MCO 2020.1A
AVN (ASB)
26 Jan 2025

MARINE CORPS ORDER 2020.1A

From: Commandant of the Marine Corps
To: Distribution List

Subj: MARINE CORPS AVIATION LOGISTICS INFORMATION MANAGEMENT
       SYSTEMS DEPARTMENT STANDARD OPERATING PROCEDURES
       (SHORT TITLE: ALIMS SOP)

Encl: (1) References
       (2) Marine Corps Aviation Logistics Information
           Management Systems Department Standard Operating
           Procedures

Reports Required: I.   Unit Management Status Report (UMSR)
                         Morning Report
                   II.   Situational Report(s)
                   III. Trend Analysis Reports
                   IV.   ALIMS expenditure reports
                   V.   Production reports
                   VI.   Asset inventories
                   VII. Reconciliation reports

1. <u>Situation</u>. This Order revises the standardized operating
procedures for use by the Aviation Logistics Information
Management Systems (ALIMS) Specialists within the Marine
Aircraft Group (MAG) and Marine Aviation Logistics Squadron
(MALS) ALIMS Department. This Order is in accordance with
references (a) through (ad).

2. <u>Cancelation</u>. MCO 2020.1.

3. <u>Mission</u>. This Order provides the standardized procedures
and policy for the ALIMS Department operations. Implementation
of the procedures by all Intermediate Maintenance Activities
(IMA) and Organizational Maintenance Activities (OMA) is
mandatory to ensure standardization. Policy and procedural
guidance are contained in enclosures (1) through (7) and
references (a) through (ad).

4. <u>Execution</u>

    a. <u>Commander's Intent and Concept of Operations</u>

        (1) <u>Commander's Intent</u>. The ALIMS Departments will be standardized across the Marine Corps for employment and conduct of ALIMS operations and use of Continuous Process Improvement (CPI) tools.

        (2) <u>Concept of Operations</u>

        (a) This Order provides procedures for the management of Information Technology (IT) resources organic to the MAG, including accessing, installing, monitoring, maintaining, and implementing Aviation Information Systems (AIS) that resides at the IMA and OMA.

        (b) This Order contains numerous revisions and should be reviewed in its entirety.

        (c) This Order will be updated periodically to keep it current and viable; however, deviations may be requested for unique local situations when they occur.

        (d) All interim approvals for Aviation Logistics Information Management Systems Standard Operating Procedures (ALIMS-SOP) procedural deviations will ultimately be reviewed at the ALIMS-SOP Review Conference.

        (e) The policies and procedures in this Order apply to all Squadron Commanders.

        (f) Any deviation from this Order must be authorized by Headquarters Marine Corps (HQMC) Aviation Sustainment Branch (ASB).

        (g) Changes to this Order will follow instructions in reference (a). Changes will be recorded on the Record of Changes page provided for that purpose.

        (h) All references about to listings/reports/files may be maintained as either electronic or hard copy files.

        (3) <u>Organization</u>

        (a) This Order is organized into chapters identified by an Arabic numeral as listed in the overall contents.

(b) Paragraph numbering is based on four digits. The first digit indicates the chapter; the next digit; the section; the final two digits the general major paragraph number; and the combinations which follow the decimal point, the subparagraph number (e.g., 3101.3a(2), refers to chapter 3, section 1, general major- paragraph number 01, subparagraph 3 a(2)).

(c) Pages are numbered in separate series by chapter number, with the chapter number preceding each page number, (e.g., the fourth page of chapter 2 is shown as 2-4).

b. Subordinate and Element Missions

(1) HQMC ASB shall be responsible for the accuracy, currency, modification, and distribution of this Order.

(2) Squadron Commanders are responsible for the timely incorporation of changes and maintenance of this Order.

5. Administration and Logistics

a. Records Management. Records created as a result of this Order shall be managed according to National Archives and Records Administration (NARA)-approved dispositions in reference (b) to ensure proper maintenance, use, accessibility, and preservation, regardless of format or medium. Records disposition schedules are located on the Department of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at: https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx. Refer to reference (ac), for Marine Corps records management policy and procedures.

b. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) may result in both civil and criminal penalties. The Department of the Navy (DON) recognizes that the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DON's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities shall be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII shall
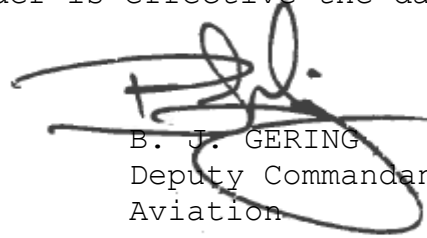
be in accordance with reference (ad) as amended, and implemented in reference (h).

6. Command and Signal

    a. Command. This Order is applicable to the Marine Corps Total Force.

    b. Signal. This Order is effective the date signed.

                                        B. J. GERING
                                        Deputy Commandant for
                                        Aviation

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References

(a) MCO 5215.1K w/ Admin Ch 1
(b) SECNAV M-5210.1
(c) DoD 8140.01, "Cyberspace Workforce Management,"
     October 05, 2020
(d) MCO 5239.2B
(e) ECSM 024
(f) NAVMC 4400.177
(g) ECSM 011
(h) SECNAVINST 5211.5F
(i) SECNAV M-5210.2
(j) MCO 5530.14A
(k) MCO 4400.150
(l) ECSM 007
(m) MARADMIN 192/19
(n) SI 3523-13/1A
(o) SI 113374A/12249A-OR
(p) ECSM 019
(q) R-Supply System Access and SOD Policy and Procedures
(r) MARADMIN 155/06
(s) SECNAV M-5239.2
(t) MFD, "Revised Document Retention
     Requirements to Support Department of the Navy Financial
     Statement Audits," January 29, 2015
(u) COMNAVAIRFORINST 4790.2D CH-1
(v) CG TECOM 061653Z FEB 15 (Naval Message)
(w) NIST Special Publication 800-88 Rev. 1, "Guidelines for
     Media Sanitization," December 17, 2014
(x) MCO 11240.106C
(y) MCTP 13-10Cg
(z) MCO 5100.29C
(aa) MCO 13670.1G
(ab) DCA Naval Letter, "OMSS Task Guidance," May 12, 2017
(ac) MCO 5210.11F
(ad) 5 U.S.C. § 552a

TABLE OF CONTENTS

Chapter 1

Aviation Logistics Information Management Systems (ALIMS)
Department

1. General. The Aviation Logistics Information Management
Systems (ALIMS) is a Department within the Marine Aviation
Logistics Squadron (MALS) and is accountable to the MALS
Commanding Officer (CO). The ALIMS provides primary support to
Marine Aircraft Group (MAG) units; this includes, but is not
limited to, implementation, operational management, and
sustainment of Aviation Program of Record (POR) systems and
supporting Information Technologies (IT) that facilitate
functional capabilities organic to the MAG.

2. Aviation Logistics Information Management Systems (ALIMS)
Department Staffing. The ALIMS Department is staffed with
Marines from the Military Occupational Specialty (MOS) 6694,
ALIMS Specialists. These are Marines who have successfully
completed the Aviation Logistics Tactical Information Systems
(ALTIS) Specialist course(s). The MALS ALIMS Department Chief
serves as the Occupational Field Sponsor and is responsible for
the management and development of all Marines with a 6694 MOS
assigned to the MAG. Additionally, the ALIMS Chief is
responsible for ensuring the Table of Organization (T/O)
requirements for all supported squadrons are met.

3. Responsibilities. The ALIMS Department is responsible for
providing direct support and facilitating support for IT organic
to the Intermediate and Organizational Maintenance Activities
(IMA/OMA) in garrison and deployed environments. This includes,
but is not limited to, the following:

    a. Computers, software, phones, and peripherals.

    b. Data communications, network installation,
troubleshooting, and repair.

    c. Servers, network operating systems, and software.

    d. Aviation maintenance applications management.

    e. Aviation supply applications management.

    f. Mission planning systems.

    g. Aviation platform diagnostic systems.

h.   Network diagnostic systems.

i.   Asset management systems.

j.   Aviation Information Systems (AIS) certified, via the Risk Management Framework (RMF) process, to connect and operate on the Marine Corps Enterprise Network-Non-Secure Internet Protocol Router/Secure Internet Protocol Router (MCEN-N/S) as well as other Department of Defense (DoD) tactical networks.

4.   Duties. The ALIMS Department manages AIS organic to MAG units, as defined in Appendix C, and is responsible to the MALS CO for the accomplishment of the ALIMS Mission Essential Task List (METL). All aspects of the ALIMS Department will be inspected by the Wing ALIMS Chief. The ALIMS Department will support the Aviation Logistics (AVLOG) community as follows:

a.   Comply with safety, maintenance, training and certification, and security programs.

b.   Provide guidance and coordinate with the cognizant administrative authority to make personnel assignment to best support operational commitments.

c.   Enforce IT and cybersecurity policies and procedures.

d.   Establish, review, and publish local instructions, concepts, and policies.

e.   Conduct required inspections and provide technical assistance.

f.   Communicate IT requirements to supporting activities.

g.   Review and validate all IT allowances and asset inventories.

h.   Establish and maintain a local inventory of system components for IT support.

i.   Advise the Commanding Officer (CO) on readiness, operational planning, and current or future IT projects.

j.   Communicate current readiness to internal and external stakeholders, such as the Maintenance and Supply Departments, and supported and supporting organizations.

k. Coordinate IT support with internal (e.g., S-4, S-2, Supply, etc.) and external entities (e.g., Station S-6, Network Battalions, other units, etc.); acting as the Information Systems Coordinator (ISC) as needed.

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                    │     ALIMS       │
                    │  SNCOIC/NCOIC   │
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│Technicians│               │Technicians│
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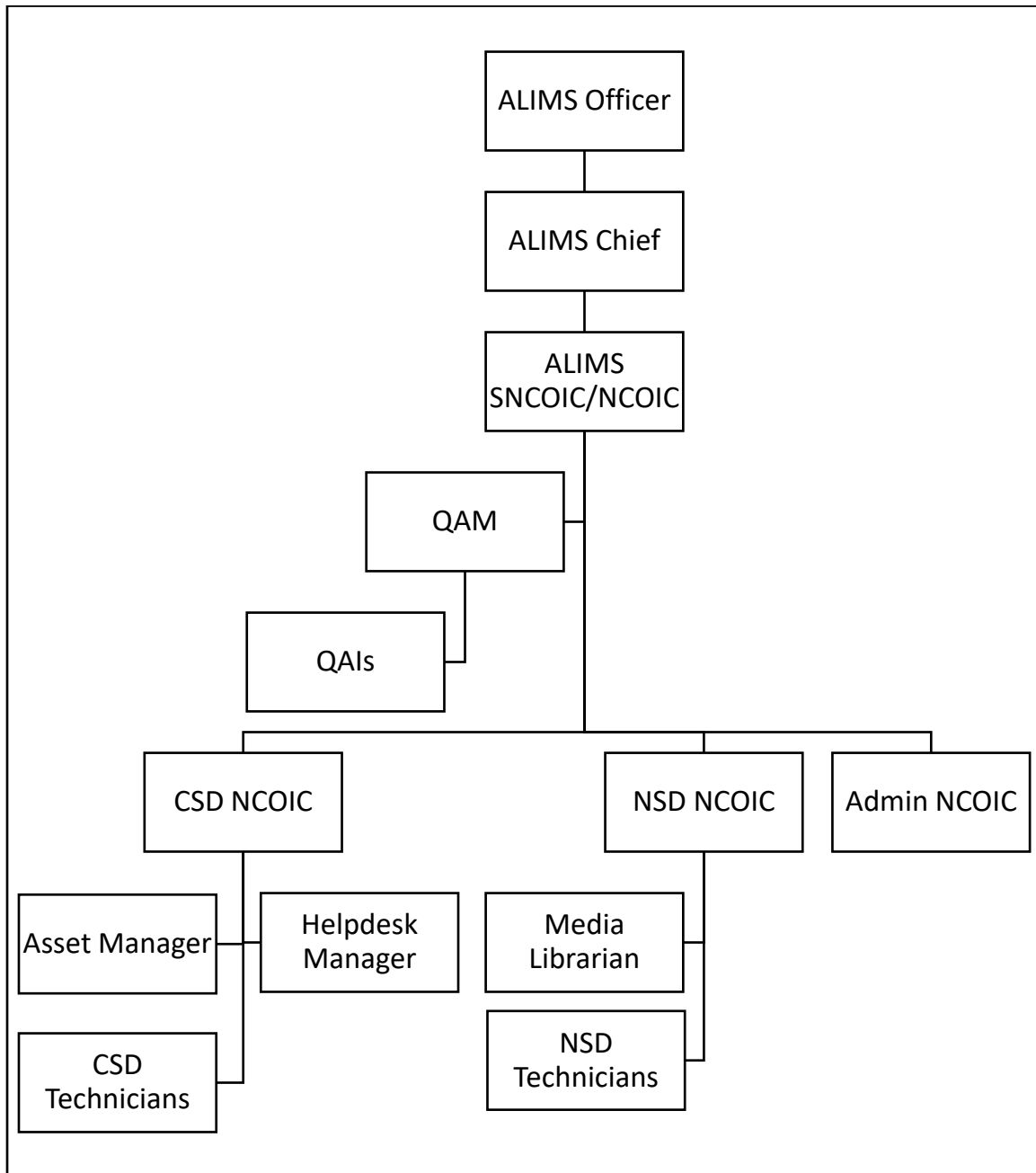

Figure 1-1. -- Aviation Logistics Information Management Systems (ALIMS) Department (Non- Joint Strike Fighter (JSF)) Organizational Chart

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                          ┌──────────────┐
                          │ ALIMS Officer│
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                          ┌──────┴───────┐
                          │ ALIMS Chief  │
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                          │   ALIMS      │
                          │ SNCOIC/NCOIC │
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ALIMS Officer

ALIMS Chief

ALIMS SNCOIC/NCOIC

QAM/Security Auditor

QAIs

CSD NCOIC | NSD NCOIC | JSFD NCOIC | Admin NCOIC

Asset Manager | Helpdesk Manager

Media Librarian | NSD Technicians

JSFD Technicians

CSD Technicians
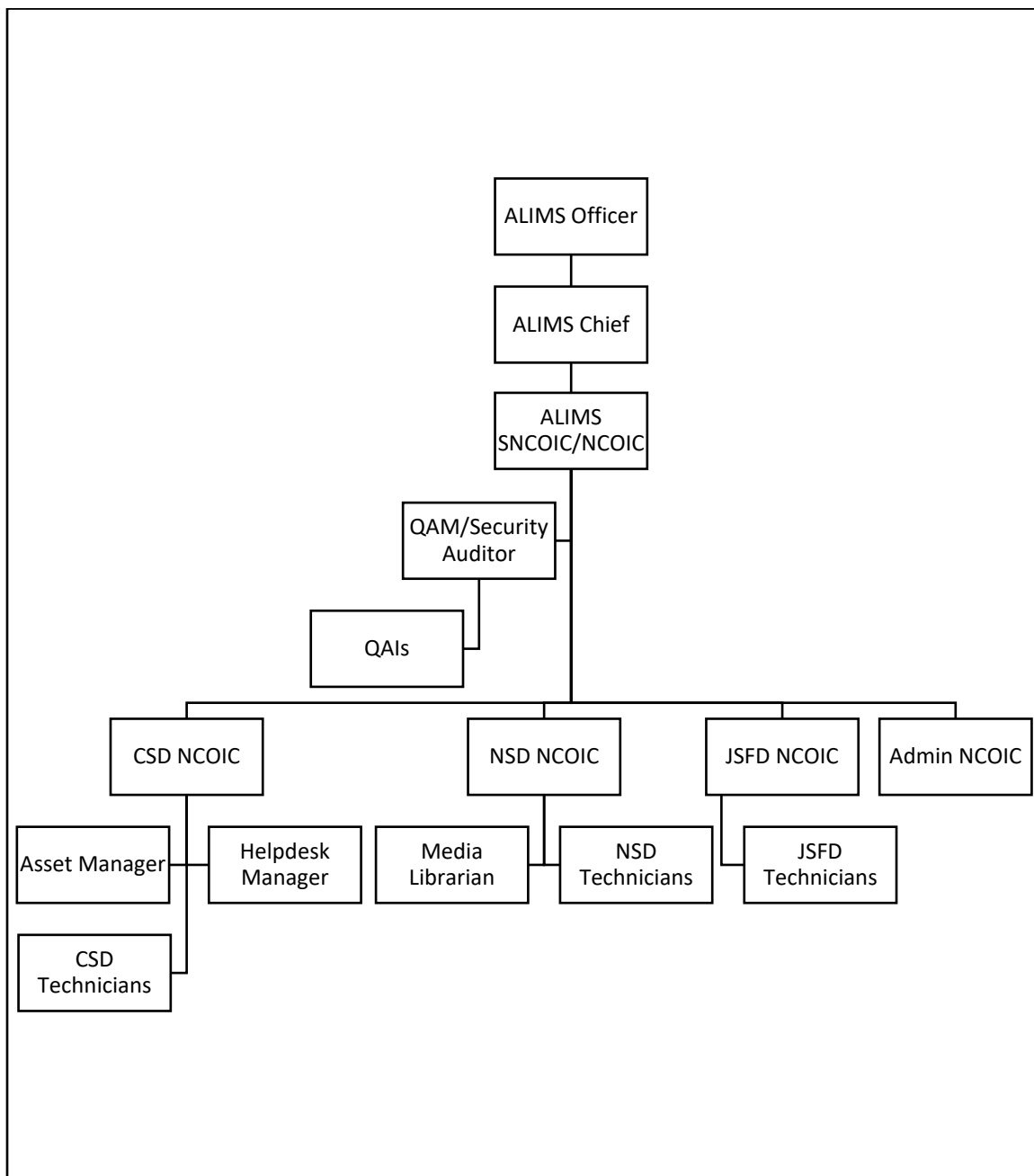
Figure 1-2. -- Aviation Logistics Information Management Systems (ALIMS)Department Joint Strike Fighter(JSF) Organizational Chart

Chapter 2

Marine Aviation Logistics Squadron (MALS) Aviation Logistics
Information Management Systems (ALIMS) Department

1. General. The ALIMS Department will provide direct support
to all MAG units. This includes, but is not limited to,
accessing, installing, managing, monitoring, and implementing
all AIS organic to the MAG.

