



DEPARTMENT OF THE NAVY  
HEADQUARTERS UNITED STATES MARINE CORPS  
3000 MARINE CORPS PENTAGON  
WASHINGTON, DC 20350-3000

IN REPLY REFER TO:  
5200  
AR

10 JUL 2013

POLICY LETTER 4-19

From: Director, Administration and Resource Management Division  
To: Headquarters Marine Corps Staff Agencies

Subj: MARINE INFORMATION TECHNOLOGY SUPPORT CENTER (MITSC)  
HEADQUARTERS MARINE CORPS (HQMC) INFORMATION SYSTEMS COORDINATOR (ISC)  
POLICY LETTER

Ref: (a) SECNAVINST 5239.3B, SECNAV Information Assurance Policy,  
of 17 Jun 09  
(b) SECNAVINST 5510.36, DON Information Security Program Instruction,  
of 06 Oct 06  
(c) MCO 5239.2B, Marine Corps Cybersecurity  
(d) Information Systems Coordinator (ISC) Guidance - Marine Corps  
Version 0.9, HQMC C4, 4 Jan 13  
(e) Inspector General Checklist - Cyber Security Management (5239)

Encl: (1) Information Systems Coordinator Appointment Letter  
(2) Information Systems Coordinator Roles and Responsibilities  
(3) Information Systems Coordinator Training

1. Purpose. To provide guidance and outline the roles and responsibilities of unit and section Information Systems Coordinators (ISCs) within HQMC, per the references. This policy is distributed to all HQMC departments.

2. Information. Information flow is a strategic asset that is essential to all units throughout the Marine Corps. In order to support the accomplishment of organizational goals, three things must occur. First, the technology support organization must understand the organization's business processes and IT requirements. Second, organizations using IT must understand and comply with IT policies, security procedures, and authorized network practices established to safeguard the network. Third, close coordination between users and the supporting Service Desk must be maintained. To support these requirements, an ISC Program has been established with ISCs serving as the primary information conduits between the users and MITSC HQMC. ISCs are the critical link between the end user and MITSC HQMC. ISC responsibilities must be defined so that proper training is coordinated and provided, and their functions are standardized and codified across all HQMC organizations.

3. Scope

a. Primary and Alternate ISCs will be appointed in writing within each HQMC staff organization in accordance with enclosure (1) of this policy letter. The ISC will be assigned as an additional duty to individuals who have or demonstrate the aptitude for learning and understanding IT. The ISC must have and maintain a Secret Clearance. An Interim Secret Clearance is sufficient to be appointed as an ISC. Departments shall notify MITSC HQMC Security Coordinator immediately if any ISCs security clearance is revoked. Alternate ISCs may be appointed if necessary.

b. The original appointment letter will be retained with the ISC's respective Service Desk department as it is an item on the 5239 checklist (reference (e)), and a copy will be retained with MITSC HQMC department. Upon

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receipt of the appointment letter, the individual will be placed on the necessary contact lists.

c. Prior to an ISC leaving a unit, a new ISC will be appointed in writing and a proper turnover shall take place. The turnover should include a detailed description of the roles and responsibilities described in this policy as well as any necessary IT training. When turnover is completed, the MITSC HQMC Service Desk shall be notified of new appointment so that the appropriate account permission changes can be made.

d. Roles and Responsibilities

(1) A detailed list of all ISC roles and responsibilities is provided in enclosure (2).

(2) Below is a list of the general topics all ISCs will need to be familiar with in order to effectively conduct their assigned duties:

(a) Act as the liaison between the user and MITSC HQMC.

(b) Assist with user incident resolution.

(c) Assist in the procurement and accountability of IT assets.

4. Unauthorized Activities. HQMC ISCs may not perform certain tasks or undertake certain activities. For example:

a. Load software to client workstations or establish Local Administration Rights for user workstations.

b. Authorize the purchase of IT hardware or software.

c. Stand-up a server on the network.

d. Connect, reconnect, or move workstations on the network without prior authorization.

5. Training. While all ISCs should be familiar in basic computer network and IT functions, it is understood that not all ISCs will be formal school trained. Therefore, per enclosure (3), training will be provided by MITSC HQMC and II MEF CTC in Camp Lejeune.

6. The point of contact regarding this policy letter is the Deputy Director, Information Systems Management, at (703) 614-2119. For technical issues, ISCs should contact the Enterprise Service Desk at 855-373-8762.

