

# **US Army Signal Fort Hood Network Enterprise Center Service Catalog**



**How Do I Book**

**Version 3**

**1 September 2015**

## **Fort Hood Network Enterprise Center Service Catalog**

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## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	700.1.6.3	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Perform CD/DVD Burning/Classified File Transfer on SIPR</b>	
<b>C4IM General Task Description:</b>	Provide local touch labor (troubleshooting, repairing, etc.).	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Location of data to be transferred to CD/DVD:  Number and types of files to be transferred:  Names of files to be transferred:  Classification of data to be transferred:  POC information of official requesting the information (rank, name, unit, e-mail address, phone number):  SA information (rank, name, unit, e-mail address, phone number):	
<b>Additional Customer Information/Constraints</b>	All materials will be transported in accordance with all applicable security regulations pertaining to the safeguarding and transport of classified information (i.e., courier card, listed on authorization memo, etc.). If the requestor does not have a valid courier card in possession, the requested files/materials will not be transferred and issued to the individual. All media utilized in the file transfer process is to be provided by the requestor.	

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<b>C4IM Service Catalog Number</b>	700.1.7.2	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Request New User/Unit Files Share/Troubleshoot Existing Storage File Share</b>	
<b>C4IM General Task Description:</b>	Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer must pay for storage and backup.  NIPR SAN - \$5.00 per gigabyte SIPR SAN - \$5.00 per gigabyte	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Identify unit/user requirements for NIPR/SIPR:  Identify capacity of share or storage:  Identify share type (unit or user):  Identify share name (for unit share only):	
<b>Additional Customer Information/Constraints</b>	Units must have a Service Level Agreement (SLA) in place to receive services from the Network Enterprise Center. Storage for the database is at a cost per gigabyte.	

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<b>C4IM Service Catalog Number</b>	700.2.1.2	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Request New Database/Troubleshoot Database Errors</b>	
<b>C4IM General Task Description:</b>	Develop, field and support database applications.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service -  Microsoft SQL Apps - Dedicated Server - \$10,350.00 Microsoft SQL Apps - Enterprise Server - \$38,814.00 Oracle Apps - Shared Server - \$30,852.00 Database Administration - SharePoint (Database only) - \$10,201.00	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Identify unit requirements for NIPR/SIPR:  Identify capacity of database:  Identify database type (i.e., standalone, single instance, or cluster):  Identify database or schema name (instance name):  Identify service account and password to connect to database:  Identify backup requirements of database:	
<b>Additional Customer Information/Constraints</b>	Units must have a Service Level Agreement (SLA) in place to receive services from the Network Enterprise Center. Storage for the database is at a cost per gigabyte.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	700.3.1.1	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Army Golden Master Software</b>	
<b>C4IM General Task Description:</b>	Provide interoperable and integrated standard office automation desktop software as approved for use by the Army Golden Master Program.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Computer name:  Requested software:	
<b>Additional Customer Information/Constraints</b>	Requested software will be verified in accordance with the Fort Hood IA approved software list. Computer must be online to remotely install the requested software.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	700.3.1.2	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Army Centrally Funded Software</b>	
<b>C4IM General Task Description:</b>	Provide centrally funded software to all Army users or as part of a standard Army system.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Computer name:  Requested software:	
<b>Additional Customer Information/Constraints</b>	Requested software will be verified in accordance with the Fort Hood IA approved software list. Computer must be online to remotely install the requested software.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	700.3.2.1	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Request New Database/Troubleshoot Database Errors</b>	
<b>C4IM General Task Description:</b>	Design, develop and maintain all types of application systems using standard programming languages. Develop applications to support user requirements, but not limited to creation of the data models, databases, survey/add/update of reuse library, development of interfaces, application control logic, forms (screens), objects, reports, queries, and menus.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer will be invoiced for actual costs, which includes hourly rates and material costs. Material costs fluctuate with market prices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Identify unit requirements for NIPR/SIPR:  Identify functionality (i.e., what is the software supposed to do):  Identify external interfaces (i.e., how does the software interact with people, the system's hardware, other hardware, other software):  Identify performance (i.e., what is the speed, availability, response time, recovery time of various software functions):  Identify attributes (i.e., what is the portability, correctness, maintainability, security, considerations):  Identify design constraints imposed on an implementation (i.e., are there any required standards in effect, implementation language, policies for database integrity, resource limits, operating environment[s]):	
<b>Additional Customer Information/Constraints</b>	Units must have a Service Level Agreement (SLA) in place to receive services from the Network Enterprise Center.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	700.3.3.1	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Privileged (Elevated) Account Requests</b>	
<b>C4IM General Task Description:</b>	Issue, maintain and delete end-user device accounts and passwords.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  User's name:  Unit (DIV/BDE/BN/CO):	
<b>Additional Customer Information/Constraints</b>	User must create an ATCTS account at <a href="https://atc.us.army.mil">https://atc.us.army.mil</a> . Ensure that the unit alignment is set to Fort Hood.  User must upload the following documents to their ATCTS account:  Appointment orders - Must be the template from the Network Enterprise Center website, completed correctly and signed by an O-6 or above.  Acceptable Use Policy (Fort Hood User Agreement).  DD2875 (System Authorization Access Request) - Must be complete, and Part III of the form must be completed by an approved Security Manager for the unit on the IIII Corps G2 roster. Please note: If using digital signatures, the form cannot be printed/scanned.  All baseline/computing environment certifications uploaded and released to the Defense Manpower Data Center, as applicable.  All required training must be annotated on ATCTS.  Once account is created, privileged user will be notified via ITSM, and must come to the Network Enterprise Center to reset the password and sign the Privileged Level Access Agreement.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	700.3.4.1	Task Tab Reference: <b>A</b>
<b>Service Catalog Sub Task:</b>	<b>Computer Acquisition and Life-Cycle Requests under \$25,000</b>	
<b>C4IM General Task Description:</b>	Acquisition and life-cycle replacement of end user devices, to include computers, printers, lap tops, scanners, and other hardware.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - Customer procures end user devices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):	
<b>Additional Customer Information/Constraints</b>	All IT purchases exceeding \$3,000 must be approved by the Network Enterprise Center using GFEBS. All IT purchases for computers must use the CHESS - Consolidated Buy periods that can be found at: <a href="https://chess.army.mil/ascp/commerce/disclaimer/disclaimer.jsp">https://chess.army.mil/ascp/commerce/disclaimer/disclaimer.jsp</a> . Waiver to purchase outside Consolidated Buy can also be found at this site.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	700.3.4.1	Task Tab Reference: <b>B</b>
<b>Service Catalog Sub Task:</b>	<b>Computer Acquisition and Life-Cycle Requests over \$25,000</b>	
<b>C4IM General Task Description:</b>	Acquisition and life-cycle replacement of end user devices, to include computers, printers, lap tops, scanners, and other hardware.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - Customer procures end user devices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):	
<b>Additional Customer Information/Constraints</b>	All IT purchases for computers must use the CHES – Consolidated Buy periods that can be found at: <a href="https://chess.army.mil/ascp/commerce/disclaimer/disclaimer.jsp">https://chess.army.mil/ascp/commerce/disclaimer/disclaimer.jsp</a> . Waiver to purchase outside Consolidated Buy can also be found at this site.  Purchases over \$25,000 must have an Army Goal One Waiver that can be found at: <a href="https://adminapps.hqda.pentagon.mil/akmg1w/index.html">https://adminapps.hqda.pentagon.mil/akmg1w/index.html</a> .	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	700.3.4.1	Task Tab Reference:	<b>C</b>
<b>Service Catalog Sub Task:</b>	<b>Printer/Scanner/Multi-Function Device under \$25,000</b>		
<b>C4IM General Task Description:</b>	Acquisition and life-cycle replacement of end user devices, to include computers, printers, lap tops, scanners, and other hardware.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	MISSION FUNDED Service – Customer procures end user devices.		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):		
<b>Additional Customer Information/Constraints</b>	All IT purchases exceeding \$3,000 must be approved by the Network Enterprise Center using GFEBs.		

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<b>C4IM Service Catalog Number</b>	700.3.4.1	Task Tab Reference:	<b>D</b>
<b>Service Catalog Sub Task:</b>	<b>Printer/Scanner/Multi-Function Device over \$25,000</b>		
<b>C4IM General Task Description:</b>	Acquisition and life-cycle replacement of end user devices, to include computers, printers, lap tops, scanners, and other hardware.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	MISSION FUNDED Service – Customer procures end user devices.		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):		
<b>Additional Customer Information/Constraints</b>	Purchases over \$25,000 must have an Army Goal One Waiver that can be found at: <a href="https://adminapps.hqda.pentagon.mil/akmg1w/index.html">https://adminapps.hqda.pentagon.mil/akmg1w/index.html</a> .		

## ***Fort Hood Network Enterprise Center Service Catalog***

**C4IM Service Catalog Number** 700.3.4.2 Task Tab Reference: **A**

**Service Catalog Sub Task:** **Install a Computer**

**C4IM General Task Description:** Configuration of end user and network devices, to include computers, printers, lap tops, scanners, PDAs, and other hardware.

**Remedy Ordering Template Reference:**

**Service Cost Information:** BASELINE Service - No Cost

**How to Order/Obtain Services Required:** Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Computer name:

Device MAC:

Location of device (building, floor, room number):

**Additional Customer Information/Constraints**

## ***Fort Hood Network Enterprise Center Service Catalog***

**C4IM Service Catalog Number** 700.3.4.2 Task Tab Reference: **B**

**Service Catalog Sub Task:** **Install a Printer**

**C4IM General Task Description:** Configuration of end user and network devices, to include computers, printers, lap tops, scanners, PDAs, and other hardware.

**Remedy Ordering Template Reference:**

**Service Cost Information:** BASELINE Service - No Cost

**How to Order/Obtain Services Required:**

Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Device name:

Device make and model:

Device MAC:

Device IP, if applicable:

Location of device (building, floor, room number):

**Additional Customer Information/Constraints**

## **Fort Hood Network Enterprise Center Service Catalog**

**C4IM Service Catalog Number** 700.3.4.2 Task Tab Reference: **C**

**Service Catalog Sub Task:** **Install a Digital Sender**

**C4IM General Task Description:** Configuration of end user and network devices, to include computers, printers, lap tops, scanners, PDAs, and other hardware.

**Remedy Ordering Template Reference:**

**Service Cost Information:** BASELINE Service - No Cost

**How to Order/Obtain Services Required:** Complete ITSM template to include the following information:  
POC information (rank, name, e-mail address, phone number):  
Unit (DIV/BDE/BN/CO):  
Device name:  
Device make and model:  
Device MAC:  
Device IP, if applicable:  
Location of device (building, floor, room number):

**Additional Customer Information/Constraints**

## **Fort Hood Network Enterprise Center Service Catalog**

**C4IM Service Catalog Number** 700.3.4.2 Task Tab Reference: **D**

**Service Catalog Sub Task:** **Install a Multi-Function Device**

**C4IM General Task Description:** Configuration of end user and network devices, to include computers, printers, lap tops, scanners, PDAs, and other hardware.

