



UNITED STATES MARINE CORPS

3D MARINE DIVISION (-) (REIN)
UNIT 35801
FPO AP 96602-5801

DivO 5270.1
G-6
25 APR 2000

DIVISION ORDER 5270.1

From: Commanding General
To: Distribution List

Subj: INFORMATION SYSTEMS COORDINATOR (ISC) PROGRAM

Ref: (a) MARFORJO 5239.1
(b) FMFPacO 5230.3F
(c) MCO P5510.14
(d) FMFPacO 5210.3B

Encl: (1) ISC Organizational Flow Chart
(2) Sample Information Systems Coordinator Appointment Letter

1. Purpose. To establish the staff organization required for direction, control, and coordination of Information Technology (IT) and Information Systems within the 3d Marine Division in accordance with the references. To establish the billet for ISC at every level of command and within each staff section within the Division as defined in enclosure (1). To define the responsibilities of the Assistant Chief of Staff (AC/S) G-6, the Information Systems Management Officer (ISMO), Commanders, and section heads with regards to information systems.

2. Background. IT has consistently been a force multiplier and an effective tool that aids the Commander in efficient control and management. Increasingly, our Marines rely on the instantaneous communication features of computer networks, and require additional IT assets to employ the highly sophisticated supply, logistics, communications, and administrative systems that are being fielded. However, the plethora of IT systems, as well as the sheer number of Division personnel who use them have stretched the abilities of the Command's ISMO to the limit. The end result is that IT users may experience prohibitively long outages while waiting for ISMO personnel to respond to requests for assistance. Accordingly, the collateral duty of the ISC is being established within each staff section of the Division and at the major subordinate command (MSC) level in order to assist staff sections and subordinate commanders with on-hand, one-on-one expertise with respect to IT requirements identification, installation, operation, troubleshooting, and training of personnel.

a. The ISC serves as the first echelon of network support regardless of the location (garrison/deployed). This person is closest to the user and provides users with day to day information technology support.

b. Problems reported directly to the Division ISMO will be redirected to the respective unit/section ISC.

3. Scope. This Order defines ISC roles and responsibilities for all units under the administrative and/or operational control of the 3d Marine Division to include Unit Deployment Program (UDP) companies, batteries, and battalions. It is applicable to tasks performed by personnel within those staffs, as well as by ISCs from within the numerous supported organizations. Network services and capabilities covered by the provision of this order include configuration control, fault detection/isolation/resolution, performance tuning, security, life cycle management, and user training.

4. Training. The dependence upon computer generated information encompasses all functional areas, making coordination of IT increasingly difficult due to both volume and complexity. Effective IT management requires ongoing ISC and End User training. The Division ISMO will provide periodic training opportunities for ISC's which focus upon general technology overviews and specific technical aspects of systems administration and management. Records will be maintained by the Unit ISC to document training histories and to assist in detecting IT management trends and in optimizing training efforts.

a. Personnel assigned the collateral duties as ISC, are required to be proficient in basic computer troubleshooting skills, network administration, and application software. Technical problems beyond the ISC's capabilities will be referred to the Division trouble desk.

b. ISC USER'S GUIDE. The ISC user's guide is designed to provide ISC's with a general reference base for troubleshooting ITE hardware, software, and networks within their area of responsibility. A thorough understanding of the information and procedures presented in the guide will greatly assist all ISC's in optimizing their level of IT support.

5. Management

a. Requirements validation. Emerging IT requirements will be validated by unit/section ISC's. ISC's will ensure that their respective organization's requirements are clearly and completely identified.

b. Purchasing control. AC/S, G-6 will identify, budget for and purchase all required IT peripheral devices via appropriate purchasing vehicles. ISCs may purchase items that are considered

expendable or are available through Direct Support Stock Control (DSSC) self-service. These items include, but are not limited to, keyboards, diskettes, "mice", and cleaning equipment. ISCs should identify special equipment or requirements to AC/S, G-6 for approval and to promote interoperability and standardization within the division. IT funding and purchasing responsibilities will be the responsibility of the AC/S, G-6.

c. Asset Configurations/Standards. IT assets will adhere to the specification guidelines published by Department of Defense, Secretary of the Navy, and Marine Corps directives. Due to the rapid advances in IT, commanders. AC/S's and ISC's should notify the AC/S, G-6 of their requirements. The AC/S, G-6 will procure assets that meet the current IT specifications and leverage the acquisition with the available sources of supply.

6. Action

a. Assistant Chief of Staff, G-6 (AC/S, G-6)

(1) Act As the primary point of contact for Information Technology (IT) issues.

(2) Provide staff assistance and advice on IT issues within the command.

(3) Appoint a Division ISC.

(4) Serve as principal advisor to the CG on IT issues of the command.

b. Information System Management Office, G-6

(1) Act as the primary point of contact for the (ISC) Program

(2) Exercise staff supervision over command information systems support activities.

