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GUIDELINES DOCUMENT

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Regional Service Desk Guidelines Document

1. PURPOSE. To outline the Marine Corps' high-level guidelines for a comprehensive Marine Corps Information Technology Environment (MCITE) Regional Service Desk (RSD) capability. The MCITE RSDs will be implemented at the Marine Air Ground Task Force (MAGTF) IT Support Center (MITSC) level as a service to the Marine Corps, and will initially provide services support to garrison Secure Internet Protocol Router Network (SIPRNET) and NIPRNET customers to better support the overall delivery of services. While it is recognized that MITSC processes may differ slightly from region to region, this document serves as a guideline for best practices across the Marine Corps.

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b. Waivers. Waivers to the provisions of this publication will be authorized by the Commanding Officer, Marine Corps Network Operations and Security Center.

6. SPONSOR. The sponsor of this technical publication is HOMC C4 CP.

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**Marine Corps Information Technology Environment
(MCITE)
Regional Service Desk (RSD)
Guidelines Document**

Version 1.0



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1 BACKGROUND

The Marine Corps transitioned from a Government Owned – Contractor Operated (GO/CO) Information Technology (IT) service model to a Government-owned, Government-operated (GO/GO) IT services environment that is a mix of government and contractor personnel, a common set of enterprise processes, and integrated tool solutions to optimize efficiency and effectiveness in the delivery of services that support garrison IT operations. This is a transformational change in the way that IT services are provided and managed in the garrison environment and will enable the objectives outlined in the Marine Corp Information Enterprise (MCIENT) Strategy.

There are several Programs of Record (PoR) that will enable these objectives to be met including Marine Corps Enterprise IT Services (MCEITS), Secure Operational Network Infrastructure, Communications (SONIC), Next Generation Enterprise Network (NGEN), and Base Telecommunications Infrastructure. As the Marine Corps transitions from the Continuity of Services Contract (CoSC) and assumes control of the existing Non-Secure Internet Protocol Router Network (NIPRNET) environment being run by Hewlett Packard Enterprise Services (HPES), the establishment of a robust, integrated, scalable Marine Corps Regional Service Desk (RSD) capability is critical.

This shift in operational responsibility will require a smooth transition to a regionally-focused Government-operated set of service desks. To ensure reliable management and delivery of IT services to Marine Corps consumers, the Marine Corps Information Technology Environment (MCITE) RSDs will be based on a tailored Information Technology Infrastructure Library (ITIL), Version 3 framework, with mission and operational requirements being captured in separate documents listed in Section 4.7. PoRs listed above share commonalities in requirements associated with service desk and customer support. With this in mind, the goal of the MCITE RSDs is to blend people, processes, and technology to support customers across the Marine Corps.

2 PURPOSE

This document describes the Marine Corps' high-level guidelines for a comprehensive MCITE RSD capability. The MCITE RSDs will be implemented at the Marine Air Ground Task Force (MAGTF) IT Support Center (MITSC) level as a service to the Marine Corps, and will initially provide services support to garrison Secure Internet Protocol Router Network (SIPRNET) and NIPRNET customers to better support the overall delivery of services. While it is recognized that MITSC processes may differ slightly from region to region, this document serves as a guideline for best practices across the Marine Corps.

3 MISSION

The MCITE RSDs will serve as points of contact for user support, providing high quality and efficient support focused on restoring normal service that is guided by industry standard best practices. The RSDs will also provide service request support per the Marine Corps' Request Fulfillment enterprise process. This will facilitate increased visibility of Information Technology Service issues, coordinated incident and service request management responses, and result in a more responsive and agile MCITE.

4 REGIONAL SERVICE DESK OVERVIEW

In order to provide a seamless user experience across the enterprise, it is expected that the RSDs will be comprised of six sections as depicted in Figure 1 and described in the paragraphs following it. The sections will provide the following functions; service desk oversight and management, service request management, remote desktop assistance, Tier 1 customer support, technical support, and customer service assurance. Each of these functions will be guided by the process guides noted in Section 6. All users shall have a common experience when contacting the RSDs via phone, email, or other methods such as web entry. Users will have the ability to contact the RSDs via multiple communication methods and be able to track progress; and provide additional input, as necessary, to requests from the point of initial logging to closure. All submission methods shall capture minimal essential information as defined within the Incident Management (IM) Process Guide detailed work instructions.

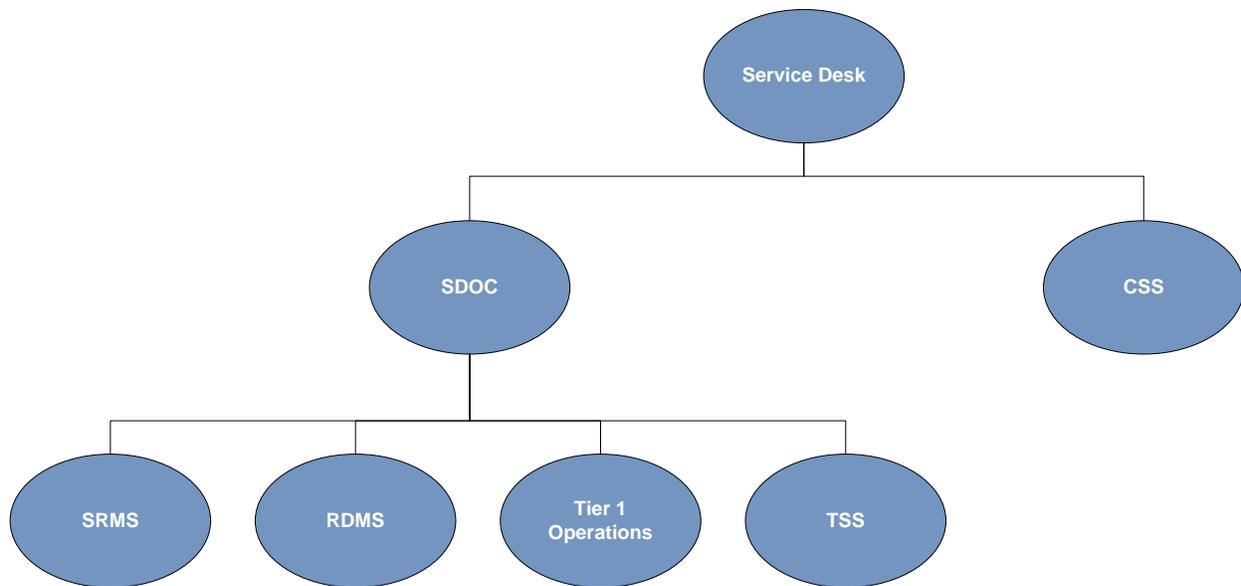


Figure 1 - Organizational Structure

4.1 RSD Functional Roles and Responsibilities Guidelines

The following represent the roles used throughout this document:

- Regional Service Desk responsibilities are described in Appendix A, Column D.
- Local Help Desk (LHD) responsibilities are described in Appendix A, Column E.
- User advocacy is primarily performed by the CSS. Refer to Section 4.3 for more details.

