



# **NMCI Integrated Support Center (ISC)**

Kathy Bennett

- **Under typical acquisition programs, all aspects are handled by a Program Office.**
  - Program Management
  - Contracting
  - Business, Cost Estimating and Financial Management
  - Systems Planning, Research and Development and Engineering
  - Life Cycle Support
  
- **As a service program, NMCI's development and sustainability is the responsibility of several entities.**
  - Disadvantages of this approach is that there exists no single point of contact to turn to for assistance with systems deployment or logistics support.
  - As NMCI transitions from implementation to steady-state operations, customer needs are being met utilizing limited resources.

- Issue resolution is currently handled at two ends of the spectrum
  - Individual, end-user needs addressed via the NMCI Help Desk
  - Enterprise-wide issues addressed by the SHC and worked through Enterprise Action Groups (EAG)
- Need to address the middle ground
  - A Support Structure and Management Tool for Conducting Daily Business Is Needed to Handle issues in a timely manner
  - Escalate issues, when necessary, to appropriate decision makers
- The ISC will become the preeminent support structure for middle managers conducting daily business
  - Overcome Confusion and Frustration Caused by Lack of Responsiveness
    - Timely and Appropriate Resolution of System and Site Issues
    - Need an Avenue to Escalate Issues to the Appropriate Decision Makers
    - Need an Avenue to the different NMCI organizations
  - Intended to be cross-functional to ensure all interests of the Enterprise are represented.
    - Ensures all parts of the organization take ownership of the program.
    - Develops a culture that supports the sharing of knowledge within the entire organization.

## q Function

- Central Support Site for NMCI Transition and Sustained Operations
- One Stop Shop for Mid-level (Command) Help With PMO Related Issues
- Direct Liaison With Service and Operations Activities

## q Concept of Operations

- Maintain Disciplined Procedures – Week-day “Watch Standing”
- Use As Preeminent NMCI Support Structure and Management Tool
- Lets the ISC Fight the Fires So Management Can Focus on the Forest
- Act As Central Point for Incoming/Outgoing NMCI Communications
- Track Issues Immediately Into Synergistic Resolution Process
  - ✓ Watch Reps Leverage Departmental Teams Not on Watch
- Issues Correlated Into Lessons Learned and Playbook Updates

## ISC provides first-line defense for resolution of issues:

- Professional and courteous staff provide fast documentation of issues.
- A tracking number is assigned for all issues.
- Issues are transferred to appropriate individuals for resolution or escalation.
- Follow-up ensures appropriate action is being taken with real-time progress recorded.
- Single point of contact is provided for customers, making communication of issues and resolution status tracking much easier for the customer.

## Issues are categorized as:

- **Information Request** - Can be answered by the agent (common support questions)
- **Service Request** - Requires a 2nd or 3<sup>rd</sup> level of support for issues that cannot be answered by ISC watch standers
  - Escalated to specific Navy PMO departments
  - Escalated to organizations external to Navy PMO

- q **Maintains Focus on Key Issues in a Cohesive Setting**
- q **Acts As Knowledge Repository**
- q **Cost Effective**
- q **Delivers a Consistent Customer Experience**
- q **Resolve Conflicts, and Deliver Targeted Solutions**
- q **Authority to Address Program Issues and to Refer Governance or Operational Issues to the Appropriate Level for Resolution**
- q **Facilitates Day-to-day Business Through Its Rapid Response Team.**

# Points of Contact



## Integrated Support Center Office 1-877-ISC-NMCI (472-6624)

San Diego Office 8:00a.m. – 5:00p.m. PST Monday – Friday

Integrated Support Center	E-mail	Telephone
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ISC Manager	<a href="mailto:npmo-iscmgr@navy.mil">npmo-iscmgr@navy.mil</a>	(619) 524-7306
Technical	<a href="mailto:npmo-technical@navy.mil">npmo-technical@navy.mil</a>	(858) 537-8945
Legacy Applications	<a href="mailto:npmo-legapps@navy.mil">npmo-legapps@navy.mil</a>	(858) 537-8942
Information Assurance	<a href="mailto:npmo-infoassur@navy.mil">npmo-infoassur@navy.mil</a>	(858) 537-8543
Business Operations	<a href="mailto:npmo-busops@navy.mil">npmo-busops@navy.mil</a>	(858) 537-8937
Deployment	<a href="mailto:npmo-deployment@navy.mil">npmo-deployment@navy.mil</a>	(858) 537-8936
Supportability	<a href="mailto:npmo-supportability@navy.mil">npmo-supportability@navy.mil</a>	(858) 537-8949
Performance Management	<a href="mailto:npmo-perfmngnt@navy.mil">npmo-perfmngnt@navy.mil</a>	(858) 537-8938
Frequently Asked Questions	<a href="mailto:npmo-faq@navy.mil">npmo-faq@navy.mil</a>	(858) 537-8939
Lessons Learned	<a href="mailto:npmo-lessonslearned@navy.mil">npmo-lessonslearned@navy.mil</a>	(858) 537-8939
Issues/Actions	<a href="mailto:npmo-issueaction@navy.mil">npmo-issueaction@navy.mil</a>	(858) 537-8948

### To request assistance, callers currently have three options:

- *Option 1:* Dial the appropriate ISC telephone number to talk to an ISC staff member.
- *Option 2:* E-mail the appropriate ISC e-mail address.
- *Option 3:* Customers can call the ISC telephone number during non-operation hours and leave a voice message and have their call returned the following business day.

## q **Call Volume Has Increased Significantly With Favorable Feedback.**

- CNO CTR - “When I First Heard About the Isc, I Thought It Was Going to Be More Nmci Smoke and Mirrors. Boy, Was I Wrong. You Guys Are 4 for 4.”
- CIT CTR - “... Has Helped Tremendously in Getting This Situation to Resolution”
- PACFLT CTR - “You Guys Are Great. You Provide a Quick and Accurate Response to All My Questions. Thank You”
- CSG-9 CIO – “...Thanks a Million for Helping Me Cut Through This Knot! You Found an Answer for Me on Something That I've Been Working on for More Than 6 Weeks. Three Cheers for the Integrated Support Center!”

## q **Detect Trends Relatively Quickly and Publish Solution to Middle Management Community**

## q **Providing Update to Available Tools to Maintain Their Usefulness**

- Playbook
- FAQs
- Lessons Learned
- Document Library

## 9 The ISC Is Accountable for Ensuring Customer Satisfaction and Resolution of NMCI Related Problems Within a Reasonable Amount of Time.

- Established Procedures for Ensuring That Customers Are Appropriately Attended to and Problems Are Resolved in a Timely Manner.
- All Issues Will Be Monitored, Evaluated, and Escalated Based on Potential Impact or Customer Need.
- Provides a consistent customer experience by resolving conflicts and delivering solutions