**Remedy Ordering Template Reference:**

**Service Cost Information:** BASELINE Service - No Cost

**How to Order/Obtain Services Required:** Complete ITSM template to include the following information:  
POC information (rank, name, e-mail address, phone number):  
Unit (DIV/BDE/BN/CO):  
Device name:  
Device make and model:  
Device MAC:  
Device IP, if applicable:  
Location of device (building, floor, room number):

**Additional Customer Information/Constraints**

## **Fort Hood Network Enterprise Center Service Catalog**

**C4IM Service Catalog Number** 700.3.4.2 Task Tab Reference: **E**

**Service Catalog Sub Task:** **Install a Network Copier**

**C4IM General Task Description:** Configuration of end user and network devices, to include computers, printers, lap printers, lap tops, scanners, PDAs, and other hardware.

**Remedy Ordering Template Reference:**

**Service Cost Information:** BASELINE Service - No Cost

**How to Order/Obtain Services Required:** Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Device name:

Device make and model:

Device MAC:

Device IP, if applicable:

Location of device (building, floor, room number):

**Additional Customer Information/Constraints**

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	700.3.5.1	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Requests for Information Assurance Training</b>	
<b>C4IM General Task Description:</b>	Provide any required end user training that is not available through Army e-Learning.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer will be invoiced for actual costs, which includes hourly rates and material costs. Material costs fluctuate with market prices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Requested topic:  Requested date:  Requested time:  Requested location:  Requested classification level:  Audience (S6, Commanders, users, etc.):	
<b>Additional Customer Information/Constraints</b>	Training briefings are provided upon request. The Network Enterprise Center will contact the requestor for further coordination.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	700.4.2.1	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Design, Develop, and Maintain Static and Dynamic Web Sites or Portals using Standard Programming Languages</b>	
<b>C4IM General Task Description:</b>	Design, develop and maintain static and dynamic web sites or portals using standard programming languages.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service -  Development and implementation - \$2,057.00 Level 1 support - \$245.00 Level 2 support - \$3,440.00  Customer is responsible for costs incurred for storage space. Refer to 700.1.7.2 for costs.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, and phone number):  Unit (DIV/BDE/BN/CO):  Identify unit requirements for NIPR/SIPR:  Identify unit name and parent organization:  Identify space requirement for unit:  Identify the unit web content managers:	
<b>Additional Customer Information/Constraints</b>	Units must have a Service Level Agreement (SLA) in place to receive services from the Network Enterprise Center. Unit web content folder will fall within parent organization, if it exists. If no parent organization exists, file structure will fall within the generic unit's folders. Unit Web Content Manager connects to staging server and makes changes. Unit Web Content Manager validates changes by viewing staging site. Contact their PAO for review, 508 compliance,	

## ***Fort Hood Network Enterprise Center Service Catalog***

and PII. Submit ITSM ticket to Webmaster. Webmaster receives ticket and moves content to production. Contact Web Content Manager to validate changes are correct.

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	700.4.2.2	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Design, Develop, and Maintain Web Pages using Standard Programming Languages</b>	
<b>C4IM General Task Description:</b>	Design, develop and maintain web pages using standard programming languages.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service -  Development and implementation - \$2,057.00 Level 1 support - \$245.00 Level 2 support - \$3,440.00  Customer is responsible for costs incurred for storage space. Refer to 700.1.7.2 for costs.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Identify unit requirements for NIPR/SIPR:  Identify unit name and parent organization:  Identify space requirement for unit:  Identify the unit web content managers:	
<b>Additional Customer Information/Constraints</b>	Units must have a Service Level Agreement (SLA) in place to received services from the Network Enterprise Center. Unit web content folder will fall within parent organization, if it exists. If no parent organization exists, file structure will fall within the generic unit's folders. Unit Web Content Manager connects to staging server and makes changes. Unit Web Content Manager validates changes by viewing staging site URL. Contact their PAO for review, 508 compliance, and PII. Submit ITSM ticket to Webmaster. Webmaster receives ticket and moves content to production. Contact Web Content Manager to validate changes are correct.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	700.4.2.3	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Provide Web Master Services</b>	
<b>C4IM General Task Description:</b>	Provide web master services.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer will be invoiced for actual costs, which includes hourly rates and material costs. Material costs fluctuate with market prices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Identify unit requirements for NIPR/SIPR:  Identify unit name and parent organization:  Identify space requirement for unit:  Identify the unit web content managers:	
<b>Additional Customer Information/Constraints</b>	Units must have a Service Level Agreement (SLA) in place to receive services from the Network Enterprise Center. Unit web content folder will fall within parent organization, if it exists. If no parent organization exists, file structure will fall within the generic unit's folders. Unit Web Content Manager connects to staging server and makes changes. Unit Web Content Manager validates changes by viewing staging site URL. Contact their PAO for review, 508 compliance, and PII. Submit ITSM ticket to Webmaster. Webmaster receives ticket and moves content to production. Contact Web Content Manager to validate changes are correct.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	700.5.1.12	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Request Server Support/Troubleshoot Server Issues</b>	
<b>C4IM General Task Description:</b>	Assign and maintain IP address database using DHCP or Static IP Addressing.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Identify unit requirements for NIPR/SIPR:  Identify server hostname or file share, if applicable:  Identify server role (DHCP, file share, SharePoint, database, web, active directory, print server):	
<b>Additional Customer Information/Constraints</b>	Units must have a Service Level Agreement (SLA) in place to receive services from the Network Enterprise Center.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	700.6.1.2	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Support Tactical Communications</b>	
<b>C4IM General Task Description:</b>	Manage additional network requirements beyond existing capabilities.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service –  Manage additional network requirements - \$51.00 per hour	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  In the template, select “NEC Fort Hood → ITSSD – Tactical Services → Tactical Services Support” in the “Assigned Group*+” field.  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Building/floor/room number(s) of equipment location:  Provide IP segment(s) for DISA advertisement:  Provide start and end date for IP advertisement:	
<b>Additional Customer Information/Constraints</b>	Connectivity via the Fort Hood LAN/TLA will not be established until the TSP/OFSP has been submitted and approved by the Network Enterprise Center IA team.  It's the unit's responsibility to ensure IP segments are not advertised via DISA at any other location (i.e., Southwest Asia, another CONUS installation).  Unit will provide IP segments for advertisement at a minimum of one (1) week prior to start date.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	700.6.2.1	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	Support Virtual Private Network (VPN) Tunneling	
<b>C4IM General Task Description:</b>	Install, configure, operate, and maintain a VPN server capability for remote broadband network access from remote locations for point to point VPN tunnel.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service -  Provide VPN tunneling - \$4,022.00	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Building/floor/room number(s) of equipment location:  Provide IP segment(s) for DISA advertisement:  Provide start and end date for IP advertisement:	
<b>Additional Customer Information/Constraints</b>	Connectivity via the Fort Hood LAN/TLA will not be established until the TSP has been submitted and approved by the Network Enterprise Center IA team.  It's the unit's responsibility to provide off-site equipment to the Network Enterprise Center for configuration and testing.  VPN site-to-site connectivity is provided with the use of a commercial ISP (i.e., RoadRunner) connection at the off-site. The ISP coordination is the responsibility of the unit.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	700.6.3.1	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	Support CENTRIX-I (Iraq/SWA) or CENTRIX-K (Korea)	
<b>C4IM General Task Description:</b>	Manage Coalition WAN service.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - No cost to the customer if capability currently exists. The customer pays for establishing, upgrading, or expanding service.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information: POC information (rank, name, e-mail address, phone number): Unit (DIV/BDE/BN/CO): Building/floor/room number(s) of equipment location: Provide IP segment(s) for DISA advertisement: Provide start and end date for IP advertisement:	
<b>Additional Customer Information/Constraints</b>	Connectivity via the Fort Hood LAN/TLA will not be established until the TSP has been submitted and approved by the Network Enterprise Center IA team.  Since these services are not a part of the Fort Hood LAN/CAN, it is the unit's responsibility to coordinate with the proper DISA Agency (i.e., DECC-PAC, DECC-SWA). The DISA Agency will either provide the configuration information for the coalition equipment (TACLANE and switch/router) or the unit must ship equipment to DISA Agency for programming. If requested, the Network Enterprise Center can provide assistance in configuration of equipment.  During its use, the coalition equipment will reside with the active SIPR equipment in an authorized security container within the building. Therefore, the unit must coordinate with the Network Enterprise Center to provide physical access when required.  Unit will provide IP segments for advertisement at a minimum of one (1) week prior to start date.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	700.6.3.2	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Install, Operate, and Maintain Coalition Network</b>	
<b>C4IM General Task Description:</b>	Install, configure, operate, and maintain a classified but releasable coalition network to support coalition partners and foreign liaison officers.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - No cost to the customer if capability currently exists. The customer pays for establishing, upgrading, or expanding service.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Building/floor/room number(s) of equipment location:	
<b>Additional Customer Information/Constraints</b>	Connectivity via the Fort Hood LAN/TLA will not be established until the TSP has been submitted and approved by the Network Enterprise Center IA team.  Since these services are not a part of the Fort Hood LAN/CAN, it is the unit's responsibility to coordinate for the user's account.  The Network Enterprise Center will coordinate for IP segment from DISA, if required.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	700.6.3.3	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Install, Operate, and Maintain Secret Internet Protocol Router Network Releasable (SIPR REL)</b>	
<b>C4IM General Task Description:</b>	Engineer, configure and install and expansion of the secret releasable coalition network, and new requirements are identified.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer will be invoiced for actual costs, which includes hourly rates and material costs. Material costs fluctuate with market prices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Building/floor/room number(s) of equipment location:	
<b>Additional Customer Information/Constraints</b>	Connectivity via the Fort Hood LAN/TLA will not be established until the TSP has been submitted and approved by the Network Enterprise Center IA team.  Since these services are not a part of the Fort Hood LAN/CAN, it is the unit's responsibility to coordinate for the user's account.  Network Enterprise Center will coordinate for IP segment from DISA, if required, and establish architecture to support requirements.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	700.6.4.2	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Manage Sensitive but Unclassified (SBU) Local Area Network (LAN) Expansion</b>	
<b>C4IM General Task Description:</b>	Manage SBU LAN network expansion.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer will be invoiced for actual costs, which includes hourly rates and material costs. Material costs fluctuate with market prices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Provide requirements (This should include additional ports required and if adequate, number of available wall jacks):  Diagram of where new user resides (Diagram should include building number, floor, room number, drop location, etc.):	
<b>Additional Customer Information/Constraints</b>	Before an additional switch is installed, a TSP must be submitted and approved by the Network Enterprise Center IA team. The Network Enterprise Center Plans and Architecture Branch will conduct the required survey.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	700.6.4.5	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Manage Campus Area Network (CAN) and Local Area Network (LAN) Classified Expansion</b>	
<b>C4IM General Task Description:</b>	Manage CAN and LAN classified user expansion.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer will be invoiced for actual costs, which includes hourly rates and material costs. Material costs fluctuate with market prices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Provide requirements (This should include additional ports required and if adequate, number of available wall jacks):  Diagram of where new user resides (Diagram should include building number, floor, room number, drop location, etc.):	
<b>Additional Customer Information/Constraints</b>	Before an additional switch is installed, a TSP must be submitted and approved by the Network Enterprise Center IA team. The Network Enterprise Center Plans and Architecture Branch will conduct the required survey.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	700.6.7.8	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Unauthorized Disclosure of Classified Information (UCDI)/Classified Spillage Reporting</b>	
<b>C4IM General Task Description:</b>	Perform undisclosed classified incident recovery across network.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The cost may fluctuate dependent upon the complexity of work.  UCDI - \$51.00 per hour/per technician/per event	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  DO NOT INPUT ANY CLASSIFIED INFORMATION. Ticket is for reference only and will contain minimal details.  POC information (rank, name, e-mail address, phone number):  Unit(s) involved (DIV/BDE/BN/CO):  Date of incident:	
<b>Additional Customer Information/Constraints</b>	Do NOT put any specific information into the ticket with regards to the UDCI, other than the information requested (i.e., POC, unit, date of incident).  Please visit the Network Enterprise Center IA website on SIPRNET at: <a href="http://www.hood.army.smil/nec">www.hood.army.smil/nec</a> and fill in the UDCI/Spillage Checklist, which is CLASSIFIED when completed. The checklist must be submitted, via e-mail, to: <a href="mailto:hood.nec.ia.policy@conus.army.smil.mil">hood.nec.ia.policy@conus.army.smil.mil</a> .	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	700.6.9.3	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Local Area Network (LAN) and Campus Area Network (CAN) Touch Labor Support to End User</b>	
<b>C4IM General Task Description:</b>	Provide local common-user LAN and CAN touch labor (troubleshooting, repairing, etc.).	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Description of issue:  Is this affecting other users within the work area:  Provide MAC address, computer IP, and location of user(s) (include building, floor, and room number):	
<b>Additional Customer Information/Constraints</b>	Description of problem will assist the Network Enterprise Center to resolve the issue. Please ensure it is not a power issue or user error.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	700.6.9.10	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Mission Specific Local Area Network (LAN) Touch Labor Support to End User</b>	
<b>C4IM General Task Description:</b>	Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.).	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer will be invoiced for actual costs, which includes hourly rates and material costs. Material costs fluctuate with market prices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Description of issue:  Is this affecting other users within the work area:  Provide MAC address, computer IP, and location of user(s) (include building, floor, and room number):	
<b>Additional Customer Information/Constraints</b>	Description of problem will assist the Network Enterprise Center to resolve the issue. Please ensure it is not a power issue or user error.	

