DEPARTMENT OF THE NAVY
COMMANDER MILITARY SEALIFT COMMAND
WASHINGTON NAVY YARD BLDG 210
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WASHINGTON DC 20398-5540

COMSCINST 5230.1C
N6
14 November 1996

COMSC INSTRUCTION 5230.1C

Subj: PROCEDURES FOR REQUESTING COMMAND, CONTROL, COMMUNICATION AND COMPUTER *(C4S)* SERVICES

1. Purpose. To disseminate MSC command-wide policy for requesting C4S services. This is a complete revision and should be read in its entirety.

2. Cancellation.   COMSCINST 5230.1B and MSC 5230/17 *(Rev. 4-94) (Request for ADP Service)*.

3. Background. The mission of the C4S Systems Directorate is to develop, implement and operationally support the Commander, Military Sealift Command *(COMSC)* Information Resource Management *(IRM)* Program by providing integrated command-wide information and communication systems to assist functional sponsors and end users in meeting their specific mission requirements.

4. Applicability. Paragraph 6 applies to all MSC afloat activities, and paragraph 7 applies to all MSC ashore activities. All other paragraphs apply to all MSC activities world-wide.

5. Policy. In order to provide the user offices with a standard method for obtaining C4S services, the following procedures for requesting C4S services have been established. These procedures will provide standardization of the computing environment across the entire organization which includes office automation applications and database systems. Under these procedures, the following C4S services may be requested.

   a. Non-development Requirement: Defined as a Request for C4S services which currently exist. For example, requesting a workstation for a new employee.

   b. Development: Defined as a request for automation of a process where no system currently exist.

   c. Communication Requirement: Defined as a request for telephones, Video Teleconferencing equipment or other communications equipment.

d. <u>Maintenance/Enhancements</u>: Defined as a request for a change or addition to an existing MSC developed application or repairs on a computer.

6. <u>Procedures Afloat</u>

a. All customers requiring C4S services will contact the Shipboard Management Information System *(SMIS)* Customer Support Center Help Desk at 1-800-MSC-HELM, Commercial 1-804-857-6000 or via cc:mail at **"HELPDESK, AFLOAT SMIS"** and will be assigned a tracking number. Requests for assistance beyond the capabilities of the Help Desk will be logged and forwarded to the appropriate C4S action officer by the Help Desk technician.

b. If a customer has a new requirement for development of software, the request will be forwarded to the SMIS Project Manager who will then request approval from the functional sponsor. If approved, SMIS Project Manager will proceed to develop and maintain the software. If approval is denied, the request will be returned to the customer.

c. If a customer has a new hardware requirement, the Help Desk will forward the request to the SMIS Project Manager who will request approval from the Project Manager. If approval is granted, the hardware will be issued to the customer and the Allowance Equipment List *(AEL)* will be changed. If approval is denied, the request will be returned to the customer.

7. <u>Procedures Ashore</u>

a. All customers requiring C4S support will contact the Customer Support Center Help Desk servicing their Area of Responsibilities *(AOR)* as listed below.

Customer Geographical Location	Supporting C4s Activities	Telephone Number	Helpdesk Addresses
Wash DC	COMSC N6 Headquarters Help Desk	DSN: 325-5555 or Commercial (202) 685-5555	"HELPDESK, COMSC"
Atlantic AOR	COMSC N6 East Help Desk	DSN: 247-7580 or Commercial (201) 823-7580	"HELPDESK, N6 EAST"
Pacific AOR	COMSC N6 West Help Desk	DSN: 672-3374 Commercial (510) 302-3374	"HELPDESK, N6 WEST"
Far East AOR	COMSC N6 FE Help Desk	DSN: 269-6148 or Commercial 81-311-769-6148	"HELPDESK, COMSCFE"
Europe AOR	COMSC N6 EUR Help Desk	DSN: 235-5299 or Commercial 44-181-385-5299	"HELPDESK, COMSCEUR"

b. Requests for assistance, special services, repairs, trouble calls, virus cleaning, pagers, etc., will also be handled by the Help Desk. Requests for assistance beyond the capabilities of the Help Desk will be logged and forwarded to the appropriate C4S action officer by the Help Desk technician.

c. Any services required that are not covered by this instruction will be forwarded to the C4S Systems Director *(N6)* for review and assignment.

Distribution:
COMSCINST 5000.19
List I *(Case A, B, C)*
SNDL   41B   *(MSC Area Commanders)*
               41C   *(MSC Subarea Commanders)*
               41D3 *(MSC Offices)*
               41G   *(COMFSRON ONE)*
               41J*(OICMILDEPTs)*
               41K   *(MSC Units)*
               41L   *(COMPSRONs)*
               41M   *(MSC TAGOS Project Office & Detachment)*
               T-100 *(Masters, civil service manned ships)*
               T-102 *(Contract operators and Masters, FSS)*
               T-103 *(Contract operators and Masters, TAGOS)*
               T-104 *(Contract operators and Masters, MPS)*
               T-105 *(Contract operators and Masters, LMSRs)*