IMML-IM   11 July 2016

U.S. ARMY GARRISON WEST POINT POLICY #36

SUBJECT: Army Command, Control, Communication, Computers and Information Management (C4IM) Services Cost Controlling Measures

1. REFERENCES.

    a. AR 25-1, Army Knowledge Management and Information Technology, dated 25 June 2013.

    b. AR 25-2, Information Assurance, dated 24 October 2007, Rapid Action Revision, dated 23 March 2009.

    c. Land WarNet Services Catalog Version 1.0, dated October 2011.

    d. Command, Control, Communication, Computers and Information Management (C4IM) Services List, Version 3.0, dated July 2011.

2. PURPOSE. To establish the United States Army Garrison West Point (USAG WP) policy on the use of the Army C4IM Services provided by the Network Enterprise Center-West Point (NEC-WP) and the cost control measures associated with the above baseline C4IM Services.

3. APPLICABILITY. This policy applies to all activities of USAG WP.

4. POLICY.

    a. The Army's C4IM Services list identifies information technology services that are centrally funded and delivered at no cost to the Garrison. Some of these services are baseline until a threshold is reached, than they become reimbursable. C4IM baseline services include:
        Telephone and Data Infrastructure Services
        Emergency Communications Telephone Services
        Wireless Infrastructure
        Video Teleconferences Services
        Range/Field Telephone Services
        Fire, Safety, Security and Other Post Circuits
        Non-Tactical Trunked Radios and Spectrum Management Services
        Risk Management/Accreditation/Certification Services

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Network Security Services
Communications Security Service
Defense in Depth for the total data network and enclaves within the network. (This includes firewalls, proxy servers, web cache, virus programs, vulnerability scanning, content filtering, remote dial-in protection, Host Based Security Services, Directory Services and Department of Defense Information Assurance Certification and Accreditation Process, DIACAP)
Mail Messaging/Collaboration (E-mail/DMS) and Storage Services
Desktop/Software/Peripheral Support Services
Web Support Services

5. RESPONSIBILITIES.

   a. Deputy Garrison Commander is the approving official for any C4IM Service above baseline requests where the Garrison will incur a cost.

   b. When adding, moving or changing any telephone lines (multiline or single line), a footprint work order must completed and a copy provided to the Garrison IMO in order to determine if the request is above baseline. If the request is above baseline, the agency requesting the service will be responsible for payment.

   c. Use of Conference Bridge calls requiring more than six users must be approved by the Garrison IMO. (This is above baseline.)

   d. Phone cards will be issued only to the minimum required personnel and will not be used for non-official phone calls. Maximum use of DSN will be made for calls outside of West Point.

   e. All updates to the Garrison Web site must be approved by the Garrison IMO.

   f. The Deputy Garrison Commander must approve all GOOD App requirements that are issued to Garrison employees in accordance with mission requirements.

   g. Garrison Directors will:

      (1) Ensure proper procedures are met when requesting C4IM services and all requests are routed through the Garrison IMO.

      (2) Submit a Remedy Work Order requesting NEC-WP provide C4IM services. If the request is above baseline, NEC will conduct a survey and provide a cost estimate.

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(3) Ensure the submitter courtesy copy the Garrison IMO on all Footprint Work Orders, as part of creating the work order.

(4) Use NEC-WP as the first and primary source for support for C4IM services.

(5) Allocate funding for any above baseline service. Costs associated with above baseline services are to be paid by the activity requesting the service.

g. Garrison IMO will:

(1) Monitor baseline usage and determine what is baseline and what is above baseline.

(2) Provide guidance and technical consulting to Garrison Directors concerning the most effective use of C4IM services.

(3) Monitor directorate usage information provided by NEC-WP and advise Garrison Directors and Deputy Garrison Commander when usage thresholds are nearing their peak to avoid unnecessary or unwarranted reimbursement for C4IM services.

(4) Monitor developing technology and implement cost saving methods to existing projects

(5) Review all above baseline services for approval.

7. EXPIRATION. This Policy Memorandum will remain in effect until rescinded or superseded.

ANDREW S. HANSON
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Commanding