

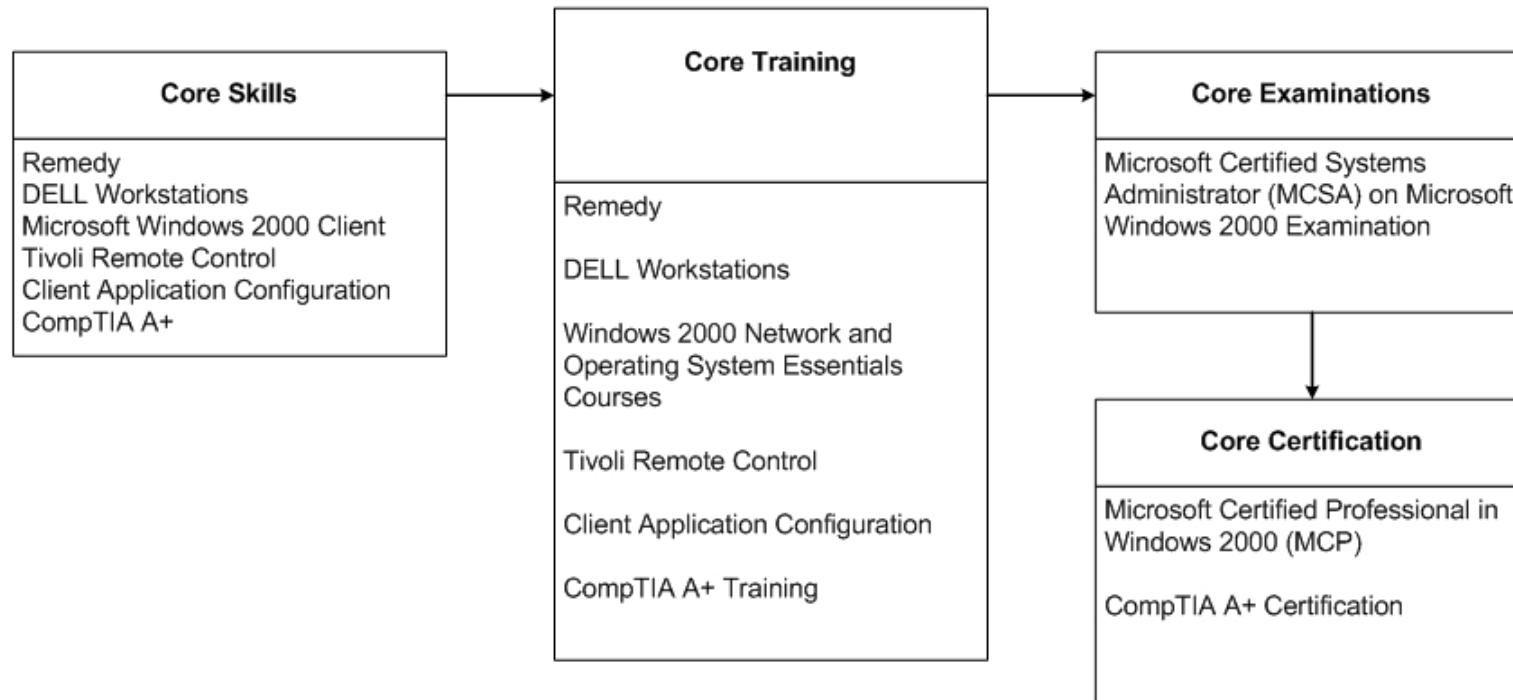


APPENDIX D
NMCI Detachment
Network Operations Center
Technical Progression Plan

October 2003

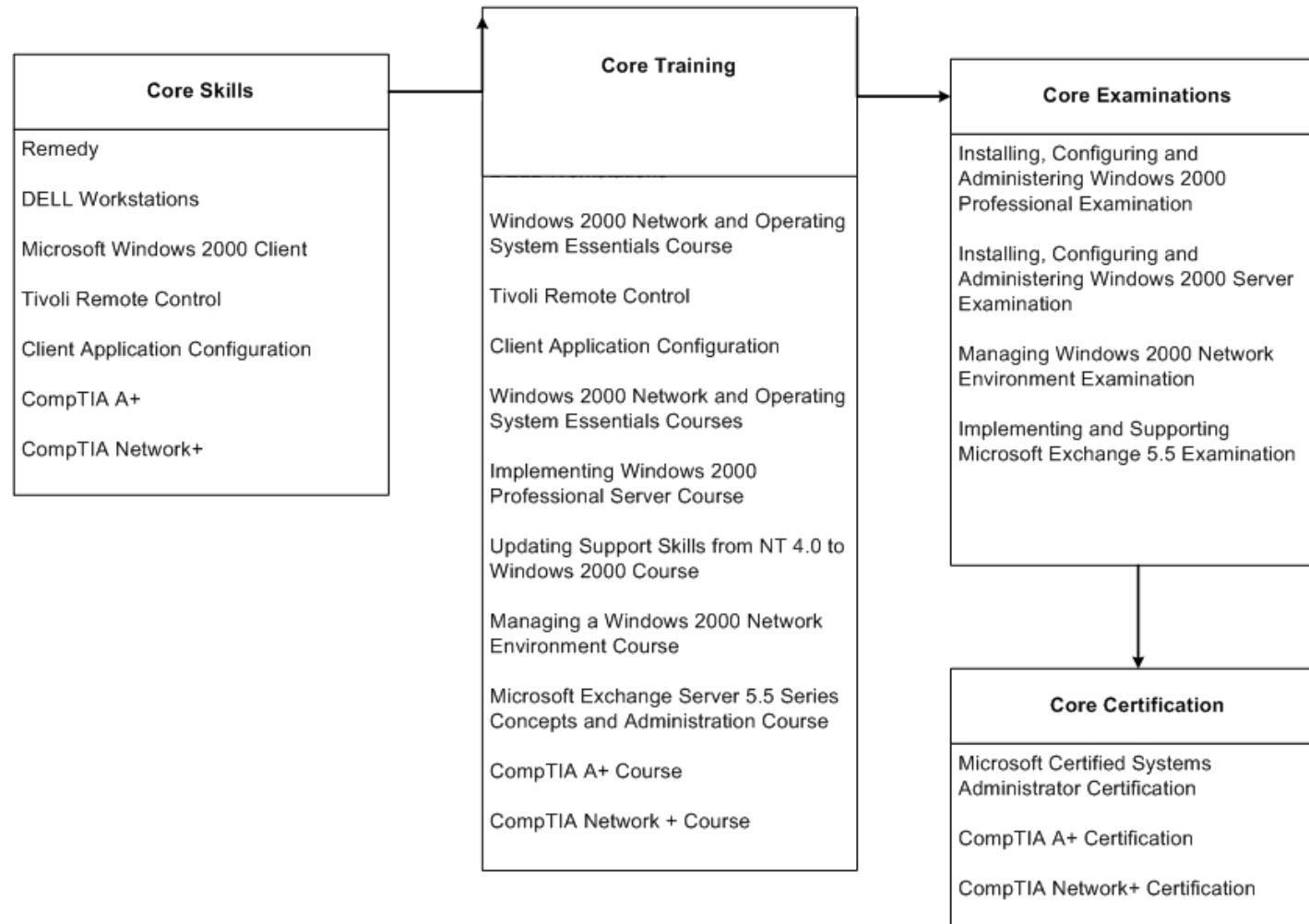
Client

Client involves the advanced (non-level 1) support of the end user device and the client software configuration. The key delivery model is to leverage such remote management tools as Tivoli to allow instant