## Fort Hood Network Enterprise Center Service Catalog

C4IM Service Catalog Number 701.1.1.2 Task Tab Reference: A

Service Catalog Sub Task: Install Analog Telephone Service

C4IM General Task Description: Provide Dual Tone Multi-Frequency (DTMF) type telephones.

Remedy Ordering Template Reference:

Service Cost Information: ENHANCED BASELINE SERVICE - Each unit/organization will receive one (1) free move, add, or change for telephone services per ten (10) individuals in the same office or unit/organization per year. Once all free move, add, or changes have been exhausted, there will be a cost for the following services.

Telephone add for analog, VoIP, and facsimile - \$77.00

Customer must purchase and provide phones/fax machines.

Refer to 701.1.10.3 for new communication drops.

If COS change/upgrade is required, there will be a charge of \$102.92.

How to Order/Obtain Services Required: Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Street address:

Floor/room number:

Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):

Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):

Phone jack (If numbered. If not, enter UNK):

TCO information (rank, name, e-mail address, phone number):

Must indicate telephone type for installation

- a. Desk Phone (analog SLS 2500 model)
- b. Wall Phone (analog SLS 2500 model)
- c. Conference phone (Network Enterprise center does not provide the phone. Customer must purchase an analog style conference phone [i.e., Polycom]).

## ***Fort Hood Network Enterprise Center Service Catalog***

COS change/upgrade (Memo signed by an O-5/GS-14 is required for all COS change/upgrade that is deemed Mission Funded):

### **Additional Customer Information/Constraints**

Cordless telephones are not authorized for use per AR 25-2 (Information Assurance) and CIO G6 Memo, dated 22 Dec 2011.

Class of Services:

COS 3 - Local

COS 5 - Local, EAS, DSN, DDD, 1-800

COS 6 - Local, EAS, DSN, 1-800

COS 8 - Local, EAS, 1-800

COS 39 - Global, Local, EAS, DSN, DDD, Global Priority, 1-800

COS 65 - Global, Local, EAS, DSN, DDD, Global Routine, 1-800

Legend:

Local - Fort Hood only

EAS - Extended area off Fort Hood without long distance

DDD - Continental United States long distance access

DSN - Defense Switching Network (Government or military installations)

1-800 - Toll free

Global-Global DSN and Global long distance access

\*ADD is defined as the installation of a new instrument to an existing common user infrastructure outlet.

## ***Fort Hood Network Enterprise Center Service Catalog***

**C4IM Service Catalog Number** 70.1.1.2 Task Tab Reference: **B**

**Service Catalog Sub Task:** **Move Telephone Service (Analog)**

**C4IM General Task Description:** Provide Dual Tone Multi-Frequency (DTMF) type telephones.

**Remedy Ordering Template Reference:**

**Service Cost Information:** ENHANCED BASELINE SERVICE - Each unit/organization will receive one (1) free move, add, or change for telephone services per ten (10) individuals in the same office or unit/organization per year. Once all free move, add, or changes have been exhausted, there will be a cost for the following services.

Telephone move for analog, VoIP, and facsimile - \$35.00

**How to Order/Obtain Services Required:** Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Current street address:

Current floor/room number:

Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):

Current location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):

Phone jack (If numbered. If not, enter UNK):

New street address:

New floor/room number:

Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):

## ***Fort Hood Network Enterprise Center Service Catalog***

New location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):

Phone jack at new location (If numbered. If not, enter UNK):

TCO information (rank, name, e-mail address, phone number):

Diagram of new location, to include communication jack locations in detail:

### **Additional Customer Information/Constraints**

Change of address of telephone set location - If the telephone set is relocated within the same/different building, a change of address submission is required. Information must comply with E911 information requirements.

Checklist for Outside Move - In addition to 1-20 of the checklist, note the telephone(s) being relocated that will retain the same features. If a change of features is requested, a new work order must be submitted following the move.

Checklist for Inside Move - If phone is staying in the same room, state that phone will remain in the same room and provide the room number. If the phone is moving to another room, provide the room number that the number is currently assigned to and the room number that the number will move to.

Customer must provide a detailed diagram indicating the location of telephone/network equipment.

\*MOVE is defined as the physical relocation of an instrument which will terminate within the same wiring closet or frame. The relocation of an instrument which will terminate at a different wiring closet or frame will require a CHANGE to discontinue service at the original location and d ADD to install at the new location.

## **Fort Hood Network Enterprise Center Service Catalog**

**C4IM Service Catalog Number** 701.1.1.2 Task Tab Reference: **C**

**Service Catalog Sub Task:** **Change Telephone Service (Analog)**

**C4IM General Task Description:** Provide Dual Tone Multi-Frequency (DTMF) type telephones.

**Remedy Ordering Template Reference:**

**Service Cost Information:** ENHANCED BASELINE Service - Each unit/organization will receive one (1) free move, add, or change for telephone services per ten (10) individuals in the same office or unit/organization per year. Once all free move, add, or changes have been exhausted, there will be a cost for the following services.

Telephone change for analog, VoIP, and facsimile - \$35.00

If COS change/upgrade is required, there will be a charge of \$102.92.

**How to Order/Obtain Services Required:**

Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Street address:

Floor/room number:

Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):

Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):

Phone jack (If numbered. If not, enter UNK):

Reason for request (Describe the type of telephone service change being requested [i.e., change set from analog to digital phone]):

TCO information (rank, name, e-mail address, phone number):

COS change/upgrade (Memo required with justification for upgrade and must be signed by O-5/GS-14):

## ***Fort Hood Network Enterprise Center Service Catalog***

### **Additional Customer Information/Constraints**

Upgrading analog to digital phone requires a separate work order and template for each telephone being upgraded. See 701.1.15.1 (Install Digital Telephone Service).

#### Class of Services:

COS 3 - Local

COS 5 - Local, EAS, DSN, DDD, 1-800

COS 6 - Local, EAS, DSN, 1-800

COS 8 - Local, EAS, 1-800

COS 39 - Global, Local, EAS, DSN, DDD, Global Priority, 1-800

COS 65 - Global, Local, EAS, DSN, DDD, Global Routine, 1-800

#### Legend:

Local - Fort Hood only

EAS - Extended area off Fort Hood without long distance

DDD - Continental United States long distance access

DSN - Defense Switching Network (Government or military installations)

1-800 - Toll free

Global-Global DSN and Global long distance access

\*CHANGE is defined as the programming that controls the aspects of a feature or service related to an instrument. Discontinuation of a service at its present location is included as a CHANGE of service.

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	701.1.2.1	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Calling Features</b>	
<b>C4IM General Task Description:</b>	Provide Central Office switch features, e.g., call forwarding, call transfer (3-way conference), ring again, last number redial, call pickup, speed calling, caller ID, and others if the phone supports.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Street address:  Floor/room number:  Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):  Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):  Phone jack (If numbered. If not, enter UNK):  TCO Fcontact information (rank, name, e-mail address, phone number):  Description of feature required:	
<b>Additional Customer Information/Constraints</b>	Caller ID is only available on M5316 model telephones.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	701.1.2.2	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Provide Integrated Voice Conference Bridge (More Than 6 Parties)</b>	
<b>C4IM General Task Description:</b>	Provide integrated voice conference bridge (up to 30 parties).	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service – No cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information: POC information (rank, name, e-mail address, phone number): Unit (DIV/BDE/BN/CO): Date call needed: Size of conference call needed (6-16 lines): Start and end time for call:	
<b>Additional Customer Information/Constraints</b>	Customers may book multiple conference call dates/times. Customers may book calls no more than two (2) weeks out.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	701.1.7.3	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Repair Telephone Service</b>	
<b>C4IM General Task Description:</b>	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information: POC information (rank, name, e-mail address, phone number): Unit (DIV/BDE/BN/CO): Street address: Floor/room number: Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.): Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.): Phone jack (If numbered. If not, enter UNK): TCO information (rank, name, e-mail address, phone number): Detailed description of issue (i.e., no dial tone, static on line, etc.):	
<b>Additional Customer Information/Constraints</b>	A technician assigned to the work order will contact the customer within 72 hours to coordinate the repair of service.  Priority users will be contacted within two (2) hours.  There may be a one-time charge for the equipment purchase (when appropriate) for negligence or physical damage, including liquid damage.  Any non-government telephone that requires replacement will only be replaced by a Government SLS 2500 set.	

## ***Fort Hood Network Enterprise Center Service Catalog***

**C4IM Service Catalog Number** 701.1.8.1 Task Tab Reference: **A**

**Service Catalog Sub Task:** **Provide Voice Mail Box Service**

**C4IM General Task Description:** Provide voice mail box service.

**Remedy Ordering Template Reference:**

**Service Cost Information:** BASELINE Service - No Cost

**How to Order/Obtain Services Required:**

Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Street address:

Floor/room number:

Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):

Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):

Phone jack (If numbered. If not, enter UNK):

TCO information (rank, name, e-mail address, phone number):

Detailed request for voice mail, including telephone number, location for service, use of service, to include customer information:

**Additional Customer Information/Constraints**

Once the voice mail account is activated, the customer will receive an e-mail to notify of account activation and instructions to reset pass code number.