2. Structure. The MALS ALIMS Department is comprised of four
divisions, as indicated in Figure 1-1. If the MALS ALIMS
Department supports JSF unit(s), it will be comprised of five
divisions, as indicated in Figure 1-2. The Department
leadership will be comprised of three primary billets: the
ALIMS Officer, ALIMS Chief, and ALIMS Staff Non-Commissioned
Officer-In-Charge (SNCOIC) or Non-Commissioned Officer-In-Charge
(NCOIC).

3. Role of the Aviation Logistics Information Management
Systems (ALIMS) Officer. The ALIMS Officer is a member of the
MALS Department Head personnel and is responsible to the MALS CO
for the management of AIS resources and ALIMS personnel. The
ALIMS Officer will administer ALIMS operations as follows:

    a. Ensure local instructions, concepts, and policies
related to the management of AIS are established, reviewed, and
published.

    b. Ensure compliance with safety, maintenance, training and
certification, and security programs.

    c. Enforce DoD IT, Marine Corps Enterprise, and
cybersecurity policies and procedures.

    d. Ensure CPI methodologies are applied across the full
spectrum of AIS services.

    e. Provide oversight to the unit cybersecurity program, per
reference (d), ensuring standards are met.

    f. Ensure guidance and coordination are provided with the
cognizant administrative authority to make personnel assignments
to meet operational commitments.

g.   Ensure assigned personnel are qualified as Department of Defense Cyberspace Workforce (DCWF) per references (c), (d), (e), the 6694 MOS Roadmap, and applicable local DCWF guidance.

h.   Participate in current readiness meetings and ensure Defense Readiness Reporting System (DRRS) reporting requirements are satisfied according to Marine Corps Task (MCT) 4.11.7 (Conduct Aviation Information Systems Operations).

i.   Provide ALIMS Department oversight to ensure timely reporting of AIS readiness to appropriate authorities, including the command deck for DRRS reporting criteria, and timely response to data calls required by higher headquarters.

j.   Advise the CO on readiness, operational planning, and current or future IT projects.

k.   Communicate IT requirements to supporting activities.

l.   Provide oversight, and support as required by the ALIMS Department, to coordinate IT sustainment needs with internal and external entities.

m.   Review and validate all IT allowances and asset inventories within the Department including, but not limited to: Consolidated Shipboard Allowance List (COSAL), Table of Basic Allowances (TBA), Table of Equipment (T/E), Consolidated Memorandum Receipt (CMR), and Marine Corps Enterprise Network (MCEN) assets.

n.   Ensure the ALIMS Department maintains local inventories of POR systems components used to facilitate IT support, including creating and maintaining a local Pre-Expended Bin (PEB).

4.   Role of the Aviation Logistics Information Management Systems (ALIMS) Chief.   The ALIMS Chief is responsible to the ALIMS Officer for the management of all aspects of the ALIMS Department as directed by orders and instructions, to include the following:

a.   Provide leadership, technical guidance, and personnel management within the ALIMS Department. Utilize established procedures to facilitate the ALIMS Department evaluation and monitoring process.

b. Develop, implement, and monitor adherence to local instructions, concepts, policies, and the AIS Support Plan. Where applicable, document local Standard Operating Procedures (SOPs) and deviations from higher guidance.

c. Assist the ALIMS Officer with the management of the unit cybersecurity program per reference (d), by serving as the MALS Information Systems Security Officer (ISSO) as appointed by the Wing Information Systems Security Manager (ISSM).

d. Appoint, in writing, each Marine to a billet within the ALIMS Department. Assign Marines to flying squadrons and appoint primary and alternate collateral duty holders for all non-maintenance activities, as applicable. Appointment letters are completed and maintained by the Admin Division.

e. Ensure ALIMS is in compliance with the following programs:

(1) Technical Training Program, as outlined in Chapter 8, Section 1 of this Order.

(2) Tool Control Program, as outlined in Chapter 8, Section 2 of this Order.

(3) Non-Tactical Vehicle (NTV) Program, as outlined in Chapter 8, Section 3 of this Order.

(4) Embarkation Program, as outlined in Chapter 8, Section 4 of this Order.

(5) Safety Program, as outlined in Chapter 8, Section 5 of this Order.

(6) Mobile Facilities Maintenance (MFM) Program, as outlined in Chapter 8, Section 6 of this Order.

f. Monitor and assign ALIMS Billet Identification Codes (BICs) ensuring Marines have an appropriate ALIMS BIC assigned and the use of excess BICs is limited.

g. Ensure technical and professional development of Marines by progressive assignments, facilitating Aviation Maintenance Training and Readiness Program (AMTRP) Training and Readiness (T&R) standards, and complying with DCWF requirements. Provide Marines the opportunity to cross-train and establish a rotation of one-year assignments for flying squadron billets.

h. Ensure all training is conducted for Department personnel relative to the MOS and documented in Advanced Skills Management (ASM), as applicable. Oversee the use of ASM for all MAG ALIMS personnel. Provide required sign offs for flying squadron ALIMS personnel, as required.

i. Ensure required inspections are conducted as prescribed. Review all completed inspection results, after action reports, and correction action reports.

j. Coordinate with the Wing ALIMS Chief to submit required reports. The reports will include the following information:

(1) System status.

(2) Upcoming events (e.g., exercises, deployments, training, etc.).

(3) Projected non-availability (e.g., for leave, unit events, training, etc.).

(4) Ongoing major issues.

(5) Outages (e.g., network, power, updates, etc.).

(6) Concerns (i.e., include requests for personnel, equipment, or procurement assistance from Wing).

(7) Inventories and inspections results.

k. Maintain a list of technical Points of Contact (POCs) for all supported systems in order to initiate and follow-up for on-site assistance from technical field representatives, as required.

l. Provide support to all deployable units within the MAG and review after-action reports.

m. Coordinate with MAG units and external activities on deployment requirements. Manage the rotation and usage of detachment resources (e.g., detachment kits, detachment Squadron Operating Units (SOUs), etc.). Provide pre-deployment assistance to supported units for personnel, facilities, support equipment, and materials planning with MAG/MALS Departments.

n. Coordinate, substantiate, and prioritize all AVLOG IT requirements.

o. Ensure reconciliation of all procurement and requisition efforts are coordinated and performed in a timely manner with supply.

p. Review and validate records of IT asset inventories and allowances (e.g., hardware, software, PEB, upgrades/patches, and maintenance history, etc.).

q. Ensure required quarterly inventories are conducted as prescribed. Review all completed inventory reports and address any discrepancies. Ensure completed inventories are digitally signed and uploaded to the approved ALIMS repository.

r. Develop and submit budgetary requirements per reference (f). There are two types of budget submissions. The annual fiscal year submission identifies requirements for the next fiscal year and the mid-year submission provides updated requirements and identifies variances or deficiencies to the established fiscal year budget. Reference (f) provides a Budget Request Input Letter template for submission, though local policies may dictate the use of a different format.

(1) Identify and prioritize the following budget deficiencies regarding any AIS organic to the MAG via the Aviation Supply Officer (ASO). Justification must be provided for all requirements and will detail the action required, funding necessary, and impact on the mission if unfunded.

(a) Operation Target Fund Code 09, TBA (i.e., 8X).

(b) Operation Target Fund Code 10, MAG AVLOG IT support (i.e., 9E).

(2) Identify and prioritize ALIMS budgetary requirements for Operational Target Fund Code 21, Temporary Additional Duty (TAD), to the MAG Fiscal Officer.

(3) Submit new unfunded MAG AIS requirements immediately for the ASO to request additional funds.

s. Maintain a turnover binder containing, at a minimum, the following:

(1) Appointment letters.

    (2) Inspection results maintained for three years per reference (b) SSIC 1010.3.

    (3) POC list.

    (4) Recall roster.

    (5) Applicable orders, policies, and procedures.

    (6) ALIMS MOP.

5. <u>Role of the Aviation Logistics Information Management Systems (ALIMS) Staff Non-Commissioned Officer-In-Charge/Non-Commissioned Officer-In-Charge (SNCOIC/NCOIC)</u>. The ALIMS SNCOIC/NCOIC is responsible to the ALIMS Chief and Officer for the supervision of all aspects of the ALIMS Department as directed by orders and instructions, to include the following:

    a. Assist in developing the Department plans and procedures and review current policies for accuracy and content.

    b. Coordinate the ALIMS Department manpower requirements with the ALIMS Chief.

    c. Facilitate cross training for ALIMS Marines between divisions and collateral duties.

    d. Direct and schedule all required training for ALIMS personnel such as annual, general military, and technical training.

    e. Coordinate with external entities as required to assist the Divisions with trouble tickets and other issues.

    f. Develop and maintain budgetary requirements.

Chapter 3

Administration (Admin) Division

1. General. The Admin Division is responsible for the administrative control of all ALIMS personnel. Personnel within the Division perform clerical functions and maintain ALIMS personnel files as deemed necessary by the ALIMS Officer and Chief. The Admin Division maintains the master files for messages, orders, correspondence, and directives, as they relate to the management of Aviation POR Systems and IT support.

2. Structure. The Admin Division may be comprised of two billets. The Admin NCOIC will be primarily responsible for the successful completion of all tasks and development of all policies/procedures outlined in this chapter. If deemed necessary by the ALIMS Chief, an additional Marine will be assigned as the Admin Clerk to assist with required tasks as directed.

3. Protecting Personally Identifiable Information (PII).

    a. In accordance with current DoD policies on PII, Admin will ensure that PII within the ALIMS Department is safeguarded from unauthorized release per references (g), (h), and (ad).

    b. ALIMS will ensure files containing PII stored on network resources and external media are encrypted, password protected, and permission secured. Physical records will be marked "Controlled Unclassified Information" and maintained in a secure location when not in use.

    c. In accordance with DoD policies, local procedures, and in the interest of protecting PII, all documents no longer required will be destroyed by shredding and under no circumstances will documents be placed in recycling bins or trash per references (g) and (h).

    d. In the event of an unauthorized release of PII, report the spillage to the Security Manager in Defense Privacy Information. Management System(DPIMS) within one hour of discovery per reference (g) and the Department of Defense and Department of the Navy Breach Response Plans.

4. Duties

    a. Maintain the following files:

(1) Current T/Os for the MALS and squadrons assigned to the MAG.

(2) ALIMS personnel files.

(3) Correspondence files.

(4) Applicable references and orders.

b. Liaise between the ALIMS Department and S-1 in order to facilitate personnel administrative needs.

c. Report and update ALIMS Department manpower status.

d. Process, complete, and maintain all billet appointment letters for the Department.

 e. Provide clerical functions for the ALIMS Department.

(1) Maintain and publish the ALIMS Department recall roster.

(2) Maintain and publish the ALIMS Duty Section schedule.

(3) Maintain and publish a physical access roster.

f. Maintain and publish the ALIMS MOP.

g. Maintain an administrative reports control system.

h. Track ALIMS personnel training.

i. Maintain authorization and appointment letters.

j. Maintain an ALIMS new join checklist.

k. Maintain a turnover binder containing, at a minimum, the following:

(1) Appointment letters.

(2) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(3) POC list.

(4) Recall roster.

(5) ALIMS MOP.

(6) Division SOP.

(7) Applicable orders, policies, and detailed procedures.

5. <u>Maintain the Following Files</u>:

   a. <u>Current Table of Organization (T/O)</u>. Admin will maintain a copy of the current T/O for all 6694s within the MAG.

   b. <u>Aviation Logistics Information Management Systems (ALIMS) personnel files</u>. The information contained in this file is covered under the Privacy Act. Utilize the System of Records Notice (SORN) to inform personnel of the information being collected, the purpose for collecting the data, and the retention timeline. Each file will be maintained until the Marine departs from the unit and then destroyed. The file may be maintained either in physical or electronic format and will include, at a minimum:

      (1) New join initial counseling, which will include: duties and responsibilities; fiscal year and calendar year training requirements; base specific information, off limit establishments, and overall expectations of the Marine.

      (2) Regular counseling, which will include personal and professional development,

      (3) MarineNet/college/Professional Military Education (PME)/industry/technical and other applicable certificates.

      (4) Full name.

      (5) DoD Identification (ID) Number.

      (6) End of Active Service (EAS).

      (7) Date of Rank (DOR).

      (8) Time assigned to squadrons, FAP, TAD, and collateral duties.

(9) Recall address.

(10) Phone number.

(11) Duty section.

c. Correspondence Files. Admin will maintain a copy of all documents generated within the ALIMS Department with Standard Subject Identification Codes (SSICs) per references (b) and (i) for two years per reference (b) 5200.1. In addition, correspondence, Naval Messages, etc. received from external entities (i.e., program office(s)) will be maintained.

d. Applicable Orders and Policies. Admin will locate and direct ALIMS personnel to all applicable instructions, such as Squadron/Group/Wing orders/policies, MARADMINs, directives, bulletins, and references. Specifically, Admin will maintain all references applicable to this Order.

6. Liaise Between the Aviation Logistics Information Management Systems (ALIMS) Department and S-1. Coordinate the administrative process and routing for personnel initiating/executing Permanent Change of Station (PCS), TAD, Permissive Temporary Additional Duty (PTAD), Fleet Assistance Program (FAP), or other orders and packages.

7. Report and Update Aviation Logistics Information Management Systems (ALIMS) Department Manpower. Use Marine Online (MOL) to track and report daily availability of the Marines assigned to the Department and ensure current contact information. In addition, Admin will coordinate with the ALIMS Chief to monitor and review ALIMS BIC assignments ensuring Marines have an appropriate ALIMS BIC assigned and the use of excess BICs is limited.

8. Complete and Maintain Billet Appointment Letters. Admin will ensure all personnel report to the ALIMS Chief/Officer, for division/squadron/collateral duty assignment. Additionally, Admin will ensure that all appointment letters are archived to reflect current and past assignments for Marines. The past appointment letters will be archived until the Marine departs from the unit.

9. Provide Clerical Functions for the Aviation Logistics Information Management Systems (ALIMS) Department. Admin will provide clerical assistance for the ALIMS Department as directed by the ALIMS Chief/Officer.

a. <u>Maintain and Publish the Aviation Logistics Information Management Systems (ALIMS) Department Recall Roster</u>. Admin will publish an official ALIMS recall roster. This roster will contain the name, rank, address, phone number, billet, and duty section of all military personnel.

b. <u>Maintain and Publish the Aviation Logistics Information Management Systems (ALIMS) Duty Section Schedule</u>. Admin will publish the schedule for the ALIMS Department duty section at least 30 days before the first day of the month. The schedule will contain, at a minimum: duty section, name, and rank of personnel on duty.

c. <u>Maintain a Physical Access Roster</u>. Admin will maintain a current access roster to restrict access to the ALIMS spaces and network infrastructure to ALIMS personnel and other personnel authorized by the ALIMS Chief. The access roster may be signed by the MALS ALIMS Officer, Executive Officer, and Commanding Officer, per reference (j). Admin will ensure the roster is available for ALIMS spaces and provided to the Network Support Division (NSD) and JSFD (as applicable). Posting of access rosters MUST be restricted to areas where only those with a need to know may view them. Posting where others can see the information is a reportable breach.

10. <u>Maintain and publish the Aviation Logistics Information Management Systems (ALIMS) Monthly Operations Plan (MOP)</u>. The MOP will be reviewed and approved by the ALIMS Chief each month. The signed MOP will be published to the MALS Departments, squadron(s) maintenance control, and Application Administrators at least 30 days before the first day of the month and include the following:

a. Scheduled system/network down-time.

b. Technical Training schedule.

c. Day/mid/night/swing crew schedule.

d. Duty section schedule.

e. Marine Corps training schedule (e.g., gas chamber, unit PT, etc.).

f. QA inspection schedule.

g. Backup inventory results.

h. Announcements.

i. Helpdesk contact information.

j. Key personnel.

11. <u>Maintain an Administrative Reports Control System</u>. Admin will maintain a list of scheduled reports and correspondence and ensure the deadlines are met by each Division NCOIC/responsible Marine. At a minimum the list will include:

a. Unit Management Status Report (UMSR) Morning Report.

b. Situational Report(s).

c. Trend Analysis Reports.

d. Media Library inventory.

e. ALIMS MOP.

f. Performance evaluation occasions.

g. Counseling requirements (i.e., due dates based on required occasion).

h. ALIMS expenditure reports.

i. Production reports.

j. Asset inventories.

k. Reconciliation reports.

l. Others, as directed by the MALS ALIMS/Wing ALIMS Chief.

12. <u>Track Aviation Logistics Information Management Systems (ALIMS) Personnel Training</u>. Admin will electronically track training for ALIMS personnel to include the following:

a. Required general military training.

b. Fiscal Year (FY) training.

c. Calendar Year (CY) training.

d. MOS training to satisfy T&R requirements within ASM.

13. <u>Maintain Authorization and Appointment letters</u>. This file will consist of all letters/messages of authorization/appointment pertinent to support ALIMS operations; such as, Delegation of Authority (DOA) to support CMR/TBA quarterly inventory requirements, ServMart, and open purchase initiatives. Admin will create and route any additional appointment letters required by the Department.

14. <u>Maintain an Aviation Logistics Information Management Systems (ALIMS) new join checklist</u>. Admin will maintain and enforce a checklist to be utilized by all new joins to the ALIMS Department. This checklist will be tracked in the new join's personnel file and contain the following tasks at a minimum:

a. Gain access to required trouble ticket systems and repositories.

b. Attend ALIMS Department Safety Program indoctrination.

c. Shadow an instructor presenting a technical training class.

d. Acquire flight line access, if applicable.

e. Sign all applicable appointment letters.

f. Attend and complete required training (e.g., Six Sigma, Welcome Aboard, NTV, etc.).

g. Complete unit check-in process.

Chapter 4

Customer Support Division (CSD)

1. <u>Responsibilities</u>. The CSD is responsible for all customer support issues, accepting and initiating trouble tickets, coordinating all Enterprise account creation, and receiving/shipping IT equipment. CSD will provide direct maintenance and installation support for all IT. CSD will operate as the Department issue and receive desk, maintain a customer support helpdesk, and act as the external activity liaison. CSD will coordinate with the appropriate supply chain to validate and prioritize all MAG IT purchase requests.