  
S. M. GROZINSKI

Copy to:  
HQMC ISCs  
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DEPARTMENT OF THE NAVY  
HEADQUARTERS UNITED STATES MARINE CORPS  
3000 MARINE CORPS PENTAGON  
WASHINGTON, DC 20350-3000

IN REPLY REFER TO:  
1000  
SECTION  
DATE

From: (Head of HQMC Staff Agency)  
To: Individual Appointee

Subj: APPOINTMENT AS INFORMATION SYSTEMS COORDINATOR (ISC)

Ref: (a) HQMC AR Division ISC POLICY LETTER dated XXXX  
(b) SECNAVINST 5239.3B  
(c) SECNAVINST 5510.36  
(d) MCO 5329.2B

1. Per reference (a), you are hereby appointed as the Primary/Alternate Information Systems Coordinator (ISC) for (Section). You are to read and familiarize yourself with the references listed above and attend all required training to support your new assignment.

2. This appointment will remain in effect until you are formally relieved by the appointment of another ISC.

(STAFF AGENCY HEAD NAME AND SIGNATURE)

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FIRST ENDORSEMENT -- PRIMARY

From: (Full Name)  
To: (Head of HQMC Staff Agency)

Subj: DESIGNATION OF INFORMATION SYSTEMS COORDINATOR (ISC)

1. I have read and understand the references and have assumed all duties in conjunction with my designation as the Primary/Alternate ISC.

(FULL NAME AND SIGNATURE)

Enclosure (1)

## Information Systems Coordinator Roles and Responsibilities

The following are the roles and responsibilities of the unit Information Systems Coordinators (ISCs). Training of the ISC is the responsibility of MITSC HQMC.

1. New User Support
2. Basic Troubleshooting
3. Marine Corps Enterprise Network (MCEN) Management
4. Information Assurance (IA)
5. Public Key Infrastructure (PKI)
6. Automated Message Handling System (AMHS)
7. Video Teleconferencing (VTC)
8. Telephone Systems
9. IT Asset Management
10. Wireless Device Management
11. Multifunction Devices

## 1. New User Support

a. Assist new users with filling out and providing Remedy submission of SAAR form and supporting documentation for establishing and setting up email accounts for any and all networks as required.

b. Assist users in importing or establishing Outlook personal data files (.psts) and contacts.

c. Assist users with updating Global Address Listing (GAL) information.

d. Assist users with importing Signature and Encryption certificates into Outlook and publishing them into the GAL.

e. Assign users to section organizational mailboxes (OMBs).

f. Assign users to appropriate distribution and security groups.

g. Ensure users have appropriate network share drive access.

h. Map users to necessary printers.

i. Assist users with setting up GuardianEdge removable storage with a password or certificates.

j. Instruct users on the capabilities of multi-function devices (MFDs).

k. Assist users in establishing Automated Message Handling System (AMHS) accounts.

## 2. Basic Troubleshooting

a. Provide basic physical troubleshooting support for Information Technology (IT) devices to include, but not limited to, workstations and any attached peripherals, phones, VTC equipment, printers, and copiers.

b. Check physical cabling and power of devices to ensure everything is plugged in and properly seated.

c. Ensure printers and copiers have an on-hand supply of toner and paper.

d. Assist in troubleshooting network and application layer issues to include recording and providing error messages displayed on the user's screen, checking settings, restarting devices, and any other steps deemed necessary to assist their Service Desk and Customer Technical Representatives (CTR) in troubleshooting.

e. Have an intermediate knowledge of the current Windows Operating System (OS) and be able to assist users in using various Microsoft Office suite software programs.

f. Have intermediate knowledge of software collaboration programs, (i.e. Defense Collaborative Services (DCS) and SharePoint) and be able to assist users in establishing access as needed.

g. Submit and track the progress of Remedy trouble tickets to respective Service Desks as appropriate. Work directly with the CTRs as required. This includes, but is not limited to, tech refresh process and seat transition.

### 3. Marine Corps Enterprise Network (MCEN) Management

a. Serve as the technical liaison between the user and the Enterprise Service Desk (ESD) at Kansas City 855-373-8762.

b. Serve as the point of contact for seat orders and modifications and ensure the unit or section's IT needs are conveyed appropriately through the respective MSC CTR via the chain of command.

c. Inform MITSC HQMC via the chain of command of any users gained or lost due to planned physical seat relocations.

d. Submit Move/Add/Change (MAC) requests via the Enterprise Remedy System.

e. Conduct immediate troubleshooting steps on user workstations before referring the problem to the ESD.

### 4. Information Assurance (IA)

a. Be familiar with the unit's IA procedures, to include the process for adding external hard drives to their workstations, IA incident response procedures, and as directed, assist the HQMC Help Desk in mitigating actions. IA incidents include, but are not limited to, cross domain violations, spillages, virus infections, improperly or unlabeled devices or media, unauthorized devices or media, unauthorized access,

missing or compromised equipment, and non-compliance with software update patching.

b. Inform the ESD of any systems behaving in an abnormal state.