access to the end users' device by spanning the internet.



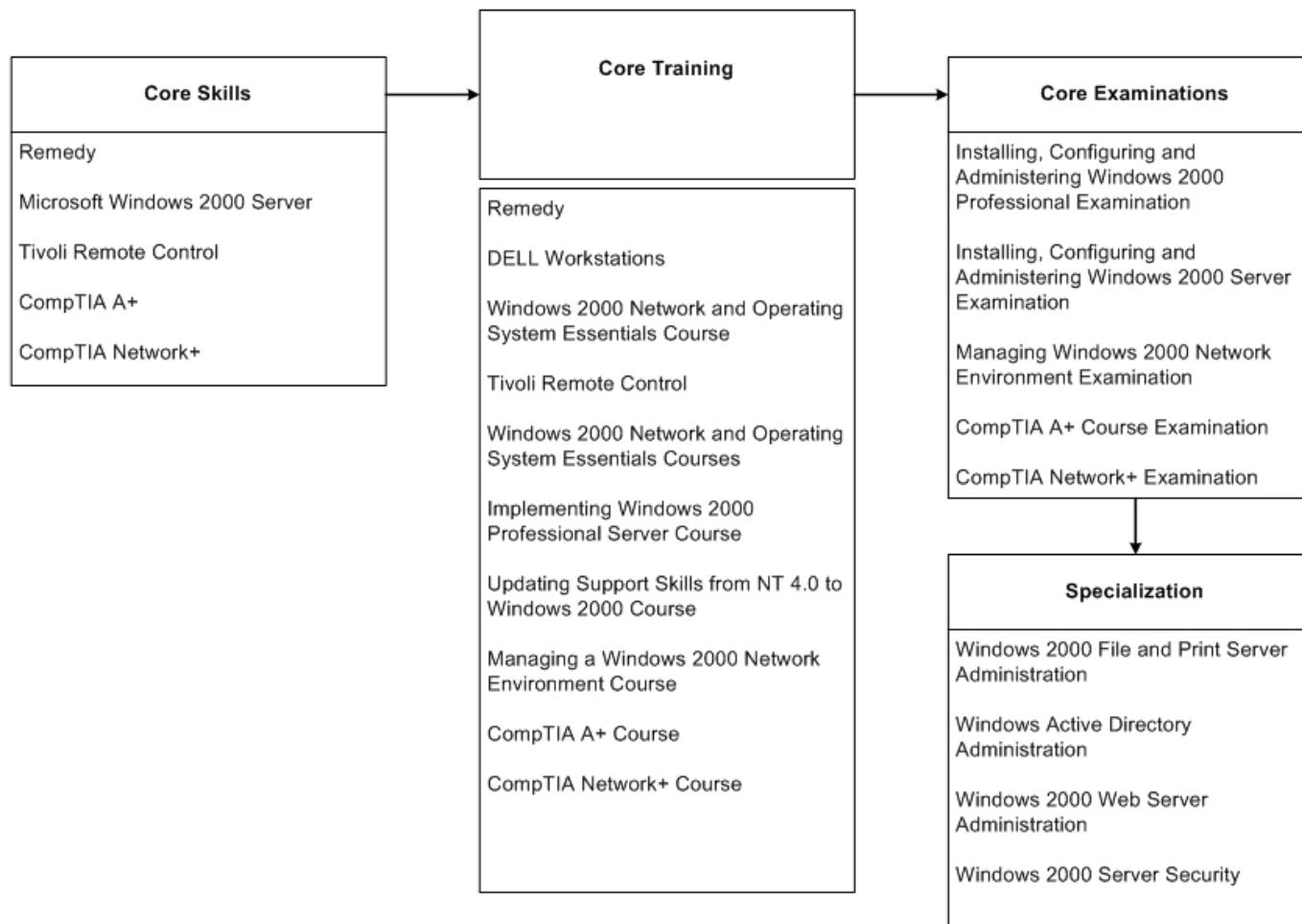
Messaging

This billet will focus on Exchange support and the related peripherals of OWA and Black Berry support. Specific activities are the configuration and administration of the exchange system, the end to end mail routing management, and the interfaces to the Black Berry and OWA systems