4.2 Service Desk Operations Center (SDOC)

The SDOC provides the following functions:

- Service Level Management (SLM) Process Support - As the Marine Corps establishes service level targets, the RSD adjusts to support them.

- Workforce Management – The SDOC develops future staffing models based on previous performance. Additionally, the SDOC manages manpower resources across the functional areas.
- Real Time Command and Control and Resource Leveraging – The SDOC manages all incoming volume (calls, emails, voicemails, and web service request and incident records) and then redirects staffing resources to make sure daily priorities are met.
- IT Service Management – The SDOC maintains a regional view of all service requests and incident records, and will make sure that all service requests are addressed within the established procedures and work instructions.
- Outage Notification – The SDOC ensures that general announcements regarding outages and/or service degradations are socialized per regional guidelines via appropriate means.
- Network Performance – The SDOC is responsible for monitoring network performance to remain informed of pending incidents.

4.2.1 Service Request Management Section (SRMS)

The SRMS provides the following functions:

- Process service requests in accordance with the service Request Fulfillment (RqF)
- Creates and/or changes individual accounts
- Creates and/or changes groups
- At the direction of the SDOC, be prepared to augment Tier 1 support as required

4.2.2 Remote Desktop Management Section (RDMS)

The RDMS provides the following Tier 2 functions:

- Provides remote desktop support for approved user facing services.
- Supports remote software deployment by addressing individual deployment issues that result from group update pushes.
- Will provide support in accordance with the IM and RqF processes as required.
- At the direction of the SDOC, be prepared to augment Tier 1 support as required

4.2.3 Tier 1 Support Section

The Tier 1 Support Section provides the following functions:

- Tier 1 analysts provide user support for approved user-facing services.
- Tier 1 analysts will follow the IM and RqF Processes.
- Supports SDOC on outage notifications.
- Supports access management as required (system/service dependent).

Tier 1 support will be made available to user community using the following four methods:

- Telephone
- Voicemail
- Email
- Web Portal

4.2.4 Technical Support Section (TSS)

The TSS provides the following functions:

- Supports the development, implementation, and maintenance of solutions and tools that support the RSD.
- Supports a multitude of productivity and efficiency tools used by the RSD personnel.

4.3 Customer Service Section (CSS)

The CSS provides the following functions:

- **Quality Assurance** – The CSS records, monitors, and scores analyst performance to defined criteria and provides feedback to analysts/leaders regarding user support. This function also provides focused quality monitoring for New Hires in training and in the first few weeks when first working with contacts. If available, a tool is be used that records analyst computer screen video and call audio. The function reviews the prior month's results and then works with Training to improve service practices. This function leads continuous improvement initiatives.
- **User Advocacy** – The CSS tracks all user advocate issues, contacts each customer that submits an issue, conducts research, makes sure the customer is satisfied, and ensures that root cause is identified, and mitigation steps have been taken. This function reviews trend feedback by analyst, base, command, and reports to respective USMC organizations. The User Advocate function recommends improvements such as knowledge center documentation changes, process improvements, and training improvements. This function also identifies areas for Quality Assurance (QA) to monitor. This function facilitates regional working group sessions and activities. Additionally, there is staff dedicated to this function at the Marine Corps Enterprise Services Support Center (MCESSC) currently located in Kansas City.
- **Service Desk Communications** – The regional CSS function will be supported with CSS activities at the enterprise for the purposes of aligning action where operational efficiency and effectiveness warrants. This includes coordination of enterprise-wide communications via various mechanism and vetting updates to enterprise training materials. The MCESSC will also coordinate CSS identification and baseline a common set of service desk knowledge management artifacts. The MCESSC may host enterprise-wide service desk conferences or roundtables where needed and justified. MCESSC serves in this role and affords the opportunity to unify activities and processes across the Regional Service Desks.
- **Service Desk Project Management** –The CSS also manages RSD internal projects to ensure productivity and efficiency, and facilitates RSD requirements definition and project deployment.
- **Training Development and Management** –The CSS determines requirements for Service Desk training to include new hire training and career development and progression. The CSS is also responsible for creating required training material as well as tracking employee training compliance. To reduce redundancy across the regions, the MCESSC will provide a standardized training package example.

4.4 Guidelines for RSD Coordination with Local Helpdesks

Due to possible IA impacts and concerns with IT Permission proliferation, Regional Commanders, with MITSC recommendation, and in consultation with their tenant commands, will determine if LHDs are to be employed in their respective Regional IT Service support model. It is important to keep in mind that an LHD is NOT inclusive of B/P/S or tenant activity IT workforce engaged in Field Service (Touch Labor/ Desk-side Service) Support. It is expected that each LHD will support the same functions provided by the RSDs as described in sections 4.1, 4.2, and 5.1 in order to provide the same level of service across the Marine Corps. The user's initial point of contact will be the LHD for the area of responsibility. During pre-coordinated outages and after normal working hours, calls will be routed to the LHD's RSD as determined by the associated MITSC. All incident records will be owned and seen through to successful resolution/closure where they were opened (either at the RSD or LHD). As noted above, detailed guidelines for responsibilities and interaction between the RSDs and LHDs are described in Appendix A.

The RSDs and LHDs will interface with government and contractor field services support (i.e., touch labor) located at the bases/posts/stations (B/P/S) and at the tenant commands if Commanders choose to designate command-specific part-time touch labor and/or Information System Coordinators (ISCs).

All records opened in the Enterprise Incident Management tool will be visible to all levels of the NETOPS community. This enables the RSDs and LHDs to maintain real-time situational awareness of incidents.

4.5 Tier Overview

The following explains the expected MITSC RSD and supporting LHDs support for the IM process flow:

- **Tier 0:** Tier 0 is self-help. End users attempt to diagnose their issues and resolve the incident without assistance.
- **Tier 0.5:** ISC: ISCs will be the first level of end user support if available. ISCs are a customer service asset with knowledge and skills to help other users. If the ISC is unable to help the user resolve an issue, the ISC can initiate an Incident ticket on the user's behalf or re-direct the user to the appropriate Service Desk.
- **Tier 1:** End users will initially report an incident to the Service Desk if a command designated ISC is not available. Tier 1 analysts are responsible for keeping the user apprised of the status of the incident record, tracking the incident record until verification of user satisfaction, and performing incident record closure. Analysts also strive for first call resolution using available remote management tools.
- **Tier 2:** Tier 2 is the first step for provides functional escalation/transfer support. The 2nd Tier analyst's primary focus is diagnosis and resolution. The 2nd Tier Analyst Staff consists of personnel with greater (but still generalist) technical skills or greater system privileges than the Tier 1 Analyst.
- **Tier 3:** Tier 3 is an enterprise level capability for more complex or specialized escalation support. The Tier 3 analyst has subject matter expertise and/or higher level system access

required to resolve incidents. This role focuses on complex issues related to operational aspects that cannot be resolved at Tiers 1 and 2. This role performs in-depth technical incident investigation, diagnosis and resolution, and provides knowledge and training support.

