



Camp Pendleton Q&A Matrix Day 1&2

NMCI Is Here

Q. How can NMCI know what software we have?

A. Because it is a cost to publish applications on NMCI.

Q. Can NMCI be railed and how do we keep track of all the servers, hardware, etc.

A. Legacy Applications is any application that has been written. It is software that enables us to do our job.

Q. Is there a capability to access my information at Camp Pendleton?

A. There is an option to save information to the S drive anywhere in the network. But is more practical to save your information on the C drive in order not to lose any information.

Q. Will we still use Razing (Remote Access)?

A. You must have a laptop and receive access from a Security Officer. You load the software and receive a password, but you cannot access NMCI.

Q. For local Adm rights, is response time for NMCI? What is the down time?

A. You don't need to update anymore. Eighty-five percent of the problems will be solved remotely.

Q. How will this work in AOR?

A. Service level measurements do not apply.

Q. What happens if you are not satisfied?

A. Go to your G-G. If there is no solution, EDS does not get paid.

Q. How are we going to bleed with this transition?

A. Transition is really ugly. Make this work.

CAC/PKI

Q. Can your credentials expire?

A. MAC is no longer than 3 years.

Q. How many times can you go to the CAC center to have your pin unlocked?

A. Not often, base dumps off all e-mail addresses being created. EDS advises 6 months in advance to have dump established.

Q. Once CAC full integrated will PKI go away?
A. No PKI is on the CAC. DOD wants CAC/PKI certs.

Q. Where there are no PKIs do we have to go to website to set-up certs?
A. Yes, it is a back end process that gets done.

Q. Are CAC cards going to replace the Fortessa cards?
A. No.

Lessons Learned

Q. Where did the briefing material come from?
A. The NMCI User's Guide.

Q. On S drive by PSP how can you have access when others do not?
A. Ties into AD who has rights to use this. When you log in if you have specific rights you have certain access.

Q. What are NMCI issues to access Legacy Servers or environments?
A. EDS is working access to separate and reach back to those servers, but it depends on the application.

Q. What are the projected dates for cutover for Camp Pendleton?
A. It is a moving target.

Deployables

Q. Is BIOS password for computer?
A. It is gone to all machines on enterprise networks. BIOS password is only for restoring a machine.

Q. Will we have a BIOS password while deployed?
A. Yes.

Q. What is Norton Ghost?
A. Imagery software in the hard drive player of your computer. It is different from Microsoft.

Q. Are we using Norton within our technical environment?
A. Some units are using anti viral servers some are not. We are doing business the same today as we did yesterday.

Q. Are Deployables working with CAC?
A. Tactical environment will work the same.

Q. What document is required when coming back from the field regarding during in your PUK?

A. There will be procedures to replenish your PUK. Give this request to the CTRs, and the PUK goes back to EDS.

Q. Will data Deployables be found on the website?

A. Yes.

NMCI Policy Guidance/Transition

Q: What is the website that we can get the info described SLAs?

A: The NMCIINFO site.

Q: Computer based training where is that located?

A: On your computer seat, there is folder that is available with classes, EDS keeps record of training.

Q: NMCI USMC specific SLA's?

A: Not at the current time, were not sure if there would be a USMC COI. Will focus on this when SLA's are rewritten.

Q: How will the 2847 field be affected, will current systems be phased out?

A: Might not get as much business EDS fixes their machines unless you in the field than you fix them, ESI machines will be used by NMCI, if not an ESI machine you will get a new machine from DELL or the computer may be reused if it is less than 3 years old and satisfactory.

Q: Can we use remedy our selves with out calling help desk?

A: No, that is not planned for the future, but you can request MACs.

Q: What percentage of the MAC pool are us little people going to get?

A: Not decided yet, it should be based on the number of seats that you have in your organization.

Q: NET is not working properly for us.

A: The management team for NET is going to change.

Q: What is a voice MAC

A: One that applies to a voice seat like a telephone. The USMC does not have any voice MAC's ordered.

Q: How will all of the self-done changes get updated in NET?

A: EDS will have to integrate the systems.

Q: Will each user be able to request a MAC?

A: No they will have to be approved by your CTR.

Q: Do I have to use MACs if I take my section to a different base?

A: No, you will be able to plug into the network on any NMCI base.

Q: What is the base is not on NMCI.

A: You can use an embarkable MAC, which is good for the whole year.

Q: Is base telephone responsible for repairing Internet lines?

A: NO, EDS is responsible.

Q: What happens if all of the IP's are taken at a base.

A: This is a network management issue.

Q: Are there different varieties of MAC's?

A: Yes, but you would have to refer to the contract for specifics on each.

NMCI Update

Q: Now it takes less than 5 min to create a user account, with EDS it takes up to 8 days will this be changed?

A: No, because of information assurance and the security policy dictated by DON.

Q: The Marine Corps has security now, what is different?

A: EDS is implementing policy laid down by the USMC/DON as instructed.

Q: Are there different priorities for user accounts to be created?

A: Yes, on a case-by-case basis. Just because the SLA says something has to be done in a certain amount of time does not mean it will always take that long, that is the max.

Q: How long does it take to deploy a unit if the word comes down?

A: EDS site team will work with the unit to meet the time constraints of the unit.

Q: If a navy person works on a Marine Corps base, will he have 2 separate accounts?

A: Yes, because you cannot access your navy account from a USMC base and visa versa.

Q: Will the GAL have navy users in it as well?

A: Yes.

SLA's/Performance Management

Q: How is the naming convention for the Navy done in the GAL?

A: Last, first, rank.

Q: Will Navy hospitals be on the Navy or Marine Corps NMCI network.

A: That will have to be worked out on a base by base, BUMED has not been approved on NMCI yet, and they do not want to use NMCI at all. Will have to wait and see how it works out.

Q: KAXS, is in the middle of 29 Palms transition, how will this work?

A: Have been waiting on an answer for 2 years, please run this up through the chain of command and insist on an answer.

Q: Marines need to be trained to run computers in the field.

A: Training is still the commanders responsibility, they need to ensure that their Marine train to run tactical networks.

Q: If you can't do it in Garrison how can you do it in the field?

A: Unfortunately that training opportunity has been lost; commands will have to come up with solutions.

Q: How will e-mail addresses be effected if you PCS to a non-NMCI base and then come back?

A: Account management, you will have to have work it out with the unit when it happens. You may have to maintain 2 accounts.

Q: What will happen for those who deal with Navy networking in Marine Corps bases?

A: It is unknown at this time how that will be routed it may have to be routed through a fairly complex network before it reaches the person. It may be slow.

NMCI Legacy Applications

Q: COTS version is approved do upgraded versions have to go through the entire process again?

A: As it stands now, no versions certs should carry over to upgraded versions?

Q: What is a deployed Kiosk plan?

A: This is developed by the site transition managers, to run programs that have failed cert until they can be replaced or rewritten. If it is an ESI seat you may have to get an old Legacy seat to run this program in the mean time.

Q: Is it a HQ decision that they don't want to Ladra test apps that have passed at Quantico.

A: Generally it is not needed if it has passed at Quantico.

Q: Do CLIN 27 opt for mission critical seats?

A: Different options are available, red seat and upgrade package, more reliable and quicker response time.

Q: RF hand-held scanners?

A: Marine Corps policy is available from C4. Unless it violates security is should be fine if HQ approves it.