

Headquarters  
US Army Armor Center and Fort Knox  
Fort Knox, Kentucky 40121-5717  
13 November 2009

Fort Knox Reg 25-3

## **Information Management**

### **INFORMATION TECHNOLOGY (IT) SERVICES**

**Summary.** This regulation outlines the policies, responsibilities, and procedures for obtaining IT support from the USA Signal Network Enterprise Center (NEC) for users on the post network.

**Applicability.** This regulation applies to all Fort Knox major activities, directorates, and staff offices/departments, and Partners in Excellence, except those currently holding an exemption from the Single DOIM (SDOIM) Action Plan.

**Proponent.** The proponent for this regulation is the NEC.

**Suggested Improvements.** Users are invited to send comments and suggested improvements on the DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to the NEC (NETC-SFB-DK), 75 6<sup>th</sup> Avenue, Fort Knox, Kentucky 40121-5717.

**Availability.** This regulation is available on the Fort Knox homepage at <http://www.knox.army.mil/garrison/dhr/asd/regs.asp>.

**1. Purpose.** Effective 1 October 2007, under the direction of the SDOIM Action Plan, DOIM assumed responsibility for all desktop system administration and touch labor for all personal computers (PCs) and peripheral devices, with exception of the Standard Army Management Information Systems (STAMIS) on the installation. The US Army Recruiting Command and Medical Department Activity are exempt from these services at this time. This regulation provides Fort Knox users with a guide to obtaining IT support.

**2. General.** The NEC will serve as the only IT service provider on the installation and provide personnel for troubleshooting, patching, maintenance, physical movement, and installation of IT equipment, including printers. There are designated personnel assigned to perform desktop services for the installation, and they will be co-located in areas where needed. They will be the primary point of contacts (POCs) for IT services. Military personnel with IT military occupational specialties will retain their administrative rights to the network and be under technical control (TECHCON) of the NEC. Technical control is the authority to issue and enforce policy and authoritative direction concerning the use of techniques, procedures, standards, configurations, designs, devices, and systems for the Army IT enterprise.

**3. References.**

- a. Single Directorate of Information Management (SDOIM) Action Plan, 6 March 2006.
- b. Fort Knox Single Directorate of Information Management (SDOIM) Transition Plan, 18 September 2007.

**4. Support Personnel.** Names and phone numbers of IT specialists, military IT service providers, and contract IT specialists are listed on the NEC web site.

**5. Responsibilities.**

a. Information management officer (IMO). Units will designate personnel to serve as IMOs in their areas. These IMOs will be listed on the NEC web site and will not have administrative rights to the network unless exceptions are given by the NEC, but they will have sufficient rights to support specific mission applications. The IMOs will serve as liaisons to the NEC and perform the following duties:

- (1) Report and track user requirements. Point of contact for the NEC Customer Support Center (CSC) for IT services if the IT specialist is not available.
- (2) Alert NEC of any network issues.
- (3) Document and coordinate all IT requirements and system deployments with NEC.
- (4) Maintain a list of current users and IT assets; they will provide guidance to users on IT policies.
- (5) Manage mission-unique systems, software applications, and data (not servers).
- (6) Notify and coordinate with NEC prior to acquisition of any above-baseline command, control, communications, and computers for installation management (C4IM) services or non-baseline C4IM services that are mission requirements.
- (7) Identify, validate, and negotiate C4IM above-baseline and mission-specific service, delivery, and support requirements with NEC.
- (8) Implement and enforce IM/IT policies and procedures within their organization, in coordination with the local NEC and appropriate information assurance management personnel.

(9) Identify funding to the commander, director, or chief for C4IM above-baseline and mission-specific service delivery and support requirements.

(10) Maintain and update organizational data content. They will also manage and monitor development of mission-conventional and web applications.

b. The G6, United States Army Armor Center (USAARMC), will provide guidance on mission-unique systems and lifecycle issues to the USAARMC IMOs. The USAARMC G6 office serves as the primary POC for any and all USAARMC policies and procedures.

c. The NEC CSC is designed to provide immediate support to the customer. This center is staffed with IT professionals who are trained and willing to provide immediate support. These personnel are equipped with tools, which allow remote control to your desktop, and they can configure or troubleshoot while you wait. Not all calls can be fixed immediately, but that is our intended goal. The purpose of this call center is to provide an immediate assistant to IT specialists and IMOs who need assistance fixing problems. Users may also contact them in emergency situations when IT specialists and IMOs are not available. The number for the CSC is 624-8888.

d. Contract IT Personnel. Many Partners in Excellence have existing contracts for “shadow” NEC support personnel who provide baseline and/or above-baseline C4IM common-user services. Many contracts will be allowed to expire (this includes contracts with options, and the government can decide to exercise the options). If the contract has options, the contract expiration date will be the end of the last exercised option period. Contract support identified for transfer will initially move under TECHCON of NEC until appropriate contracting actions can be taken. Contract personnel will be listed on the NEC homepage and will retain administrative rights until contract is modified.

**6. Hours of Operation.** The CSC and NEC personnel provide IT services, Monday through Friday, from 0700-1700. The NEC has personnel on call after hours and on weekends that can be reached by calling the Installation Operations Center (IOC) at 624-5151, 24 hours a day, 7 days a week. Extended hours of operation will be arranged to support mission requirements.

**7. Call Procedures for IT Service.** When IT support is required, the following call procedures, in priority order, will be followed by all users.

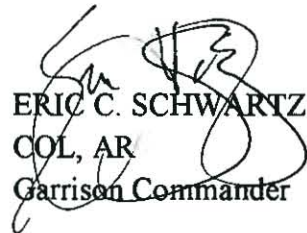
- a. Contact your NEC provided IT specialist.
- b. Contact your unit IMO.

Fort Knox Reg 25-3 (13 Nov 09)

- c. Contact the CSC at 624-8888, 0730-1630, Monday through Friday.
- d. After hours, contact the IOC at 624-5151.
- e. Contact the Chief, Desktop and System Support Branch, at 624-7526.

FOR THE COMMANDER:

OFFICIAL:



ERIC C. SCHWARTZ  
COL, AR  
Garrison Commander

KENT R. SHAW  
Director, Human Resources

DISTRIBUTION:  
C

CF:  
CDRs, Fort Knox Partners in Excellence