- **Tier 4:** Tier 4 is comprised of vendors, contractors or other organizations such as USCYBERCOM, HQMC I&L, HQMC PP&O, and DISA that are outside the influence or governance of the USMC ITSM processes.
- Very Important Persons (VIPs) are defined across the Marine Corps as General Officers or their Senior Executive Service (SES) civilian equivalents. The MITSC RSDs have dedicated resources, hotline, and processes to support VIP customers. VIPs may request assistance from local, regional, or dedicated RSD VIP support. Additional manpower resources were allocated to B/P/S based upon the total number of VIPs within a particular region. This extra touch labor is meant to provide an improved response time for VIP service requests in the garrison environment.

4.6 Assumptions

The following assumptions have been incorporated into this guidelines document:

- Other Programs of Record (POR) should use these capabilities. The solution will support rapid expansion to support other services. The RSD will be enabled by contract vehicle(s) that will allow the Marine Corps to implement the functions as described in this document. This structure will also enable the use of specialized skill sets to support network management and operational objectives.
- The IM and RqF processes and tools will be flexible enough to allow submission of incident records or service requests at any level by a trained analyst with the appropriate permissions.
- The RSDs and LHDs will support all services that are currently provided by the CoSC contract.
- RSDs will be staffed 24x7.

4.7 References

The following documents contain source requirements and information about the proposed RSD:

- ESD Functional Requirements Document v2.0 5 Jun 2012
- MCIENT Strategy v1.0 December 2010
- Enterprise ITSM Process Guides July 2011
- MCEN SIPRNET Concept of Employment (COE) v4.3 of April 2010
- MCEITS Capabilities Design Document (CDD) of November 2007
- MCEITS Capabilities Production Document (CPD) May 2010
- Statement of Need (SON) for SIPRNET Refresh of December 2008
- NGEN Requirements Document (RD) v2.0 of March 2008
- NGEN Network Operations (NetOps) Concept of Operations (ConOps) v1.0 of April 2008
- MGEN CPD Sep 2010, updated 7 Oct 2010

5 FUNCTIONAL REQUIREMENT GUIDELINES

In support of the objectives within the MCIENT Strategy, the Marine Corps shall establish MITSC-level RSD capabilities which shall provide support for garrison NIPRNET and SIPRNET users. As noted previously in this document (Section 4.4), it is also expected that these capabilities will be available at B/P/S level LHDs. The sections below provide functional requirement guidelines for both types of desks.

5.1 Regional Service Desk and Local Helpdesk Function

The RSD and LHD capabilities shall facilitate the restoration of normal service by initiating incident records and performing required actions to minimize impact to the customers. In addition, the RSDs and LHDs shall provide a channel for users to submit service requests. They will follow the enterprise approved processes as outlined in Section 5.3. In terms of people, processes, and technology, it is expected that the RSDs and LHDs will incorporate the following aspects:

PEOPLE: Using the most efficient staffing levels, the RSDs and LHDs shall enable a broad range of coverage. The RSDs and LHDs will use the customer-focused analysts to log, categorize, prioritize, and resolve incidents, thus freeing less-customer-centric analysts to work on technically challenging issues undistracted. The RSDs and LHDs will provide Marine Corps users with a point of contact with which to report problems, request services and interact with all levels of IT operations management.

PROCESSES: ITILv3 provides a common framework for incident management as adopted from industry best practices. The RSD will provide the functional mechanism by which to manage incidents and service requests throughout their lifecycle, even if they cross several Marine Corps organizations. Guidelines (Enterprise ITSM Process Guides noted in section 4.6 above) exist for common components such as categorization and prioritization and will be used where appropriate. Service Level Objectives will be defined to manage customer expectations and Key Performance Indicators will be collected to measure results across the regions and enterprise.

TECHNOLOGY: The capabilities described in this document shall apply to any selected toolset but must be implemented using common technology across the MCITE. A common tool suite supporting critical ITSM processes has been selected by the Marine Corps based on requirements referenced in this document and will be implemented to support the Enterprise processes. To meet Marine Corps organizational data security requirements, incidents may be transferred between organizations and organizational functional areas.

Each MITSC RSD, in its end-state, in concert with the MCNOSC Operations Center will coordinate actions across all IT organizations, and keep status updates, resolution and communication flowing at all levels. They will be responsive and have the ability to oversee their entire MITSC Area of Responsibility (AOR).

Specifically, it is expected that the RSDs and LHDs will:

- a. Act as the point of contact between the user and the IT organization.
- b. Act as the point of contact for incidents, service requests, service catalog, and IT service related questions.
- c. Be reachable via a common telephone, email, and/or web portal functionality.
- d. Assess and route requests to the respective service provider accurately and appropriately.
- e. Ensure accurate and timely communication of incident/service request status to submitter.
- f. Ensure accurate and prompt reporting on status of activities within their purview.
- g. Provide management with information/recommendations for decisions concerning support and investments.
- h. RSD will provide for a 24/7 user response capability.

5.2 Integration with ITSM Processes

The MITSC RSDs and LHDs shall implement guidance provided by the Enterprise ITSM processes and other documents (noted in Section 4.7) as listed in the following table.

Process	Source Document
Incident Management	Incident Management ITSM Process Guide (PG), SIPRNET COE, NGEN RD
Request Fulfillment	Request Fulfillment ITSM Process Guide (PG), SIPRNET COE

Table 1 - ITSM Processes implemented by the RSD

In addition, the MITSC RSDs and LHDs shall interface with multiple ITSM processes in accordance with respective approved process guides as identified in the following table.

Process	Source Document
Event Management	Event Management ITSM Process Guide, SIPRNET COE, NGEN RD
Service Catalog Management	Service Catalog ITSM Process Guide
Change Management	Change Management ITSM Process Guide
Release and Deployment Management	Release and Deployment Management Process Guide
Configuration Management	Configuration Management Process Guide

Table 2 - ITSM Processes to be interfaced by the RSD

5.3 Enterprise-Approved Processes

The MITSC RSDs and LHDs will perform their duties in accordance with the guidance provided in the enterprise process guides. The MITSC RSDs and LHDs will use Government owned service management tools for recording, reporting, and managing the life cycle of service incidents.

5.3.1 Incident Management (IM)

An incident is defined as an unplanned interruption to an IT service or a reduction in the quality of an IT service. The goal of IM is to return service to normal, as soon as possible, with the

minimal impact to end users. It shall also provide effective and efficient management of the life cycle of incidents.

Primary objectives of the IM process include:

- Ensure availability of IT services by resolving incidents.
- Dynamically assign service resources in alignment with mission objectives via incident prioritization
- Maintain a constant and accurate link with the RSDs to continually improve the relationship between end users and IT operations

The RSDs and LHDs shall serve as the functional component of the IM process, and provide input into the Enterprise-managed process. This will allow IT issues to be resolved in a consistent manner following industry best practices and providing enterprise visibility.