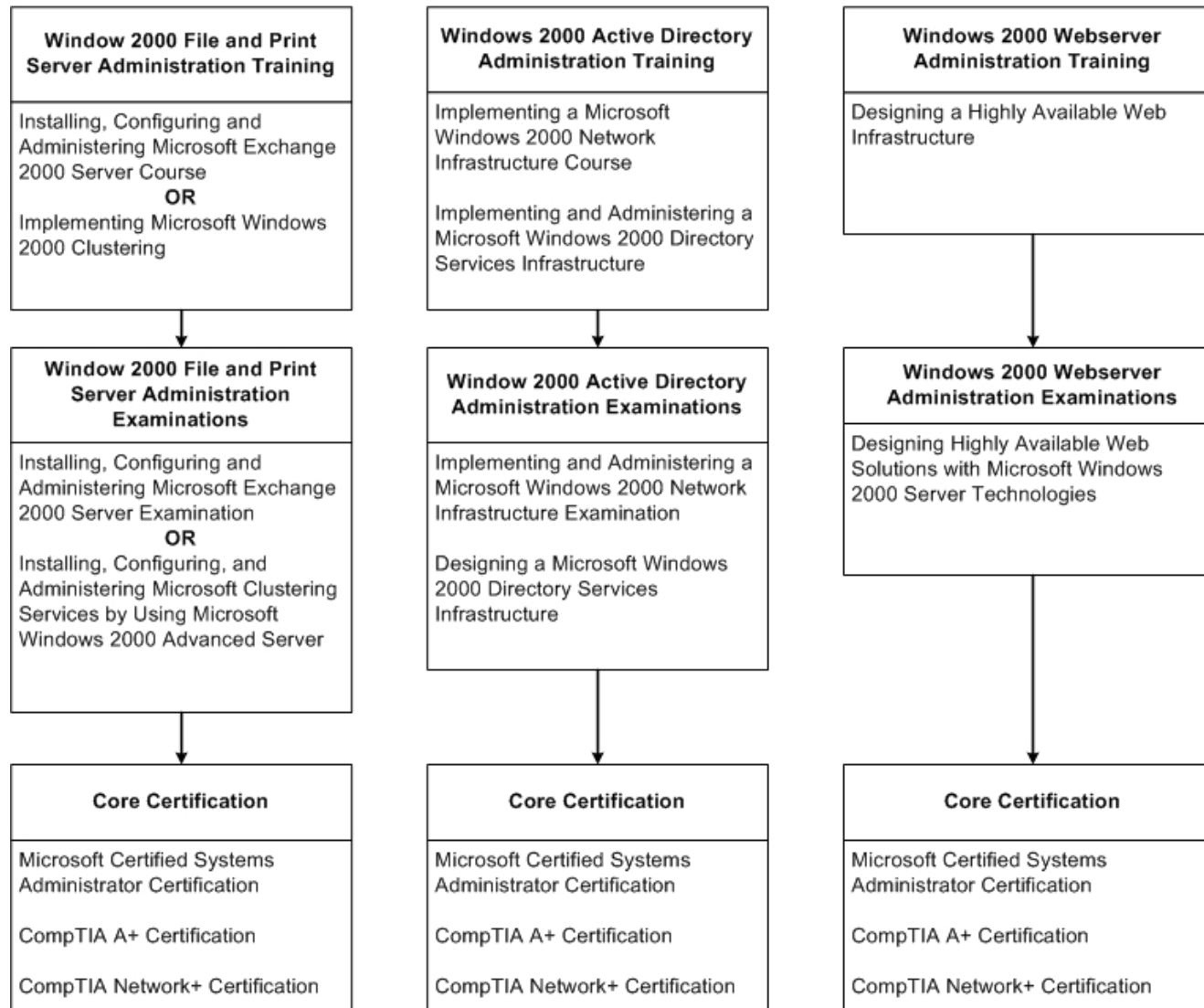


Server

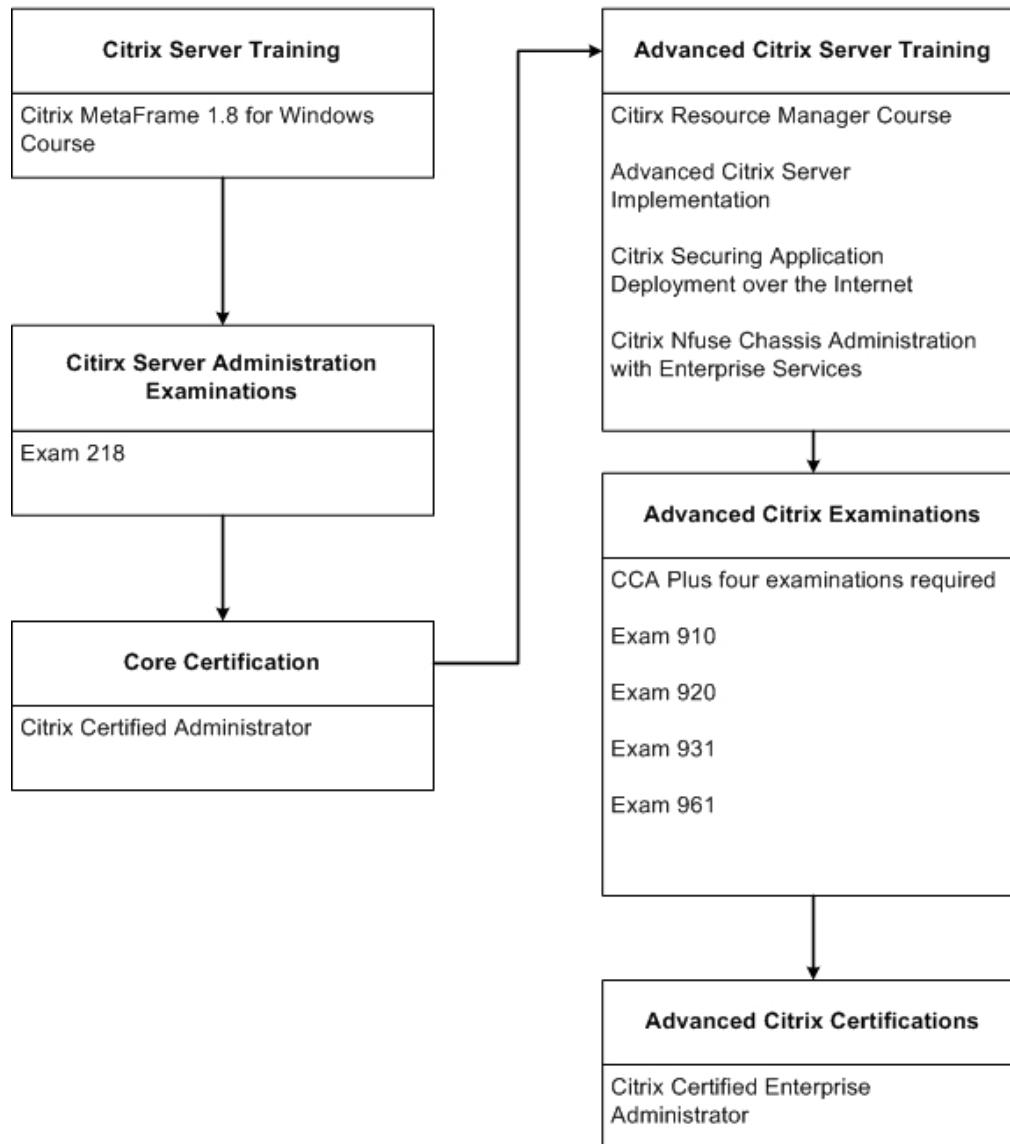
The Server area includes Windows 2000 server (W2K), Active Directory, and the File and print services. Web Servers on the W2K platform is also contained here. The billet and the corresponding training will focus on two broad areas of specialization, AD and W2K. AD will include extensive training in the application and support of the AD framework, focusing on such items as activity definition, domain structure, inter-operation between domains, security, auditing, and maintenance. Extensive lab work in conjunction with self-pace and classroom training will be required. W2K will focus on the key services around both delivery of File and Print services, but also the application layer services in support of the key applications. Specific areas include server configuration, tuning, debug, and server side security, sever side AD, and network interfacing.