2. <u>Structure</u>. The CSD will be comprised of four primary billets. At a minimum, the NCOIC and Helpdesk Manager billets will be held by separate Marines to minimize conflict of interest.

   a. <u>Customer Support Division (CSD) Non-Commissioned Officer-In-Charge (NCOIC)</u>. The CSD NCOIC is responsible for the successful completion of all tasks and development of all policies/procedures outlined in this chapter. The CSD NCOIC must also provide training, instructions, schedule, and procedures for all CSD Marines, to include all shifts and duty sections. The CSD NCOIC is responsible to the ALIMS Chief for all required reports and trend analysis.

   b. <u>Helpdesk Manager</u>. The Helpdesk Manager is responsible for coordinating the receipt, management, and completion of all AIS trouble calls within the MALS. The Helpdesk Manager will review trouble call trends from the MAG and provide assistance and escalation as required. The Helpdesk Manager will collaborate with internal divisions and external agencies on IT issues, coordinate the completion of AIS maintenance requirements and completion of enterprise account requests, and supervise CSD Technicians in support of helpdesk functions and tasks. The Helpdesk Manager is responsible to the CSD NCOIC and will provide production reports.

   c. <u>Asset Manager</u>. The Asset Manager is responsible for coordinating orders for all IT assets and any supplies covered in the material management section through the appropriate supply chain. The Asset Manager will maintain accurate inventories of all PEB supplies, IT assets, and coordinate disposal for end-of-life gear. The Asset Manager will also develop procedures for the issuing and receiving of all IT

assets. The Asset Manager is responsible to the CSD NCOIC for expenditure reports and weekly reconciliation.

    d. Customer Support Division (CSD) Technician. CSD Technicians will complete all tasks as assigned by the CSD NCOIC, Helpdesk Manager, and/or Asset Manager. The primary function of the CSD Technician is to provide timely and effective assistance to the end users.

3. Duties. Perform all customer support functions while in garrison or deployed environments:

    a. Issue and receive.

    b. Helpdesk.

    c. Asset Management.

    d. Maintenance.

    e. Network Support.

    f. Material Management.

    g. Maintain a Turnover-Binder Containing, at a Minimum, the Following:

        (1) Appointment letters.

        (2) Inspection results maintained for three years per reference (b) SSIC 1010.3.

        (3) POC list.

        (4) Division SOP.

        (5) Production reports.

        (6) Monthly, quarterly, and yearly expenditure reports.

        (7) Applicable orders, policies, and procedures.

4. Issue and Receive. Coordinate the issue and receipt of all AIS hardware, software, and components. Document the transfer or temporary loan of all IT assets with an approved custody form per reference (k). At a minimum, the following information must be documented on the form:

a.   Customer unit, billet assignment, and phone number.

b.   Manufacturer, part/model number, serial number, and nomenclature.

c.   Replacement issued (yes or no), discrepancy, and work order number (if applicable).

d.   Visual discrepancies (check in/out), expected return date, and remarks.

5.   <u>Helpdesk</u>. Field all IT trouble calls from customers utilizing a helpdesk phone system and organizational mailbox (or approved MCEN solution) to resolve or escalate them as required. Ensure all trouble calls are tracked and maintained on file for a minimum of two years per reference (b) SSIC 5200.1. The Helpdesk Manager will review all open trouble calls daily, at the beginning and end of shift, and ensure a production report is available for the CSD and NSD (and JSFD if applicable) NCOICs weekly.

a.   The CSD will maintain a trouble ticket tracking system using an approved MCEN solution (e.g., SharePoint, Microsoft Teams, Office 365, etc.). The CSD will track and manage all trouble calls and document tasks with the following fields, at a minimum:

(1) Requestor:

(a) DoD ID Number.

(b) Common Access Card (CAC) Expiration Date.

(c) Full name.

(d) Rank.

(e) Email.

(f) Phone number.

(g) Work center.

(2) Summary.

(3) Ticket number.

(4) Serial number.

(5) Device name.

(6) Port number.

(7) Date initiated.

(8) Status.

(9) Notes.

(10) Impact (1-Extensive/Widespread, 2-Significant/Large, 3-Moderate/Limited, 4-Minor/Localized).

(11) Urgency (1-Critical, 2-High, 3-Medium, 4-Low).

(12) Priority - calculated field based on Impact and Urgency selections (1-Critical, 2-High 3-Medium, 4-Low).

(13) Category (e.g., Move/Transfer, Add/Install, Printers, Phones, etc.).

(14) ALIMS technician.

(15) Date completed.

(16) Labor hours.

(17) Quality Assurance Inspector (QAI).

   b. Track all open trouble calls and review management tools to identify problems with maintenance efficiency. Review statistics from the trouble ticket tracking system weekly. Report trend analysis as required to mitigate IT deficiencies. The production report will include the following fields, at a minimum:

(1) Labor hours expended.

(2) Quantity of IT assets inducted.

(3) Quantity of IT assets awaiting maintenance.

(4) Quantity of IT assets awaiting parts.

    (5) Quantity of IT assets repaired.

    (6) Number of tickets completed by category (e.g., Printers, Phones, Accounts, etc.).

    (7) Average turnaround time.

    (8) Remarks.

    (9) QAI signoffs.

    c. Facilitate the creation and management of Enterprise user accounts by assisting users with System Authorization Access Request (SAAR) forms and submitting the appropriate tickets. Maintain an electronic copy of a completed SAAR form for all new and existing users per reference (l).

    d. Coordinate SharePoint and Active Directory group membership.

    (1) Depending on the level of access granted, provide limited troubleshooting and modification support to users.

    (2) Manage and troubleshoot the unit sites and pages using approved MCEN solution(s) (e.g., SharePoint, Microsoft Teams, Office 365, etc.).

    e. Maintain a digital log of all users that check in and out of the command to track user accounts expiration dates in order to comply with references (l) and (m). The log will maintain information for each individual user throughout his or her time at the unit and will be retained for 10 years (to satisfy account form retention policies). Each entry will have a copy of applicable account requests attached. Using an approved MCEN solution (e.g., SharePoint, Microsoft Teams, Office 365, etc.), the log will include the following fields:

    (1) DoD ID number.

    (2) Full name.

    (3) Rank.

    (4) Department/division/work center.

    (5) Phone number.

(6) Current unit status (e.g., current, PCS'd, EAS'd, etc.).

(7) Date and time of status.

(8) Ticket number.

(9) Ticket status (e.g., awaiting S-2, awaiting ALIMS, submitted in Remedy, etc.).

(10) CAC expiration date.

(11) Account request forms (e.g., MCEN, OneTouch, NTCSS, etc.).

(12) Entry removal date (i.e., 10 years from check out date).

(13) Remarks.

(14) Created date and time.

(15) Created by.

f. Provide hardware support, software installation, and configuration support for users.

6. <u>Asset Management</u>. Develop and maintain an accurate inventory of all IT assets. Conduct inventories of all Enterprise and POR assets quarterly. The completed inventories will be digitally signed by the Asset Manager and a QAI/Quality Assurance Manager (QAM), provided to the ALIMS Chief for review, and uploaded to the approved ALIMS repository at the end of each quarter. The Asset Manager will develop procedures for procurement and disposal of all required material.

    a. <u>Inventory Records</u>. Records will contain, at a minimum, the following data:

        (1) Device serial number, name, manufacturer, and model.

        (2) Port (if applicable) and MAC address.

        (3) Unit, department, and work center.

        (4) Building and room number.

(5) Status.

b. <u>Defense Logistics Agency (DLA) Disposition Services</u>.
Develop local procedures in order to dispose of IT assets. All
DD-1348 forms will be maintained for two years per reference (b)
SSIC 4500.2. A digital DLA Disposition Services log will
contain, at a minimum, the following:

(1) Turn in date.

(2) Responsible Officer / Responsible Individual (RO/RI)
gaining custody.

(3) RO/RI losing custody.

(4) Electronic copy of the DD-1348.

7. <u>Maintenance</u>. Troubleshoot, repair, and maintain warranty
information for all IT assets. Provide hardware support,
software installation, and configuration support. Conduct
warranty and non-warranty repairs as authorized by references
(n) and (o).

a. Warranty information for all and Enterprise and POR
assets will be maintained. When the actual warranty documents
are not available, the POC or website will be listed instead.

b. Coordinate and perform warranty maintenance on all IT
assets as required. All maintenance actions will be documented
in the trouble ticket tracking system.

8. <u>Network Support</u>. Coordinate with the NSD on network
installation, expansion, and maintenance of supported local area
networks (LANs).

9. <u>Material Management</u>. Responsible for reviewing,
researching, and validating all AIS requirements within the MAG.
MALS ALIMS will coordinate with the appropriate supply chain to
validate, prioritize, and forward all MAG IT purchases. All
logs, receipts, and other related documentation will be stored
electronically for two years (after order is filled) per
reference (b) SSIC 4440.1b.

a. Ensure that the requested items do not conflict with
hardware or software standards.

   b. Coordinate priority based on the current inventory of
like items and urgency of need.

   c. <u>Maintain a Pre-Expended Bin (PEB) for High Usage
Consumables</u>. The PEB will consist of, at a minimum, the
following:

        (1) Fiber spool.

        (2) Ethernet cable.

        (3) Optical transceivers (e.g., GBIC, SPF, etc.).

        (4) RJ-11/45 connectors.

        (5) LC/ST/SC connectors.

        (6) Keyboards.

        (7) CAC readers.

        (8) Mice.

        (9) Spare parts.

        (10) Monitors.

        (11) Audio/visual cables (e.g., HDMI, DVI, etc.).

        (12) Patch cables.

        (13) Cable protectors.

   d. Perform a quarterly inventory of the PEB per reference
(f). Maintain quarterly inventories of the PEB for two years
per reference (b) SSIC 4440.1b.

   e. Perform weekly reconciliation of IT equipment,
components, and software requirements for pending orders placed
through Purchase Request (PR) Builder and ServMart (if
applicable). Maintain the reconciliation reports for two years
per reference (b) SSIC 4440.1b.

   f. Perform weekly reconciliation of IT equipment,
components, and software requirements for pending orders placed
through CMR/Global Combat Support System-Marine Corps (GCSS-MC)

(if applicable). Maintain the reconciliation reports for two years per reference (b) SSIC 4440.1b.

    g. Perform weekly reconciliation of IT equipment, components, and software requirements when orders are pending with Aviation Supply. Maintain a reconciliation report for two years per reference (b) SSIC 4440.1b. After completion of the reconciliation, the report will be signed and dated by both the appropriate supply representative and the ALIMS representative. A requisition log will be maintained with a minimum of the following information:

        (1) Date of the requisition.

        (2) Requisition type.

        (3) Unit price and total price.

        (4) Serial number of hardware awaiting parts (if applicable).

        (5) Order number.

        (6) National Stock Number (NSN), part number, and nomenclature of the item ordered.

        (7) Quantity and unit of issue.

        (8) Status and reconciliation date.

        (9) Completion date.

        (10) ALIMS POC.

        (11) Supply POC.

    h. Coordinate with the ALIMS Chief to submit a semi-annual budget requirement for the repair and maintenance of IT assets.

    i. Maintain monthly, quarterly, and yearly expenditure reports. Maintain a copy of the reports on file for one year per reference (b) SSIC 4480.1. Expenditures will be broken down into the following categories:

        (1) PEB (stock).

        (2) Repairables.

    (3) Consumables.

    (4) Infrastructure

    (5) Server maintenance.

    (6) Workstation maintenance.

    (7) Printer maintenance.

    (8) POR printers.

    (9) Other/miscellaneous.

    j. Review each monthly, quarterly, and yearly expenditure report to ensure there is no fraud, waste, or abuse of IT assets and funds. Report any anomalies to the ALIMS Chief.

Chapter 5

Network Support Division (NSD)

1. Responsibilities. The NSD is responsible for providing and managing AIS network resources for MAG units, to include: cybersecurity strategy, network administration, system operations, and file/media management. Additionally, the NSD plays a critical role as it is charged with the management of the ALIMS Disaster Recovery Plan (DRP) and Network Security Management Plan (NSMP) that enable the IMA/OMAs to sustain operations. The NSD's main responsibility is to administer and support POR servers per guidance from the applicable Program Office and reference (p).

2. Structure. The NSD will be comprised of three primary billets. At a minimum, the NCOIC and Media Librarian billets will be held by separate Marines to minimize conflict of interest.

    a. Network Support Division (NSD) Non-Commissioned Officer-In-Charge (NCOIC). The NSD NCOIC will be responsible for the successful completion of all tasks and the development of all policies/procedures outlined in this chapter. The NSD NCOIC must also provide training, instructions, schedule, and procedures for all NSD Marines, to include all shifts and duty sections.

    b. Media Librarian. The Media Librarian is responsible for all saves, software, Public Key Infrastructure (PKI) certificates, licenses, and publications reportable to the NCOIC. The Librarian will coordinate with the CSD Asset Manager to ensure all POR assets are inventoried and maintained.

    c. Network Support Division (NSD) Technicians. The NSD Technicians will complete all tasks as assigned by the NSD NCOIC and Media Librarian. The primary function of the NSD Technician is to complete daily operational requirements on POR servers and provide assistance to the CSD for network support.

3. Duties

    a. Develop a Cybersecurity Strategy:

        (1) Maintain a disaster recovery plan.

        (2) Maintain a network security management plan.

      (3) Maintain system backup retention procedures.

      (4) Establish external media rotation.

      (5) Maintain an off-site safe.

  b. Provide Network Administration in the Following Areas:

      (1) Network infrastructure management.

      (2) Network resource management.

      (3) Network architecture and documentation.

      (4) Standardized POR workstation software package.

  c. Manage System Operations as Follows:

      (1) Maintain a system operations log.

      (2) Complete system checks.

      (3) Manage user and administrative accounts on POR systems.

      (4) Assist the Application Administrators.

      (5) Coordinate and process all online and offline requirements.

      (6) Troubleshoot and submit trouble tickets.

      (7) Provide helpdesk support.

      (8) Load application software.

      (9) Ensure database and file system integrity.

      (10) Perform system backups.

      (11) Perform preventive maintenance (PM).

      (12) Coordinate an inventory of all POR assets.

      (13) Manage detachment systems.

   d.   Perform File/Media Management as Follows:

      (1) Maintain all technical publications.

      (2) Maintain a software update record.

      (3) Maintain a backup inventory.

      (4) Follow established backup configuration procedures.

      (5) Enforce backup retention policies.

      (6) Maintain media library inventory.

      (7) Maintain all Authority to Operate (ATO) and
Authority to Connect (ATC) documents.

      (8) Manage all PKI certificates and software licenses.

   e.   Maintain a Turnover Binder Containing, at a Minimum, the
Following:

      (1) Appointment letters.

      (2) Inspection results maintained for three years per
reference (b) SSIC 1010.3.

      (3) POC list.

      (4) Division SOP.

      (5) DRP.

      (6) NSMP.

      (7) Applicable orders, policies, and procedures.

4. Develop a Cybersecurity Strategy

   a. Maintain a Disaster Recovery Plan (DRP). The purpose of
a DRP is to minimize the effects of a catastrophic failure by
taking the necessary steps to ensure resources, personnel, and
business processes are able to resume operation in a timely
manner. The DRP will consist of the following information:

      (1) System configuration information.

(2) System administrator manuals/guides.

(3) Replacement/spare parts.

(4) Required baseline load software and applicable updates.

(5) System backups.

(6) List of applicable POCs.

(7) General recovery plan (location of documentation for step-by-step instructions).

(8) Contingency Operations (COOP) plan during downtime.

b. <u>Maintain a Network Security Management Plan</u>. Develop and maintain an NSMP. At a minimum, this plan will include:

(1) A physical security plan which will contain:

(a) The physical access roster, maintained by the Admin Division, directing access to network infrastructure by authorized personnel.

(b) The current physical security measures in place to safeguard access to the network infrastructure such as locks, fences, barriers, combinations, etc. The timeline and process for combination or key changes.

(2) A cybersecurity plan to include:

(a) The procedures to analyze server security logs and report inconsistencies to the ALIMS Chief. The Chief will report to appropriate controlling authorities as needed.

(b) The process to ensure all POR software patches (e.g., Information Assurance Vulnerability Alert (IAVA), Database Alignment Program (DAP), etc.) are applied in compliance with the Program Manager (PM) technical advisories. Ensure software configurations released by the PM are the only authorized changes to the POR systems.

(c) The requirements for installation and configuration of anti-virus (AV) software on all POR servers and workstations. NSD will install a managed AV agent or standalone

AV client on every POR system consistent with the installation requirements provided by the POR. All servers and workstations in the supported domain will be configured to update their AV signatures automatically. Those servers not on the supported domain will be updated manually in accordance with POR guidance and Security Technical Implementation Guides (STIGs) (e.g., V-19910 and V-63071). NSD will ensure that full system virus scans are accomplished in accordance with POR guidance and standalone/managed client STIGs.

(d) The process to monitor vulnerability scans from local Cybersecurity personnel, in accordance with current Marine Corps directives, at least monthly for all POR systems per reference (q). Maintain the reports until the vulnerabilities have been addressed.

c. <u>Maintain System Backup Retention Procedures</u>. Backups are a critical area of concern for the ALIMS Department. In the event of a catastrophic failure, use the most recent backup to restore systems to their original state. Perform full system backups before and after significant system changes, such as hardware or software upgrades, and patch or IAV updates. Backups will be stored in two locations: one on-site and one off-site (e.g., Network Attached Storage (NAS) and applicable external media).

d. <u>Establish External Media Rotation</u>. The NSD must establish a rotation schedule for the external media used to store saves. Due to the size of some backups, if more than one hard drive (or other type of external media) is necessary, ensure they are labeled in a sequential order (e.g., Weekly – MALS36IMA 01, Weekly – MALS36IMA 02, etc.). Unless superseded by guidance from the Program Office, the external media will be used in the following way:

(1) Daily – one hard drive per day of the week labeled as a day of the week (Sunday, Monday, Tuesday, etc.) for all daily backups conducted that day.

(2) Weekly – one hard drive per weekly backup labeled as the server name (MALS36IMA, etc.) for all weekly backups for the server.

(3) Monthly – two hard drives for End-of-Month (EOM) backups conducted for supply/maintenance application servers.

(4) Yearly – two hard drives for End-of-Fiscal-Year (EOFY) backups conducted for supply/maintenance application servers.

e. <u>Maintain an Off-Site Safe</u>. Maintain a safe in a climate-controlled area outside the ALIMS complex to retrieve backups in the event of a catastrophe. At a minimum, the off-site location will be a separate facility from the servers. The safe will be a "secure fireproof/[waterproof] safe" to meet the minimum requirements of the Naval Tactical Command Support System (NTCSS) POR per the latest revision of the System Administration Guide (SAG). If needed, this off-site area will be coordinated by the ALIMS Chief or SNCOIC/NCOIC. The contents of this safe will include:

(1) A dated inventory list of all safe contents updated as needed, but quarterly at a minimum. The master inventory will be maintained on the approved ALIMS repository to ensure the integrity of the inventory.

(2) One copy of all required backups.

(3) A dated, sealed list of all administrative usernames and passwords updated quarterly.