To ensure accurate categorization, prioritization, routing, transfers, data integrity and consistent incident lifecycle processing, the following are RSD and LHD operational capability requirement guidelines:

- Support all reported user issues, including fixing technical faults, logging and categorizing incidents or events, responding to service requests or answering queries, and coordinating “standard” changes.
- Management of the life cycle of incidents (including reception, acknowledgement, classification, response, logging, monitoring, and tracking) for all components involved in the provision of IT service.
- Own and manage incident records across the RSDs’ and LHDs’ areas of responsibility, including those reported by users and those discovered within the IT organization.
- Employ remote access tools and processes to allow RSD and LHD analysts to conduct troubleshooting and incident resolution without in-person response.
- Consistent and Standardized prioritization of incidents.
- The RSDs will have the ability to coordinate IM actions across all Marine Corps IT organizations in their AOR.
- Monitor status updates, proactively ensuring incidents are resolved or escalated within pre-defined thresholds.
- Interface with Enterprise Knowledge Management Tools to retain and access information as it pertains to incident resolution and processing IT requests. This includes an interface with a known error database.

The RSDs and the LHDs shall interface with other ITSM processes as detailed in the following sections.

5.3.2 Event Management (EM)

The MITSC RSDs and LHDs shall interface with Event Management (EM) to monitor changes in service performance and the key infrastructure. EM is accomplished through scanning, monitoring, collecting, evaluating, and reporting on events or anomalies captured within the network. Not all events require a response, only those deemed significant. Typically, a response to a significant event involves a predefined action, or the automatic creation of an incident.

EM is the basis for operational monitoring and control. It provides the entry point for many Service Operations processes and activities. Specifically, the MITSC RSDs and LHDs shall interface with EM by receiving information on qualified events. These qualified events are any that are generated via the EM process that meet predefined incident criteria and result in incidents that must be managed through the IM life cycle.

5.3.3 Service Catalog Management (SCM)

The MITSC RSDs and LHDs will interface with the SCM process. Specifically the RSDs and LHDs shall provide metrics regarding the status of services being provided in the IT Service Catalog. SCM ensures that central, accurate, and consistent service data are available. Having this data available allows both customers/users and service providers to understand appropriate details about the services being provided. The SCM goal is to produce and maintain an accurate Service Catalog. The Service Catalogue is made up of services, supporting products, policies, ordering and request procedures, entry points and escalations, pricing and chargeback. It is the subset of the service portfolio visible to the users.

5.3.4 Change Management

The MITSC RSDs and LHDs will leverage the Change Management process when necessary to resolve incidents. Some incidents will require a Request for Change to execute corrective actions and restore service. The Change Schedule is a valuable tool for the RSDs, LHDs, and other key IM process stakeholders for the purpose of initial diagnosis and troubleshooting. Determining what changed is on the critical path to rapid restoration of service. The Change Schedule can provide quick and valuable insight into this activity.

5.3.5 Release and Deployment Management

The MITSC RSDs and LHDs will interface with the Release and Deployment Management process. Early Life Support (ELS) is the additional expert service support provided immediately after deployment to ensure service continuity and stakeholder satisfaction. Release and Deployment Management proactively supports deployment activities in the Early Life Support (ELS) process step by providing the RSDs and LHDs an advanced level of training, documentation, and coordinated touch labor support as new services are introduced into production. Incident metrics associated with releases are critical to continual process improvement.

5.3.6 Configuration Management (CfM)

The MITSC RSDs and LHDs will interface with the CfM process through the Configuration Management Database (CMDB). CMDB configuration data provides information to the RSDs and LHDs for the purposes of troubleshooting, diagnosis, and resolution of incidents. Incidents are linked to Configuration Items (CIs) in the CMDB. This provides the RSDs, LHDs and other parties information regarding the disposition of CIs and associated relationships, services, systems and applications.

5.3.7 Request Fulfillment (RqF)

The MITSC RSDs and LHDs shall provide a channel for users to submit service requests. A Service Request is defined as a request from a user for information, advice, a standard change, a

non-standard change, or access to an IT service. Examples of service requests include resetting passwords or providing standard IT services for a new user. Most service requests are low-cost, low-risk, and are frequently performed changes with repeatable procedures. The RqF process is responsible for managing the lifecycle of all service requests. This process will be the input to mature enterprise processes such as Access Management.

Through the RqF process, the RSDs and LHDs shall:

- Provide a communication channel for users to request and receive standard services.
- Log non-Service Catalog item requests, including Requests for Information, Requests for Administration, or Requests for Change submitted by customers.
- Provide information about services to users.
- Assist with general information, complaints, or comments.
- Route service requests to the proper Marine Corps Organization for action.

5.3.8 Additional Enterprise ITSM Processes

The USMC continues to mature the Enterprise ITSM Processes. As these processes are vetted and approved, the RSDs and LHDs will be expected to implement and/or interface with these processes as required. These processes could include, but are not limited to:

- Problem Management
- Access Management
- Asset Management
- Knowledge Management

APPENDIX A
RSD Functional Roles and Responsibilities Guidelines

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS function shall provide Quality Assurance (QA) – The RSD CSS QA function shall record, monitor, and score analyst performance to defined criteria and provide feedback to analysts/leaders for customer telephone calls, voicemails, emails, web service requests, and RDM service requests and incident records.	The RSD establishes and applies criteria. RSD will receive and analyze monthly reports.	Applies to criteria. Local help desk provides monthly reports to the RSD.	RSD CSS: Provides Tier I Analyst performance criteria/thresholds and report formats to LHDs. LHD CSS: Provides RSD completed reports.
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS QA function shall also provide focused quality monitoring for New Hires in training and in the first few weeks when first working with contacts.	RSD establishes and applies the criteria for new hires.	Local helps desk applies the criteria for new hires.	RSD CSS: Provides criteria for New Hire Training & Analysis LHD CSS: N/A
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS QA function shall use a tool that records analyst screen video and call audio.	RSD establishes and applies the criteria for recording analysts call.	Local help desk applies the criteria for recording analysts call.	RSD CSS: Provides criteria against which analysts will be monitored. LHD CSS: N/A

