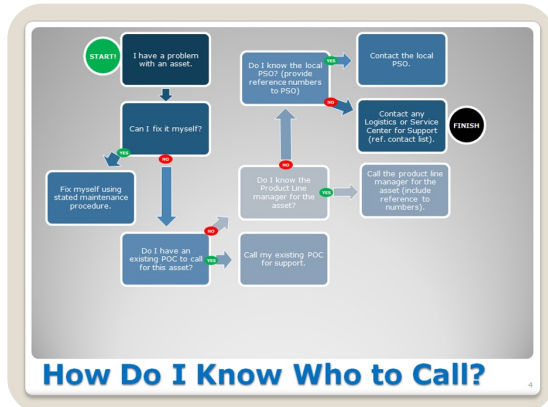


## User Guide:

The Mission Support User Guide will be your *Little Black Book* to the Mission Support Organization. It will be your one-stop shop to find the Point of Contact you need to get support.



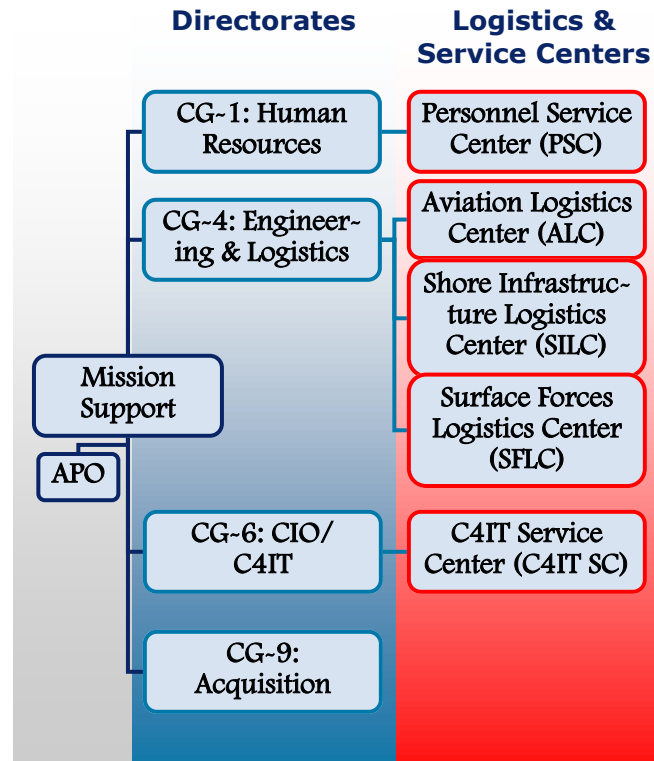
HOW DO I KNOW WHO TO CALL?

This handy desk reference will provide:

- ✓ Services each center provides
- ✓ A support issue index
- ✓ Answers to the questions, “Who do I call when . . .”
- ✓ Detailed phone lists
- ✓ An Acronym Guide



## Organizational Overview:



The Mission Support Organization’s four directorates, their five logistics and service centers and the APO are organized to provide the Four Cornerstones of the Logistics Business Model: Configuration Management, Bi-Level Maintenance, Total Asset Visibility and a single point of accountability through a Product Line Manager.

**Vice Admiral John P. Currier,  
Chief of Staff**

**For More Information:  
Visit the “Mission Support” Place  
on CG Portal.**

Nov. 2009

## Mission Support Organization\*



*Sustainable*

*Mission Support*



*All People,  
All Platforms,  
All Systems,  
All Missions,  
ALWAYS  
SUPPORTED.*

**\*The envisioned Deputy  
Commandant for Mission  
Support (DCMS)**

## Mission:

The Mission Support Organization will enhance the Coast Guard's Mission Execution and advance Coast Guard's Maritime Strategy by fostering a professional workforce capable of delivering "Best in Class" capabilities that maximize Coast Guard readiness.

## Vision:

*All People, All Platforms,  
All Systems, and All Missions,  
ALWAYS SUPPORTED.*

## The Mission Support Organization will provide:

- ✓ **Unified acquisition delivery** and follow-on support of capability to meet operational needs, providing total **life cycle management** of all Coast Guard systems (people and assets).
- ✓ **Standard**, disciplined, repeatable & scalable **processes**.
- ✓ Disciplined **configuration management**.
- ✓ **Bi-level maintenance** support/services model (pushed support to unit).
- ✓ **Single point of accountability** for support above unit level
- ✓ **Centralized management of resources** for support above unit level

## Key Accomplishments:

- ✓ Established five logistics and service centers and the Asset Project Office (APO).
- ✓ Piloted the Small Boat Product Line transformation and successfully transformed 35% of all Small Boats.
- ✓ Completed the evolution of the ISCs and MLCS.

## Future Initiatives:

- ✓ Begin transforming one product line at each Logistics and Service Center so that they are operating in the Coast Guard Logistics Business Model.
- ✓ Increase capacity at the Asset Project Office (APO).
- ✓ Continue procurement for CG-LIMS which will provide Total Asset Visibility.
- ✓ Field mission support delivery.



## Advancing Mission Support:

### Mechanism: The Asset Project Office (APO)

The APO is a dedicated command, with representatives for all Coast Guard functional domains, that ensures delivery of required readiness at desired costs.

### APO Mission:

Support the Program Manager in the Design, Production and Fielding of Capability.

### APO Vision:

Provide affordable readiness through seamless integration.

*“Acquisition projects, of any size, must not exist in a vacuum. The solutions they bring must be extensible to the entire organization, and not just selected parts of it. Acquisition logistics must roll seamlessly into sustainment logistics, and provide solutions that benefit the entire enterprise.”*

*-ADM Allen, Summer 2006*

The Asset Project Office (APO) will:

- ✓ Deliver a complete “system” capability
- ✓ Determine and manage asset lifecycle costs
- ✓ Develop and implement integrated logistics support for assets

## Mission Support Organization • Evolving Sustainable Mission Support