(4) Commercial off-the-shelf (COTS)/government off-the-shelf (GOTS) licenses.

(5) A dated copy of POR network device configuration backups.

(6) Network topologies and logical configuration.

(7) Digital copies of the current revisions of all applicable SA Guides/Manuals.

(8) Original release media and applicable updates (physical or digital).

5. <u>Provide Network Administration</u>

a. <u>Network Infrastructure Management</u>. Manage and configure tactical AIS network resources. This includes the installation of network hardware and configuration of network operating system (NOS) software related patches.

(1) Coordinate the following services to allow POR functionality:

(a) Domain Name System (DNS).

(b) Dynamic Host Configuration Protocol (DHCP).

(c) Simple Network Management Protocol (SNMP).

(d) Directory services.

(2) Ensure backups of POR network device configurations are managed as follows:

(a) Quarterly – documented via a ticket in the trouble ticket tracking system.

(b) After any configuration changes.

(c) Store a copy on-site in the Media Library and another copy in the off-site safe.

b. <u>Network Resource Management</u>. Responsible for the configuration and support of POR network resources such as file shares, printer configurations, and network-based applications.

(1) All resources will be protected or secured using file/device access permissions or passwords.

(2) Ensure only authorized users can access network resources.

(3) Each server without a battery will be connected to an Uninterruptable Power Supply (UPS). Servers with redundant power supplies will utilize separate power sources (redundant power can be shared with other servers).

(4) Review operating system (OS) and application logs on all network servers daily to verify proper server operation and performance. The logs will be saved and maintained as directed by POR guidance.

(5) Provide guidance to AVLOG IT personnel to coordinate required support.

c. <u>Network Architecture and Documentation</u>. Responsible for maintaining and documenting the overall design of network

topology and logical configuration. The documentation will be reviewed quarterly, at a minimum, for accuracy.

(1) Maintain network documentation for infrastructure. This documentation will include network devices and diagrams, conduit paths, mobile facilities, base/station infrastructure relationships, and diagrams related to the LAN. The diagrams may be physical or digital documents. If not provided by base/station, the diagrams will be made using an approved MCEN solution (e.g., Visio, etc.).

(2) Maintain a list of all network configuration information including device descriptions and locations. Document the configuration of static addressing, sub-netting, super-netting, DHCP scope configurations, DNS configurations, and other IP configurations as required.

(3) Maintain and troubleshoot switch configurations. Implement network security on employed switches.

(4) Coordinate with external entities for network services. Implement, document, and maintain the following:

(a) Configuration information for external connections.

(b) All communications to and from external entities (i.e., any entity with whom ALIMS maintains a Memorandum of Understanding (MOU)/Memorandum of Agreement (MOA)).

(c) All requests for network modifications.

(5) Document the configuration for external network resource connectivity via Virtual Private Network (VPN) or any other resource. Maintain and provide connection procedures to users, as required.

d. <u>Standardized Workstation Software Package</u>. Develop a standardized software package for use on POR assets, when applicable.

(1) Software load media will be accompanied with a detailed step-by-step guide on loading individual software, and/or installing an entire OS when rebuilding a workstation.

(2) Review software load packages and instructions quarterly and update as required.

(3) Create a standard load for all POR assets using government approved imaging software (e.g., Microsoft Windows Deployment Services / System Center Configuration Manager (WDS/SCCM), Defense Information Systems Agency Secure Host Baseline), etc.).

6. <u>Manage System Operations</u>. Ensure availability of all POR servers/applications and system operations in support of AIS. The overall goal is to maintain database integrity, validity, and availability to MAG units.

    a. <u>Maintain a System Operations Log</u>. Utilize the system operations log (physical or digital) to record all shift operations. All entries into this log are official in nature and will be maintained for two years per reference (b) SSIC 5200.1. Actions or events that affect the system must be logged, including, but not limited to:

        (1) Initialization and termination of checklists, tasks, services, or events.

        (2) Processes that failed to run, the mitigation strategy used to overcome the issue, and the permanent solution applied to prevent it in the future (if applicable).

        (3) Verification and transfer of backups.

        (4) Reboots/shutdowns of the system (including power outages).

        (5) All PM.

        (6) All corrective actions and troubleshooting steps.

        (7) Close the previous day's entry (NSD only).

    b. <u>Complete System Checks</u>. Check the system daily, weekly, monthly, quarterly, and/or yearly according to the guidance provided by the Program Office. Maintain each completed checklist on file for two years per reference (b) SSIC 5234.2. Create a ticket in the trouble ticket tracking system for the completion of system checks.

    c. <u>Manage User and Administrative Accounts on Program of Record (POR) Systems</u>. Create POR accounts as required and delete accounts when they are no longer required. Modify user

accounts to allow access to network resources such as file shares and network-based applications.

    (1) Ensure NTCSS Account Request Forms, or other applicable account forms, are completed accurately and safeguarded in accordance with references (h) and (ad).

    (2) Maintain completed NTCSS forms for 10 years per reference (q) and dispose of them in accordance with the Privacy Act.

    (3) User account policies shall be in compliance with POR guidance and reference (l) regarding scripts, home directories, password length, complexity, and expiration.

    (4) Annotate in user check-in/out log all applicable account creations/deletions.

    (5) Complete a quarterly review of all user accounts to ensure only current users retain access to the systems. Validate list of user accounts against a current master roster from S-1 (some additional accounts may exist for POR Fleet Support, civilians, etc.). Disable and remove accounts for any users not listed. Create a ticket in the trouble ticket tracking system to document the quarterly review.

    (6) Do not assign administrative (or any elevated) privileges to a user's personal account, in compliance with reference (r). Use a separate administrative account when performing administrative functions. Ensure a copy of the agreement granting administrative privileges is on file with NSD for each administrator account per reference (s). Provide billet appointment letters as requested. Audit the administrative accounts monthly.

    (7) For applicable systems, rename original system accounts and create disabled versions of all global or common accounts (e.g., Administrator, Guest, etc.).

    d. Assist the Application Administrators. Maintain a direct liaison with the Application Administrators and assist on the proper operation and user utilization procedures, as requested. Provide assistance on input, scheduling, reading output, inventory, etc. Maintain a contact roster of Application Administrator personnel and alternates.

e. Coordinate and Process All Online and Offline Requirements. Liaise with the Application Administrators to identify system and program requirements to accomplish daily operations, publish a monthly schedule, and maintain maximum system availability for the users. Additionally, provide guidance to the Application Administrators of potential system or database impact for both standard and non-standard operations. Distribute applicable reports to the requesting Application Administrators.

(1) Execute scripts and DAPs required to perform functional database cleanup, fixes, and updates per guidance from the Program Office. Coordinate with Application Administrators to schedule updates. Ensure agreement to schedule is documented (e.g., digitally signed email, etc.).

(2) Coordinate with the Application Administrators to troubleshoot and research all errors received from POR users, including logon errors, application errors, database errors, and printer errors.

(3) Coordinate with the Supply Application Administrator (SAA) for Supply EOM and EOFY processing. Perform system aspects of EOM/EOFY processing as directed by the SAA. The SAA will provide the NSD with an EOM/EOFY schedule. Ensure necessary dumps, backups, and system changes are completed as directed by the SAG and scheduled with the SAA.

f. Troubleshoot and Submit Trouble Tickets. In conjunction with the Application Administrators, it is the NSD's responsibility to identify, research, and report POR application and server problems. Problems are reported to the appropriate Program Office helpdesk per current procedures provided by the POR. Generate reports via the appropriate web-based application system. Reports must contain enough information for the Program Office to resolve the problem. Draft trouble tickets with input from the ALIMS Chief, Aviation Supply Department, and/or Aviation Maintenance Department as applicable.

g. Provide Helpdesk Support. Field all POR and networking trouble calls from MAG units. Provide network support and POR server troubleshooting and maintenance to helpdesk personnel. Document all maintenance and tasks using the trouble ticket tracking system. This is necessary in order to account for reconciliation with external entities and to consolidate NSD efforts into ALIMS trends and analysis. The NSD NCOIC will

review the statistics from the production reports provided by
the Helpdesk Manager weekly.

    h. <u>Load Application Software</u>. Install applicable server
software and apply all software updates to maintain the servers
at baseline (i.e., IAVAs, DAPs, etc.). The NSD must perform a
complete system backup prior to any application software update
and document installation in the software update record.

        (1) Upon receipt, coordinate with the Application
Administrators to establish an appropriate date/time to apply
the update.

        (2) Prior to update or patch installation, provide the
Application Administrator the summary of changes to ensure that
the Application Administrators notify affected users about data
and procedural updates or changes.

    i. <u>Ensure Database and File System Integrity</u>. Manage the
availability of space, integrity of files and tables, and
perform corrective action as needed. Notify the Application
Administrators of corruption findings and obtain approval from
the appropriate Application Administrator before proceeding with
any database restores to perform corrective actions. In
accordance with POR SAGs, any database restores may also require
approval from the Program Office to prevent replication
corruption and data duplication.

        (1) The Application Administrators are the primary
managers of supply and maintenance data and related table
updates, changes, or deletions. The integrity of the database
file system requires the management of database and system
files, indexes, and tables. Functional database integrity
consists of the management of supply and maintenance related
validation table information.

        (2) The NSD is responsible for reviewing the current
database consistency checks (DBCC) per guidance from the Program
Office. DBCCs run at a scheduled time and must be reviewed
daily to ensure completion and any errors (such as corrupt
tables) noted.

        (3) Ensure all database and log dumps complete
successfully at the scheduled times.

        (4) Personnel will familiarize themselves with the
procedures required to maintain and verify the proper execution

of cronjobs, anacrons, and scheduled or automated tasks per guidance from the Program Office.

(5) Manage application and disk free space. Monitor available space daily and execute clean up procedures as required and as directed by the POR.

j. <u>Perform System Backups</u>. Backups are a critical area of concern within the Division. In the event of a failure, coordinate with the Application Administrators to identify the last known good restore point. Backups will be configured and conducted as follows:

(1) Backups of all POR systems, at a minimum, will be configured and scheduled as prescribed by the appropriate Program Office. For any system without specific documentation, the general guidelines provided in chapter 5, paragraph 7d of this Order will be followed.

(2) Database dumps and EOM (or EOFY) backups will be manually accomplished prior to and after completion of the Live Monthly (or Yearly) Financial Report process on the supply database. The database dumps and backups will be completed as outlined in the SAG and scheduled with the SAA.

(3) A backup will be manually conducted before and after every major system change or upgrade to ensure maximum system availability in the event of an error.

k. <u>Perform Preventive Maintenance (PM)</u>. Using the guidelines provided by the manufacturer or the Program Office, perform and document PM and repair of all rack-mounted equipment and servers, and other supported AIS assets. If no guidelines are provided, clean and verify the functionality of the equipment each month. Create a ticket in the trouble ticket tracking system to document PM.

l. <u>Coordinate the Inventory of All Program of Record (POR) Assets</u>. Coordinate with the CSD Asset Manager to develop and maintain an accurate inventory of all POR assets, to include complete inventories of all detachment kits contents. Conduct full inventories quarterly. Submit changes and inventory reports to the CSD Asset Manager as applicable. Inventory records will contain, at a minimum, the following data:

(1) Device serial number, manufacturer, and model.

        (2) Nomenclature.

        (3) Status (e.g., Fully, Partially, or Non Mission
Capable).

        (4) Physical location.

        (5) POR software version.

    m. Manage Detachment Systems. Perform PM and install
applicable updates on all systems prior to usage. If systems
are required to be maintained in a warm state, ensure they are
at baseline. Create a ticket in the trouble ticket tracking
system to document PM. Provide a copy of the required software
for detachment builds to Marines signing out detachment systems.
If the kits are part of a detachment pool, the kits should be
rotated to reduce wear and tear on individual systems. Ensure
the CSD Asset Manager is notified of any changes to the
inventory and an approved custody form, per reference (k), is
utilized. Only ALIMS Marines are authorized to sign out
detachment systems unless written authorization is provided by
the ALIMS Chief.

7. Perform File/Media Management. The Media Librarian is
responsible for the management of media, system backups, and
documentation. The Media Librarian will maintain the list of
changes made to the software, along with a copy of all updates,
patches, and releases in date-installed order for the life cycle
of the current baseline. The Media Librarian will maintain
software load packages and licenses for all AIS COTS/GOTS
software.

    a. Maintain All Technical Publications. The Media
Librarian will maintain all required technical publications and
vendor-specific hardware manuals as required. The Media
Librarian will perform quarterly reviews of all documents to
ensure the publications are always up to date.

    b. Maintain a Software Update Record. The Media Librarian
will keep a record of updates applied to each system. The Media
Librarian will keep one copy of the summary of changes/user
manual changes and will distribute the remaining copies to the
Application Administrators, as applicable.

    c. Maintain a Backup Inventory. The backup inventory must
be 100 percent accurate at all times. Monthly, the Media
Librarian will conduct and document a complete audit of the

backup inventory. Annotate any missing backups and report any discrepancies to the QAM.

（1) Utilize a digital library program that will include the following fields:

(a) Save type.

(b) Server name.

(c) ALIMS technician.

(d) Date.

(e) QAI signature.

(f) Storage indicator (e.g., Hard Disk Drive (HDD), NAS, etc.).

(g) Remarks.

(2) Upon completion of the monthly inventory, make the results available to the Aviation Supply and Maintenance Departments and, upon request, provide a copy for supply/maintenance inspections. The report will include the total number of backups inventoried, discrepancies, and the date of the inventory. Create a ticket in the trouble ticket tracking system to document monthly inventory completion.

(1) Utilize a digital library program that will include the following fields:

(a) Save type.

(b) Server name.

(c) ALIMS technician.

(d) Date.

(e) QAI signature.

(f) Storage indicator (e.g., HDD, NAS, etc.).

(g) Remarks.

(2) Upon completion of the monthly inventory, make the results available to the Aviation Supply and Maintenance Departments and, upon request, provide a copy for supply/maintenance inspections. The report will include the total number of backups inventoried, discrepancies, and the date of the inventory. Create a ticket in the trouble ticket tracking system to document monthly inventory completion.

    d. <u>Follow Established Backup Configuration Procedures</u>. The Media Librarian will follow all configuration procedures outlined by the POR. For any backups not specified in the SAG, the following naming convention can be used as a reference: [hostname_type_date.extension] (e.g., MALS36IMA_Daily_20190204.zip). Monthly, the Media Librarian will verify that each type of backup for all systems are configured in accordance with the applicable POR manual or guide.

    e. <u>Enforce Backup Retention Policies</u>. The Media Librarian is responsible for verifying backup retention in accordance documentation from the Program Office, Financial Management, and the Comptroller. Monthly, the Media Librarian will check the external media and network storage to ensure saves are being stored and purged in accordance with retention guidelines. For any cases not covered by POR guidance, the Media Librarian will ensure the general guidelines below are followed:

        (1) Daily – retained for thirty days.

        (2) Weekly – retained for three months.

        (3) Monthly – retained for one year.

        (4) Yearly – retained for three years (financial systems – ten years per reference (t)).

    f. <u>Maintain Media Library Inventory</u>. The Media Librarian will maintain an inventory of all patches, upgrades, and software loads. Track software load media by name, version, and release number. Prior to distribution of new media, collect and dispose of all outdated media. The Media Librarian will maintain two copies of all software loads (physical or digital), to include the original. The inventory will include all aspects of the Media Library program such as software, publications, and saves. The monthly inventory will be documented via a ticket in the trouble ticket tracking system.

g. <u>Maintain all Authority to Operate (ATO) and Authority to Connect (ATC) documents</u>. For each POR managed by the ALIMS Department, maintain a copy or the location of the current ATO/ATC documents.

h. <u>Manage All Public Key Infrastructure (PKI) Certificates and Software Licenses</u>. The Media Librarian will manage, issue, and update all licenses and certificates pertaining to the systems managed by ALIMS personnel organic to the MAG. For each POR server managed by the ALIMS Department, maintain a copy of all current PKI certificates and COTS/GOTS software licenses. The Squadron ALIMS Marine is responsible for obtaining required detachment certificates/licenses and will provide a copy to the NSD for storage. PKI certificates are typically valid for three years and software licenses are valid until a new version is released. The Media Librarian will keep a record of expiration dates (if applicable).

Chapter 6

Joint Strike Fighter Division (JSFD)

1. <u>Responsibilities</u>. The JSFD is responsible for providing system administration support for the SOU and related F-35 specific IT requirements for MAG units.

2. <u>Structure</u>. The JFSD will be comprised of three primary billets. The ALIMS Chief will determine the minimum number of Marines required to support JSF operations.

    a. The JSFD NCOIC will be responsible for the successful completion of all tasks and development of all policies/procedures outlined in this chapter. The JSFD NCOIC must also provide training, instruction, schedule, and procedures for all JSFD Marines, to include all shifts and duty sections.

    b. The JFSD Technicians will complete all tasks as assigned by the JSFD NCOIC.

    c. The Auditor will complete all security administrator tasks as defined in Enclosure (6). The Auditor billet cannot be held by the NCOIC and/or Technician but can be dual billeted as the ALIMS QAM or S/NCOIC.

3. <u>Duties</u>

    a. Ensure JSFD personnel are providing overall on-site maintenance as well as System and Network Administrator support of SOUs.

    b. Communicate SOU IT requirements to supporting activities and the ALIMS Chief. Assist the ALIMS Chief in advising the ALIMS, Maintenance, and Supply Departments on readiness, operational, planning, and SOU projects. Coordinate SOU support with internal and external entities.

    c. Identify and report security incidents to the security manager as required.

    d. Ensure ALIMS Chief and JSFD personnel have accounts to access appropriate resources for SOU documentation as outlines in enclosure (6).

e. Maintain a Squadron Operating Units (SOU) Disaster Recovery Plan (DRP). The purpose of a DRP is to minimize the effects of a catastrophic failure by taking the necessary steps to ensure resources, personnel, and business processes are able to resume operation in a timely manner. The DRP will consist of the following information:

(1) System configuration information.

(2) System administrator manuals/guides.

(3) Replacement/spare parts.

(4) Required baseline load software and applicable updates.

(5) System backups.

(6) List of applicable POCs.

(7) General recovery plan (location of documentation for step-by-step instructions).

(8) COOP plan during downtime.

f. Manage System Operations as Follows:

(1) Maintain a system operations log.

(2) Complete Daily Readiness Checks (DRCs).

(3) Manage Point of Entry (POE) user and privileged user accounts on SOUs.

(4) Perform daily operational requirements.

(5) Perform troubleshooting and ticket submission.

(6) Validate integrity of SOUs.