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS QA function shall review the prior month's results and then work with Training to improve service practices.	RSD conducts a monthly review and establishes an improvement plan for training if needed.	LHD conducts a monthly review and establishes an improvement plan for training if needed.	RSD CSS: N/A LHD CSS: N/A
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS QA function shall lead to continuous improvement initiatives.	RSD conducts a monthly review and establishes an improvement plan if needed.	LHD conducts a monthly review and establishes an improvement plan if needed.	RSD CSS: N/A LHD CSS: N/A
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS function shall provide Client Advocacy – The RSD CSS Client Advocacy function shall track all Client Advocate issues, contact each customer that submits an issue, conduct research, make sure the customer is satisfied, root cause is identified, and mitigation steps have been taken.	RSD will track all client advocacy issues and provide mitigation steps.	LHD will track all client advocacy issues and provide mitigation steps.	RSD CSS: N/A LHD CSS: N/A
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS Client Advocate function shall review trend feedback by analyst, base, command, and report to respective USMC organizations.	RSD will review trend feedback and report as required	LHD will review trend feedback and report as required	RSD CSS: Requests specific LHD Client Advocacy reports. LHD CSS: Furnish reports at the direction of the RSD.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS Client Advocate function shall recommend improvements such as Knowledge Center documentation changes, process improvements, and training improvements.	RSD will provide improvement plan for identified deficiencies	LHD will provide improvement plan for identified deficiencies	RSD CSS: N/A LHD CSS: N/A
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS Client Advocate function shall also identify areas for Quality Assurance (QA) to monitor.	RSD Client advocate identifies areas for QA to monitor	LHD Client advocate identifies areas for QA to monitor	RSD CSS: N/A LHD CSS: N/A
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS Client Advocate function shall facilitate the Regional Working Group sessions and activities.	Sponsors Working Groups and invites stakeholders to participate in RSD Working Groups as required.	Coordinates LHD workforce to participate on RSD working groups as required.	RSD CSS: N/A LHD CSS: N/A
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS function shall provide Service Desk Communications – The RSD CSS function shall create a number of different types of internal communications for service desk analysts such as, Service Desk Newsletter, Quick-tips, Informational Announcements, and Training updates.	RSD will provide internal communications to service desk workforce and local help desk work force regarding opportunities for improvement via the communication channel	LHD will provide internal communications to service desk workforce regarding opportunities for improvement via the communication channel	RSD CSS: Will source some global communications for LHD consumption. LHD: Provides constructive feedback on communications (implied).

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS Service Desk Communications function shall create presentations and/or collateral needed for Regional conferences and roundtables, service desk tours, and internal / external client meetings.	RSD CSS SDC Lead will be responsible for coordination of regional conferences, meetings, etc ...	LHD will participate or request support as needed	RSD CSS: Invites LHD to participate in RSD conferences or Regional Roundtables as required. LHD CSS: Coordinates LHD workforce to participate on RSD conferences or Regional Roundtables (implied).
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS Training and Development function shall determine requirements for service desk training for New Hires, ongoing training, career development, service desk progression, and new changes.	RSD CSS will provide requirements for training new hires ongoing training etc...	LHD CSS will provide requirements for training new hires ongoing training etc...	RSD CSS: N/A LHD CSS: N/A

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS Training and Development function shall create training collateral, support training document change control, and make sure that all training activities are logged in a central database.	RSD CSS will provide a centralized data base for all activities and training requirements and give LHD permissions to access data.	LHD CSS will have access to the training data.	RSD CSS: Makes RSD Training material available to LHD. Provides a training tracking mechanism for LHDs to use. LHD CSS: Enters training fulfillment into provided tool (implied).
Customer Service Section (CSS)	Customer Service Assurance	The RSD CSS function shall provide Project Coordination – The RSD CSS Project Coordination function shall provide two primary project coordination services: 1) Serve as the service desk Point of Contact (POC) MITSC projects to make sure all processes stay consistent, and the operation is ready for implementation of a new service and 2) implement service desk internal projects for productivity or efficiency.	RSD CSS will coordinate with service owners to ensure service desk functions meet service desk functions. RSD CSS will also implement and coordinate internal efforts for functional improvement.	LHD CSS will coordinate with service owners to ensure service desk functions meet service desk functions. RSD CSS will also implement and coordinate internal efforts for functional improvement.	RSD CSS: See item on working groups. LHD CSS: See item on working groups.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Service Desk Operations Center (SDOC)	Service Desk Operations	The RSD SDOC function shall monitor for and react to all contractual thresholds, working to minimize the number of tickets that fail.	The RSD SDOC Function shall ensure that the RSD supports all established Service KSA and SLA targets for Incident Response and Service Request.	The LHD SDOC Function shall ensure that the LHD supports all established Service KSA and SLA targets for Incident Response and Service Request.	RSD SDOC: N/A LHD SDOC: N/A
Service Desk Operations Center (SDOC)	Service Desk Operations	The RSD SDOC function shall provide Workforce Management – The SDOC develops future staffing models based on previous performance.	The RSD SDOC Function shall ensure that RSD manpower is "right-sized" for future operational requirements given the Services to be supported in accordance with KSA/SLA. This function will feed into the enterprise capacity management process.	The LHD SDOC Function shall ensure that LHD manpower is "right-sized" for future operational requirements given the Services to be supported in accordance with KSA/SLA. This function will feed into the enterprise capacity management process.	RSD SDOC: N/A LHD SDOC: N/A
Service Desk Operations Center (SDOC)	Service Desk Operations	The RSD SDOC KSA function shall manage agile headcounts and track future impacting events to re-calibrate for known impactful events.	The RSD SDOC Function shall derive workforce scheduling that meets unique monthly, weekly, daily, or unique event driven needs.	The LHD SDOC Function shall derive workforce scheduling that meets unique monthly, weekly, daily, or unique event driven needs to the ability that may exist.	RSD SDOC: Coordinate LHD-RSD scheduling if required (implied). LHD SDOC: "May" request to coordinate local scheduling with RSD for periods of known/predicted outages/events or to cover some other internal operational conflict (implied).

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Service Desk Operations Center (SDOC)	Service Desk Operations	The RSD SDOC function shall provide IT Service Management – The RSD SDOC IT Service Management function shall maintain an MITSC-wide view of all service desk service requests and incident records and will make sure none are left untouched for extended periods.	The RSD SDOC Function shall support; SLM, IM, and SReqFM by ensuring that service request and incident record handling/escalation rules support Service KSA/SLA and that the RSD workforce is supporting the established rules/guidance. Additionally, the RSD SDOC will provide oversight of LHD IT Service Management.	The LHD SDOC Function shall support; SLM, IM, and SReqFM by ensuring that service request and incident record handling/escalation rules support Service KSA/SLA and that the workforce is supporting the established rules/guidance.	RSD SDOC: Provides oversight of LHD IT Service Management. LHD: Responds to any addressed concerns from the RSD SDOC (implied).
Service Desk Operations Center (SDOC)	Service Desk Operations	The RSD SDOC function shall provide Real Time Command and Control and Resource Leveraging – The RSD SDOC Real Time Command and Control and Resource Leveraging function shall manage all incoming volume (calls, emails, voicemails, and web service requests and incident records) and then redirect staffing resources to make sure daily priorities are met.	The RSD SDOC function will redirect manpower resources as required to ensure incoming contacts are being handled in accordance with target criteria ISO Service SLA and process KSA.	The LHD SDOC function will redirect manpower resources as required to ensure incoming contacts are being handled in accordance with target criteria ISO Service SLA and process KSA.	RSD SDOC: N/A LHD SDOC: N/A