## ***Fort Hood Network Enterprise Center Service Catalog***

**C4IM Service Catalog Number** 701.1.8.1 Task Tab Reference: **B**

**Service Catalog Sub Task:** **Provide Voice Mail Calling Tree Service**

**C4IM General Task Description:** Provide voice mail box service.

**Remedy Ordering Template Reference:**

**Service Cost Information:** BASELINE Service – No Cost

**How to Order/Obtain Services Required:**

Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Street address:

Floor/room number:

Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):

Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):

Phone jack (If numbered. If not, enter UNK):

TCO information (rank, name, e-mail address, phone number):

Detailed description of request for voice mail calling tree:

**Additional Customer Information/Constraints**

If necessary, be prepared to meet with Network Enterprise Center personnel based on the complexity of design.

Provide separate voice recording(s) in a .wav file format.

Provide detailed design drawing of proposed calling tree and announcement positions.

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	701.1.9.11	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Install Phones in Automatic Call Distribution (ACD) Call Group and Set Up Switch Programming/Features</b>	
<b>C4IM General Task Description:</b>	Install phones in automatic call distribution (ACD) call group and set up switch programming/features.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer will be invoiced for actual costs, which includes hourly rates and material costs. Material costs fluctuate with market prices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Street address:  Floor/room number:  Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):  Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):  Phone jack (If numbered. If not, enter UNK):  TCO information (rank, name, e-mail address, phone number):  Detailed description of request:	
<b>Additional Customer Information/Constraints</b>	If necessary, be prepared to meet with Network Enterprise Center personnel based on the complexity of design.  Ensure the design is within current voice mail platform capabilities.  ACD is the Call Pilot, which requires a recorded message saved as a .wav file format.	

## ***Fort Hood Network Enterprise Center Service Catalog***

Customer must provide the Network Enterprise Center on the dialing plan (what is the pilot main directory number, what groups, and directory number for each group).

UCD is a program on the switch, which can have a voice recording on the switch or point back to the call pilot voice mail.

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	701.1.10.3	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Installation Infrastructure</b>	
<b>C4IM General Task Description:</b>	Provide installation and maintenance services for mission-specific requirements.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service -  Communication drop - \$256.00	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Street address:  Floor/room number:  Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):  Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):  Phone jack (If numbered. If not, enter UNK):  TCO information (rank, name, e-mail address, phone number):  Detailed description of request:	
<b>Additional Customer Information/Constraints</b>	Customer must provide a detailed diagram indicating where each communication (voice/network) drop is required to be installed.  *The addition of communication infrastructure is restricted by the existing port capacity. If the requirement exceeds the capacity, the customer will be responsible for costs incurred to meet the customer's requirements.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	701.1.10.7	Task Tab Reference: <b>A</b>
<b>Service Catalog Sub Task:</b>	<b>Connect Deployable Forest to Installation Campus Area Network (ICAN)</b>	
<b>C4IM General Task Description:</b>	Assist, coordinate, troubleshoot, and identify problems involving the Deployable Networks (i.e., Deployable Forests) and digital service range support which exists on or connected to the Generating Force or installation common user networks infrastructure.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Completed OFSP (Yes/No):	
<b>Additional Customer Information/Constraints</b>	<p>7th Signal Command (Theater) has a link to download the latest OFSP template for completion at <a href="https://west.esps.disa.mil/netcom/sites/7thSignal/pages/7thSCTacticalConnectivity.aspx">https://west.esps.disa.mil/netcom/sites/7thSignal/pages/7thSCTacticalConnectivity.aspx</a>.</p> <p>On this site, you will also find GUI links to the Unit Checklist, Network Enterprise Center Guidance, IP Registration, DNS Registration, FORSCOM SIPRNET Forest Registration, Unit Connectivity, and IADS information.</p> <p>Step 1 – Unit Checklist (GUI): (Phase 1-RESET) Preliminary actions with detailed instructions to be completed by the unit requesting connection.</p> <p>Step 2 – Unit Checklist (GUI): (Phase 2-T/R1) Implementation actions with details and guidance for completing OFSP documentation and completion of compliance scanning and mitigation for connection. OFSP submission is through Enterprise Remedy ITSM with the SUMMARY: OFSP-TSP-IADS-(unit name).</p> <p>Step 3 – Unit Connectivity/Report Status (GUI): Unit updates status reporting for FORSCOM visibility throughout process. Tactical Support Branch will assist accreditation process.</p> <p>Do NOT submit classified information in the ticket.</p>	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	701.1.10.7	Task Tab Reference: <b>B</b>
<b>Service Catalog Sub Task:</b>	<b>Installation Campus Area Network (ICAN) Connectivity at Training Area(s)/Digital Tactical Operation Center (TOC) Site</b>	
<b>C4IM General Task Description:</b>	Assist, coordinate, troubleshoot, and identify problems involving the Deployable Networks (i.e., Deployable Forests) and digital service range support which exists on or connected to the Generating Force or installation common user networks infrastructure.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  In the template, select “NEC Fort Hood → ITSSD – Tactical Services → Tactical Services Support” in the “Assigned Group*+” field.  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Training area/digital TOC site connectivity:  TA/DTS number:  Dates connectivity needed:  Highest classification:  Have you submitted an Exercise TSP:  Appendixes – Logical, Physical, and Inventory:	
<b>Additional Customer Information/Constraints</b>	Ensure that you reserve the land group for occupation of the training area and the DTS Digital TOC site for the communications in RFMSS or Range Control Office at 254-287-3321 or 254-287-3130. Communication support will be given to the unit with DTS reservation.  In order to expedite and provide seamless support, the Network Enterprise Center requires as much notice as possible. The completed, approved, and signed TSP is required two (2) weeks prior to network/switch configurations for LAN support. Other connections, such as JTEN will require at least three (3)/four (4) months notice for approval to the Joint Staff DAA.	

## **Fort Hood Network Enterprise Center Service Catalog**

**C4IM Service Catalog Number** 701.1.15.1 Task Tab Reference: **A**

**Service Catalog Sub Task:** **Install Digital Telephone Service**

**C4IM General Task Description:** Install and maintain two-line telephones.

**Remedy Ordering Template Reference:**

**Service Cost Information:** MISSION FUNDED Service -

Installation for existing phone lines - \$108.00  
Model M5316 digital phone - \$294.79  
Type C line card - \$105.77

Refer to 701.1.10.3 for new communication drops.

If COS change/upgrade is required, there will be a charge of \$102.92.

**How to Order/Obtain Services Required:**

Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Street address:

Floor/room number:

Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):

Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):

Phone jack (If numbered. If not, enter UNK):

TCO information (rank, name, e-mail address, phone number):

Memorandum justifying the requirement to upgrade telephone signed by O-5/GS-14:

Detailed description of request:

## ***Fort Hood Network Enterprise Center Service Catalog***

### **Additional Customer Information/Constraints**

#### Class of Services:

COS 3 - Local

COS 5 - Local, EAS, DSN, DDD, 1-800

COS 6 - Local, EAS, DSN, 1-800

COS 8 - Local, EAS, 1-800

COS 39 - Global, Local, EAS, DSN, DDD, Global Priority, 1-800

COS 65 - Global, Local, EAS, DSN, DDD, Global Routine, 1-800

#### Legend:

Local - Fort Hood only

EAS - Extended area off Fort Hood without long distance

DDD - Continental United States long distance access

DSN - Defense Switching Network (Government or military installations)

1-800 - Toll free

Global-Global DSN and Global long distance access

## ***Fort Hood Network Enterprise Center Service Catalog***

**C4IM Service Catalog Number** 701.1.15.1 Task Tab Reference: **B**

**Service Catalog Sub Task:** **Move Telephone Service (Digital)**

**C4IM General Task Description:** Install and maintain two-line telephones.

**Remedy Ordering Template Reference:**

**Service Cost Information:** MISSION FUNDED Service - Each unit/organization will receive one (1) free move, add, or change for telephone services per ten (10) individuals in the same office or unit/organization per year. Once the free move, add, or changes have been exhausted, there will be a cost for the following services.

Telephone move for multi-line - \$51.00

**How to Order/Obtain Services Required:** Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Current street address:

Current floor/room number:

Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):

Current location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):

Phone jack (If numbered. If not, enter UNK):

New street address:

New floor/room number:

New location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):

## **Fort Hood Network Enterprise Center Service Catalog**

Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):

Phone jack at new location (If numbered. If not, enter UNK):

TTCO information (rank, name, e-mail address, and phone number):

Diagram of new location, to include communication jack locations in detail:

### **Additional Customer Information/Constraints**

Change of address of telephone set location - If the telephone set is relocated within the same/different building, a change of address submission is required. Information must comply with E911 information requirements.

Checklist for Outside Move - In addition to 1-20 of the checklist, note the telephone(s) being relocated that will retain the same features. If a change of features is requested, a new work order must be submitted following the move.

Checklist for Inside Move - If phone is staying in the same room, state the phone that will remain in the same room and provide the room number. If the phone is moving to another room, provide the room number that the number is currently assigned to and the room number that the number will move to.

Customer must provide a detailed diagram indicating the location of telephone/network equipment.

\*MOVE is defined as the relocation of equipment from one location to another within the same wiring closet or frame. The relocation of equipment that will terminate at a service location (wiring closet or frame) different than the original location will require a CHANGE to discontinue service at the original location and an ADD to install the equipment at the new location.

## Fort Hood Network Enterprise Center Service Catalog

C4IM Service Catalog Number 701.1.15.1 Task Tab Reference: C

Service Catalog Sub Task: Change Telephone Service (Digital)

C4IM General Task Description: Install and maintain two-line telephones.

Remedy Ordering Template Reference:

Service Cost Information: MISSION FUNDED Service - Each unit/organization will receive one (1) free move, add, or change for telephone services per ten (10) individuals in the same office or unit/organization per year. Once the free move, add, or changes have been exhausted, there will be a cost for the following services.

Telephone change for multi-line - \$35.00

If COS change/upgrade is required, there will be a charge of \$102.92.

How to Order/Obtain Services Required:

Complete ITSM template to include the following information:

POC information (rank, name, e-mail address, phone number):

Unit (DIV/BDE/BN/CO):

Street address:

Floor/room number:

Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):

Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):

Phone jack (If numbered. If not, enter UNK):

Reason for request (Describe the type of telephone service change being requested [i.e., change set from analog to digital phone]):

TCO information (rank, name, e-mail address, phone number):

COS change/upgrade (Memo required with justification for upgrade and must be signed by O-5/GS-14).

## ***Fort Hood Network Enterprise Center Service Catalog***

### **Additional Customer Information/Constraints**

#### Class of Services:

COS 3 - Local

COS 5 - Local, EAS, DSN, DDD, 1-800

COS 6 - Local, EAS, DSN, 1-800

COS 8 - Local, EAS, 1-800

COS 39 - Global, Local, EAS, DSN, DDD, Global Priority, 1-800

COS 65 - Global, Local, EAS, DSN, DDD, Global Routine, 1-800

#### Legend:

Local - Fort Hood only

EAS - Extended area off Fort Hood without long distance

DDD - Continental United States long distance access

DSN - Defense Switching Network (Government or military installations)

1-800 - Toll free

Global-Global DSN and Global long distance access

\*CHANGE is defined as the programming that controls the aspects of a feature or service related to an instrument. Discontinuation of a service at its present location is included as a CHANGE of service.