(7) Perform system backups.

(8) Maintain an inventory of all SOU assets.

(9) Maintain base SOUs and detachment SOUs.

g. Perform File/Media Management as Follows:

(1) Maintain SOU backup inventory

(2) Maintain SOU media library.

(3) Maintain all ATO and ATC documents.

h. Establish and maintain a local inventory of system components for SOU support.

i. Ensure the integrity of all network connections pertaining to SOUs.

j. Maintain a turnover binder containing, at a minimum, the following:

(1) Appointment letters.

(2) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(3) POC list.

(4) Division SOP.

(5) SOU DRP.

(6) Applicable orders, policies, and procedures.

4. Manage System Operations. Ensure availability of all servers/applications and system operations in support of Autonomic Logistics Information System (ALIS). The overall goal is to maintain system integrity, validity, and availability to MAG units.

a. Maintain a System Operations Log. Utilize the systems operations log (physical or digital) to record all shift operations. All entries into this log are official in nature and will be maintained for two years per reference (b) SSIC 5200.1. Actions or events that affect the system must be logged, including, but not limited to:

(1) Initialization and termination of checklists, tasks, services, or events.

(2) Processes that failed to run, the mitigation strategy used to overcome the issue, and the permanent solution applied to prevent this in the future (if applicable).

(3) Verification and transfer of backups.

(4) Reboots/shutdowns of the system (including power outages).

(5) All PM.

(6) All corrective actions and troubleshooting steps.

b. <u>Complete Daily Readiness Checks (DRCs)</u>. Check the system daily according to the guidance provided by the Program Office. Maintain each completed checklist on file for two years per reference (b) SSIC 5234.2.

(1) DRCs will be conducted by JSFD on all SOUs to support maintenance and flight operations in order to ensure system operational readiness. JSFD will, at a minimum, follow the DRC checklist in order to perform needed checks as outlined in the references listed in enclosure (6) and local SOPs.

(2) JSFD QAI will ensure that checks are completed properly via the DRC checklist.

(3) All unresolved issues received during DRCs will be logged. The ALIMS Chief will be informed of the issue and corrective actions taken. Once troubleshooting efforts through Tier II and the National Autonomic Logistics Information System Support Center (NASC) are exhausted, if issues require additional support, an Action Request (AR) will be initiated and submitted.

c. <u>Manage User and Administrative Accounts on Squadron Operating Units (SOU)</u>.

(1) Coordinate Account Creations.

(a) Maintain initial account creation documentation for all new and existing SOU users as outlined in the references listed in enclosure (6) and local SOPs. Account creation documentation requires approval through the unit QA and security office prior to account creation.

(b) JSFD will perform the initial account creation. It is the Application Administrator's responsibility to assign and maintain roles, permissions, and signatures within Computerized Maintenance Management System (CMMS) and Supply Chain Management (SCM) respectively.

(2) Archive Account Creation Documentation. Store and archive account creation and modification documentation in order to comply with references (d), (l) and system guidelines listed in enclosure (6). Maintain forms for each user for two years per reference (b) SSIC 5200.1 and dispose of them in accordance with references (h) and (ad).

(3) Process Check-Outs for SOU Accounts. JSFD will disable the user's administrative, POE, and any application account(s) and change all system administration passwords utilizing the appropriate password reset processes.

d. <u>Perform Daily Operational Requirements</u>.

(1) Distribution Tracking Record (DTR) procedures.

(a) In order to ensure proper tracking of DTRs, JSFD will pull a DTR list daily during the DRCs.

(b) Any DTR that may affect safe for flight, to include: Production Aircraft Inspection Requirements (PAIRs), Sustainment Parts Information Records (SPIRs), mini SPIRs, Information Assurance Vulnerability Management (IAVM), and Joint-Service Technical Data (JTD) will be routed in accordance with local policy and executed as outlined in the references listed in enclosure (6).

(c) All DTRs should be accompanied with load instructions or references to the load instructions. If a DTR is received without load instructions, the JSFD will check local resources to include ALIS Work Instructions in JTD. If still unclear, an AR should be initiated to request the required instructions.

(d) Once a DTR has been successfully processed, JSFD will annotate successful completion of DTR within Customer Relationship Management (CRM). Unsuccessful DTRs will require an AR submission and appropriate documentation within the SOU.

(2) System Start-Up/Shutdown Notifications. Notification consists of planned and unplanned shutdowns, start-

ups, and restarts. Records for all planned and unplanned events are available on Splunk.

e. <u>Perform Troubleshooting and Ticket Submission</u>. It is the JSFD's responsibility to identify, research, report, and resolve SOU system, network, and server problems as outlined in the references listed in enclosure (6).

(1) Problems will be reported through the appropriate military channels with input from the ALIMS Chief, Aviation Supply Department, and/or Aviation Maintenance Department as applicable.

(2) Issues will also have a ticket submitted within the trouble ticket tracking system to track status and labor hours. This is necessary in order to account for reconciliation with external entities and to consolidate JSFD efforts into ALIMS trends and analysis. The JSFD NCOIC will review the statistics from the production reports provided by the Helpdesk Manager weekly.

(3) If warranty support is required or requested, it will be annotated within the SOU log. Replacement of tracked SOU components will be updated in the SOU CMMS bill of material (BOM). JSFD will utilize procedures as outlined in the references listed in enclosure (6) and applicable local policies.

f. <u>Validate Integrity of Squadron Operating Units (SOUs)</u>. As outlined in the references listed in enclosure (6), manage the availability of space, integrity of files and tables, and perform corrective action as needed in the performance of DRCs. Integrity checks can include system changes, database changes, or network changes.

(1) Network Changes.

(a) A request for modification (RFM), boundary change request (BCR) and/or change request (CRQ) is required for all connection, IP address, or hostname changes related to SOUs as outlined in the references listed in enclosure (6). The NASC will validate requests through the Ports, Protocols, and Services Management (PPSM) process.

(b) For all network change requests, JSFD will fill out the appropriate form and submit it to the ALIMS Chief for review prior to submission.

(c) Copies of submitted forms will be retained and archived for two years per reference (b) SSIC 5234.2.

(2) Database Changes.

(a) Database changes are sometimes necessary to maintain the accuracy and integrity of the information within the database. Only authorized and approved changes should be performed in accordance with official guidance.

(b) Official guidance can be any acceptable form used by the Program Office such as Trusted Facilities Manuals (TFMs), Facility Requirements Documents (FRDs), ALIS Work Instructions, notes or comments in the AR, email traffic from the Program Office, Operations Center, or designated Subject Matter Expert (SME).

(3) AR Process.

(a) SOU ARs will be submitted by JSFD for issues encountered that require assistance from outside organizations within the F-35 Program (i.e., SOU Sustainment, Data Quality and Information Management (DQIM), etc.). In order to effectively manage all ARs, JSFD will review status updates as necessary.

(b) Manual database manipulation and/or changes of any type will be executed according to official guidance.

(c) Official guidance can be any acceptable form used by the Program Office such as TFMs, ALIS Work Instructions, notes or comments in the AR, email traffic from the Program Office, Operations Center, or designated SME.

g. <u>Perform System Backups</u>.

(1) Manage Backup Requirements.

(a) SOU backup requirements, capabilities, and procedures are outlined in the references listed in enclosure (6).

(b) Manual backups of the entire system will be conducted by JSFD as necessary prior to any major system change or upgrade. Manual backups will also be performed on deployment SOUs prior to issuance to the squadron. All manual backups will be annotated in the SOU log.

(2) Manage Off-site Storage. System backups will be stored in the off-site safe location as outlined in chapter 5, paragraph 4e of this Order.

(3) System Recovery. Detailed procedures for the SOU suite restore requirements and capabilities are outlined in the references listed in enclosure (6).

h. Maintain an Inventory of All Squadron Operating Unit (SOU) Assets. Coordinate with the CSD Asset Manager to monitor and maintain an accurate inventory of all SOU assets within the SOU. Submit changes to the SOU Item Manager as applicable.

i. Maintain base Squadron Operating Unit (SOU) and Detachment Squadron Operating Unit (SOU).

(1) All detachment SOUs not in a deployed state will be managed by MALS ALIMS as a warm site to include:

(a) DTRs will be processed as soon as feasibly possible without interrupting squadron operations so as to maintain system baseline.

(b) DRCs will be conducted by JSFD as outlined in the references listed in enclosure (6) and local policy.

(2) A Sustainment Data Product (SDP) audit will occur on each detachment suite prior to issuance to an organizational F-35 squadron in order to minimize data transfer issues and timeline in preparation for deployment.

(3) JSFD will inventory the detachment SOU and all peripherals before issuance to a squadron. The inventory will accompany the approved custody form per reference (k). JSFD will maintain a copy and the squadron will be provided a copy of the inventory and approved custody form after it has been signed.

(4) The JSFD will provide the squadron with all documentation (i.e., DRC binder, logs, etc.) and backup hard drives (or other external media) associated with that detachment SOU during custody change.

5. Perform File/Media Management.

a. <u>Maintain All Technical Publications</u>. JSFD will maintain all required technical publications and vendor-specific hardware manuals as required. Quarterly, the JSFD will verify the correct ALIS version in TFMs and that JTD is up to date.

b. <u>Maintain Squadron Operating Unit (SOU) Backup Inventory</u>. The backup inventory must be 100 percent accurate at all times. Monthly, the JSFD will conduct and document a complete audit of the backup inventory. Annotate any missing backups and report any discrepancies to the QAM.

(1) Utilize a digital library program that will include the following fields:

(a) Save type.

(b) Server name.

(c) ALIMS technician.

(d) Date.

(e) QAI signature.

(f) Storage indicator.

(g) Remarks.

(2) Upon completion of the monthly inventory, make the results available to the Aviation Supply and Maintenance Departments and provide a copy upon request for supply/maintenance inspections. The report will include the total number of backups inventoried, discrepancies, and the date of the inventory.

c. <u>Follow Established Backup Configuration Procedures</u>. Weekly and monthly backups will be retained in accordance with references listed in enclosure (6). If no specific time requirement is listed, the backups will be maintained as outlined in chapter 5, paragraph 7e of this Order. Monthly, the JSFD will verify retention and backup configurations are being followed for the most recent backups. Refer to the references listed in enclosure (6) for detailed instructions for retention and configuration.

d. <u>Maintain Squadron Operating Unit (SOU) Media Library</u>. The JSFD will maintain an inventory of vendor provided software

as outlined in the references listed in enclosure (6). The inventory will include all aspects of the Media Library program such as software, publications, and saves.

    e. <u>Maintain All Authority to Operate (ATO) and Authority to Connect (ATC) documents</u>. In coordination with the NSD, maintain a copy or the location of the current ATO/ATC documents.

Chapter 7

Quality Assurance (QA) Division

1. <u>Responsibilities</u>. The ALIMS QA provides a systematic and efficient method for gathering, analyzing, and maintaining information on the quality characteristics of products, the source and nature of defects, and their immediate impact on current operations. This important function enables decisions to be based on facts rather than intuition or memory and provides comparative data.

2. <u>Structure</u>. The QA Division will be comprised of two primary billets. There will be one QAM and the QAI billet staffing will be determined by the ALIMS Chief/QAM.

    a. <u>Quality Assurance Manager (QAM)</u>. The QAM is responsible for maintaining the QA Program. The QAM is responsible for the completion of all duties assigned in this chapter as well as providing training and instruction to all QAIs. The QAM will also ensure the completion of internal quarterly inspections by the ALIMS QA Division.

    b. <u>Quality Assurance Inspector (QAI)</u>. The QAI is responsible to the QAM and Chief for inspection and validation of all maintenance actions completed by ALIMS personnel. The QAI will monitor the completion of tasks and ensure they are executed in an efficient and satisfactory manner. ALIMS personnel appointed to this billet are considered highly qualified in technical proficiency.

3. <u>Quality Assurance (QA) Concept</u>. The QA Program oversight is provided by the ALIMS Chief and is managed by the appointed QAM. The QA Division is directly responsible to the ALIMS Chief and ALIMS Officer. All personnel are responsible for conducting and managing the Department's QA effort. The achievement of QA depends on the application of sound maintenance and service practices coupled with subject matter knowledge and special skills. The principle of prevention in the QA program is to preclude failures during normal maintenance and inspection cycles. This principle extends to the safety of personnel, protection of equipment, and encompasses all aspects of the total maintenance and service effort.

    a. The terms QA process, inspection, and audit have separate and distinct meanings and should be used accordingly.

(1) The QA process is a planned and systematic procedure to ensure a product or service meets required standards.

(2) Inspection is the examination and verification of maintenance, services, and processes to determine if they conform to technical and procedural standards.

(3) Audit is an evaluation of details, plans, policies, procedures, products, directives, and records conducted by an external source (i.e., another QAM from a different MALS within the Wing).

b. The objective of QA is to readily pinpoint problem areas in which management can:

(1) Improve the quality, uniformity, and reliability in the maintenance of equipment.

(2) Improve the work environment, tools, and equipment used in the maintenance effort.

(3) Eliminate unnecessary labor-hours, and dollar expenditures.

(4) Improve training, work habits, and procedures of ALIMS personnel.

(5) Effectively disseminate technical information.

(6) Establish realistic material and equipment requirements in support of the MAG.

c. The integrity of the QA Division begins with the QAM and the ALIMS Chief will make the selection and appointment. Candidates must have, and continue to maintain, a history of good judgment, attention to detail, leadership, and integrity.

(1) QAM prerequisites include a high level of competence in all technical aspects of ALIMS to include, but not limited to:

(a) Successful completion of the ASM cumulative standardized qualification assessment (Non-JSF or JSF as applicable).

(b) Successful completion of required re-evaluations in ASM.

(c) Information Assurance Technician (IAT) Level II qualification per references (c), (d), (e), the 6694 MOS Roadmap, and applicable local DCWF guidance.

(2) The selection process must be followed for each appointment. If the Marine fails any step of the selection, the ALIMS Chief will determine if the Marine may apply again and if any wait time is required. The following selection process will be documented in the turnover binder:

(a) The Marine is interviewed by the ALIMS Chief.

(b) The Marine signs the "QAM Qualification Statement of Understanding."

(c) Upon approval by the ALIMS Chief, the Marine is given the ALIMS QA cumulative standardized qualification assessment in ASM.

(d) Upon certification, the Marine is formally counseled on his or her new billet and assigned via an appointment letter.

d. The integrity of the QA Division is maintained through a QAI selection process. Division NCOICs or the QAM may nominate candidates for assignment as QAI. Nominees must have, and continue to maintain, a history of good judgment, attention to detail, leadership, and integrity. QAIs may only inspect and sign-off work for the divisions, squadrons, and/or collateral duties for which they have passed the qualification assessment.

(1) QAI prerequisites include a high level of competence in the technical aspects of ALIMS to include, but not limited to:

(a) Successful completion of the ASM standardized qualification assessment for each division, squadron, and/or collateral duties.

(b) Successful completion of required re-evaluations in ASM.

(c) IAT Level II qualification within 6 months of appointment as QAI per references (c), (d), (e), the 6694 MOS Roadmap, and applicable local DCWF guidance.

(2) The selection process must be followed for each appointment. If the Marine fails any step of the selection, the ALIMS Chief will determine if the Marine may apply again and if any wait time is required. The following selection process will be documented in the turnover binder:

(a) The Marine is interviewed by the ALIMS Chief.

(b) The Marine signs the "QAI Qualification SOU."

(c) Upon approval by the ALIMS Chief, the Marine is given the ALIMS QA standardized qualification assessment in ASM for the attempted division, squadron, and/or collateral duty.

(d) Upon certification, the Marine is formally counseled on his or her new billet and assigned via an appointment letter (the appointment letter will include specific areas in which the Marine is qualified and be updated as needed).

e. If a Marine was appointed as a QAM or QAI at a previous unit, the Marine must still be interviewed and appointed by the current ALIMS Chief. If a Marine has passed the cumulative or individual standardized qualification assessment at a previous unit, the test does not need to be retaken. The Marine's ASM record will be verified for a passing score. The ALIMS Chief will verify the results and the Marine will complete the interview before appointment as a QAM or QAI.

4. <u>Duties</u>:

a. Conduct QA Inspections.

b. Establish an Inspection Training Program.

c. Develop a Personnel Certification Plan.

d. Conduct QA Process on Tasks and Provide QA Signoffs.

e. Generate Trend Analysis Reports.

f. Review Production Reports.

g. Conduct Policy/Procedure/Plan Review.

h. Ensure Cyber Compliance.

i. Maintain a Turnover Binder Containing, at a Minimum, the Following:

(1) Appointment letters.

(2) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(3) Master POC list with applicable internal and external contacts.

(4) Division SOP.

(5) ALIMS QA inspection schedule.

(6) Applicable orders, policies, and procedures.

5. <u>Conduct Quality Assurance (QA) Inspections</u>. The QAM will ensure inspections are scheduled and conducted quarterly to maintain compliance in accordance with references (d), (u), DoD Cybersecurity Policies, and Program Office standards. These inspections will augment, but not replace the Inspector General (IG) and Aviation Logistics Management Assist Team (ALMAT) inspections. The QAM will maintain a history of inspection results, after action reports, trend analysis, and a points of contact list.

a. Each squadron, department, division, and program within the MAG, to include collateral duties outlined in chapter 8, will be inspected quarterly, at a minimum. The QAM will publish an inspection schedule in the MOP and disseminate it to squadrons, departments, divisions, and program NCOICs. This schedule should cover one full inspection cycle and be updated as needed. Audits of other MALS within the Wing will be conducted by the QAM as directed by the Wing ALIMS Chief.

b. QA inspections will be conducted utilizing the most recent versions of the NAVMCs located in enclosure (2).

c. Upon the start of an inspection, the following steps should be taken:

(1) Provide the squadron, department, division, or program NCOIC with an inspection notice.

(2) Randomly choose a minimum of approximately 10% of the assets (e.g., hard drives, laptops, network devices, etc.)

to inspect and annotate any discrepancies on the inspection checklist. If more than 1/3 of the assets inspected have discrepancies, increase the scope to include 25-50% while performing a more in-depth search of the assets. If a trend continues, the scope should increase to encompass all assets.

      (3) Write an after-action report that describes all discrepancies, highlights repeat discrepancies, and outlines concerns. The inspector will send a copy to the appropriate authority (e.g., ALIMS Chief, ALIMS OIC, S6 OIC, etc.) within five working days of the inspection completion. Inspection records should be reviewed to identify recurring discrepancies requiring special action.

