



UNITED STATES MARINE CORPS

USMC NMCI ENTERPRISE ADMINISTRATION **NMCI**

NAVY MARINE CORPS INTERNET

NMCI Questions and Answers

Q: What happens to personnel that run IT technology currently?

A: We have not thought this through; IT personnel will still be needed for deployment and shipboard activities.

Q: Our requirements are greater than allowed for by funding under NMCI, what is being done to remedy this?

A: The Marine Corps are aware of this and are working to make-up for short falls. The PM's office is working to submit requests for these requirements.

Q: What will happen to the users who are not covered by existing funding? Many users will not have a seat. Have the G-6/G-4 submitted these requests? Do all seats require NMCI?

A: The Gold Disk will allow you to use an NMCI machine. As for those not covered by NMCI and users who do not have a seat the G-6/G-4 have to submit these requests for seats.

Q: Will we have stand-alone machines in addition to NMCI machines to run programs that are not approved by NMCI?

A: This will be the case temporarily, commands will have a six-month period after cutover to make these programs work on NMCI or replace them. If we allow stand-alone machines indefinitely we will negate the purpose of using NMCI.

Q: Is there any official guidance regarding this?

A: MARADMIN 317&318 2003. Dispo/Supply instructions are provided.

Q: Is the MCSSEND still going to operate?

A: Yes, it is still vital to the Marine Corps, certain user communities such as MARFORK and MARFOREUR will still be run by the MCSSEND.

Q: What is meant by Kiosks?

A: Legacy Applications that have failed certification and have not been replaced by an NMCI program will be run on stand alone machines for a short period of time until a work around is created or 6 months after cut-over.

Q: Will EDS provide printer and black berry service?

A: Yes, the RCOR or G-6 should have more information for your specific site.

Q: Will there be a central Legacy Applications help-desk at MCNOSC?

A: No, NMCI help-desk is the first source of help. If it is an issue that does not involve the help-desk troubleshoot and contact MCNOSC. Some help-desk type activities may be handled by MCTISA.

Q: Will all Marine have access to OWA?

A: No, only certain people will have access after filling out paperwork and going through training.

Q: Is IT spending out of control?

A: We do not have any data on this.

Q: Will we have to go back to get another e-mail address to use the CAC system?

A: No, EDS will take care of this.

Q: Will the CAC cost more money or just be policy based?

A: Policy based.

Q: Will CAC be issued to retirees or family members?

A: The system is not set-up for this so for the time being no.

Q: Is the CAC going to be used to get on base?

A: DoD is pushing for this; it is already being set-up to replace current building security badges.

Q: Will we have a synchronous system with the Navy?

A: We all ready have one.

Q: Will the help-desk be able to work remotely?

A: Yes.

Q: Are the survey questions complied from sites that have gone through transition?

A: Yes.

Q: Can you map to more than one printer?

A: You can normally map only to the printer closest to you.

Q: Who can certify Legacy Software? First person or agency to do this?

A: EDS/NMCI should do this. Should give updated application.

Q: Are we moving all of our data over to NMCI?

A: Only e-mail at this time.

Q: Why are the seats from MARFORLANT (Cut-over) and AOR different?

A: Seats are subject to a number of preconditioned possibilities; Seat cutover date is the date that the cutover process begins.

Q: How many seats will be cutover per week/month?

A: In the cutover the number of seats ranges from simple to complex. This is an event driven schedule.

Q: When someone calls from Lejeune and cannot repair a seat remotely what should they do?

A: After cutover the NMCI helpdesk will be the one to handle these problems.

Q: Where are security forces spread?

A: Though out MARFORLANT region.

Q: Are you aware of which NMCI services will be available @ a particular server farm?

A: Most Log services are in Camp Lejeune.

Q: Where does a unit like Oceana IISF fall?

A: April 15, 2004 is the scheduled cutover.

Q: What is an unclassified seat?

A: A seat is nothing more than an interface.

Q: What is a user account?

A: It gives you the permission use the seat inside the network. Each seat comes with 2 user accounts.

Q: How many users are on the MCSEND today?

A: Less than 89,000.

Q: As far as SLA's what is in place for a site that gets bad service?

