II MARINE EXPEDITIONARY FORCE POLICY LETTER 1-20

From: Commanding General, II Marine Expeditionary Force, FMF
To: Distribution List

Subj: II MARINE EXPEDITIONARY FORCE (MEF) INFORMATION SYSTEMS
COORDINATOR (ISC) PROGRAM

Ref: (a) Secretary of the Navy Information Assurance Policy dtd 2
May 16
(b) SECNAVINST 5510.36B, Department of the Navy Information
(DON) Security Program Instruction dtd 12 Jul 19
(c) MCO 5239.2B, Marine Corps Information Assurance Program
dtd 5 Nov 15

Encl: (1) Example II MEF CE ISC Appointment letter
(2) Example II MEF CE ISC Roles and Responsibilities
(3) Example II MEF CE ISC Training

1. Situation

a. In accordance with the references, this policy establishes the
procedures, authority, and responsibilities of Information System
Coordinators (ISC) assigned to II MEF.

b. Information flow within a command is an essential capability.
To optimize the use of Information Technology (IT) and support
organizational information exchange requirements, the II MEF ISC
Program has been established. ISCs will serve as the primary
information conduit between the users and the local unit Service Desk.

2. Mission. ISCs will serve as their unit’s primary liaison for all
IT related matters. The ISCs will work directly with their unit’s
service desk to efficiently solve all IT related matters to ensure
availability of network resources.

3. Execution

a. Commander’s Intent. Per the references, II MEF will establish
a ISC program with clearly defined roles and responsibilities, which
will provide II MEF end users with an optimized network computing
experience that will facilitate increased operational tempo.
b. Concept of operations. The II MEF Command Element (CE), Major Subordinate Commands (MSCs), Major Subordinate Elements (MSEs), and Special Staff sections will appoint in writing a primary and alternate ISC. ISC appointments will be assigned to individuals who have or demonstrate the aptitude for learning and understanding IT. The ISC must have and maintain a secret security clearance. Units shall notify their respective Service Desk Chief immediately if any ISC’s security clearance is revoked.

c. Tasks/Responsibilities

(1) II MEF G-6

(a) Establish a II MEF Service Desk to act as the higher administrative authority for all ISCs within the II MEF CE.

(b) Establish a standard training curriculum for all II MEF CE ISCs.

(c) Provide training to all II MEF CE ISCs in accordance with Enclosure (3).

(d) Maintain original copies of all II MEF CE ISC appointment letters.

(2) II MEF G-Shops

(a) Appoint, at a minimum, one ISC.

(b) Ensure ISCs complete all required training.

(c) Provide original copies of all ISC appointment letters to II MEF G-6.

(3) Commanding Generals, 2d Marine Division, 2d Marine Logistics Group, 2d Marine Aircraft Wing and Commanding Officers, II MEF Information Group, 22nd Marine Expeditionary Unit, 24th Marine Expeditionary Unit

(a) Establish a Service Desk to act as the senior administrative authority for all ISCs within your command.

(b) Establish an ISC program and appoint ISCs to the lowest applicable level.

(c) Establish a standard training curriculum for all ISCs within your command.

(d) Provide training to all ISCs within your command.
(e) Maintain original copies of all ISC appointment letters.

d. Coordinating Instructions

(1) ISC appointments will remain in effect until the ISC is formally relieved by the appointment of another ISC. The original appointment letter will be retained with the ISC’s respective Service Desk, and a copy will be retained with the ISC’s section or unit. Upon receipt of the appointment letter specified in Enclosure (1), the individual will be placed on the necessary contact lists. The ISC will be required to complete IT-related training specified by the local unit Service Desk.

(2) Prior to an ISC leaving a unit, 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.

4. Administration and Logistics. Recommendations concerning the contents of this policy may be directed to the II MEF G-6 Department of Defense Information Network (DODIN) Operations Officer.

5. Command and Signal

a. Command. This policy is applicable to II MEF.

b. Signal. This policy is effective on the date signed.

[Signature]
J. R. FULLWOOD JR.
Chief of Staff
From: Network Operations Officer, II Marine Expeditionary Force, G-6
To: Lance Corporal Motivator O. Marines, II Marine Expeditionary Force, FMF

Subj: APPOINTMENT AS INFORMATION SYSTEMS COORDINATOR (ISC)

Ref: (a) II MEFO 5230 Information Systems Coordinator (ISC) Program
(b) Secretary of the Navy Information Assurance Policy, of 2 May 16
(c) SECNAVINST 5510.36B, Department of the Navy Information (DON) Security Program Instruction, of 12 Jul 19
(d) MCO 5239.2B, Marine Corps Information Assurance Program, of 05 Nov 15
(e) MCBO P5230.3B, Information Systems Management Procedures for Marine Corps Base, Camp Lejeune, of 20 Oct 97

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.