      (4) Within five working days after receiving the after-action report, the program coordinator(s) will submit their corrective action report describing the steps taken to remedy the discrepancies to the ALIMS QAM. If additional time is required to implement a solution, the program coordinator will communicate that using the corrective action report by including a Plan of Actions and Milestones (POA&M).

      (5) The QAM will review the corrective action report within five working days of receipt and validate the plan to resolve or mitigate discrepancies. Appropriate action should be considered if the discrepancies have not been resolved.

      (6) The QAM or QAI will liaise with program coordinators weekly to verify outstanding POA&M actions are being implemented. When a discrepancy has been resolved, the QAM/I will sign each POA&M action item.

      (7) File the inspection sheet, after action report, corrective action report, and quarterly trend analysis in the appropriate repository. All inspection documents will be maintained for three years per reference (b) SSIC 1010.3.

   d. Inspection grades will be calculated based on a percentage scale. Any non-mission capable programs will be re-inspected within fourteen days of the initial inspection. Inspections will be graded as follows:

      (1) 0-84%: Non-Mission Capable.

      (2) 85-94%: Mission Capable with major discrepancies.

      (3) 95-99%: Mission Capable with minor discrepancies.

(4) 100%: Fully Mission Capable and a model program.

6. <u>Establish an Inspection Training Program</u>. In coordination with ALIMS Division NCOICs, the QAM will establish, maintain, and review monthly, a training program on proper testing, troubleshooting, and inspection techniques for QAIs. The QAM will periodically accompany QAIs during scheduled and unscheduled inspections to recheck their qualifications.

7. <u>Develop a Personnel Certification Plan</u>. Provide a means for personnel to meet qualification requirements for assigned billets or operations requiring certification. Minimum qualifications will be enforced for QA personnel as outlined in the QA Concept. The personnel certification plan will also include training to meet DCWF requirements per references (c), (d), (e), the 6694 MOS Roadmap, and applicable local DCWF guidance. Create individual training plans (ITPs) for Marines assigning them ASM T&R tasks based on upcoming appointments and detachments.

8. <u>Conduct Quality Assurance (QA) Process on Tasks and Provide Quality Assurance (QA) Signoffs</u>.

    a. Inspect and document all work during maintenance actions using the trouble ticket tracking system. Ensure the respective work centers are complying with the required QA inspections. When performing such functions, QAIs are responsible to the QAM and acting as representatives of the ALIMS Chief/Officer.

    b. <u>Spot Check Work in Progress</u>. These inspections are required during the performance of maintenance and processes where satisfactory task performance cannot be determined after the task has been completed. These inspections include functional testing, adjusting, assembly, servicing, and installation.

    c. Conduct inspections on all incoming and outgoing IT equipment, equipment received for use, and returned for repair or held awaiting repair to verify satisfactory material condition identification, packaging, preservation, and configuration. Per reference (k), the QA signer will ensure the proper utilization of approved custody form or other applicable documentation.

    d. Inspect and verify the media library inventory and
backups. Ensure the backup inventory matches the backups on
external media and retention guidelines are being followed.

    e. Provide Quality Assurance (QA) Signoffs. The ALIMS QA
process provides a method to preserve the integrity of the work
completed by ALIMS technicians. This is made possible by the QA
inspection and ALIMS training/certification procedures to
include ASM tasks and technical training. Only personnel
designated as QAIs or the QAM are authorized to sign as an
inspector for a QA inspection requirement. All specified QA
inspections will be conducted, witnessed, or verified by
designated QA personnel. In-process and final inspections are
conducted by QAIs/QAM. QAIs cannot inspect their own work. The
QA inspection will be recorded within the trouble ticket
tracking system upon completion of the work being conducted.
Trouble tickets will only be closed upon QA verification and not
before. QA will verify tickets and backup inventory no less
than once a week. A sign-off entry in the ticket tracking
system will be made for each record and every inspection
accomplished, and include:

        (1) QAI rank.

        (2) QAI name.

        (3) Date/time.

    f. Verify and Sign Off Advanced Skills Management (ASM)
tasks. When Marines complete ASM task levels and route them to
their supervisor for verification, ensure the Marines meet the
standard before signing off each task section as complete.

9. Generate Trend Analysis Reports. The QA Division is
responsible to the ALIMS Chief to deliver trend analysis reports
quarterly after conducting all scheduled inspections. Trend
analysis will be digital reports using an after-action format
delivered to the ALIMS Chief quarterly. Reports will be
maintained for three years per reference (b) 1010.3. The report
will include a summary of the inspections conducted with the
minimum following entries.

    a. IMA

        (1) Number of inspections.

        (2) Average inspection grade.

(3) Common discrepancies.

(4) Reasons for scheduling changes.

b. OMA

(1) Number of inspections.

(2) Average inspection grade.

(3) Common discrepancies.

(4) Reasons for scheduling changes.

c. JSF OMA

(1) Number of inspections.

(2) Average inspection grade.

(3) Common discrepancies.

(4) Reasons for scheduling changes.

10. <u>Review Production Reports</u>. Ensure production reports are generated using the trouble ticket tracking system. Monitor the statistics to identify problems areas and ensure tasks are being completed in a timely manner.

11. <u>Conduct Policy/Procedure/Plan Review</u>. Review plans and procedures in relation to cybersecurity, disaster recovery, and contingency operations. This list is not all inclusive.

12. <u>Ensure Cyber Compliance</u>. Determine that the configuration of all POR software and related patches are installed successfully and in a timely manner. Additionally, QAIs must ensure the creation, modification, or deletion of user accounts is in accordance with cybersecurity policies.

Chapter 8

Non-Maintenance Activities

1. <u>General</u>. The ALIMS Department is required to maintain non-maintenance programs through the assignment of collateral duty holders. Collateral duty holders will be responsible to the ALIMS Chief/Officer and will be inspected by the Wing ALIMS Chief and the internal QA Division, to ensure compliance with non-maintenance practice instructions and directives. The successful support of these programs is vital in maintaining the Department's ability to sustain organic IT systems within the MAG.

2. <u>Purpose</u>. The purpose of this chapter is to provide the ALIMS Department with a general overview and guidelines needed in establishing and maintaining non-maintenance functions, assignment of personnel and responsibilities, and identifying resource requirements. The guidelines in this chapter are not all-inclusive; the particular references identified within the individual non-maintenance duties are vital aids needed in assisting the collateral duty holder in performing functions of their assigned non-maintenance program.

Chapter 8

Section 1: Technical Training Program

1. General. The Technical Training Program Coordinator will establish and maintain a comprehensive technical training program that will be attended by all ALIMS personnel organic to the MAG. ASM or applicable training management systems will be utilized for technical classes and applicable rosters submitted to the QAM for sign-off in ASM per reference (v).

2. Duties

    a. The Aviation Logistics Information Management Systems (ALIMS) Chief Will:

        (1) Designate a primary and alternate Technical Training Coordinator in writing.

        (2) Ensure Marines have access to and are trained in ASM.

        (3) Ensure Marines are trained in classroom instruction.

        (4) Maintain signature authority for all ALIMS personnel organic to the MAG within ASM.

    b. The Technical Training Coordinator Will:

        (1) Develop local command procedures as required.

        (2) Be responsible to the ALIMS Chief for implementing the Technical Training Program.

        (3) Ensure technical training consists of two classes and is conducted weekly.

        (4) Allocate 90 minutes for technical training to be conducted.

        (5) Provide opportunities for new Marines to shadow instructors to qualify to teach classes.

        (6) Review lesson topics to ensure the subjects are relevant and meet the technical or general military/life skills categories.

(7) Ensure individuals are properly conducting training and have prepared a lesson for their period of instruction with questions.

(8) Publish monthly training schedules in accordance with the MOP deadline.

(9) Record attendance and document absences. Provide the attendance rosters to the ALIMS Chief/QAM weekly. Ensure completed applicable training is documented in ASM.

(10) Provide written critiques and counseling for individuals conducting training (QAIs or the QAM may also complete the critiques).

(11) Maintain a turnover binder containing, at a minimum, the following:

(a) Appointment letters.

(b) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(c) POC list.

(d) Program SOP.

(e) Weekly attendance rosters for one year per reference (b) SSIC 1500.5.

(f) Monthly training schedules for one year per reference (b) SSIC 1500.5.

(g) Lesson plans for one year per reference (b) SSIC 1500.5.

(h) Blank templates.

(i) Applicable orders, policies, and procedures.

3. Procedures. Technical Training will be conducted according to the following guidelines:

a. Frequency. Technical training will be conducted a minimum of once a week and consist of two classes.

    b. <u>Subject Matter</u>. The two minimum classes will be any
combination of general military and life skills or technical
subjects. Technical classes will provide training on relevant
ALIMS procedures, policies, and concepts. General military and
life skills classes will provide training on general Marine
Corps knowledge, history, structure, policies, and general life
skills such as, financial management, health and fitness, etc.
Prior to each period of instruction, the instructor will review
the contents of the lesson to determine if the data is current
and reflective of any changes that may have occurred in ALIMS
procedures.

    c. <u>Duration</u>. A minimum of 90 minutes for classes will be
allocated.

    d. <u>Methodology</u>. ALIMS technical training will consist of
classroom instruction and lab environments. Technical training
subject matter shall incorporate ASM T&R tasks. Practical
application will consist of required hardware and software to
simulate both garrison and deployed scenarios. ALIMS shall
maintain necessary equipment on-hand to facilitate this
requirement. With this equipment, scenario-based training may
be implemented. Each instructor will complete a lesson plan,
with references, prior to the class. Lesson plans will include
at least three questions and training aids, if applicable.
Common lessons and training material may be located on the
approved ALIMS repository. If a new Marine is assigned to
shadow a class, the primary instructor will show the Marine
where to find lesson material, how to create a lesson plan and
training aids, and allow the Marine to assist in the period of
instruction.

    e. <u>Scheduling</u>. ALIMS will publish a technical training
schedule on a monthly basis in accordance with MOP deadlines.
This does not preclude deviations or additional just-in-time
training. This schedule will include the instructor, topic of
instruction, length of class, and date of the class. As
necessary, new Marines will be assigned to teach a class with
another instructor to become qualified.

    f. <u>Attendance</u>. All ALIMS personnel organic to the MAG will
attend classes. The ALIMS Technical Training Coordinator will
submit a report of technical training attendance to the ALIMS
Chief/QAM on a weekly basis. Absences will be reported to the
Chief and all reasons must be provided in advance. In the event
of a last-minute emergency, justification must be provided by
the Marine's chain of command. Completed training will be

documented in ASM based on the attendance roster. The
attendance roster will include the instructor, topic of
instruction, length of the class, date, and list of attendees.

   g. <u>Monitoring of Technical Training</u>. The ALIMS Chief/QAM
will monitor the Technical Training Program. The Technical
Training Coordinators, QAI, or QAM will provide one written
critique per class. The critique will be placed in the
Technical Training turnover binder and a copy in the
instructor's personnel file after the critiques have been
reviewed. The critiques will be maintained for one year per
reference (b) SSIC 1500.5. Critique sheets will include the
minimum information:

        (1) Date.

        (2) Instructor.

        (3) Subject.

        (4) Reviewer.

        (5) Presentation comments.

        (6) Training aid comments.

        (7) Practical application comments.

        (8) Other remarks.

        (9) Signatures.

Chapter 8

Section 2: Tool Control Program

1. <u>General</u>. The Tool Control Program establishes policy and responsibilities for implementing, maintaining, controlling, storing, replacing, and inventorying tools and test equipment. The Tool Control Program is in compliance with reference (u) for general guidelines and structure. More information can be found in reference (u) Chapter 10, Section 12.

2. <u>Duties</u>

    a. <u>The Aviation Logistics Information Management Systems (ALIMS) Chief Will</u>:

        (1) Designate a primary and alternate Tool Control Coordinator in writing.

        (2) Ensure personnel are properly trained prior to handling tools.

    b. <u>The Tool Control Coordinator Will</u>:

        (1) Develop local command procedures as required in coordination with the unit Tool Control Program.

        (2) Ensure the availability of tools necessary to perform maintenance in both deployed and garrison environments, to include:

            (a) All supported IT assets.

            (b) Installation and removal of network infrastructure.

            (c) Other necessary equipment supported by ALIMS.

        (3) Ensure all tools are properly etched or marked with indelible ink and tools too small to mark are appropriately documented.

        (4) Maintain an inventory of all tools within the Department and ensure all tools accounted for (ATAF) is conducted at the beginning and end of every shift.

(5) Ensure that all tool containers are maintained and designed appropriately.

(6) Manage the tool control program by ensuring the use of a tool control log for the check-out/in of tools, security of the containers, and testing of equipment.

(7) Manage special or locally manufactured tools in the same way as standard tools.

(8) Conduct missing tool/piece(s) procedures as required. Forward all reports of missing and broken/worn tools to the ALIMS Chief.

(9) Procure new and replacement tools and dispose of broken/worn/unnecessary tools as required.

(10) Ensure the ALIMS Department maintains the minimum required tools.

(11) Maintain a turnover binder with the minimum required entries:

     (a) Appointment letters.

     (b) Inspection results maintained for three years per reference (b) SSIC 1010.3.

     (c) POC list.

     (d) Program SOP.

     (e) Missing and broken/worn tool reports.

     (f) Applicable orders, policies, and procedures.

3. Procedures. Tool Control will be conducted according to the following guidelines:

a. Markings. The ALIMS Tool Control Coordinator will ensure that all tools, tool tags, test equipment, and removable parts are etched or marked with indelible ink upon receipt. All markings will identify the organizational code, department, tool box number, and alphabetic drawer letter followed by incremental tool number within the drawer (i.e., toolbox 1, first tool in top drawer, GG1-ALIMS-001-Al, or toolbox 24, fifth tool in third drawer, GG1-ALIMS-024-C5). Tools too small, or unsuitable to be

etched or marked, will be identified on the inventory by placing an asterisk (*) on the left-hand side of the item's nomenclature, for example "*Jewel Scribe". If the item is a multiple piece tool and only some of the pieces are too small to etch, the inventory will specify each non-etched piece. For example, in a 10-piece Allen Wrench set where the 3/32 wrench is the only piece too small to etch, the nomenclature would be annotated "Allen Wrench Set, 10 pieces plus case = 11 pieces * 3/32". The outside of the container must be stenciled with "CONTAINS TOOLS TOO SMALL TO ETCH."

    b. <u>Inventory</u>. The Tool Control Coordinator will create an inventory including all ALIMS Department tools, tool tags, test equipment, and removable parts. All removable parts from test equipment will be properly annotated on the inventory and appropriately marked or etched. Removable parts are defined as any part of the equipment that may be removed without the use of a tool or excessive force (e.g., battery covers, internal or spare batteries, test leads, adapters, etc.). Diagrams of the location of tools and position in drawers will be maintained (i.e., locally created pictures or actual pictures). The pictures will be posted with each container to simplify ATAF. ATAF will be conducted at the beginning and end of each shift. During the beginning of shift and end of shift ATAF, the containers will be checked for cleanliness and to ensure they are free of foreign object debris (FOD). ATAF will be documented in a log. If the log is a physical logbook, it will be locked in a tool container and if it is electronic, digital signatures will prevent alterations. ATAF will be conducted with two-person integrity (TPI) for each occurrence. Accordingly, the log will be signed by both Marines. A QAI or the QAM will verify and sign the ATAF entries weekly.

    c. <u>Tool containers</u>

        (1) Where feasible, all tools shall be silhouetted against a contrasting background or placed in silhouetted containers. All tools shall be etched, inventoried, and diagrammed.

        (2) Tool containers will not be used for consumable storage (e.g., connector pins, electrical tape, non-rechargeable batteries, cleaning products, etc.).

        (3) One tool container will be used for each job. Tools will not be shared between maintenance tasks unless tool tags

are exchanged. Tools issued from a toolbox in exchange for a tool tag will be on a one-for-one basis.

(4) Non-portable toolboxes must contain the tool tag from the Marine in place of the tool that is checked out for extended durations (i.e., deployment). The tool tag must be affixed under existing foam cutouts and secured with removable adhesive tape. This procedure does not replace the need to annotate tool checkout in the tool log.

d. <u>Tool Control Program Management</u>. The management of check-out/in procedures, security of tool containers, and test equipment recalibration will be conducted as follows:

(1) Ensure log entries are made before and after checking in/out a tool. At a minimum, the tool control log will include:

(a) Printed name.

(b) QAI name.

(c) Description (i.e., tool serial number, all tools accounted for (ATAF), etc.).

(d) Work area.

(e) In/out date/time.

(f) Technician signature.

(g) QAI signature.

(2) Maintain the security of the tool containers by managing the keys or combination. The tool containers may be unlocked during normal working hours but must be secured at the end of the workday and any time the ALIMS Department is unoccupied. The preferred chain of custody is as follows:

(a) Tool Control Coordinator (primary or alternate).

(b) QAI.

(c) Division NCOICs.

(d) QAM.

(3) Recertify test equipment requiring calibration as required.

e. <u>Special or Locally Manufactured Tools</u>. If applicable, any special or locally manufactured tools are subject to the same positive control, inventory processes, etching, silhouetting, and diagraming as standard tools.

f. <u>Missing Tool/Piece(s) Procedures</u>. When a tool or piece(s) is(are) noticed missing, immediately notify an ALIMS QAI, who will then bring the report to the ALIMS QAM. The QAM will then determine if the report should be forwarded to the ALIMS Chief whenever a tool/piece(s) is(are) identified as missing. If tool/piece(s) is(are) confirmed as missing, the senior Marine will immediately notify Maintenance/Production Control. Upon notification of a missing tool, all ALIMS procedures will stop and a thorough inspection of all equipment and areas where the technician has performed maintenance since the last inventory will be conducted to locate the missing tool. A Missing or Broken/Worn Tool Report will be promptly initiated by the individual reporting the missing tool or piece(s) and forwarded to Maintenance/Production Control. Resume production only after the investigation/paperwork is completed or the tool is located. Replacement tool(s) will be ordered in accordance with tool control procedures.

g. <u>Tool Procurement and Disposal</u>. Procurement of new or replacement tools for use by ALIMS will be approved by the ALIMS Tool Control Coordinator and ALIMS Chief only. Requests for required tools will be made via open purchase or other appropriate channels as needed. The Tool Control Coordinator will initiate a Broken/Worn Tool Report for any unusable tools and submitted to the ALIMS Chief prior to disposal. Broken/worn tools or tools that are no longer required will be turned into the DLA Disposition Services.

h. <u>Required Tools</u>. At a minimum, the ALIMS Tool Control Program will contain the tools listed in figure 8-1 below. Sites with issues obtaining tools will maintain documented proof of their attempts to acquire tools.