#### 5. Public Key Infrastructure (PKI)

a. Be familiar with the PKI technology (i.e. Command Access Card (CAC), SIPR Token, soft certificates, I.D. certificates, signature certificates, email certificates, and encryption).

b. Understand which CAC certificates (I.D. and Email) are used to access websites and software programs.

(1) Be able to troubleshoot a smart card reader and CAC in order to assist users with logging on to workstations and CAC-enabled websites.

(2) Assist users with obtaining SIPR Tokens.

(3) Assist users with obtaining smart card readers and ActivClient software for accessing Outlook Web Access (OWA) and CAC-enabled websites at home.

#### 6. Automated Message Handling System (AMHS)

a. Assist users in obtaining an AMHS account.

b. Serve as the Organizational Messaging Point of Contact (OMPOC) within the unit or section to assist key individuals in the drafting and releasing of messages.

c. Maintain roster of authorized AMHS releasers for their unit.

#### 7. Video Conferencing (VTC)

a. Serve as the unit liaison for VTC services, coordinating with the unit VTC Manager if necessary.

b. Be knowledgeable on the unit VTC equipment, to include point to point and point to multi-point communications if available, and assist users in setting up video conferencing meetings.

#### 8. Telephone Systems

a. Serve as the unit or section liaison for all Telephone Service Requests (TSRs). TSRs include requests for commercial

plain old telephone service (POTS), DSN service, and VoSIP service requests, as well as adding, disconnecting, relocating, and temporary service requests.

b. Submit TSRs to MITSC HQMC via the Remedy System.

c. Maintain an accurate Information Service Directory (ISD) phone directory for the unit or section.

#### 9. IT Asset Management

a. Serve as the unit or section liaison for IT procurement issues.

b. Submit procurement requests for IT software and hardware through the chain of command via the IT Procurement Request/Review Approval System (ITPRAS) and Purchase Request (PR) Builder systems.

c. Track and maintain an inventory of the unit's IT hardware assets. Conduct inventory at regular intervals in accordance with pertinent/governing regulations. For communication security (COMSEC) equipment, ensure CDCC reflects accurate information.

d. Coordinate with MITSC HQMC and Security Programs and Information Management (ARS) to dispose of all gear in accordance with regulations.

#### 10. Wireless Device Management

a. Serve as the unit or section liaison for wireless and cellular device issues.

b. Submit requests for smartphones, mobile and wireless devices and services to MITSC HQMC via the Remedy System.

c. Maintain an inventory of the unit or section's devices.

#### 11. Multifunction Devices (MFDs)

a. Identify all MFDs within their section or unit.

b. Serve as the single point of contact for all MFD troubleshooting procedures. Contact the MFD Service Desk for service calls.

c. Elevate troubleshooting procedures to appropriate contractor representatives or Service Desk as required.



## SC Training

1. MITSC HQMC will be the primary source of policy, guidance, and instruction for all mandatory ISC training. A "How To" course curriculum has been developed in order to give ISCs training on the most common issues they will encounter during the execution of their assigned role as ISC. The topics for the training curriculum include but are not limited to:

- Automated Message Handling System (AMHS) **OPS**
- Microsoft Office SharePoint 2010/13 Admin **Apps Dev**
- Video-teleconferencing (VTC) **OPS**
- Information Technology Procurement (ITPRAS) **PLANS**
- Telephone Service Requests (TSR) **SLM**
- Adobe Connect/Defense Collaborative Services (DCS) **OPS**
- System Authorization Access Request (SAAR) **CYBER**
- Mapping Network Drives and Printers **OPS**
- Outlook Email
  - Configuring Outlook email **OPS**
  - Importing certificates into Outlook **OPS**
  - Publishing certificates to the GAL **OPS**
  - Creating, Importing and exporting .pst's **OPS**
  - Updating email address listings **OPS**
  - Troubleshooting Outlook connection issues **OPS**
- Asset requests **SLM**
- Wireless and cellular devices **SLM, OPS**
- "Home Use" CAC middleware and Antivirus software **OPS**

-Information Assurance Incident response **CYBER**

-Service Desk Trouble ticket process **OPS**

2. Additional training will be offered outside of MITSC HQMC by the II MEF Communications Training Center (CTC). The training offered by the CTC includes A+, Security+, Network+, and SharePoint Level III training (also taught in-house by MITSC HQMC). Additional applicable resources can be found on NMCI Homeport site <https://www.homeport.navy.mil/home/> as well as the HQMC C4 ISC Portal <https://ips.usmc.mil/sites/iscportal/default.aspx>. Contact II MEF Service Desk for site access.