(3) Develop and approve plans, goals, and guidance for carrying out IT functions within the policies and guidance of higher headquarters.

(4) Conduct command IT inspections, evaluations, reviews, and assistance visits. Serve as the point of contact for higher Headquarters inspections, evaluations, and reviews.

(5) Identify and coordinate IT training requirements.

(6) Develop and coordinate the command IT reporting requirements.

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(7) Coordinate the command IT directive(s), standing operating procedures, estimate(s), and IT support plans.

(8) Ascertain IT requirements of the major subordinate elements (MSE) and maintain a prioritized listing of both funded and not funded initiatives.

(9) At the network management level test IT contingency plans.

(10) Review and approve or disapprove user requests for the creation of locally developed programs based on resources available.

(11) Advise the AC/S, G-6 regarding the approval or disapproval of requests for IT.

(12) Coordinate interfaces with external IT systems.

(13) Conduct periodic meetings with the ISC's to provide information, direction, and resolve issues.

(14) Provide technical research assistance for the evaluation of hardware/software products.

(15) Provide a centralized library of approved public domain and locally developed programs.

(16) Provide on-site consulting support to all sections, to include evaluation of current G-6 operations, training, and short and long-term planning.

(17) Provide garrison support to major subordinate element S-6's and other tenant activities as required and requested, within available resources.

Maintain a turnover folder

(19) Maintain a list of the ISC's and alternate ISC's for each command and special staff section in the ISC public folders. Units and special staff sections are responsible to update the ISC public folders with any changes in appointment of personnel as the ISC or alternate ISC.

Conduct ISC training and maintain records.

c. Unit/Section Information Systems Coordinator Duties

(1) Act as the unit/section single point of contact for IT issues. Advise the CO, AC/S's or OIC on matters pertaining to IT management and use.

(2) Depending on the size of the unit, the ISC or alternate is encouraged to solicit for and appoint assistant ISC's with the approval of the Division Head or OIC. One per section (up to 50 computer suites) may be appropriate. However, a division or section should not sub-divide the ISC duties to a point that an ISC is present in each office. Lower level ISC will adhere to an administrative reporting chain through the higher level ISC's within their division.

(3) Be familiar with all information systems under the staff cognizance of the parent organization. Due to the complexity or scope, it may be impractical for the ISC to be thoroughly familiar with all information systems; however, the ISC must be aware of where to acquire assistance concerning each information system.

(4) Be familiar with the contents of this Order and the guide, and with the functions of the ISMO.

(5) Plan and coordinate future requirements for IT support (to include hardware and software procurement, applications development, etc).

(6) Ensure dissemination and compliance, within the organization, of information and directives pertaining to IT

(7) Assist in determination of relative priorities of IT support requirements and preparation of IT support requests

(8) Represent the organization at ISC coordination meetings

(9) Ensure dissemination of standard software and anti-viral software within the organization.

(10) Maintain desktop procedures and a turnover folder.

(11) Perform network system administration tasks as needed for user access and security.

(12) Perform the appropriate level of server maintenance for network equipment in the office.

(13) Ensure users of IT hardware within your area of responsibility are instructed on the proper procedures for performing preventive maintenance.

(14) Assist in the maintenance of ITE record jackets per TM 4700-15/1H.

(15) Maintain a current inventory of all ITE hardware software within the organization.

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(16) Provide technical assistance to users within the organization.

(17) In the event a user problem cannot be resolved at the ISC level, the ISC must contact the G-6 Customer Support Section to submit a Service Request.

(18) Coordinate with the Division ISC or ISMO on all matters regarding IT security.

(19) Report all virus discoveries and suspicions, discovery of malicious code, violations in IT security, presence of illegal software, and all other occurrences involving IT security to the AC/S, G-6 (Security Section, ISMO).

(20) All ISC's, alternate ISC's, and assistant ISC's, are required to attend initial ISC training (conducted by the G-6) within two months of accepting appointment as an ISC. Refresher training and new technology training will also be conducted periodically by the G-6 and all ISC's are required to attend this training as well. The training schedules will be published via the LAN several times per year.

d. Commanders, Principal Staff Officers, Regiments, and Separate Battalions

(1) Assign Information System coordinators using enclosure (2).

(2) Ensure that the G-6/S-6 or ISC is incorporated into the unit check-in process to facilitate the establishment of E-Mail accounts.

(3) Implement the provisions of this Order.

7. Recommendations. Recommendations for changes to this Order are invited and should be submitted to Division G-6 via the appropriate chain of command.


R. S. MAKUTA
By direction

DISTRIBUTION: A/D

ISC Organizational Flow Chart

3D MarDiv (G-6)
ISCO
Information Systems Coordinator Officer

3D MarDiv (ISMO)
Division Information Systems Coordinator

3D MarDiv
CSS
Customer Service Support

Staff Sections
ISC
Information Systems Coordinator

MSE / Unit
ISC
Information Systems Coordinator

User

User

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NCIOS

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