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Service Desk Operations Center (SDOC)	Service Desk Operations	The RSD SDOC function shall communicate with USMC IT Service Operations via online collaboration tool(s) – The RSD SDOC function shall provide a singular POC for other groups outside of service desk (Command Center, DCO, Field Services [FS]) to use when needing to communicate upcoming changes to Tier 1 analysts.	The RSD SDOC function shall leverage on line collaboration tools to ensure Tier 1 analysts are informed of any changes being made by IT changes operations staff.	The LHD SDOC function shall leverage on line collaboration tools to ensure Tier 1 analysts are informed of any changes being made by IT changes operations staff that are relevant to the LHD.	RSD SDOC: N/A LHD SDOC: N/A
Service Desk Operations Center (SDOC)	Service Desk Operations	The RSD SDOC function shall provide Outage Notification – The RSD SDOC Outage Notification function shall make sure that generalized communications and announcements regarding real-time Outages and/or Service Degradations are implemented into the telephone system and displayed in the service catalog.	The RSD SDOC Function shall ensure outage /service degradation notifications and overall service availability is delivered to the respective User base via e-mail, telephone system and Service Catalogue (Web Based Portal).	The LHD SDOC Function shall ensure outage /service degradation notifications and overall service availability is delivered to the respective User base via e-mail, telephone system and Service Catalogue (Web Based Portal).	RSD SDOC: Provides enterprise service outage notifications on a global scale. LHD SDOC: Provides area of responsibility service outage notifications.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Service Desk Operations Center (SDOC)	Service Desk Operations	The RSD SDOC Outage Notification function shall post additional details regarding service interruptions for service desk analyst reference.	RSD will modify/provide updates based on circumstances and TBD update criteria.	N/A. Leverage Regional mechanism.	RSD SDOC: Provides MITSC service outage notifications on a regional scale. LHD SDOC: N/A
Service Desk Operations Center (SDOC)	Service Desk Operations	The RSD SDOC function shall provide performance monitoring and management of service desk Services to the user. Provides notification by the service desk of scheduled and unscheduled system maintenance or degradation of the service.	RSD SDOC Function will monitor & measure RSD activities & workforce performance against TBD RSD performance criteria to support SLA and KSA and maximize User satisfaction. Will provide reports as required by CSS.	LHD SDOC Function will monitor & measure LHD activities & workforce performance against TBD RSD performance criteria to support SLA and KSA and maximize User satisfaction. Will provide reports as required by CSS.	RSD SDOC: N/A LHD SDOC: N/A
Service Request Management Section (SRMS)	Service Request Management (SRM)	The RSD SRM function will process the users' requests for logical MACs	RSD will process all SRMs at the RSD level for Regional Logical Move Add Changes (MACs)	LHD SRM function will process all SRMs at the LHD for level logical Move Add Changes (MACs) and will update the RSD for SA	RSD will notify LHD of SRM execution for SA and possible field support needed at the LHD level 48 hrs prior to SRM execution if impacting LHD level/regional area. LHD will provide reports to the RSD on all SRMs executed at the LHD level for success and failure reporting.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Service Request Management Section (SRMS)	Service Request Management (SRM)	The RSD SRM function shall create accounts	RSD will process all SRMs at the RSD level for Regional physical Move Add Changes (MACs)	LHD SRM function will process all SRMs at the LHD for level physical Move Add Changes (MACs) and will update the RSD for SA	RSD will notify LHD of SRM execution for SA and possible field support needed at the LHD level 48 hrs prior to SRM execution if impacting LHD level/regional area. LHD will provide reports to the RSD on all SRMs executed at the LHD level for success and failure reporting.
Service Request Management Section (SRMS)	Service Request Management (SRM)	An authorized submitter shall submit service requests to the RSD SRM functional team from the web service via a TBD service request mechanism.	An authorized submitter at the RSD level will be identified and approved for submitting service requests to the RSD SRM functional team from the web service via an eform.	An authorized submitter at the LHD level will be identified and approved for submitting service requests to the SRM functional team from the web service via an eform.	N/A
Service Request Management Section (SRMS)	Service Request Management (SRM)	The RSD SRM function shall create accounts	RSD SRM function will review and approve service requests for account creation and once approved will support request resolution	LHD SRM function will review and approve service request for account creation and once approved will support request resolution based on administrative rights	RSD will notify LHD of SRM account creation for accounts that fall under the LHD's purview. RSD notification will be for SA and/or possible LHD support 48 hrs prior to SRM execution if impacting LHD level/regional area. LHD will provide reports to the RSD on all SRMs executed at the LHD level for success and failure reporting.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Service Request Management Section (SRMS)	Service Request Management (SRM)	The RSD SRM function shall process account changes	RSD SRM function will review and approve service requests for account changes and once approved will support request resolution	LHD SRM function will review and approve service requests for account changes and once approved will support request resolution based on administrative rights	RSD will notify LHD of SRM account changes for accounts that fall under the LHD’s purview. RSD will notify the LHD of account changes that have been made to provide SA and/or will request (if needed) LHD support 48 hrs prior to SRM execution if impacting LHD level/regional area. LHD will provide reports to the RSD on all SRMs executed at the LHD level for success and failure reporting.
Service Request Management Section (SRMS)	Service Request Management (SRM)	The RSD SRM function shall create groups when requested via the MAC process.	RSD SRM function will review and approve service requests for creating group accounts and once approved will support request resolution	LHD SRM function will review and approve service requests for creating group accounts and once approved will support request resolution	RSD will notify LHD of SRM group account creation for accounts that fall under the LHD’s purview. RSD will notify the LHD of group account creations to provide SA and/or to request (if needed) LHD support 48 hrs prior to SRM execution if impacting LHD level/regional area. LHD will provide reports to the RSD on all SRMs executed at the LHD level for success and failure reporting.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Service Request Management Section (SRMS)	Service Request Management (SRM)	The RSD SRM function shall support all MAC services	RSD SRM function will support the USMC RqF Enterprise Process	LHD SRM function will support the USMC RqF Enterprise Process	RSD will ensure LHD is executing and maintaining the RqF process for standardization and consistency.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall support the development of solutions that supports the service desk function.	The RSD will convey operational capability requirements, informs capability development/tool configuration as a consulted party, and supports solution testing.	The LHD will convey operational capability requirements, informs capability development/tool configuration as a consulted party, and supports solution testing.	RSD and LHD need to coordinate/communicate on requirements and testing to ensure tools are similar across the enterprise.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall support the development of tools that support the service desk function.	The RSD will convey tool operational requirements (KSA), informs tool development/configuration as a consulted party, and supports tool functional testing.	The LHD will convey tool operational requirements (KSA), informs tool development/configuration as a consulted party, and supports tool functional testing.	RSD and LHD need to coordinate/communicate on requirements and testing to ensure tools are similar across the enterprise.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall support the implementation of solutions that support the service desk function.	The RSD shall be a part of the any Deployment Teams that support the RSD functional requirements.	The LHD shall support the deployment of capability deployments as required (e.g. Training, post deployment test and analysis, etc.)	RSD and LHD need to coordinate/communicate on requirements and testing to ensure tools are similar across the MITSC AOR.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall support the implementation of tools that support the service desk function.	The RSD shall be a part of the any Deployment Teams that support the RSD functional requirements.	The LHD shall support the deployment of capability deployments as required (e.g. Training, post deployment test and analysis, etc.)	RSD and LHD need to coordinate/communicate on requirements and testing to ensure tools are similar across the MITSC AOR.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Technical Support Section (TSS)	Technical Support	The Technical Support function shall support the maintenance of solutions that support the service desk function.	The RSD will maintain RSD Tools/systems/capabilities in accordance with TBD tool/system support models.	The LHD will support tool/system maintenance activities as defined by the RSD/System owner.	RSD and LHD need to coordinate/communicate on requirements and testing to ensure tools are similar across the MITSC AOR.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall support the maintenance of tools that support the service desk function.	The RSD will maintain RSD Tools/systems/capabilities in accordance with TBD tool/system support models.	The LHD will support tool/system maintenance activities as defined by the RSD/System owner.	RSD and LHD need to coordinate/communicate on requirements and testing to ensure tools are similar across the MITSC AOR.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide the capability for users to interact with the service desk by toll free voice	The RSD shall work with the PM to ensure that a toll-free voice system is provided and configured to support approved operational concepts.	The LHD will inform the RSD of voice system configuration requirements and assist with system testing and reviews.	RSD and LHD must coordinate requirements to ensure seamless communications to the user community.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide the capability for users to interact with the service desk by email	The RSD will see to the establishment of requisite mail box structure and a user email notification capability.	The LHD will inform the RSD of email notification requirements and assist with testing and solution reviews.	RSD and LHD must coordinate to ensure email addresses, mailboxes and solutions are similar in nature. RSD and LHD must update each other with current contact information.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide the capability for users to interact with the service desk by web requests	The RSD will validate that a web-based interface tool supports the RSD Operational Concept.	The LHD will inform the RSD of web-based tool functional requirements as well as support tests and reviews as required.	RSD and LHD must coordinate to ensure web-based tool solutions integrated, thus ensuring a seamless experience to the user community.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide the capability for users to have visibility into a web-based service request and incident record status system.	The RSD will ensure that the IT Service Management system is configured to provide User visibility of service request and incident record status.	The LHD will assist the RSD through testing of User visibility.	RSD and LHD need to coordinate/communicate on requirements and testing to ensure proper user visibility in the IT Service Management system is attained.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide the ability for users to track the support of the service requests and incident records associated with their account.	The RSD will provide the permissions to ensure users have visibility into their service requests and incident records for tracking.	The LHD will provide the permissions to ensure users have visibility into their service requests and incident records for tracking.	RSD and LHD need to coordinate/communicate on requirements and testing to ensure proper user experience in the IT Service Management system is attained.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide the ability for designated users to look up service request and incident record information on other accounts	The RSD will provide the permissions to designated users to have the ability to look up service request and incident record information on other accounts.	The LHD will provide the permissions to designated users to have the ability to look up service request and incident record information on other accounts.	RSD and LHD will coordinate to ensure permissions are assigned only to those personnel within the appropriate AOR.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide the ability for designated users to look up service request and incident record information by sites	The RSD will provide the permissions to designated users to have the ability to look up service request and incident record information by sites.	The LHD will provide the permissions to designated users to have the ability to look up service request and incident record information by sites.	RSD and LHD will coordinate to ensure permissions are assigned only to those personnel within the appropriate AOR.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide the ability for designated users to look up service request and incident record information on services	The RSD will provide the permissions to designated users to have the ability to look up service request and incident record information on services.	The LHD will provide the permissions to designated users to have the ability to look up service request and incident record information on services.	RSD and LHD will coordinate to ensure permissions are assigned only to those personnel within the appropriate AOR.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide reports on service requests and incident records available by site	The RSD will provide the reports on service requests and incident records available by site.	N/A	RSD will make reports by site available to the LHD
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide reports on service requests and incident records available by command	The RSD will provide the reports on service requests and incident records available by command.	N/A	RSD will make reports by command available to the LHD
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide reports on service requests and incident records available by user group	The RSD will provide the reports on service requests and incident records available by user group.	N/A	RSD will make reports by user group available to the LHD