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	701.3.9.2	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Request for Satellite Communications</b>	
<b>C4IM General Task Description:</b>	Provide access to a Strategic Tactical Entry Point (STEP) and Military Strategic, Tactical and Relay (MILSTAR).	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer will be invoiced for actual cost, which includes hourly rates and material costs. Material costs fluctuate with market prices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Dates required:  Location:	
<b>Additional Customer Information/Constraints</b>		

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	701.5.1.1	Task Tab Reference:	<b>A</b>
<b>Service Catalog Sub Task:</b>	<b>Defense Switching Network (DSN) Phone Request</b>		
<b>C4IM General Task Description:</b>	Install and maintain voice telephone for exercises and training events at field/training locations.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	MISSION FUNDED Service -  Per line - \$131.00		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Training area location:  Does the exercise currently have a TSP:		
<b>Additional Customer Information/Constraints</b>	DSN pedestals are not collocated with the Digital Training sites.		

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	701.5.1.1	Task Tab Reference:	<b>B</b>
<b>Service Catalog Sub Task:</b>	<b>Voice over Internet Protocol (VoIP)</b>		
<b>C4IM General Task Description:</b>	Install and maintain voice telephone for exercises and training events at field/training locations.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	MISSION FUNDED Service - All implementation and sustainment costs of this service are dependent upon the identification of requirements and development of a solution. Material costs fluctuate with market prices.		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Training area location:  Does the exercise currently have a TSP:		
<b>Additional Customer Information/Constraints</b>	The Network Enterprise Center currently only provides VoSIP.		

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	701.5.1.2	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Install Range Telephones</b>	
<b>C4IM General Task Description:</b>	Install and maintain range/field lines and telephones (CONUS).	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Street address:  Floor/room number:  Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):  Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):  Phone jack (If numbered. If not, enter UNK):  TCO information (rank, name, e-mail address, phone number):  Detailed description of request:	
<b>Additional Customer Information/Constraints</b>	Recon of area required to provide pedestal identification and phone numbers.  The service provided at range location is Analog telephone.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	701.5.2.3	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Repair Range Telephone</b>	
<b>C4IM General Task Description:</b>	Provide local touch labor for troubleshooting and repair of mission related tasks.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service - The customer will be invoiced for actual cost, which includes hourly rates and material costs. Material costs fluctuate with market prices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Street address:  Floor/room number:  Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):  Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):  Phone jack (If numbered. If not, enter UNK):  TCO information (rank, name, e-mail address, phone number):  Detailed description of issue (i.e., no dial tone, static on line, etc.):	
<b>Additional Customer Information/Constraints</b>	Ensure to provide the pedestal identification and telephone number.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	701.9.1.1	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Install Safety/Security/Other Circuits</b>	
<b>C4IM General Task Description:</b>	Design, install and maintain DA or local regulation directed circuits supporting fire alarms, intrusion alarms, elevator emergency intercoms, telemetry, and other safety/security systems and monitoring/control systems (e.g., water, fuel, command destruct transmitters, read back receivers, range operations, flight termination equipment/software).	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Street address:  Floor/room number:  Purpose of room (S-1 Clerk, S-6 OIC, S-3 NCOIC, Staff Duty, Hallway, Lobby, etc.):  Location (Details to assist First Responders in locating the caller, such as behind arms room, portable arms room, etc.):  Phone jack (If numbered. If not, enter UNK):  TCO information (rank, name, e-mail address, phone number):  Detailed description of request:	
<b>Additional Customer Information/Constraints</b>	The circuits supported are fire alarms, intrusion alarms, elevator emergency intercoms, telemetry, and other safety/security systems and monitoring/control systems (e.g., water, fuel, command destruct transmitters, read back receivers, range operations).	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	701.10.1.3	Task Tab Reference: <b>A</b>
<b>Service Catalog Sub Task:</b>	<b>Broken Radio</b>	
<b>C4IM General Task Description:</b>	Maintain NTTR radios/devices and peripheral devices/features (non-infrastructure). NECs provide the contract vehicle for repair of all end user LMR radios/devices on installation (maintenance costs are paid by customer).	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Radio serial number:  What is broken/not working:	
<b>Additional Customer Information/Constraints</b>	The Network Enterprise Center provides the contract vehicle for repair of all end user LMR radios/devices on the installation. Maintenance costs are paid by customer and the estimated cost per device is \$77.02. The cost per device is subject to change.  If the Network Enterprise Center LMR technicians cannot fix the radio, the radio will be sent to the Harris repair center in Dallas.  The Network Enterprise Center will repair the following Harris radios: CS7000 DSDX04 M7100 P5450 P7150 P7170 XG25 XG75	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	701.10.1.3	Task Tab Reference:	<b>B</b>
<b>Service Catalog Sub Task:</b>	<b>Reprogram Radio</b>		
<b>C4IM General Task Description:</b>	Maintain NTTR radios/devices and peripheral devices/features (non-infrastructure). NECs provide the contract vehicle for repair of all end user LMR radios/devices on installation (maintenance costs are paid by customer).		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Radio serial numbers:  Reason why radio must be reprogrammed:  List of updated talk groups:		
<b>Additional Customer Information/Constraints</b>	The Network Enterprise Center will repair the following Harris radios: CS7000 DSDX04 M7100 P5450 P7150 P7170 XG25 XG75		

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	701.10.1.4	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Request New Radio</b>	
<b>C4IM General Task Description:</b>	Provide end user radio device.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	MISSION FUNDED Service – Customer procures end user radio devices.	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  What will radios be used for:  How many radios are needed:  Is trunking required:	
<b>Additional Customer Information/Constraints</b>	The Network Enterprise Center only supports p25 compatible radios. In order to maintain the integrity of the system, the Network Enterprise Center will provide information on radios to procure. The Network Enterprise Center does not purchase radios for the customer.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	701.10.3.1	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Request Spectrum Frequency Coordination</b>	
<b>C4IM General Task Description:</b>	Provide spectrum coordination support to each unit, organization or activity authorized the use of frequencies in accordance with applicable Army Regulation 5-12 and local supplemental regulations and procedures.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone umber):  Unit (DIV/BDE/BN/CO):  Spectrum XXI account holder:  Completed SFAF (Yes/No):	
<b>Additional Customer Information/Constraints</b>	Once the SFAF is completed and submitted, for local support, allow up to 14 days. For AFMO-CONUS support, allow up to 45 days. For outside agencies, such as the FAA or FCC, allow up to 120 days for processing.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	701.10.3.4	Task Tab Reference:	<b>A</b>
<b>Service Catalog Sub Task:</b>	<b>Request Frequency Assignment</b>		
<b>C4IM General Task Description:</b>	Assist installation units in obtaining frequency assignments and clearances for operations, training and equipment acquisition.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Spectrum XXI account holder:  Completed SFAF (Yes/No):		
<b>Additional Customer Information/Constraints</b>	New equipment must be researched prior to approval. Allow up to 12 days for equipment certification.		

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	701.10.3.4	Task Tab Reference:	<b>B</b>
<b>Service Catalog Sub Task:</b>	<b>Request Services for a Tactical Exercise</b>		
<b>C4IM General Task Description:</b>	Assist installation units in obtaining frequency assignments and clearances for operations, training and equipment acquisition.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  In the template, select “NEC Fort Hood → ITSSD – Tactical Services → Tactical Services Support” in the “Assigned Group*+” field.  POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Exercise dates:  Date communications must be operational:  Location of exercise:  Levels of network classification required:  Unit IASO information (rank, name, e-mail address, phone number):		
<b>Additional Customer Information/Constraints</b>	In order to expedite and provide seamless support, the Network Enterprise Center requires as much notice as possible. The completed, approved, and signed TSP is required two (2) weeks prior to network/switch configurations for LAN support. Other connections, such as JTEN will require at least three (3)/four (4) months notice for approval to the Joint Staff DAA.		

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.1.1.5	Task Tab Reference: <b>A</b>
<b>Service Catalog Sub Task:</b>	<b>SIPR Public Key Infrastructure (PKI) Token - Forgotten/Malfunctioning Personal Identification Number (PIN)</b>	
<b>C4IM General Task Description:</b>	Provide technical support.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  SIPR username:  EDIPI (Insert card into SIPR system and record number listed behind your name at login prompt):	
<b>Additional Customer Information/Constraints</b>	Users will be returned to username/password access until new token is received. Customer must set password with Network Enterprise Center or unit SA prior to being able SIPRNET account.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.1.1.5	Task Tab Reference: <b>B</b>
<b>Service Catalog Sub Task:</b>	<b>SIPR Public Key Infrastructure (PKI) Token Errors/Malfunction</b>	
<b>C4IM General Task Description:</b>	Provide technical support.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	<p>Complete ITSM template to include the following information:</p> <p>Bad SIPR PKI token support requested for (Card no longer reads, certificates are not found on card, etc.):</p> <p>SIPR username:</p> <p>EDIPI (Insert card into SIPR system and record number listed behind your name at login prompt):</p> <p>Error message received:</p> <p>Was token inserted into NIPR system:</p>	
<b>Additional Customer Information/Constraints</b>	<p>Bad card must be returned to the Network Enterprise Center Information Assurance Policy Management Branch (Building 422) before a replacement token can be ordered.</p> <p>Users will be returned to username/password access until new token is received. Customer must set password with Network Enterprise Center or SIPR SA prior to being able to access SIPRNET account.</p>	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	703.1.1.5	Task Tab Reference:	<b>C</b>
<b>Service Catalog Sub Task:</b>	<b>Alternate Smart Card Logon (ASCL) Token Unblock Code Requests</b>		
<b>C4IM General Task Description:</b>	Provide technical support.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  SA/IASO username:  ASCL card number (Printed on front of ASCL token):		
<b>Additional Customer Information/Constraints</b>			

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	703.1.1.5	Task Tab Reference: <b>D</b>
<b>Service Catalog Sub Task:</b>	<b>Alternate Smart Card Logon (ASCL) Token Errors/Malfunction</b>	
<b>C4IM General Task Description:</b>	Provide technical support.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Bad card requested for (Card no longer reads, certificates are not found on card, etc.):  SA/IASO username:  ASCL card number (Printed on front of ASCL token):  Error message received:	
<b>Additional Customer Information/Constraints</b>	After confirmation of bad token and return by the user, the Network Enterprise Center will set the SA account to username/password access until the new token is received.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.1.1.6	Task Tab Reference: <b>A</b>
<b>Service Catalog Sub Task:</b>	<b>SIPR Public Key Infrastructure (PKI) Token Suspension Request for Permanent Change of Station (PCS)/Deployment/Etc.</b>	
<b>C4IM General Task Description:</b>	Responsible for requesting, receiving, installation, and accountability of system PKI certificates.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Request for token suspension during PCS/Deployment for:  SIPR username:  EDIPI (Insert card into SIPR system and record number listed behind your name at login prompt):  Date of departure:	
<b>Additional Customer Information/Constraints</b>	In accordance with OPORD 12-40, users must inform the Trusted Agent when PCS'ing or deploying, so that the token can be suspended from use during the transition period.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	703.1.1.6	Task Tab Reference: <b>B</b>
<b>Service Catalog Sub Task:</b>	<b>SIPR Public Key Infrastructure (PKI) Token Priority Order Request</b>	
<b>C4IM General Task Description:</b>	Responsible for requesting, receiving, installation, and accountability of system PKI certificates.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Priority order (VIP, Exercise, etc.) of SIPR PKI token requested for:  SIPR username:  Rank/Grade:  EDIPI (Insert card into SIPR system and record number listed behind your name at login prompt):  AKO-S e-mail address:  Persona type (Military, Retired, Civilian, Contractor, etc.):  Date token required:  Justification for priority order:	
<b>Additional Customer Information/Constraints</b>	Tokens are ordered automatically for all Fort Hood SIPRNET users upon account creation. Requests should only be submitted via ITSM for VIP personnel (General Officers) or users with a requirement to use the token prior to a routine order being received (exercises, classes, special access required, etc.).	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.1.1.6	Task Tab Reference:	<b>C</b>
<b>Service Catalog Sub Task:</b>	<b>Turn-In of SIPR Public Key Infrastructure (PKI) Token</b>		
<b>C4IM General Task Description:</b>	Responsible for requesting, receiving, installation, and accountability of system PKI certificates.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Request turn-in of SIPR PKI token for:  SIPR username:  EDIPI (Insert card into SIPR system and record number listed behind your name at login prompt):		
<b>Additional Customer Information/Constraints</b>	For ETS, retirement, end of contract, loss of position, etc., users must return token to the Network Enterprise Center, so that the certificate can be revoked, as required.		