Description	Quantity
Portable tool containers	3
Screwdrivers, Phillips small blade Screwdrivers, Phillips medium blade Screwdrivers, Phillips large blade Screwdrivers, Standard small blade Screwdrivers, Standard medium blade Screwdrivers, Standard large blade	4 sets of each
Torx Bits Set "T" handle or screwdriver T1-T25	6
Allen Sets ¼ to 1 inch	4
Hex/Nut driver sets 5/64 inch to 1 inch and 4mm to 13mm	4
Pliers, Needle Nose Pliers, Diagonal Pliers, Standard Pliers, 90 degrees Pliers, Channel Locks (Small) Pliers, Channel Locks (Large) Pliers, Vise Grip (Small) Pliers, Vise Grip (Large) Pliers, Retaining Ring (Open and Close)	4 sets of each
Multipurpose tools and pouch (e.g., Gerber/Leatherman)	4
Measuring tape	2
Hammer	2
Bolt Cutters	2
Bulk Cable Cutters	2
Crimper kit for RJ-11/45, to include all required pieces: -Cable Tester -Strippers -Crimpers	6
Fish Tapes/conduit rod	2
Ratchet and wrench set standard Ratchet and wrench set metric	4 Sets of each
Socket set standard Socket set metric	1 Set of each
Wrench, Adjustable, Small Wrench, Adjustable, Large	4 of each
Power Drill	2
Drill hammer with appropriate bits	1
Rotary tool (e.g., Dremel)	2

Figure 8-1. --Minimum Tool Requirements

Description	Quantity
Crimper kit for RJ-11/45, to include all required pieces: -Cable Tester -Strippers -Crimpers	6
Fluke Enterprise LAN	2
Fusion Splicing Equipment	1
Air Compressor with appropriate attachments	2
Fluke EtherScope	2
Stud Finder	1
Shovel	2
Pickaxe	1
Crowbar	1
Ladder	1
Eye protection	4
Hearing Protection	4
Cranial Assemblies	4
Tool Tags	5
Computer Maintenance Kit	2
Hard Drive Punch per reference (w)	1
Hard Drive Degausser per reference (w)	1

Figure 8-1. --Minimum Tool Requirements—Continued

Chapter 8

Section 3: Non-Tactical Vehicle (NTV) Program

1. <u>General</u>. The NTV Program establishes policy and
responsibilities for government vehicle maintenance and upkeep
in conjunction with supporting elements to facilitate the
deployment of AIS assets and personnel (previously known as the
Garrison Mobile Equipment (GME) Program). NTV maintenance,
acquisition, fueling, tracking, and responsible use, as it
pertains to the operator, are enforced by the NTV Coordinator.
The NTV Program is in compliance with reference (x).

2. <u>Duties</u>

    a. <u>The Aviation Logistics Information Management Systems
(ALIMS) Chief Will</u>:

        (1) Designate a primary and alternate NTV Coordinator in
writing.

        (2) Ensure training is available for ALIMS Marines.

        (3) Coordinate the acquisition/support of government
vehicles as required.

    b. <u>The Non-Tactical Vehicle (NTV) Coordinators Will</u>:

        (1) Ensure NTV Operators are licensed and trained.

        (2) Ensure NTV Operators conduct all required
inspections and checks. Pre-trip inspections will be retained
for at least 30 days per reference (x).

        (3) Coordinate and track NTV maintenance. Unless other
maintenance or inspection intervals are provided, service checks
will be scheduled every 12 months or 6,000 miles for light
automotive equipment per reference (x).

        (4) Perform an annual NTV safety inspection per
reference (x).

        (5) Develop policies and procedures for responsible NTV
use.

        (6) Ensure vehicle information and emergency procedures
are stored in the NTV.

(7) Report misuse, abuse, and accidents to the appropriate authorities.

(8) Maintain a daily vehicle usage report with an OF 108.

(9) Maintain a turnover binder with the following minimum entries:

(a) Appointment letters.

(b) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(c) POC list.

(d) Program SOP.

(e) Applicable licenses and certificates.

(f) Vehicle information.

(g) Maintenance/inspection logs.

(h) Applicable orders, policies, and procedures.

c. <u>Non-Tactical Vehicle (NTV) Operator</u>.

(1) Conduct required inspections and checks before and after NTV operation.

(2) Utilize the daily vehicle usage report when operating government vehicles.

(3) Adhere to local policies and laws when operating government vehicles.

Chapter 8

Section 4: Embarkation Program

1. General. The Embarkation Program establishes responsibilities for implementing and maintaining the proper procedures for packing, shipping, marking, and moving of equipment to a forward deployed, exercise, or other locations as required. More information can be found in reference (y).

2. Duties

    a. The Aviation Logistics Information Management Systems (ALIMS) Chief Will:

        (1) Designate a primary and alternate Embarkation Coordinator in writing.

        (2) Ensure Marines are properly trained on embarkation practices and procedures.

        (3) Review policies and provide guidance to the Embarkation Coordinator.

        (4) Ensure the Embarkation Program meets the ALIMS Employment Program requirements.

    b. The Embarkation Coordinator Will:

        (1) Develop, as required, ALIMS Department embarkation procedures in accordance with local policy.

        (2) Be responsible to the ALIMS Chief for implementing the Embarkation Program and enforcing compliance.

        (3) Attend and document all required unit embarkation training and meetings.

        (4) Maintain local unit embarkation orders.

        (5) Coordinate with the unit embarkation representative and ALIMS Chief, as applicable, to ensure a sufficient number of boxes, containers, or pallets are on hand or readily available to embark the Department's equipment.

        (6) Ensure the ALIMS Department has the required International Organization for Standardization (ISO) containers,

quadruple containers (QUADCONs), and pallet containers (PALCONs) in accordance with reference (y) and local embarkation policies.

(7) Ensure the unit embarkation representative is informed of any changes to the quantities of the Department's gear; thus, ensuring updates to ISO containers, QUADCON, or PALCON requirements are reflected.

(8) Maintain a Unit Deployment List (UDL) of items the Department will need to embark. Ensure adequate inventories are maintained to sustain operations. UDLs should specify types and lengths of detachments and deployments and approximate weight for items.

(9) Ensure all embark containers have proper tactical markings in accordance with the local unit policies.

(10) Ensure all embark containers have the correct Unit Identification Code (UIC) and Department marking to properly identify the organizational owner.

(11) Ensure on-hand or readily available dunnage and tie down straps for the movement of a department mobile facility.

(12) Maintain a list of commonly used consumables for easy identification of sustainment items needed to embark.

(13) Coordinate embarkation of any hazardous materials (HAZMAT) with the unit Safety/HAZMAT representative.

(14) Ensure all pressurized canisters are reported to the unit embarkation representative for determination of proper packaging.

(15) Provide guidance to the unit on embarkation of AIS assets.

(16) Inventory any deployable local area networks kits quarterly. The ALIMS Chief will direct the schedule and unit responsible for the inventory and maintenance of any deployable local area networks kits. Permanent deployable local area networks kits may be classified as POR detachment kits whereas, temporary deployable local area networks kits may be established for a specific purpose with the equipment returned when no longer required.

(17) Maintain a turnover binder with the following minimum entries:

(a) Appointment letters.

(b) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(c) POC list.

(d) Program SOP.

(e) Lessons learned, if applicable.

(f) UDLs.

(g) Applicable orders, policies, and procedures.

c. The Division Non-Commissioned Officers-In-Charge (NCOICs) Will:

(1) Identify equipment and supplies to be embarked in support of a deployment or exercise.

(2) Provide manpower assistance with packaging and inventorying of ALIMS embarked equipment and supplies as needed.

(3) Ensure embarkation representatives adhere to the deployment/detachment timelines outlined in the most current SAG or applicable guidance.

Chapter 8

Section 5: Safety Program

1. <u>General</u>. The Safety Program establishes responsibilities
for implementing and maintaining a safe work environment within
the ALIMS Department and will ensure compliance with the unit
safety program, HAZMAT program, and reference (z).

2. <u>Duties</u>

    a. <u>The Aviation Logistics Information Management Systems
(ALIMS) Chief Will</u>:

        (1) Designate a primary and alternate Safety Coordinator
in writing.

        (2) Ensure Marines adhere to established safety
policies.

    b. <u>The Safety Coordinators Will</u>:

        (1) Develop, as required, ALIMS Department Safety
Program procedures in accordance with unit policies and
reference (z).

        (2) Be responsible to the ALIMS Chief for implementing
the Safety Program and enforcing compliance.

        (3) Attend and document all required unit safety
training and meetings.

        (4) Maintain local unit safety orders.

        (5) Using established procedures, inform the chain of
command of any existing or potential for unsafe or unhealthy
operation or working condition.

        (6) Comply with Marine Corps Safety Management System
(MCSMS) standards, rules, and procedures.

        (7) Ensure personnel required to use Personal Protective
Equipment (PPE) receive appropriate training documented in ASM.

        (8) Perform weekly function checks of department PPE per
Original Equipment Manufacturer (OEM) guidance.

(9) Coordinate annual workplace safety inspections of the premises with the qualified unit safety inspector per reference (z). Ensure NAVMC 11400, OSH Deficiency Notice or equivalent, issued by safety, fire protection, or Industrial Hygiene officials is posted annually per reference (z).

(10) Develop a Department safety indoctrination (new join) training program to identify:

       (a) Department safety practices.

       (b) Fire escape procedures.

       (c) Fire extinguisher type and use.

       (d) Emergency power shut off procedures for MF complex source power and internal MFs.

       (e) Fiber optic safety.

       (f) Flight line safety.

       (g) Electrical safety.

       (h) Acclimatization.

       (i) PPE.

       (j) Emergency shower/eyewash stations (as applicable).

       (k) Vehicle safety.

       (l) Local safety policies.

(11) Conduct quarterly safety training in conjunction with technical training. Retain copies of attendance rosters/lesson plans for one year per reference (b) SSIC 1500.5.

(12) Ensure all assigned personnel receive safety boots as part of the check-in process.

(13) Inspect all fire extinguishers monthly to ensure they are charged and not beyond expiration date.

(14) Ensure all circuit breakers are clearly marked and accessible.

(15) Conduct and document monthly spot inspections of employee work areas per reference (z).

(16) Conduct quarterly safety inspections of assigned facilities, processes, and equipment per reference (z).

(17) Perform duties as the Department HAZMAT representative in accordance with local command procedures.

(18) Maintain a safety program binder to include at a minimum the following:

(a) Appointment letters.

(b) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(c) POC list.

(d) Program SOP.

(e) Training conducted and attended.

(f) Record of functions checks.

(g) Roster of trained personnel.

(h) Applicable orders, policies, and procedures.

Chapter 8

Section 6: Mobile Facilities Maintenance (MFM) Program

1. General. The MFM Program establishes policy, responsibilities, and requirements to perform PM to facilities, components, and support equipment per reference (aa).

2. Duties

    a. The Aviation Logistics Information Management Systems (ALIMS) Chief will:

        (1) Designate a primary and alternate MFM Coordinator in writing.

        (2) Ensure that Marines receive proper training in accordance with reference (aa).

    b. The Mobile Maintenance Facilities (MMF) Coordinators Will:

        (1) Develop ALIMS Department MFM Program procedures per reference (aa), as required.

        (2) Be responsible to the ALIMS Chief for implementing the program and enforcing compliance.

        (3) Attend and document all required training and meetings per reference (aa).

        (4) Maintain applicable reference and local command polices/procedures.

        (5) Coordinate training for ALIMS Marines in the area of MFM.

        (6) Ensure Marines are qualified in ASM before performing MFM.

        (7) Check the Maintenance Action Form (MAF) Board in Naval Aviation Logistics Command Information System (NALCOMIS) daily for maintenance due.

        (8) Coordinate with the appropriate work centers for the HAZMAT and tools required to complete maintenance tasks (e.g., 60C, Tool Room, etc.).

(9) Utilize appropriate publications when performing maintenance tasks (i.e., Mobile Facilities (MF) and Environmental Control Unit (ECU) PM Cards will be checked out from 60C).

(10) Document maintenance procedures in NALCOMIS, as required.

(11) Perform limited MFM and inspections as required per reference (aa). Limited MFM and inspections include 30/60/90/etc. PM and corrosion control.

(12) Coordinate with the unit 60C on all corrosion control and PM related issues.

(13) Maintain a turnover binder to include at a minimum the following:

(a) Appointment letters.

(b) Inspection results maintained for three years per reference (b), SSIC 1010.3.

(c) POC list.

(d) Program SOP.

(e) Qualification report from ASM.

(f) Applicable orders, policies, and procedures.

c. <u>The Division Non-Commissioned Officers-In-Charge (NCOICs) Will</u>:

(1) Provide manpower assistance to the MFM Coordinators in the performance of corrosion control and PM actions to be taken on ALIMS assigned equipment.

(2) Ensure Marines are checking for and preventing corrosion control in accordance with directions and instructions provided by the MFM Coordinators and 60C.

Chapter 9

Non-Joint Strike Fighter (JSF) Organizational Maintenance
Activity (OMA)

1. General. The ALIMS Specialist(s) assigned to the OMA
squadron will provide direct maintenance, system administration,
and installation support for all AIS (physical or virtual)
assigned to the squadron both in garrison and deployed. When in
garrison, the Squadron ALIMS Marine will act as the ISC for the
unit. The Squadron ALIMS Marine is accountable to the MALS
ALIMS Chief for all duties listed. When the Squadron ALIMS
Marine is unavailable to perform duties and responsibilities at
the squadron, due to leave, TAD, or training events, the MALS
ALIMS Chief will coordinate for a squadron augment to serve as a
temporary replacement.

2. Duties

    a. Support IT functions while in garrison or deployed.

    b. Attend staff and/or planning meetings, as required, to
ensure ALIMS and IT operational requirements are met.

    c. Attend requisite training to support AIS employed within
the MAG.

    d. Install and configure deployed networks in support of
AIS.

    e. Provide direct hardware and software maintenance, system
administration, and installation support for all AIS assigned to
the unit.

    f. Assist the S-6 OIC with the unit cybersecurity
requirements per reference (d).

    g. Maintain tools, if applicable, in accordance with
chapter 8, section 2 of this Order, or unit tool room
procedures.

    h. Maintain a turnover binder, containing at a minimum, the
following:

        (1) Appointment letter(s).

(2) Inspection results maintained for three years per reference (b), SSIC 1010.3.

(3) POC list.

(4) Recall roster.

(5) Billet SOP.

(6) ALIMS MOP.

(7) Applicable orders, policies, and procedures.

3. <u>Customer Support Responsibilities</u>. The Squadron ALIMS Marine assigned to the unit will provide direct IT support for all AIS assets assigned to the squadron.

a. Maintain, and coordinate with external agencies, an accurate inventory of all supported AIS assets in accordance with the requirements outlined in <u>chapter 4, paragraph 6</u> of this Order.

b. Coordinate and liaise for all external technical assistance/support required to ensure continued AVLOG IT operational capabilities.

c. Develop IT procurement procedures for the acquisition of required gear, in compliance with Enterprise IT procurement policy and/or TBA policy.

d. Utilize a trouble ticket tracking system and provide helpdesk support as outlined in <u>chapter 4, paragraph 5a</u> of this Order. Maintain the tickets for a minimum of two years per reference (b) SSIC 5200.1.

e. Facilitate the creation and management of Enterprise user accounts, in accordance with <u>chapter 4, paragraph 5c</u> of this Order.

f. Maintain user check-in/out log in accordance with <u>chapter 4, paragraph 5e</u> of this Order. If no account request forms used by the squadron are required to be maintained for 10 years, the entries should be maintained for two years from user check-out per reference (b) SSIC 5200.1.

4. Network Support Responsibilities. Squadron ALIMS personnel will provide hardware and software support for AIS servers and networking. This applies to physical POR systems that reside at the squadron, and virtual machines (systems) residing within the MALS Virtual Environment (VE) that host squadron maintenance databases.

    a. Ensure backups are conducted in accordance with POR SAGs.

        (1) In garrison, MALS ALIMS performs server backups since the OOMA systems are hosted on the MALS ALIMS VE. The Squadron ALIMS Marine's responsibility is to validate the backups are completed as scheduled and retention requirements are satisfied.

        (2) Since the responsibility lies with the Squadron ALIMS Marine to ensure the backups are completed, the Squadron ALIMS Marine must coordinate with the MALS ALIMS when out of the office due to leave, training, or operational events, in order to ensure these requirements are satisfied.

        (3) During deployments, the Squadron ALIMS Marine is required to perform the backups in accordance with the applicable POR guidance.

    b. Complete the system daily, weekly, monthly, quarterly, and/or yearly checks according with the guidance provided by the Program Office. Maintain each completed checklist on file for two years per reference (b) SSIC 5234.2.

    c. Establish and maintain system operations logs in accordance with chapter 5, paragraph 6a of this Order.

    d. Install a managed AV agent or standalone AV client on all servers and POR workstations consistent with the installation requirements provided by the POR. All servers and workstations in the supported domain will be configured to update their AV signatures automatically. Those servers not on the supported domain will be updated manually in accordance with POR guidance and STIGs (e.g., V-19910 and V-63071). Ensure full system virus scans are accomplished in accordance with POR guidance and standalone/managed client STIGs.

    e. Provide adequate controls to ensure system security and creation of basic and administrative user accounts in supported

AIS are created and maintained in accordance with the <u>chapter 5, paragraph 6c</u> of this Order.

    f.   Identify user problems and submit appropriate hardware/software trouble tickets/service requests after contacting the MALS ALIMS Department to ensure all local troubleshooting means are exhausted before contacting external entities.

    g.   Monitor the results of the monthly vulnerability scans from local Cybersecurity personnel per reference (q) and maintain the reports until the vulnerabilities have been addressed.

    h.   Coordinate the installation of all system updates and patches on AIS (i.e., DAPs, IAVAs, etc.).

    i.   Coordinate with the MALS ALIMS NSD for the handling and distribution of all AIS hardware and associated software (i.e., detachment pool assets and server load media).

    j.   Monitor and troubleshoot interfaces from O level to I level servers for aviation maintenance and supply applications.

    k.   Coordinate support for Enterprise network infrastructure with external entities.

    l.   Maintain network infrastructure diagrams for all network assets within the ALIMS area of responsibility.

    m.   Perform aircraft mishap handling procedures in accordance with the SAG.

    n.   Using the guidelines provided by the manufacturer or the Program Office, perform and document PM and repair of all rack-mounted equipment and servers, and other supported AIS assets. If no guidelines are provided, clean and verify the functionality of the equipment each month. Create a ticket in the trouble ticket tracking system to document PM.