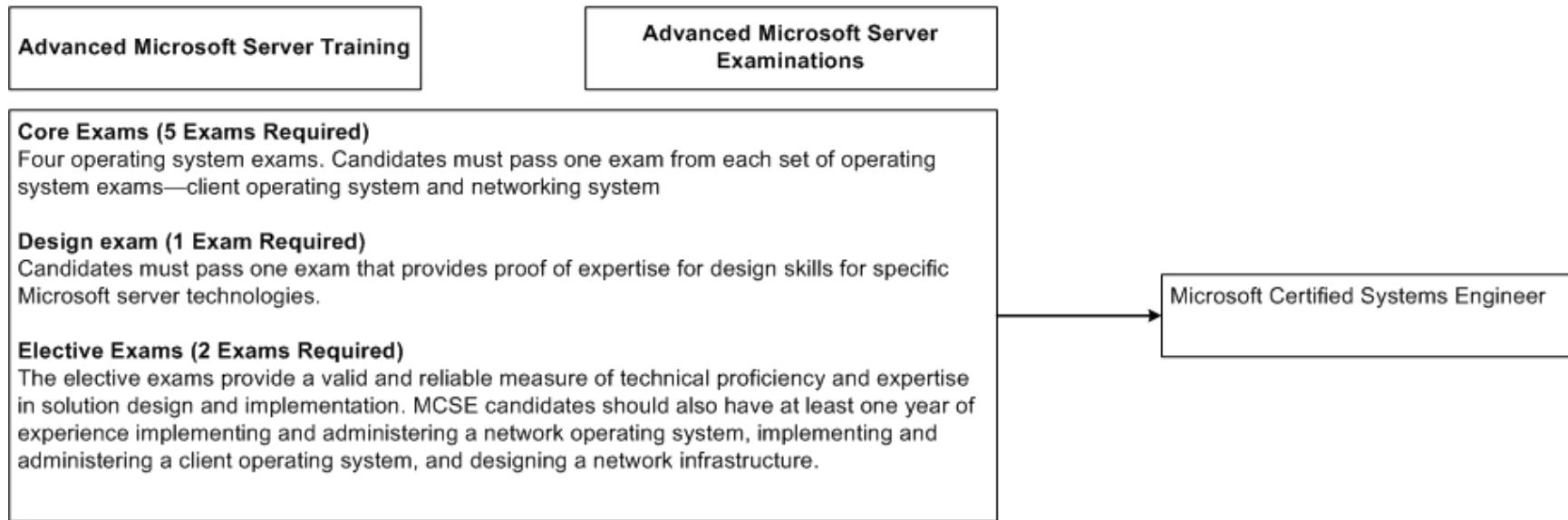
Server Specialization



Advanced Server Specialization

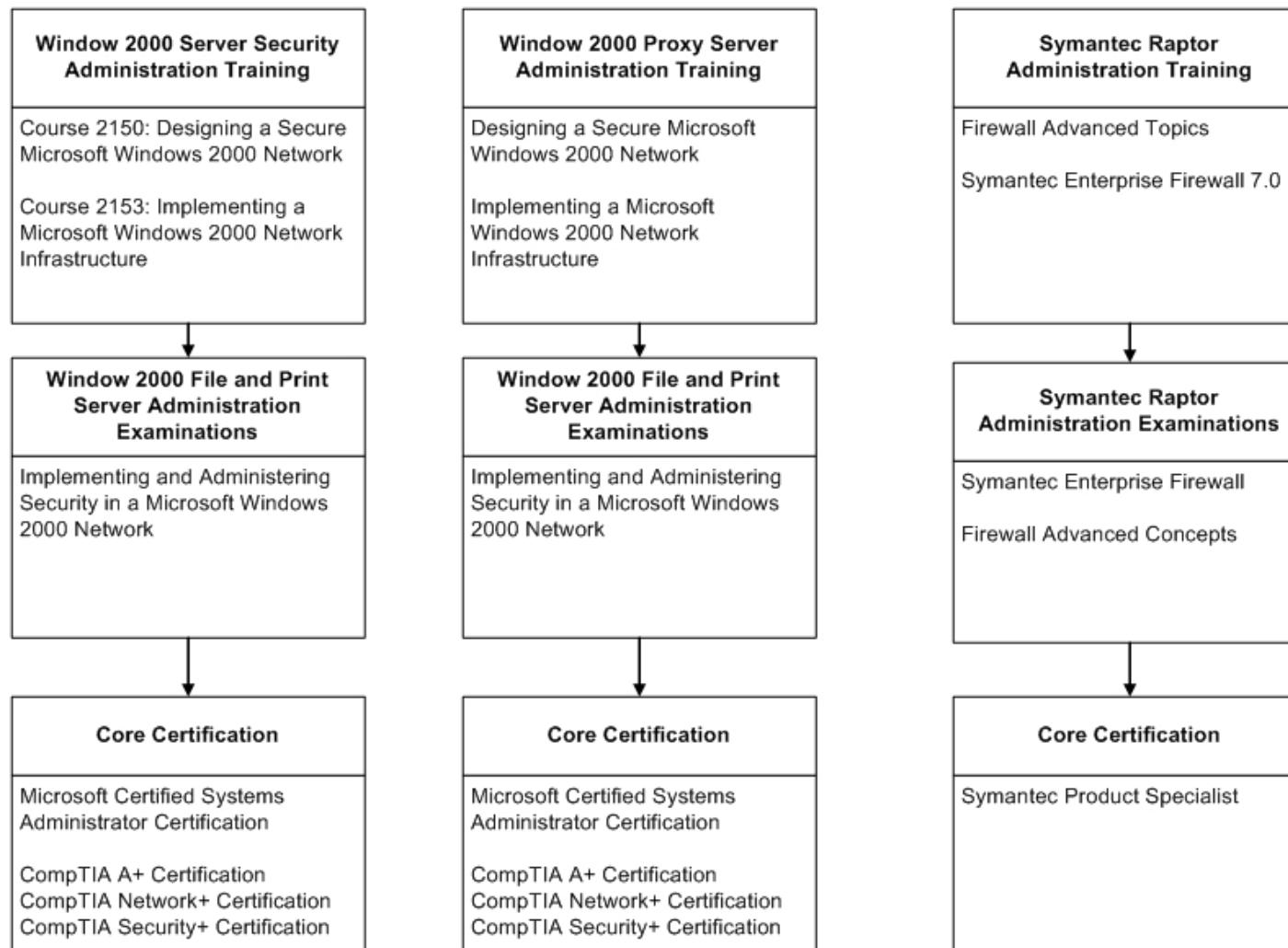


Advanced Server Specialization



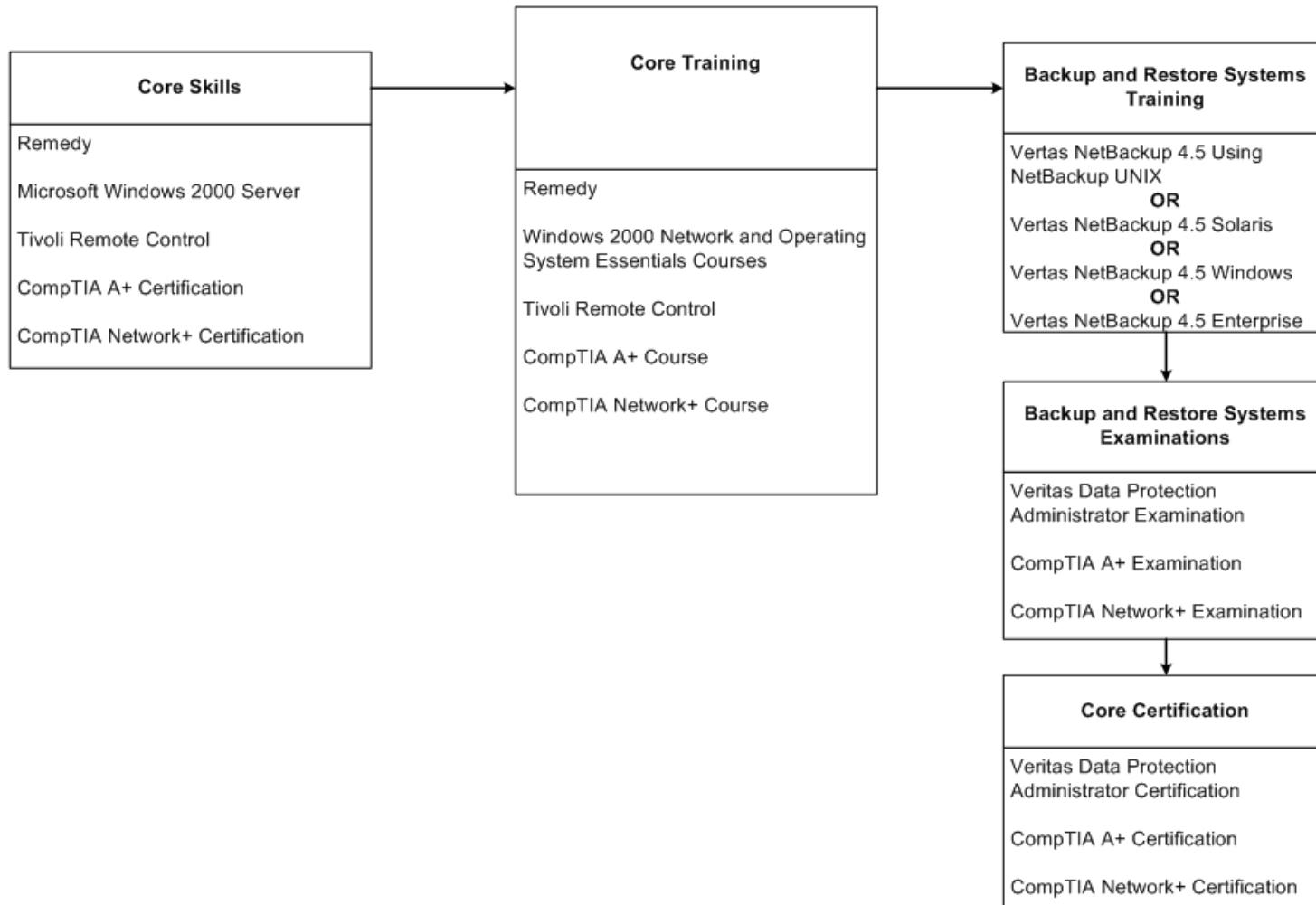
Information Assurance

Information Assurance is the complex service area that includes policy setting, enforcement and incident management of the Information Assurance infrastructure. The staff in this area focuses on configuring/maintaining the infrastructure components in scope to include Firewalls, IDS (Intrusion Detection Systems) and the various IA scanning utilities. In the event of a classified spillage or intrusion this team will be prime in addressing the event and taking corrective action.