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.1.1.6	Task Tab Reference:	<b>D</b>
<b>Service Catalog Sub Task:</b>	<b>Turn-In of Alternate Smart Card Logon (ASCL) Token</b>		
<b>C4IM General Task Description:</b>	Responsible for requesting, receiving, installation, and accountability of system PKI certificates.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Request turn-in of ASCL PKI token for:  SA/IASO username:  EDIPI (Insert card into SIPR system and record number listed behind your name at login prompt):  Date user is departing/ETS/PCS, etc.:		
<b>Additional Customer Information/Constraints</b>	For ETS, PCS, retirement, end of contract, loss of position, etc., users must return token to the Network Enterprise Center, so that the certificate can be revoked, as required.		

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.1.1.6	Task Tab Reference: <b>E</b>
<b>Service Catalog Sub Task:</b>	<b>Alternate Smart Card Logon (ASCL) Token Re-Order Request</b>	
<b>C4IM General Task Description:</b>	Responsible for requesting, receiving, installation, and accountability of system PKI certificates.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  A re-order for an expiring token is requested for:  SA/IASO username:  EDIPI (Insert card into SIPR system and record number listed behind your name at login prompt):  Date ASCL expires:	
<b>Additional Customer Information/Constraints</b>	ASCL tokens are automatically ordered upon creation of the user's privileged account. It is the user's responsibility to inform the Information Assurance Policy Management Branch office when the token is expiring to initiate the re-order process.  Re-orders should be made at least 60 days prior to the expiration date (users begin to receive warning messages at 60 days).	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	703.1.1.6	Task Tab Reference:	<b>F</b>
<b>Service Catalog Sub Task:</b>	<b>SIPR Token Re-Order Request</b>		
<b>C4IM General Task Description:</b>	Responsible for requesting, receiving, installation, and accountability of system PKI certificates.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  A re-order for an expiring token is requested for:  SIPR username:  EDIPI (Insert card into SIPR system and record number listed behind your name at login prompt):  Date SIPR token expires:		
<b>Additional Customer Information/Constraints</b>	SIPR tokens are automatically ordered upon initial creation of the user's account. It is the user's responsibility to inform the Information Assurance Policy Management Branch office when the token is expiring to initiate the re-order process.  Re-orders should be made at least 60 days prior to the expiration date (users begin to receive warning messages at 60 days).		

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.1.1.6	Task Tab Reference:	<b>G</b>
<b>Service Catalog Sub Task:</b>	<b>Software/Group E-mail Certificate Orders</b>		
<b>C4IM General Task Description:</b>	Responsible for requesting, receiving, installation, and accountability of system PKI certificates.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Request an order for a Soft/Group E-mail Certificate for the following group e-mail account:  E-mail address of group account:		
<b>Additional Customer Information/Constraints</b>	<p>The certificates allow for digital signatures and encryption for group e-mail accounts. Digital signatures and encryption is required to send/receive PII, FOUO, etc., in accordance with AR 25-1.</p> <p>Required Soft Cert Request Memorandum, listing all users who have access to the group e-mail box, must be completed and attached to the ticket. Additionally, a completed and digitally signed DD2842 (DoD Public Key Infrastructure Subscriber Certificate Acceptance and Acknowledgement of Responsibilities) must be attached to the ticket for each individual on the memorandum.</p> <p>The template for the memorandum and DD2842 are available at: <a href="https://wwwmil.hood.army.mil/NEC/PKI/">https://wwwmil.hood.army.mil/NEC/PKI/</a>.</p> <p>Only one of the custodians listed on the memorandum can pick up the certificate from the Network Enterprise Center. Certificates typically take several weeks to arrive after they are ordered. Requester will be notified upon receipt.</p>		

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.2.1.1	Task Tab Reference: <b>A</b>
<b>Service Catalog Sub Task:</b>	<b>Request Appointment for Issuing and/or Destruction of Communications Security (COMSEC) Materials</b>	
<b>C4IM General Task Description:</b>	Provide for the accountability of COMSEC keying material up to the level of TOP SECRET for NEC managed equipment and units without organic COMSEC account (includes mobilizing units and units in training [Components 2 and 3]). Responsibility includes ordering, receiving, accounting, issuing, safeguarding, and destruction of keying material in support of COMSEC equipment (e.g., Secure Telephone Equipment [STE]), all other National Security Agency (NSA) crypto devices (e.g., TACLane, KIV-7, and KG194).	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Sub-hand receipt holder information:  Location/unit of sub-hand receipt holder:  Short title of key requested:  Type of key requested:  Date and time of requested appointment:  Justification if this is a special issue:	
<b>Additional Customer Information/Constraints</b>	A Network Enterprise Center COMSEC Custodian will contact the requestor to make coordination for the issuance/destruction. All COMSEC materials will be transported in accordance with all applicable security regulations pertaining to the safeguarding and transport of classified information (i.e., courier card, listed on authorization memo, etc.). If the requestor is not on the authorization memo or does not have a valid courier card in possession, COMSEC materials will not be issued. There is no specific date set for destruction of COMSEC. The regular issuing of keys will take place between the 3rd and 29th days of the month.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.2.1.1	Task Tab Reference:	<b>B</b>
<b>Service Catalog Sub Task:</b>	<b>Request Communications Security (COMSEC) Inspection</b>		
<b>C4IM General Task Description:</b>	Provide for the accountability of COMSEC keying material up to the level of TOP SECRET for NEC managed equipment and units without organic COMSEC account (includes mobilizing units and units in training [Components 2 and 3]). Responsibility includes ordering, receiving, accounting, issuing, safeguarding, and destruction of keying material in support of COMSEC equipment (e.g., Secure Telephone Equipment [STE]), all other National Security Agency (NSA) crypto devices (e.g., TACLane, KIV-7, and KG194).		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Type of account to be inspected (sub-hand receipt or COMSEC account):  Location/unit of sub-hand receipt holder:  Date and time of requested inspection:		
<b>Additional Customer Information/Constraints</b>	A Network Enterprise Center COMSEC Custodian will contact the requestor to make coordination for the inspection. Results of the inspection visit will be documented and a copy will be provided to the requestor.		

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.2.1.8	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Request Appointment for Issuing or Destruction of TOP SECRET and Deployable Mission Communications Security (COMSEC) Materials</b>	
<b>C4IM General Task Description:</b>	Store, account, control, and destroy all TOP SECRET COMSEC keying material for tenant organizations, mobilizing units, and units in training (Component 2 and 3) in the absence of Division or Corps COMSEC accounts. Tenant organizations provide their own storage facility for COMSEC hardware devices and TOP SECRET material.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Sub-hand receipt holder POC information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO) and location:  Short title of key requested:  Type of key requested:  Date and time of requested appointment:  If this is a special issue, a justification must be provided:	
<b>Additional Customer Information/Constraints</b>	A Network Enterprise Center COMSEC Custodian will contact the requestor to make coordination for the issuance/destruction. All COMSEC materials will be transported in accordance with all applicable security regulations pertaining to the safeguarding and transport of classified information (i.e., courier card, listed on authorization memo, etc.). If the requestor is not on the authorization memo or does not have a valid courier card in possession, COMSEC materials will NOT be issued. Two (2) personnel with the same level of clearance as the key being requested must be present for issuance of TOP SECRET keying materials. There is no specific date set for destruction of COMSEC. The regular issuing of keys will take place between the 3rd and 29th days of the month.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.3.2.2	Task Tab Reference:	A
<b>Service Catalog Sub Task:</b>	NIPRNET Tenant Security Plans (TSP)		
<b>C4IM General Task Description:</b>	Provide guidance and review of DIACAP accreditation for all installation activities.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Unit (DIV/BDE/BN/CO):  Building number(s):  Is building currently active on NIPRNET:		
<b>Additional Customer Information/Constraints</b>	A NIPRNET TSP template must be completed, to include all above baseline software, peripherals (digital senders, VTCs, printers, etc.) and systems, to include PM Managed. TSP must be uploaded (unsigned) to the ticket. ITSM ticket must be submitted by an active SA/IASO/IAM for the unit.  The TSP template is available at: <a href="https://wwwmil.hood.army.mil/NEC/Certification/">https://wwwmil.hood.army.mil/NEC/Certification/</a> .		

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.3.2.2	Task Tab Reference:	<b>B</b>
<b>Service Catalog Sub Task:</b>	<b>SIPRNET Tenant Security Plans (TSP)</b>		
<b>C4IM General Task Description:</b>	Provide guidance and review of DIACAP accreditation for all installation activities.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Unit (DIV/BDE/BN/CO):  Building number(s):  Is building currently active on SIPRNET:  Is PDS installed in the building:		
<b>Additional Customer Information/Constraints</b>	A NIPRNET TSP template must be completed, to include all software services, peripherals (digital senders, VTCs, printers, VoSIP, etc.) and systems, to include PM Managed. TSP must be uploaded (unsigned) to the ticket. ITSM ticket must be submitted by an active SIPR SA/IASO/IAM for the unit.  The TSP template is available at: <a href="https://wwwmil.hood.army.mil/NEC/Certification/">https://wwwmil.hood.army.mil/NEC/Certification/</a> .		

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.3.2.2	Task Tab Reference:	<b>C</b>
<b>Service Catalog Sub Task:</b>	<b>Stand Alone/Closed-Restricted Network Tenant Security Plans (TSP)</b>		
<b>C4IM General Task Description:</b>	Provide guidance and review of DIACAP accreditation for all installation activities.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Unit (DIV/BDE/BN/CO):  Building number(s):  Is building currently active on NIPR or SIPR:		
<b>Additional Customer Information/Constraints</b>	Stand Alone Accreditation packet must be completed, to include all software/peripherals (digital senders, VTCs, printers, etc.) and systems, to include PM Managed. TSP must be uploaded (unsigned) to the ticket. ITSM ticket must be submitted by an active SA/IASO/IAM for the unit.  The packet is available at: <a href="https://wwwmil.hood.army.mil/NEC/Certification/">https://wwwmil.hood.army.mil/NEC/Certification/</a> .		