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Technical Support Section (TSS)	Technical Support	The Technical Support function shall provide the user the ability to review information within the service desk	RSD TSS shall support tools' owner in providing users with the ability to review own service request and incident record status.	LHD TSS shall support tools' owner in providing users with the ability to review own service request and incident record status.	N/A
Technical Support Section (TSS)	Technical Support	The Technical Support function shall support a multitude of productivity tools used by the service desk personnel	The RSD will have at their disposal the use of approved tools to support trouble shooting capabilities at all Tier levels.	The LHD will have at their disposal the use of approved tools to support trouble shooting capabilities at all Tier levels.	RSD and LHD need to coordinate/communicate on requirements and testing to ensure tools are similar across the enterprise.
Technical Support Section (TSS)	Technical Support	The Technical Support function shall support a multitude of efficiency tools used by the service desk personnel.	Reference tool/function list during the design phase.	Reference tool/function list during the design phase.	N/A
Tier1 Support Section	RSD Tier 1 Support Function	The RSD Tier 1 Support function shall provide user support for approved hardware	The RSD Tier 1 Support function will provide user support for approved hardware	The LHD will Tier 1 Support function will provide user support for approved hardware	RSD and LHD will coordinate to ensure lists of approved hardware are shared between organizations.
Tier1 Support Section	RSD Tier 1 Support Function	The RSD Tier 1 function shall provide user support for approved user software.	The RSD will Tier 1 Support function will provide user support for approved software	The LHD will Tier 1 Support function will provide user support for approved software	RSD and LHD will coordinate to ensure lists of approved software are shared between organizations.
Tier1 Support Section	RSD Tier 1 Support Function	The RSD Tier 1 function shall provide support for services listed in the (user-facing) service catalog	The RSD Tier 1 Support function will provide user support for service catalog	The LHD Tier 1 Support function will provide user support for service catalog	RSD and LHD need to ensure same version of Catalog in use. RSD shall forward to LHD Tier 1 Calls for services not supplied by the MITSC

