Item3. NAV-IDAS # (from Step 13)4. Contact information5. Hardware/Software Description6. Comments – Shipping information7. Cost information8. Any other information that needs to be included.9. Under CNATRA N6 USE ONLY section (Page 2) fill out the IT Costs table:<ol style="list-style-type: none">a. Equipment, Software, Services, and/or Support Services – Enter the Type, Quantity and Estimated Cost for each row.b. Total IT Cost, Total Costs Other Than IT, and/or Total Acquisition Costs – Enter the total from Estimated Costs column.10. Complete the questions after the IT Costs table (Pages 2 and 3), if applicable:<ol style="list-style-type: none">a. Other Alternatives Consideredb. Funding – Identify the Unit Funding Site sourcec. Acquisition Strategyd. IT Acquisition Life Cyclee. Risk Assessmentf. Architecture Complianceg. Other comments

<p>Step 15: Print the ITAP form and include in the N6 Procurement Package binder. Note: There will be two ITAPs included in the N6 Procurement Package binder. The original ITAP from the Requestor/ITPOC and the internal ITAP completed by the CNATRA N6 IT Requirements Manager.</p>	
<p>Step 16: Update N8 Budget Spreadsheet and the request in SharePoint, if applicable. Note: N8 Budget Spreadsheet is located at S:\NACC\CNATRA HQ\N6\Comptroller\ITAP Accounting_FYXX. Permissions are required to access this folder, if permissions are required, please contact Supervisor. FYXX refers to the current Fiscal Year, for example FY16.</p>	
<p>Step 17: When notification of approval is received, update ITAP with Approval Date and scan the ITAP, Market Research and ITPR and email to N8 for procurement.</p>	
<p>Prerequisites:</p>	<p>Access to GSA Advantage, DOD eMall, NAV-IDAS, ClearCase, SharePoint and Software/Vendor sites are required.</p>
<p>Tools and Templates:</p>	<ul style="list-style-type: none"> • CNATRAINST 5000.2A_ITAP.pdf • CNATRAINST 5000.2A_ITAP_INTERNAL ONLY • CNATRA SharePoint https://cpfportal.navy.mil/sites/CNATRA/default.aspx • N6 IT Purchase Request • N8 Budget Spreadsheet S:\NACC\CNATRA HQ\N6\Comptroller\ITAP Accounting_FYXX Note: FYXX refers to the current Fiscal Year, for example FY16. • NAV-IDAS https://navidas.navy.mil/Dashboard.aspx • GSA Advantage https://www.gsaadvantage.gov/advantage/main/start_page.do • DOD eMall https://dodemail.dla.mil/ • NAV-IDAS ITPR • ClearCase
<p>Training:</p>	<ul style="list-style-type: none"> • On-the-Job (OTJ) Training • NAV-IDAS Training https://navidas.navy.mil/Dashboard.aspx
<p>References:</p>	<ul style="list-style-type: none"> • IT Purchase Input into SharePoint Procedure • NAV-IDAS Purchase Procedure

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WEB LINKS TO REFERENCES AND ACRONYMS

Note: If clicking the link does not work, try copying the link and pasting it into the web browser.

CNATRAINST 5200.9, Chief of Naval Air Training Command
Information Officer Responsibilities, Functions, Relationships
and Authorities

<https://www.cnatra.navy.mil/pubs-instructions.asp>

N00039-13-D-0013 (June 27, 2013)

<http://archive.defense.gov/Contracts/Contract.aspx?ContractID=5074>

NGEN HOME PAGE

<http://www.public.navy.mil/spawar/PEOEIS/NEN/NGEN/Pages/default.aspx>

NGEN CLIN INDEX

<https://www.homeport.navy.mil/services/clin/>

NMCI HELPDESK CONTACT INFORMATION

<http://www.public.navy.mil/spawar/PEOEIS/Pages/ContactUs.aspx>

NGEN Services Help Desk Forms for Business Support

<https://servman/sm/ess.do>