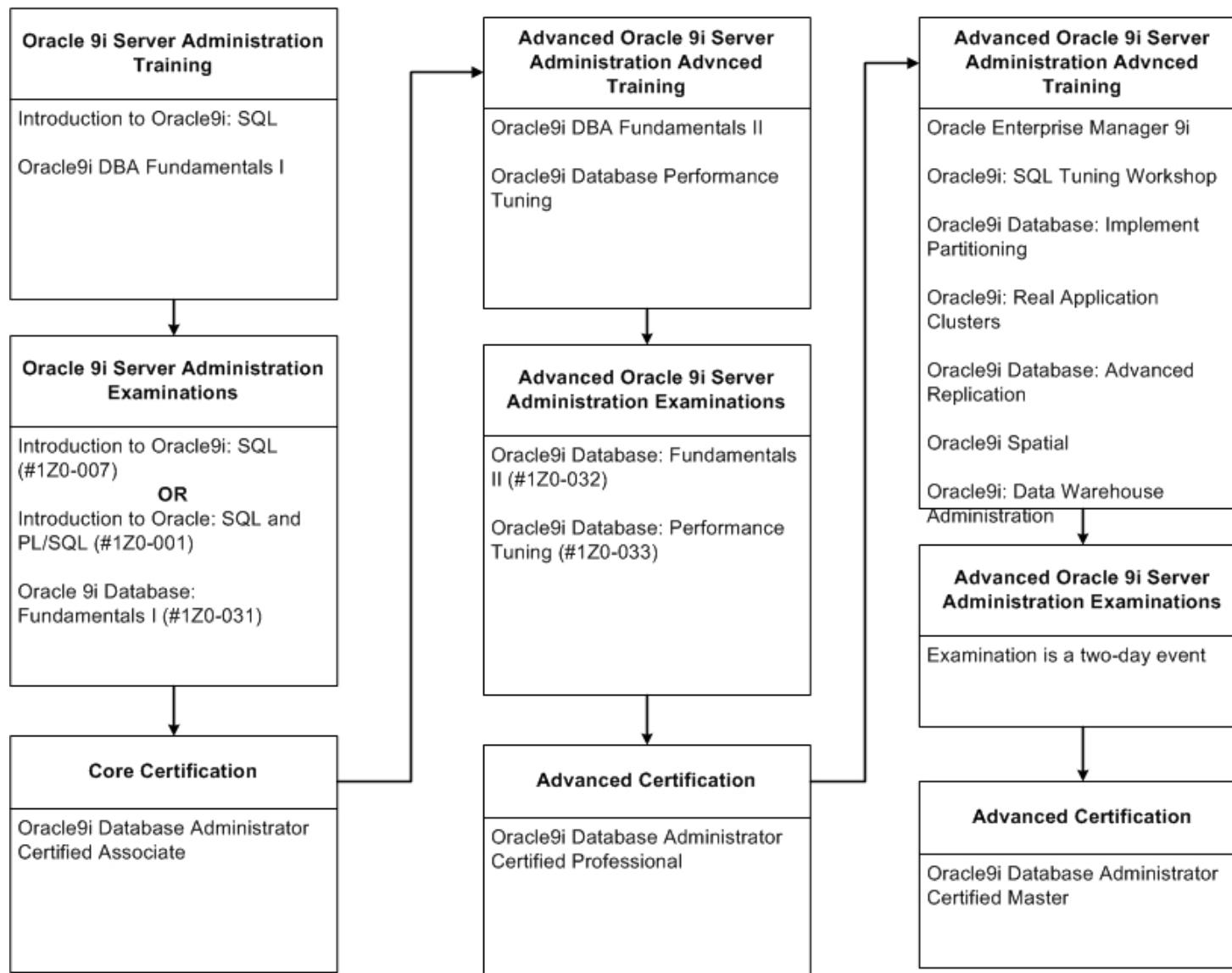


Data Center

This area focus on the specific maintenance and administration of the server farm environments including the SAN, Storage Systems, and the facilities issues such as power, air, and access control. This billet really focuses on the back up, restore and data management areas.