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Tier1 Support Section	RSD Tier 1 Support Function	The RSD Tier 1 function shall allow users to contact the service desk through the approved telephone access point.	The RSD Tier 1 Support function will provide user access through telephone.	The LHD Tier 1 Support function will provide user access through telephone.	RSD will transfer calls to the appropriate Tier 2 location as required to resolve users' incidents and service request issues. LHD will ensure updated contact information is provided to the RSD so the RSD can route calls appropriately.
Tier1 Support Section	RSD Tier 1 Support Function	The RSD Tier 1 function shall allow users to contact the service desk through the approved voice mail access point.	The RSD Tier 1 Support function will provide user access through voice mail access.	The LHD Tier 1 Support function will provide user access through voice mail access.	RSD will transfer calls to the appropriate Tier 2 location as required to resolve users' incidents and service request issues. LHD will ensure updated contact information is provided to the RSD so the RSD can route calls appropriately.
Tier1 Support Section	RSD Tier 1 Support Function	The RSD Tier 1 function shall allow users to contact the service desk through the approved e-mail access point.	The RSD Tier 1 Support function will provide user access through e-mail.	The LHD Tier 1 Support function will provide user access through e-mail.	N/A
Tier1 Support Section	RSD Tier 1 Support Function	The RSD Tier 1 function shall allow users to contact the service desk through the approved web service request and incident record access point.	The RSD Tier 1 Support function will provide user access through web service request and incident record.	The LHD Tier 1 Support function will provide user access through web service request and incident record.	RSD and LHD shall use the enterprise approved solution for an IT Service Management system.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Tier1 Support Section	RSD Tier 1 Support Function	The Tier 1 Support function shall support the Incident Management (IM) process.	The RSD Tier 1 Support function will support the Incident Management (IM) process.	The LHD Tier 1 Support function will support the Incident Management (IM) process.	RSD and LHD shall use the IM process and procedures.
Tier1 Support Section	RSD Tier 1 Support Function	The Tier 1 analyst shall follow the IM process and if the issue cannot be resolved and needs to be escalated, the service request or incident record shall be escalated to the appropriate Tier 2 queue for resolution.	The RSD Tier 1 Support function will have the ability to escalate service requests or incident records following the escalation procedures of the IM process and/or appropriate service model.	The LHD Tier 1 Support function will have the ability to escalate service requests or incident records following the escalation procedures of the IM process and/or appropriate service model.	RSD and LHD shall use the IM process and procedures.
Tier1 Support Section	RSD Tier 1 Support Function	The RSD will serve as the single POC for end user issues and service request.	The RSD Tier 1 analyst will take initiating calls, e-mails to begin the support process of IM or Service Request Management	The LHD Tier 1 analyst will take initiating calls, e-mails to begin the support process of IM or Service Request Management	RSD and LHD shall use the IM / RqF process and procedures.
Tier1 Support Section	RSD Tier 1 Support Function	Coordinate direct interaction between the end user and the technical support organizations for questions and problem resolution.	The RSD Tier 1 Analyst will coordinate direct interaction between the end user and the technical support organizations as required.	The LHD Tier 1 Analyst will coordinate direct interaction between the end user and the technical support organizations as required.	RSD and LHD shall use the IM process and procedures.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Tier1 Support Section	RSD Tier 1 Support Function	RSD Tier 1 shall coordinate incident diagnosis and resolution with all End User Service HW, End User Service Software, Transport Service HW/SW, and Enterprise Core Service HW/SW through the Service Desk and/or site support personnel per IM process Guides	The RSD Tier 1 Analyst will coordinate end user incident diagnosis and resolution with appropriate technical management SMEs per the IM process guide.	The LHD Tier 1 Analyst will coordinate end user incident diagnosis and resolution with appropriate technical management SMEs per the IM process guide.	RSD and LHD shall use the IM process and procedures.
Tier1 Support Section	RSD Tier 1 Support Function	RSD Tier 1 analyst shall log all service requests and incident records	The RSD Tier 1 Analyst will log all service requests and incident records per the IM and SRM process guides.	The LHD Tier 1 Analyst will log all service requests and incident records per the IM and SRM process guides.	N/A
Tier1 Support Section	RSD Tier 1 Support Function	RSD Tier 1 analyst shall create a service request or incident record to document the processing of requests until resolved	The RSD Tier 1 Analyst will create a service request or incident record to document the processing of requests until resolved	The LHD Tier 1 Analyst will create a service request or incident record to document the processing of requests until resolved	N/A
Tier1 Support Section	RSD Tier 1 Support Function	RSD Tier 1 shall be available through voicemail, telephone, web, email 24 hours a day and 7 days a week	RSD Tier 1 will be available through voicemail, telephone, web, email 24 hours a day and 7 days a week	LHD will be available during regular business hours	RSD and LHD Schedules will be available for review.

Functional Section (A)	Functional Capability (B)	Functions (C)	What does RSD do? (D)	What does local help desk do? (E)	RSD-LHD Dependencies & Deliverables (F)
Tier1 Support Section	RSD Tier 1 Support Function	Ensure Tier 1 analyst have required access to service asset and configuration management systems.	RSD Tier 1 will coordinate with respective asset and configuration management owners to ensure their analyst have required access.	LHD Tier 1 will coordinate with respective asset and configuration management owners to ensure their analyst have required access.	RSD and LHD to ensure their analyst have required properly assigned access and no conflict exists.
Tier1 Support Section	RSD Tier 1 Support Function	RSD Tier 1 shall provide the ability for a user to reset their network password.	RSD Tier 1 will provide the ability for a user to reset their network password.	LHD Tier 1 will provide the ability for a user to reset their network password.	N/A
Remote Desktop Management Section (RDMS)	Remote Desktop Management (RDM)	RSD RDM function will support and follow the IM and RqF USMC Enterprise Processes to support USMC users in trouble shooting, technical assistance, and RSD record resolution	RSD RDM function will support and follow the IM and RqF USMC Enterprise Processes to support USMC users in trouble shooting, technical assistance, and RSD record resolution	LHD RDM function will support and follow the IM and RqF USMC Enterprise Processes to support USMC users within their respective AOR(s) in trouble shooting, technical assistance, and RSD record resolution	RSD will ensure LHD is executing IM and RqF process.

APPENDIX B

Acronyms

Acronym	Description
AOR	Area of Responsibility
b/p/s	bases/post/stations
CfM	Configuration Management
CSS	Customer Service Section
DISA	Defense Information Systems Agency
EM	Event Management
GO/CO	Government Owned/Contractor Operated
GO/GO	Government Owned / Government Operated
HPES	Hewlett-Packard Enterprise Services
HQMC	Headquarters Marine Corps
HW	Hardware
I&L	Installations and Logistics
IM	Incident Management
ISC	Information System Coordinator
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITSM	Information Technology Service Management
LHD	Local Help Desk
MAGTF	Marine Air Ground Task Force
MCEITS	Marine Corps Enterprise IT Services
MCESSC	Marine Corps Enterprise Services Support Center
MCIENT	Marine Corp Information Enterprise
MCITE	Marine Corps Information Technology Environment
MCNOSC	Marine Corps Network Operations Service Center
MITSC	MAGTF Information Technology Support Center
NGEN	Next Generation Enterprise Network
NIPRNET	Non-Secure Internet Protocol Router Network
PP&O	Plans, Policies, and Operations
PoR	Programs of Record
RDMS	Remote Desktop Management Section
RqF	Request Fulfillment
SCM	Service Catalog Management
SDOC	Service Desk Operations Center
SES	Senior Executive Service
SIPRNET	Secure Internet Protocol Router Network
SLA	Service Level Agreement
SLM	Service Level Management
SONIC	Secure Operational Network Infrastructure, Communications
SRMS	Service Request Management Section
SW	Software

Acronym	Description
TSS	Technical Support Section
USCYBERCOM	United States Cyber Command
USMC	United States Marine Corps