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.3.2.2	Task Tab Reference:	<b>D</b>
<b>Service Catalog Sub Task:</b>	<b>Commercial Connectivity Tenant Security Plans (TSP)</b>		
<b>C4IM General Task Description:</b>	Provide guidance and review of DIACAP accreditation for all installation activities.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Unit (DIV/BDE/BN/CO):  Building number(s):  Is building currently active on NIPR or SIPR:		
<b>Additional Customer Information/Constraints</b>	All requests for current or planned commercial connectivity must be approved through the Network Enterprise Center CCB prior to installation in accordance with AR 25-1. Commercial TSP template must be completed, to include all software, peripherals (digital senders, VTCs, printers, etc.) and systems. TSP must be uploaded (unsigned) to the ticket. ITSM ticket must be submitted by an active SA/IASO/IAM for the unit.  The TSP template is available at: <a href="https://wwwmil.hood.army.mil/NEC/Certification/">https://wwwmil.hood.army.mil/NEC/Certification/</a> .		

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.3.2.2	Task Tab Reference: <b>E</b>
<b>Service Catalog Sub Task:</b>	<b>Coalition Tenant Security Plans (TSP) (CENTRIX-ISAF or CENTRIX-Korea)</b>	
<b>C4IM General Task Description:</b>	Provide guidance and review of DIACAP accreditation for all installation activities.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Unit (DIV/BDE/BN/CO):  Building number(s):  Is building currently active on SIPRNET:  Is PDS installed in the building:	
<b>Additional Customer Information/Constraints</b>	Coalition TSP template must be completed, to include all software, services, peripherals (digital senders, VTCs, printers, VoSIP, etc.) and systems, to include PM Managed. TSP must be uploaded (unsigned) to the ticket. ITSM ticket must be submitted by an active SIPR SA/IASO/IAM for the unit.  The TSP template is available at: <a href="https://wwwmil.hood.army.mil/NEC/Certification/">https://wwwmil.hood.army.mil/NEC/Certification/</a> .	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.3.2.2	Task Tab Reference:	F
<b>Service Catalog Sub Task:</b>	Video Teleconferencing (VTC) Accreditation Packets (DVS-G)		
<b>C4IM General Task Description:</b>	Provide guidance and review of DIACAP accreditation for all installation activities.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Unit (DIV/BDE/BN/CO):  Building number(s):		
<b>Additional Customer Information/Constraints</b>	DVS-G packet template must be completed, to include all systems. Packet must be uploaded to the ticket. ITSM ticket must be submitted by an active SA/IASO/IAM for the unit.  The template is available at: <a href="https://wwwmil.hood.army.mil/NEC/Certification">https://wwwmil.hood.army.mil/NEC/Certification</a> .		

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.6.1.3	Task Tab Reference: <b>A</b>
<b>Service Catalog Sub Task:</b>	<b>Proxy Filter Exemption Request</b>	
<b>C4IM General Task Description:</b>	Procure, install, administer, monitor, and report software solutions to track Internet access from government devices. Block customer access to those Internet sites that have been deemed inappropriate for use by a government owned and operated computer system.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  IP addresses, username, and hostnames involved:  Website URL being blocked:  Proxy Filtering Exemption Memorandum of Justification, signed by O-6/Director:  POC information (rank, name, unit, e-mail address, phone number):  SA information (rank, name, unit, e-mail address, phone number):	
<b>Additional Customer Information/Constraints</b>	Memorandum of Justification must be signed by the first O-6, or equivalent, in the chain of command. The justification must be concise, show a clear need for the exemption, and contain the impact upon the organization's mission if the exemption is not granted.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	703.6.1.3	Task Tab Reference: <b>B</b>
<b>Service Catalog Sub Task:</b>	<b>Provide Web Traffic/Proxy Usage - Commander's Report</b>	
<b>C4IM General Task Description:</b>	Procure, install, administer, monitor, and report software solutions to track Internet access from government devices. Block customer access to those Internet sites that have been deemed inappropriate for use by a government owned and operated computer system.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Building number(s) the report is requested for:  IP address ranges:  SA information (rank, name, unit, e-mail address, phone number):  O-6/Director's information (rank, name, unit, e-mail address, phone number):	
<b>Additional Customer Information/Constraints</b>	Once the report is compiled and finalized, it will be e-mailed to the Unit Commander. The SA and S6 may be included, upon request.  Report cannot target a specific person or username; only generalized results will be given, such as Top-10 Web Usage.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.6.1.3	Task Tab Reference: <b>C</b>
<b>Service Catalog Sub Task:</b>	<b>Provide Web Traffic/Proxy Usage - Investigation Report</b>	
<b>C4IM General Task Description:</b>	Procure, install, administer, monitor, and report software solutions to track Internet access from government devices. Block customer access to those Internet sites that have been deemed inappropriate for use by a government owned and operated computer system.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  IP addresses, username, and hostnames involved:  Website/URL requiring filtering:  Is the request in support of a Commander's Inquiry, AR 15-6, JAG, CID, or Counter Intelligence Investigation? a. If YES, submit Commander's Memorandum, signed by O-6/Director, or copy of Investigating Officer's Appointment Memorandum, if applicable. b. If NO, submit a ticket for a "Provide Web Traffic/Proxy Usage – Commander's Report."  POC information (rank, name, unit, e-mail address, phone number):  SA information (rank, name, unit, e-mail address, phone number):	
<b>Additional Customer Information/Constraints</b>	Any information gathered and any reports generated will be presented ONLY to the Investigating Officer, Commanding Officer, JAG Officer, Law Enforcement Official, and/or Counter Intelligence Official.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.6.1.4	Task Tab Reference:
<b>Service Catalog Sub Task:</b>	<b>Perform Wireless Access Point and Device Discovery (War Driving) Scanning</b>	
<b>C4IM General Task Description:</b>	Conduct mobile scanning (war driving) for unauthorized wireless intrusion/access points.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  SA information (rank, name, e-mail address, phone number):  Unit (DIV/BDE/BN/CO):  Location of where the scan will take place:  List of Approved Wireless Devices utilized by requesting unit, if any:  Is this in support of a tactical exercise or deployment:  Location of all SIPR systems and active drops:	
<b>Additional Customer Information/Constraints</b>	An IA Representative will contact you to coordinate the scan, and will provide a document detailing setup and requirements for an on-site scan that will minimize customer disruption. Results of the scan will be e-mailed to the requesting SA.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.6.2.2	Task Tab Reference: <b>A</b>
<b>Service Catalog Sub Task:</b>	<b>NIPR Firewall Access Control List Creation/Modification</b>	
<b>C4IM General Task Description:</b>	Maintain firewall configurations and alerts; monitor attacks; and review audit logs.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Network system resides on:  PPS request spreadsheet containing: a. IP address (may be multiple) b. Destination IP address (may be multiple) c. Port the traffic is to utilize (may be multiple) d. Protocol of the traffic (TCP, UDP, ICMP, etc.) e. Direction of the traffic (In, Out, or Bi-directional)  Firewall Request Memorandum of Justification, signed by O-6/Director:  POC information (rank, name, unit, e-mail address, phone number):  SA information (rank, name, unit, e-mail address, phone number):	
<b>Additional Customer Information/Constraints</b>	Memorandum of Justification must be signed by the first O-6, or equivalent, in the chain of command. The justification must be concise, show a clear need for the creation/modification, and contain the impact upon the organization's mission if it is not granted. Once request is processed, it must be approved by the installation IAM and the TSP needs to be updated to reflect the changes.	

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.6.2.2	Task Tab Reference:	<b>B</b>
<b>Service Catalog Sub Task:</b>	<b>SIPR Firewall Access Control List Creation/Modification</b>		
<b>C4IM General Task Description:</b>	Maintain firewall configurations and alerts; monitor attacks; and review audit logs.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Network the systems reside on (SIPR - send PPS in a SIPR e-mail. DO NOT SEND VIA NIPR):  PPS request spreadsheet containing: <ol style="list-style-type: none"><li>Source IP address (may be multiple)</li><li>Destination IP address (may be multiple)</li><li>Port the traffic is to utilize (may be multiple)</li><li>Protocol of the traffic (TCP, UDP, ICMP, etc.)</li><li>Direction of the traffic (In, Out, or Bi-directional)</li></ol> Firewall Request Memorandum of Justification, signed by O-6/Director:  POC information (rank, name, unit, e-mail address, phone number):  SA information (rank, name, unit, e-mail address, phone number):		
<b>Additional Customer Information/Constraints</b>	Memorandum of Justification must be signed by the first O-6, or equivalent, in the chain of command. The justification must be concise, show a clear need for the creation/modification, and contain the impact upon the organization's mission if it is not granted. Once request is processed, it needs to be approved by the installation IAM and the TSP needs to be updated to reflect the changes.		

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.6.2.2	Task Tab Reference:	C
<b>Service Catalog Sub Task:</b>	Firewall Access Control List Troubleshooting		
<b>C4IM General Task Description:</b>	Maintain firewall configurations and alerts; monitor attacks; and review audit logs.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Network the systems reside on (SIPR - send PPS in a SIPR e-mail. DO NOT SEND VIA NIPR):  PPS request utilized in the existing rule-set/ACL: <ul style="list-style-type: none"><li>a. Source IP address (may be multiple)</li><li>b. Destination IP address (may be multiple)</li><li>c. Port the traffic is to utilize (may be multiple)</li><li>d. Protocol of the traffic (TCP, UDP, ICMP, etc.)</li><li>e. Direction of the traffic (In, Out, or Bi-directional)</li></ul> POC information (rank, name, unit, e-mail address, phone number):  SA information (rank, name, unit, e-mail address, phone number):		
<b>Additional Customer Information/Constraints</b>	POC is required to assist the Firewall Administrator in troubleshooting connectivity and ensuring that service has been restored. If this request is for SIPR, all data concerning the rule-set/ACL will be transmitted via SIPR e-mail.		

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	703.6.3.3	Task Tab Reference: <b>A</b>
<b>Service Catalog Sub Task:</b>	<b>Perform NIPR Network Compliance Scanning – Information Assurance Vulnerability Management (IAVM)</b>	
<b>C4IM General Task Description:</b>	Perform network or workstation scans and compile vulnerability reports to facilitate corrections.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  IP addresses and/or hostnames to be scanned:  POC information for system owner/user (rank, name, unit, e-mail address, phone number):  SA information (rank, name, unit, e-mail address, phone number):	
<b>Additional Customer Information/Constraints</b>	All scan results will be sent to the respective unit's folder on the IA SharePoint site.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	703.6.3.3	Task Tab Reference: <b>B</b>
<b>Service Catalog Sub Task:</b>	<b>Perform SIPR Network Compliance Scanning – Information Assurance Vulnerability Management (IAVM)</b>	
<b>C4IM General Task Description:</b>	Perform network or workstation scans and compile vulnerability reports to facilitate corrections.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  IP addresses and/or hostnames to be scanned:  POC information for system owner/user (rank, name, unit, e-mail address, phone number):  SA information (rank, name, unit, e-mail address, phone number):	
<b>Additional Customer Information/Constraints</b>	All scan results will be sent to the appropriate SA via SIPR e-mail.	

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.6.3.3	Task Tab Reference:	<b>C</b>
<b>Service Catalog Sub Task:</b>	<b>Perform NIPR Stand Alone Compliance Scanning – Information Assurance Vulnerability Management (IAVM)</b>		
<b>C4IM General Task Description:</b>	Perform network or workstation scans and compile vulnerability reports to facilitate corrections.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  IP addresses and/or hostnames to be scanned:  POC information for system owner/user (rank, name, unit, e-mail address, phone number):  SA information (rank, name, unit, e-mail address, phone number):  Will this be an on-site scan: a. If YES, location of systems to be scanned and any special equipment required (i.e., Building 422, Room 107A, switch needed, etc.). b. If NO, the systems must be brought to the Network Enterprise Center for scanning.		
<b>Additional Customer Information/Constraints</b>	An IA Representative will contact the customer to coordinate the scan, and will provide a document detailing setup and requirements for an on-site scan that will minimize customer disruption. All scan results will be posted to the respective unit's folder on the IA NIPR SharePoint site.		