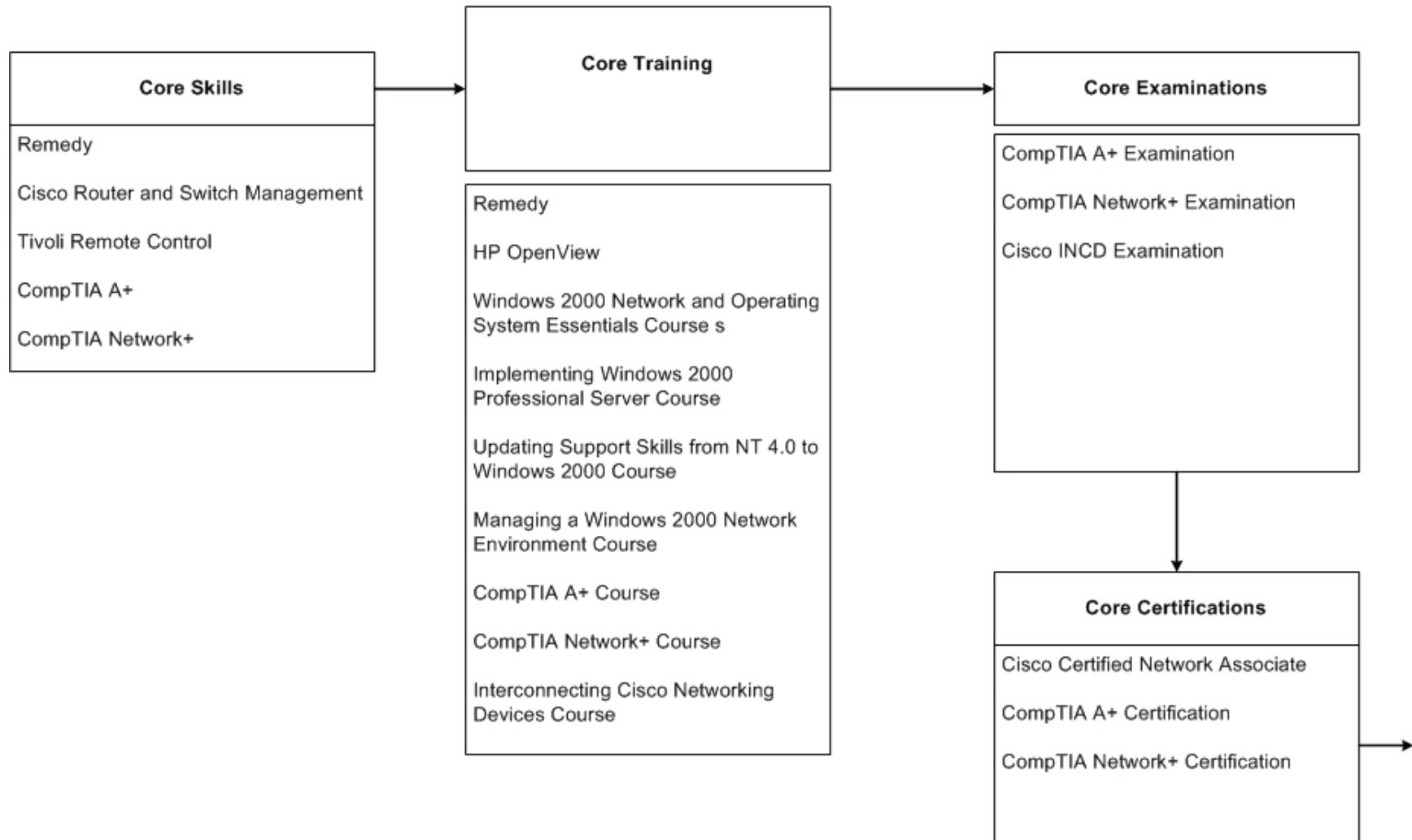


Data Center Specialization

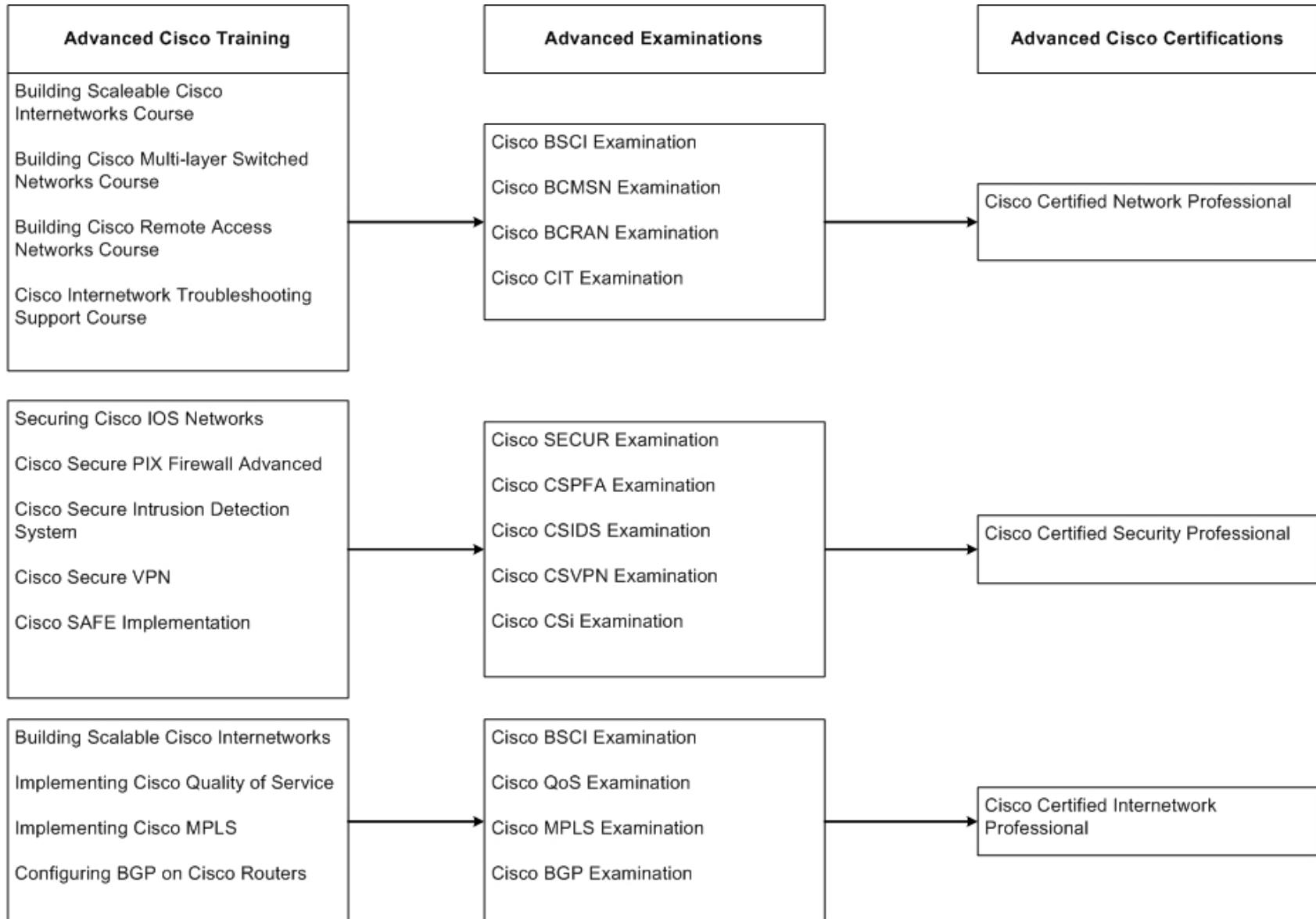


Network

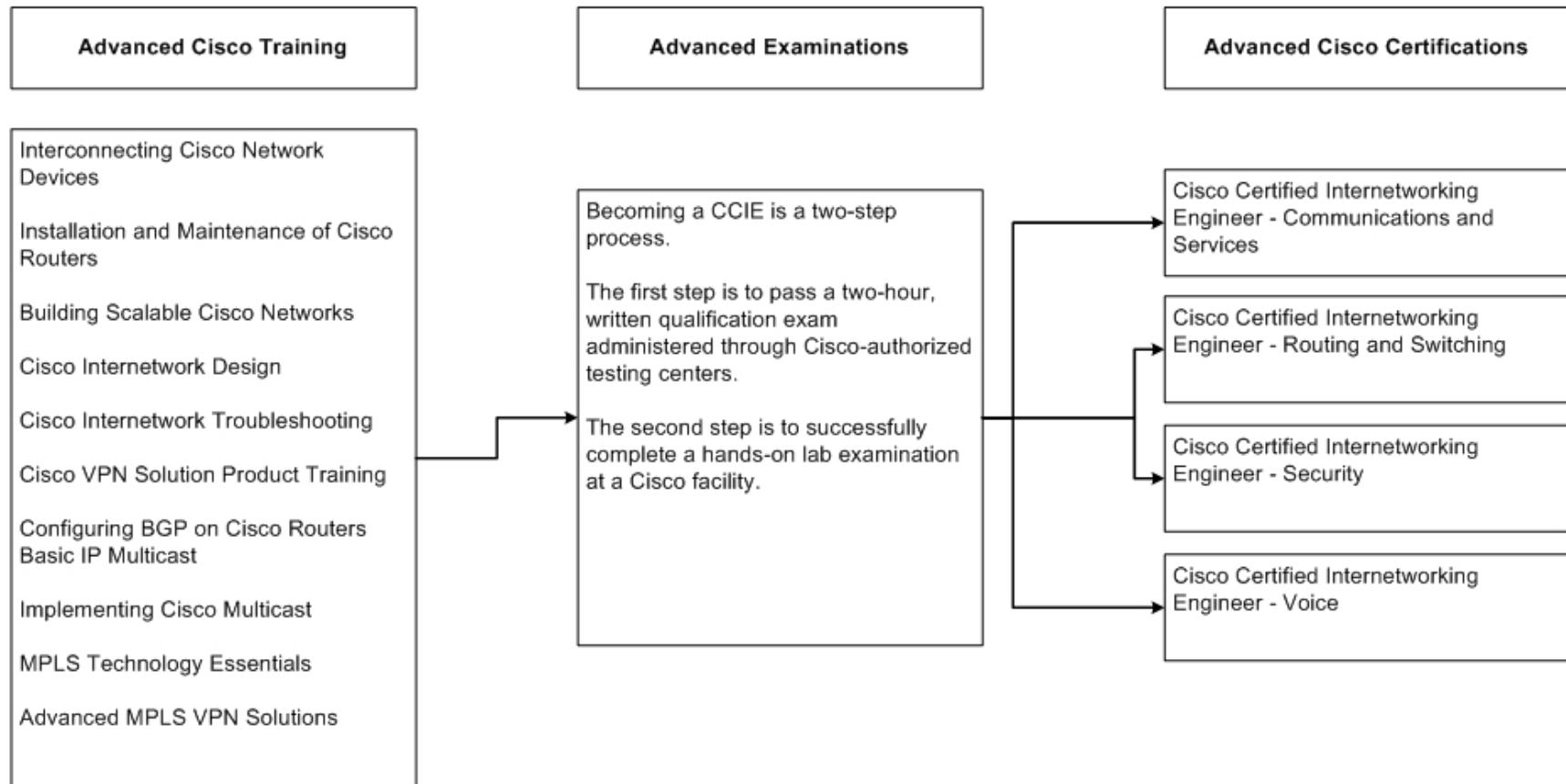
This billet focuses on the delivery of base and building network infrastructure including the switch and router management, cable plant maintenance, and telco interface.