A: It depends on whom and how the SLA is measured.

Q: Do we monitor EDS through SLA's?

A: No, SLA's determine how much EDS is paid based on the satisfaction of the Marine Corps with the service received from EDS.

Q: Is it true that the clock stops ticking when help-desk called?

A: The clock remains on while waiting for EDS to perform unless the user is unavailable for EDS to do repairs. The time taken due to user unavailability is not counted against EDS.

Q: Is the normal service time 24 hours for EDS?

A: Each type of call is different. E-mail is usually one hour.

Q: How do you say problem is resolved?

A: When problem is finally resolved ask help-desk for time of completion.

Q: Is security different for SCA's and MCATIA?

A: Yes it is.

Q: For young Marines, how are they chosen for the Sea Rotation Program?

A: Occupation Field Service Representative.

Q: When will customer satisfaction audits be done?

A: After cutover.

Q: What SLA's under MCSSEND can Marine Corps System Command track?

A: None at this time. This is a dilemma we trying to repair.

Q: Is this coming to a point where the Marine cannot touch a single thing when moving?

A: The user can make certain changes.

Q: If a new boss joins the command and wishes to move seats within office, can this be done?

A: Yes, it will use free MAC's to complete the change.

Q: Why are we paying for embarkable machines when we are charged to move the seat later?

A: Embarkable seats come with 2 MACs. All of these movements are free. A number of things are being worked on at this time.

Q: What is in place money wise?

A: Money will be available to buy more than one MAC.

Q: Is NET an authoritative tool for MAC?

A: No at this time but it may be one day.

Q: Has a decision been made on Port Security?

A: The decision has not been made from the USMC COI.

Q: After 7 year period what is the game plan?

A: Award open to renegotiation or to recompute contract. This would be difficult because Marine Corps personnel has restructured. The Secretary of the Navy makes the decision.

Q: What is the decision as far as e-mail naming convention?

A: Last, Rank, First, Middle Initial is what the Marine Corps wants to see.

Q: If NMCI cannot handle certain problems will MCNOSC step-in?

A: Yes they will.

Q: When NMCI assumes actual infrastructure what will occur?

A: The attempt to contain proxy INDMS.

Q: Will PKI or CAC send organizational messages?

A: CAC card will give you permission to do this.

Q: What is the purpose of Fortessa card?

A: Fortessa cards will be used in the tactical environment.

Q: Is CLIN 21 associated w/desktop?

A: Yes. Associated with everyday user.

Q: On SIPRNET seat is DMS included?

A: No, you still have to have an CLIN 21 seat for DMS.

Q: If we have a Marine being deployed and they decide not to take their seat with them or choose to redirect their e-mail what happens?

A: You forward your e-mail through Microsoft outlook. The information goes to the inbox and its destination. You redirect your e-mail through EDS. Redirecting your mail is better because it stops build up from occurring in your in box.

Q: Are we allowed to forward e-mail to a replacement (another marine occupying our seat) when deployed?

A: You must establish a user account at MARFORLANT. There is nothing established right now. This is a complex issue and a council is working on this right now.

Q: What is the proper way to proof invoices?

A: Talk to local command. The potential is you will never receive your pay.

Q: Who gets money back with deobligations?

A: The command gets money back.

Q: What happens to the software programs out there already approved and something changes?

A: Marine Corps leadership should be aware and make owners and developers aware of the problem.

Q: Isn't this where functional are managers are responsible for the applications they have developed?

A: Functional Analysts are responsible for the way a system is implemented.

Q: Are there software processes available through MCAP?

A: This requires CG approval through MCAP.

Q: Can implementation groups be view with MCAP?

A: Not at this time.

Q: Do IST Tools translate in net?

A: They do not translate to the seat.

Q: Implementation groups are a problem when applications change, they are cumbersome and hard to verify. Is there any relief in site for implementation groups?

A: There is a communication gap and the application will not be retired.

Q: Is Legacy support full or is it connecting to the network?

A: You must specify to EDS what you want.

Q: Do you want to maintain control of the server?

A: EDS supplies connectivity at a price. Different services they perform come under certain applications.