2. This appointment will remain in effect until you are formally relieved.

P. I. CHARGE

FIRST ENDORSEMENT

From: Lance Corporal Motivator O. Marines, II Marine Expeditionary Force, FMF
To: Network Operations Officer, II Marine Expeditionary Force, G-6

Subj: APPOINTMENT AS INFORMATION SYSTEMS COORDINATOR (ISC)

1. I have read and understand the references and have assumed all duties associated with my appointment as the Primary/Alternate ISC.

M. O. MARINES

Enclosure (1)
II MEF CE Information Systems Coordinator Roles and Responsibilities

The following roles and responsibilities apply to supported unit and staff section Information Systems Coordinators (ISC).

1. Marine Corps Enterprise Network (MCEN) Management and Support
   a. User Support
      (1) Assist users with completing SAAR forms in order to establish MCEN accounts.
      (2) Manage network share drive access within your unit/section.
      (3) Assist users with printer capabilities.
      (4) Assist users with access to SharePoint.
   b. Basic Troubleshooting
      (1) Assist users with basic physical and logical troubleshooting support for Information Technology (IT) devices and software.
      (2) Assist users in utilizing self-help procedures located on the II MEF G-6 MCEN-N SharePoint site.
      (3) Act as the technical liaison between the user, the local Service Desk, and the Enterprise Service Desk (ESD).
      (4) Assist users with the tracking and submission of incident and work order tickets.

2. Cyber Security
   a. Ensure section annual MCEN access training is completed.
   b. Assist the II MEF G-6 Network Security section with incident response.
   c. Inform the II MEF G-6 Network Security section of any network violations in accordance with command policies.
   d. Maintain a list of the functional leads for all section-specific Program of Records (FOR) systems and applications.
3. **Video Teleconferencing (VTC)**

   a. Serve as the liaison for VTC services and coordination to the II MEF G-6 VTC Manager.

   b. Maintain a general knowledge of VTC equipment, configuration, and troubleshooting.

4. **Telephone Systems**

   a. Serve as the liaison for Telephone Services and coordination to the II MEF G-6 Telephone Control Officer (TCO).

   b. Maintain a general knowledge of telephony equipment, configuration, and troubleshooting.

5. **Cellular Device Management**

   a. Serve as the liaison for cellular devices and coordination to the II MEF G-6 Wireless Manager.

   b. Submit requests for cellular devices and support to the II MEF G-6 Wireless Manager.

   c. Maintain an inventory and accountability of section issued cellular devices and report the status to the II MEF G-6 Wireless Manager.

6. **IT Procurement Request**

   a. Serve as the Information Technology Procurement Request Approval System (ITPRAS) submitter.

   b. Serve as the point of contact for ITPRAS waiver issues.

7. **Multifunction Devices (MFD)**

   a. Maintain an inventory and accountability of all DLADS contracted MFDs within the section and report the status to the II MEF G-6.

   b. Serve as the liaison for all DLADS contracted MFD servicing and the ordering of consumable components.

   c. Submit all DLADS contracted MFD movement requests to the local DLA representative.

   d. Assist users with the usage of MFD capabilities

Enclosure (2)
II MEF CE Information Systems Coordinator Training

The training of an Information Systems Coordinator (ISC) is the responsibility of the providing staff section in conjunction with the II MEF G-6 Service Desk, of which policy and guidance will be put forth by the II MEF G-6. The II MEF G-6 Service Desk will be the primary source of instruction for mandatory ISC training. Mandatory ISC training will also be provided via MarineNet, IMO, and SharePoint. Additionally, a “How To” course curriculum has been developed and is located on the II MEF G-6 MCEN-N SharePoint site in order to give ISCs training on the most common issues that they will encounter during the execution of their duties.

1. Upon appointment as an ISC
   
   a. The ISC is required to complete the following training via MarineNet prior to attending mandatory training:

      (1) Overview Remedy 8.1-ITSM02OR01

      (2) USMC E-ITSM Incident Management-ITSM01IM01

      (3) USMC E-ITSM Work Order Management-ITSM04W001

      (4) USMC E-ITSM ITPRAS Submitter-ITSM14IS01

   b. The required MarineNet training must be completed within 30 days of appointment and prior to attending the II MEF G-6 ISC training course.

2. Upon Completion of all required prerequisite MarineNet Training
   
   a. An ISC is required to attend and complete the II MEF G-6 ISC training course, of which is a 3 day evolution.

   b. The training course must be completed within 60 days of appointment.