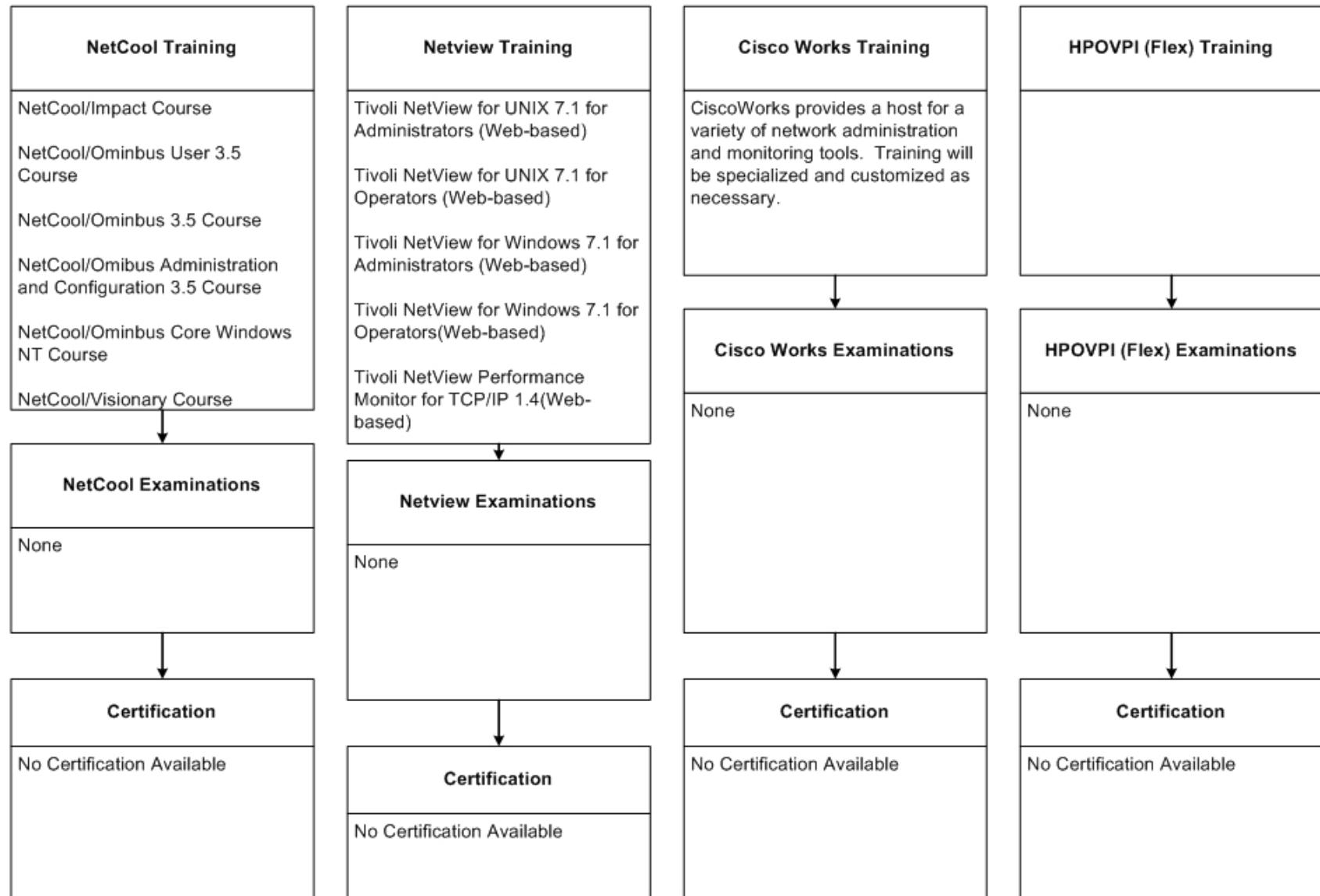
Network Advanced Training



Network Advanced Training



Network Advanced Training



Deployment

Deployment focus on the specific tasks applied to create a new infrastructure, and the maintenance of environment post implementation. The facilitation of the promote to production process and the deployment of planned releases are the key activities in this area. Software Distribution management support is one of the key areas here.

DOCUMENT CHANGE HISTORY

(List in Reverse Chronological Order)

Effective	Version	Explain the Change Action	By	CAD No.

DOCUMENT REVIEW HISTORY

(List in Reverse Chronological Order)

Reviewed	By	Reason	Results	Comments	CAD No.

DOCUMENT CONTROL INFORMATION

Document ID	Document Owner Team Lead	Document Approver Team Lead	Stored	Retention	Disposition