## Fort Hood Network Enterprise Center Service Catalog

<b>C4IM Service Catalog Number</b>	703.6.3.3	Task Tab Reference: <b>D</b>
<b>Service Catalog Sub Task:</b>	<b>Perform SIPR Stand Alone Compliance Scanning – Information Assurance Vulnerability Management (IAVM)</b>	
<b>C4IM General Task Description:</b>	Perform network or workstation scans and compile vulnerability reports to facilitate corrections.	
<b>Remedy Ordering Template Reference:</b>		
<b>Service Cost Information:</b>	BASELINE Service - No Cost	
<b>How to Order/Obtain Services Required:</b>	<p>Complete ITSM template to include the following information:</p> <p>IP addresses and/or hostnames to be scanned:</p> <p>POC information for system owner/user (rank, name, unit, e-mail address, phone number):</p> <p>SA information (rank, name, unit, e-mail address, phone number):</p> <p>Will this be an on-site scan:</p> <ol style="list-style-type: none"><li>If YES, location of systems to be scanned and any special equipment required (i.e., Building 422, Room 107A, switch needed, etc.).</li><li>If NO, the systems must be brought to the Network Enterprise Center for scanning.</li></ol>	
<b>Additional Customer Information/Constraints</b>	An IA Representative will contact the customer to coordinate the scan, and will provide a document detailing setup and requirements for an on-site scan that will minimize customer disruption. If systems are brought to the Network Enterprise Center, ensure that they are transported in accordance with all applicable security regulations pertaining to the safeguarding and transport of classified information (i.e., courier card, listed on authorization memorandum, etc.). All scan results will be sent to the appropriate SA via SIPR e-mail.	

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	703.6.3.3	Task Tab Reference:	<b>E</b>
<b>Service Catalog Sub Task:</b>	<b>Perform NIPR Network Compliance Scanning - Qtip</b>		
<b>C4IM General Task Description:</b>	Perform network or workstation scans and compile vulnerability reports to facilitate corrections.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  IP addresses and/or hostnames to be scanned:  POC information for system owner/user (rank, name, unit, e-mail address, phone number):  SA information (rank, name, unit, e-mail address, phone number):		
<b>Additional Customer Information/Constraints</b>	All scan results will be posted to the respective unit's folder on the IA SharePoint site.		

## ***Fort Hood Network Enterprise Center Service Catalog***

**C4IM Service Catalog Number** 703.6.3.3 Task Tab Reference: **F**

**Service Catalog Sub Task:** **Perform SIPR Network Compliance Scanning - Qtip**

**C4IM General Task Description:** Perform network or workstation scans and compile vulnerability reports to facilitate corrections.

**Remedy Ordering Template Reference:**

**Service Cost Information:** BASELINE Service - No Cost

**How to Order/Obtain Services Required:** Complete ITSM template to include the following information:

IP addresses and/or hostnames to be scanned:

POC information for system owner/user (rank, name, unit, e-mail address, phone number):

SA information (rank, name, unit, e-mail address, phone number):

**Additional Customer** All scan results will be sent to the appropriate SA via SIPR e-mail.

### **Information/Constraints**

## ***Fort Hood Network Enterprise Center Service Catalog***

<b>C4IM Service Catalog Number</b>	703.6.3.3	Task Tab Reference:	<b>G</b>
<b>Service Catalog Sub Task:</b>	<b>Perform Anti-Virus/Malware Scanning of Removable Media - NIPR</b>		
<b>C4IM General Task Description:</b>	Perform network or workstation scans and compile vulnerability reports to facilitate corrections.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Origin and type of media to be scanned:  Classification of media to be scanned:  Amount of media to be scanned:  SA information (rank, name, unit, e-mail address, phone number):		
<b>Additional Customer Information/Constraints</b>	Media will be brought to the Network Enterprise Center for scanning by the IA Compliance Team. Provided that the media is uninfected, it will be properly marked and returned to the SA. If malware is detected on the media, it will be confiscated and disposed in accordance with Best Business Practices and IA policies. If classified information is detected on the media, this will constitute an UDCI and sanitization efforts will be conducted.		

## **Fort Hood Network Enterprise Center Service Catalog**

<b>C4IM Service Catalog Number</b>	703.6.3.3	Task Tab Reference:	H
<b>Service Catalog Sub Task:</b>	<b>Perform Anti-Virus/Malware Scanning of Removable Media - SIPR</b>		
<b>C4IM General Task Description:</b>	Perform network or workstation scans and compile vulnerability reports to facilitate corrections.		
<b>Remedy Ordering Template Reference:</b>			
<b>Service Cost Information:</b>	BASELINE Service - No Cost		
<b>How to Order/Obtain Services Required:</b>	Complete ITSM template to include the following information:  Origin and type of media to be scanned:  Classification of media to be scanned:  Amount of media to be scanned:  SA information (rank, name, unit, e-mail address, phone number):		
<b>Additional Customer Information/Constraints</b>	Media will be brought to the Network Enterprise Center for scanning by the IA Compliance Team. Provided that the media is uninfected, it will be properly marked and returned to the SA. If malware is detected on media, it will be confiscated and disposed in accordance with Best Business Practices and IA policies. If the media was originally marked UNCLASSIFIED, it will be appropriately marked SECRET and can no longer be utilized for UNCLASSIFIED/FOUO) processing/storage. All materials will be transported in accordance with all applicable security regulations pertaining to the safeguarding and transport of classified information (i.e., courier card, listed on authorization memorandum, etc.). If the requestor does not have a valid courier card in possession, the requested files/materials will not be transferred and issued to the individual.		

## ***Fort Hood Network Enterprise Center Service Catalog***

### **GLOSSARY**

#### **ACD**

Automatic Call Distribution

#### **ACL**

Access Control List

#### **AFMO**

Army Frequency Management Office

#### **AKO-S**

Army Knowledge Online – Secret

#### **Apps**

Applications

#### **AR**

Army Regulation

#### **ASCL**

Alternate Smart Card Logon

#### **ATCTS**

Army Training and Certification Tracking System

#### **BDE**

Brigade

#### **BN**

Battalion

#### **BRI**

Basic Rate Interface

#### **CAN**

Campus Area Network

#### **CCB**

Configuration Control Board

## ***Fort Hood Network Enterprise Center Service Catalog***

### **CD**

Compact Disc

### **CID**

Criminal Investigation Command

### **CIO**

Chief Information Officer

### **CMD**

Command

### **CO**

Company

### **COMSEC**

Communications Security

### **CONUS**

Continental United States

### **COS**

Class of Service

### **DA**

Department of the Army

### **DAA**

Designated Approving Authority

### **DD**

Department of Defense (Form)

### **DDD**

Continental United States Long Distance Access (Class of Service)

### **DECC-PAC**

Defense Enterprise Computing Center – Pacific

### **DECC-SWA**

Defense Enterprise Computing Center – Southwest Asia

## ***Fort Hood Network Enterprise Center Service Catalog***

### **DHCP**

Dynamic Host Configuration Protocol

### **DIACAP**

DOD Information Assurance Certification and Accreditation Process

### **DISA**

Defense Information Systems Agency

### **DIV**

Division

### **DNS**

Domain Name Server

### **DOD**

Department of Defense

### **DS0**

Digital Switch 0

### **DSN**

Defense Switching Network

### **DTMF**

Dual Tone Multi-Frequency

### **DTS**

Digital Training Area

### **DVD**

Digital Versatile Disc

### **DVS-G**

Defense Video Services – Global

### **EAS**

Extended Area off Fort Hood without long distance (Class of Service)

### **EDIPI**

Electronic Data Interchange Personal Identifier

## ***Fort Hood Network Enterprise Center Service Catalog***

### **ETC**

Et cetera

### **ETS**

Expiration of Term of Service

### **FAA**

Federal Aviation Administration

### **FCC**

Federal Communications Commission

### **FORSCOM**

Forces Command

### **FOUO**

For Official Use Only

### **GFEBBS**

General Fund Enterprise Business System

### **GS**

General Schedule

### **GUI**

Graphical User Interface

### **IA**

Information Assurance

### **IADS**

Installation as a Docking Station

### **IAM**

Information Assurance Manager

### **IASO**

Information Assurance Security Officer

### **IAVM**

Information Assurance Vulnerability Management

## ***Fort Hood Network Enterprise Center Service Catalog***

### **ICAN**

Installation Campus Area Network

### **ICMP**

Internet Control Message Protocol

### **ID**

Identification

### **IP**

Internet Protocol

### **ISDN**

Integrated Service Digital Network

### **ISP**

Internet Service Provider

### **IT**

Information Technology

### **ITSM**

Information Technology Service Management

### **JAG**

Judge Advocate General

### **JTEN**

Joint Training Exercise Network

### **kbit**

Kilobyte

### **LAN**

Local Area Network

### **LMR**

Land Mobile Radio

### **MAC**

Media Access Control

## ***Fort Hood Network Enterprise Center Service Catalog***

### **MILSTAR**

Military Strategic, Tactical and Relay

### **NCOIC**

Non-Commissioned Officer in Charge

### **NEC**

Network Enterprise Center

### **NIPR**

Non-Secure Internet Protocol Router

### **NIPRNET**

Non-Secure Internet Protocol Router Network

### **NSA**

National Security Agency

### **NTTR**

Non-Tactical Trunked Radios

### **OFSP**

Operating Forces Security Plan

### **OIC**

Officer in Charge

### **OPORD**

Operations Order

### **PAO**

Public Affairs Office

### **PDA**

Personal Digital Assistant

### **PII**

Personally Identifiable Information

### **POC**

Point of Contact

## ***Fort Hood Network Enterprise Center Service Catalog***

### **PRI**

Primary Rate Interface

### **REL**

Releasable

### **RFMSS**

Range Facility Management Support System

### **SA**

System Administrator

### **SAN**

Storage Area Network

### **SBU**

Sensitive but Unclassified

### **SFAF**

Standard Frequency Action Form

### **SIG**

Signal

### **SIPR**

Secure Internet Protocol Router

### **SIPRNET**

Secure Internet Protocol Router Network

### **SLA**

Service Level Agreement

### **STE**

Secure Telephone Equipment

### **STEP**

Strategic Tactical Entry Point

### **TA**

Training Area

## ***Fort Hood Network Enterprise Center Service Catalog***

### **TACLANE**

Tactical Local Area Network Encryption

### **TCO**

Telephone Control Officer

### **TLA**

Top Level Architecture

### **TOC**

Tactical Operation Center

### **TSP**

Tenant Security Plan

### **UCD**

Uniform Call Distribution

### **UDCI**

Unauthorized Disclosure of Classified Information

### **UDP**

User Datagram Protocol

### **UNK**

Unknown

### **URL**

Uniform Resource Locator

### **VIP**

Very Important Person

### **VoIP**

Voice over Internet Protocol

### **VoSIP**

Voice over Secure Internet Protocol

### **VPN**

Virtual Private Network

### **VTC**

Video Conferencing