5. <u>Formal and Informal Training</u>. Squadron ALIMS personnel will attend formal and informal training required to support and maintain AIS within the MAG.

    a.   Participate in regularly scheduled MALS ALIMS technical training in accordance with the ALIMS MOP.

b. Attend formal school training and industry standard certification courses as outlined in references (c), (d), (e), the 6694 MOS Roadmap, and applicable local DCWF guidance by utilizing available training centers and programs.

c. Coordinate with the MALS ALIMS Supervisor (MC) to sign off tasks in ASM. The MALS ALIMS Chief will be the external signing authority per reference (v).

6. <u>Situational Reports</u>. Situational reports are vital to communicating the current circumstances of the unit, Squadron ALIMS Marine, and future needs. The Squadron ALIMS Marine will submit the required information to the MALS ALIMS Chief weekly in both garrison and deployed environments, where feasible. The reports may be accomplished using several methods for the data. Server status information will be reported via the current guidance from the MALS ALIMS Chief and applicable Program Office. The ALIMS Chief/QAM will communicate the format of the report to the Squadron ALIMS Marine. Regardless of format, situational reports will include the following information at a minimum:

a. Systems status.

b. Upcoming events (e.g., exercises, deployments, training, etc.).

c. Projected non-availability (e.g., for leave, unit events, training, etc.).

d. Ongoing major issues.

e. Outages (e.g., network, power, updates, etc.).

f. Concerns (i.e., include requests for personnel, equipment, or procurement assistance from MALS.).

g. Inventories and inspections results.

h. Production data.

7. <u>Tools</u>. The Squadron ALIMS Marine will provide the unit tool room an inventory of tools on hand which will be verified quarterly. The tools will be maintained in accordance with <u>chapter 8, section 2</u> of this Order, or in compliance with local tool room procedures as required by the unit. If applicable, at a minimum, one each of the following tools will be maintained:

a. RJ-45/11 crimper kit.

b. Tone generator.

c. Multipurpose tool.

d. Screwdriver set.

e. Tool tags.

f. Cranial(s).

8. <u>Detachment Responsibilities</u>. Coordinate and maintain all AIS assets in a deployed environment.

a. Identify deployment requirements (e.g., consumable, repairable gear and personnel, etc.) through active participation with unit planning sessions.

b. Build detachment systems in accordance with and adhering to the timelines in the applicable SAG.

c. Review previous lessons learned/after action reports from similar detachments/deployments, if applicable.

d. Coordinate deployment requirements with the local ALIMS Department, supporting MALS ALIMS Department (if applicable), and supporting entities in accordance with the SAG.

e. Coordinate with the ALIMS QAM to conduct a review 30 days prior to the detachment to ensure technical and procedural requirements are met.

f. Upon setup in a detached or deployed environment, provide systems status, shipping, and contact information to the MALS ALIMS Department.

g. Coordinate the reintegration of deployed assets onto the network upon return to garrison.

h. Coordinate support for network infrastructure with external entities.

i. Attend applicable training and meetings to include embarkation and planning.

j. Provide an after-action report to the MALS ALIMS Chief after detachments/deployments.

Chapter 10

Joint Strike Fighter (JSF) Organizational Maintenance Activities
(OMA)

1. General. The ALIMS Specialist assigned to the JSF OMA
squadrons will provide direct maintenance, system
administration, and installation support for all JSF equipment
and AIS (physical or virtual) assigned to the squadron both in
garrison and deployed. When in garrison, the JSF OMA will act
as the ISC for the unit. The ALIMS Specialist will report to
the Aircraft Maintenance Officer (AMO) via the JSF OMA ALIMS
Chief. The JSF OMA will also have ALIMS Specialist(s) that
operate as Security Specialist(s) and reside within the Special
Access Program Facility (SAPF). The ALIMS Security Specialist
will report to the Security Officer via the JSF OMA ALIMS
Security Chief. The JSF OMA ALIMS Chief will liaise with the
MALS ALIMS Chief for all duties listed as necessary.

2. Structure. The JSF OMA will be comprised of two sections:
ALIMS and Security. Within ALIMS, there will be three
divisions: Customer Support Division (CSD), Systems Support
Division (SSD), and Mission Planning Support Division (MPSD).
The ALIMS Divisions will be comprised of eight billets. The
Security Division will be comprised of three billets. The ALIMS
Chief will determine the minimum number of Marines required to
support each section. At a minimum, Chiefs, SNCOICs, and/or
NCOICs and the Security Auditor will be held by separate Marines
to minimize conflict of interest.

    a. Aviation Logistics Information Management Systems
(ALIMS) Section

        (1) Aviation Logistics Information Management Systems
(ALIMS) Chief. The ALIMS Chief will be responsible to the AMO
for the management of all aspects of the ALIMS Division to
include, but not limited to: manpower, SOU equipment, AIS,
training, and operations.

        (2) Aviation Logistics Information Management Systems
(ALIMS) Staff Non-Commissioned Officer-In-Charge (SNCOIC). The
ALIMS SNCOIC will be responsible for the successful completion
of all tasks and development of all policies/procedures as
directed by the ALIMS Chief. The ALIMS SNCOIC must also provide
training and instruction to all ALIMS Marines and outline a
schedule and procedures for night crew, mid crew, and duty
sections. In order to fulfill the QA functions of the billet,

the ALIMS SNCOIC must meet the requirements for the QAM outlined in chapter 7, paragraph 3c of this Order.

(3) Customer Support Division (CSD) Non-Commissioned Officer-In-Charge (NCOIC). The CSD NCOIC will be responsible for the successful completion of all tasks and development of all policies/procedures as directed by the ALIMS Chief and/or ALIMS SNCOIC. The CSD NCOIC must provide training, instructions, schedule, and procedures for all CSD Marines, to include all shifts and duty sections. The CSD NCOIC is responsible for coordinating the receipt, management, and completion of all AIS trouble calls within the JSF OMA ALIMS. The CSD NCOIC will review trouble call trends and provide assistance and escalation as required. The CSD NCOIC will collaborate with internal divisions, MALS ALIMS, and external agencies on IT technical issues, coordinate the completion of AIS maintenance requirements and completion of enterprise account requests, and supervise CSD and Portable Maintenance Aid (PMA) Technicians in support of helpdesk functions and tasks.

(4) Systems Support Division (SSD) Non-Commissioned Officer-In-Charge (NCOIC). The SSD NCOIC will be responsible for the successful completion of all tasks and development of all policies/procedures as directed by the ALIMS Chief and/or ALIMS SNCOIC. The SSD NCOIC must provide training, instructions, schedule, and procedures for all SSD Marines, to include all shifts and duty sections. The SSD NCOIC is responsible for the management and operation of SOUs while in garrison or deployed environments. The SSD will encompass the functions of Network and System Administrators in accordance with the applicable reference publications (i.e., TFMs, ALIS SOP, System User Guide, SA Guide, Boundary Hardware Listing, JTD, etc.). The SSD NCOIC will assign the roles of Network and System Administrators as required.

(5) Mission Planning Support Division (MPSD) Non-Commissioned Officer-In-Charge (NCOIC). The MPSD NCOIC will be responsible for the successful completion of all tasks and development of all policies/procedures as directed by the ALIMS Chief and/or ALIMS SNCOIC. The MPSD NCOIC must provide training, instructions, schedule, and procedures for all MPSD Marines, to include all shifts and duty sections. The MPSD NCOIC is responsible for the management and operation of MPS while in garrison or deployed environments. The MPSD will include the functions of the Mission Planning and Support Environment (MPSE) Administrator.

(6) <u>Customer Support Division (CSD) Technician</u>. The CSD Technician will complete all tasks as assigned by the CSD NCOIC. The primary function of the CSD Technician is to provide timely and effective assistance to the end users. An additional function of the CSD Technician is to provide PMA support and assistance in the maintenance and troubleshooting of PMA devices.

(7) <u>Systems Support Division (SSD) Technician</u>. The SSD Technician will complete all tasks as assigned by the SSD NCOIC. The SSD Technicians can function in a System or Network Administrator capacity. Functioning as a System Administrator, the SSD Technicians will be responsible for coordinating all internal and external system requirements to include, but not limited to: account management; system downtime; DTR execution; peripheral management; software and hardware management; planning, allocating, and deployment of SOUs and AIS. Functioning as a Network Administrator, the SSD Technician will be responsible for coordinating all internal and external network requirements to include, but not limited to: cybersecurity implementation; network administration; software and hardware management for network controlling devices; and planning, allocating, and deploying SOUs and AIS networks.

(8) <u>Mission Planning Support Division (MPSD) Technician</u>. The MPSD Technician will complete all tasks as assigned by the MPSD NCOIC. The MPSD Technician will function as the MPSE Administrator who will be responsible for coordinating all internal and external system requirements to include, but not limited to: account management; cybersecurity implementation; network administration; software and hardware management; planning, allocating, and deployment of MPSE networks.

b. <u>Security Section</u>.

(1) <u>Security Chief</u>. The Security Chief will be responsible to the Security Officer for the management of all aspects of the Security Division to include, but not limited to: manpower, personnel security, cybersecurity, physical security, training, and operations.

(2) <u>Security Auditor</u>. The Security Auditor will be responsible to the Security Officer for the management of all aspects of the system security to include, but not limited to: cybersecurity, security audits, and secure system operations.

        (3) Security Clerk. The Security Clerk will complete all tasks as assigned by the Security Chief. The primary function of the Security Clerk is to provide timely and effective assistance to the end users to include, but not limited to: personnel security, cybersecurity, and physical security.

3. Duties

    a. Aviation Logistics Information Management Systems (ALIMS) Chief. The ALIMS Chief is responsible to the AMO for the management of all aspects of the ALIMS Division as directed by orders and instructions, to include the following:

        (1) Provide leadership, technical guidance, and personnel management within the JSF OMA ALIMS. Utilize established procedures to facilitate the JSF OMA ALIMS evaluation and monitoring process.

        (2) Develop, implement, and monitor adherence to local instructions, concepts, policies, and the AIS Support Plan. Where applicable, document local SOPs and deviations from higher guidance.

        (3) Monitor the management of the unit cybersecurity program per reference (d), by serving as the unit ISSO as appointed by the Wing ISSM.

        (4) Appoint, in writing, each Marine to a billet within the ALIMS section. Appointment letters are completed and maintained by the ALIMS SNCOIC.

        (5) Monitor and assign ALIMS BICs ensuring Marines have an appropriate ALIMS BIC assigned and the use of excess BICs is limited.

        (6) Ensure technical and professional development of Marines by progressive assignments, facilitating AMTRP T&R standards, and complying with DCWF requirements. Provide Marines the opportunity to cross-train.

        (7) Ensure all training is conducted for JSF OMA ALIMS personnel relative to the MOS and documented in ASM, as applicable. Provide required sign offs for ALIMS personnel.

        (8) Ensure required inspections are conducted as prescribed. Review all completed inspection results, after

action reports, and correction action reports. Ensure any
Marine performing QA functions is qualified per chapter 7,
paragraphs 3c and d of this Order, as applicable.

      (9) Coordinate with the MALS ALIMS Chief to submit
required reports. The reports will include the following
information:

          (a) Systems status.

          (b) Upcoming events (e.g., exercises, deployments,
training, etc.).

          (c) Projected non-availability (e.g., for leave,
unit events, training, etc.).

          (d) Ongoing major issues.

          (e) Outages (e.g., network, power, updates, etc.).

          (f) Concerns (i.e., include requests for personnel,
equipment, or procurement assistance from MALS.).

          (g) Inventories and inspections results.

      (10) Maintain a list of technical POCs for all supported
systems in order to initiate and follow-up for on-site
assistance from technical field representatives, as required.

      (11) Provide support during squadron deployments and
review after-action reports.

      (12) Coordinate with the MALS, MAG units, and external
activities on deployment requirements for personnel, facilities,
support equipment, and materials planning within the squadron.

      (13) Coordinate, substantiate, and prioritize all AVLOG
IT requirements.

      (14) Ensure reconciliation of all procurement and
requisition efforts are coordinated and performed in a timely
manner.

      (15) Review and validate records of AIS asset
inventories and allowances (e.g., hardware, software,
upgrades/patches, and maintenance history, etc.).

(16) Ensure required quarterly inventories are conducted as prescribed. Review all completed inventory reports and address any discrepancies. Ensure completed inventories are digitally signed and uploaded to the approved ALIMS repository.

(17) Identify and prioritize the deficiencies regarding any AIS organic to the squadron via the MALS ALIMS Chief. Provide justification for all requirements and will detail the action required, funding necessary, and impact on the mission if unfunded.

(18) Identify and prioritize ALIMS budgetary requirements for Operational Target Fund Code 21, TAD, to the MAG Fiscal Officer.

(19) Submit new unfunded AIS requirements immediately to the MALS ALIMS Chief so they may request additional funds via the MALS ASO (i.e., Open Purchase requests, etc.).

(20) Maintain a turnover binder containing, at a minimum, the following:

(a) Appointment letters.

(b) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(c) POC list.

(d) Recall roster.

(e) Applicable orders, policies, and procedures.

(f) ALIMS MOP.

b. <u>Aviation Logistics Information Management Systems (ALIMS) Staff Non-Commissioned Officer-In-Charge (SNCOIC)</u>. The ALIMS SNCOIC is responsible to the ALIMS Chief and AMO for the supervision of all aspects of the JSF OMA ALIMS as directed by orders and instructions, to include the following:

(1) Assist in developing division plans and procedures and review current policies for accuracy and content.

(2) Coordinate with external entities as required to assist with trouble tickets and other issues.

(3) Direct and schedule all required training for ALIMS personnel such as annual, general military, and technical training. Track ALIMS personnel training in accordance with chapter 3, paragraph 12 of this Order.

(4) Facilitate cross training for ALIMS JSF Marines between billets.

(5) Develop a personnel certification plan. Provide a means for personnel to meet qualification requirements for assigned billets or operations requiring certification. The personnel certification plan will also include training to meet DCWF requirements per references (c), (d), (e), the 6694 MOS Roadmap, and applicable local DCWF guidance. Create ITPs for Marines assigning them ASM T&R tasks based on upcoming appointments and detachments.

(6) Process, complete, and maintain all appointment letters for the JSF OMA ALIMS. Past appointment letters will be archived until the Marine departs from the unit.

(7) Maintain and Publish the Aviation Logistics Information Management Systems (ALIMS) Monthly Operations Plan (MOP). The MOP will be reviewed and approved by the ALIMS Chief each month. The signed MOP will reference the MALS MOP and be published to the MALS ALIMS and key unit personnel at least 30 days before the first day of the month and include the following:

(a) Scheduled system/network down-time.

(b) Technical Training schedule.

(c) Day/mid/night/swing crew schedule.

(d) Duty section schedule.

(e) Marine Corps training schedule (e.g., gas chamber, unit PT, etc.).

(f) QA inspection schedule.

(g) Backup inventory results.

(h) Announcements.

(i) Helpdesk contact information.

(j) Key personnel.

(8) Maintain and publish the ALIMS Department recall roster. This roster will contain the name, rank, address, phone number, billet, and duty section of all military personnel.

(9) Maintain and publish the ALIMS Duty Section schedule. The schedule will contain, at a minimum: duty section, name, and rank of personnel on duty and be published at least 30 days before the first day of the month.

(10) Coordinate the submission and signature of a physical access roster to squadron Physical Security Officer (PSO) for unclassified and classified ALIMS spaces.

(11) Maintain an ALIMS new join checklist per chapter 3, paragraph 14 of this Order.

(12) Maintain required documentation for any Marine performing QA functions per chapter 7, paragraphs 3c and d of this Order, as applicable.

(13) Conduct QA inspections in accordance with chapter 7, paragraph 5 of this Order.

(14) Conduct QA process on tasks and provide QA signoffs in accordance with chapter 7, paragraph 8 of this Order.

(15) Maintain a turnover binder containing, at a minimum, the following:

(a) Appointment letters.

(b) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(c) Master POC list with applicable internal and external contacts.

(d) Recall roster.

(e) ALIMS MOP.

(f) Billet SOP.

(g) ALIMS QA inspection schedule.

(h) Applicable orders, policies, and procedures.

c. Customer Support Division (CSD). Perform all customer support functions while in garrison or in support of deployed environments.

(1) Issue and Receive. The CSD will develop procedures for the issuing and receiving of all IT assets in accordance with chapter 4, paragraph 4 of this Order.

(2) Helpdesk. The CSD will develop procedures for the management of a helpdesk to provide customer support to the unit in accordance with chapter 4, paragraph 5 of this Order. Customer support functions include utilizing a trouble ticket tracking system (per chapter 4, paragraph 5a), reviewing production report statistics (per chapter 4, paragraph 5b), coordinating the management of Enterprise accounts/group membership (per chapter 4, paragraphs 5c and d), maintaining a user check-in/out log (per chapter 4, paragraph e), and providing IT support for end users.

(3) Asset Management. The CSD will maintain accurate inventories of all supplies, IT assets, and coordinate disposal for end-of-life gear in accordance with chapter 4, paragraphs 6a and b of this Order.

(4) Maintenance. The CSD will troubleshoot, repair, and provide direct hardware support and software installation/configuration support for all IT within the unit in accordance with chapter 4, paragraphs 7a and b of this Order.

(5) Network Support. The CSD will coordinate with external entities (base/station and MALS) to provide support for troubleshooting and repairing of AIS network equipment.

(6) Material Management. The CSD is responsible for coordinating orders for all IT assets and any supplies through the MALS ALIMS and/or the appropriate supply chain. When unit funds are used to procure assets, the CSD will coordinate with the ALIMS Chief for budget requirements and maintain expenditure reports in accordance with chapter 4, paragraphs 9h, i, and j of this Order. Depending on the method used to order items, the CSD will conduct weekly reconciliation for open orders in accordance with chapter 4, paragraphs 9e, f, and g of this Order.

(7) <u>Portable Maintenance Aid (PMA) Support</u>. The CSD will provide PMA support and assistance in the maintenance (to include hardware and software) and troubleshooting of PMA devices. In addition to end user support, asset management, and maintenance, the CSD will ensure daily synchronizations are conducted.

(8) The CSD will use and reference applicable publications (i.e., TFMs, ALIS SOP, System User Guide, System Administrator Guide, Boundary Hardware Listing, JTD, etc.) in the performance of tasks and required duties.

(9) Maintain a turnover binder containing, at a minimum, the following:

(a) Appointment letters.

(b) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(c) POC list.

(d) Division SOP.

(e) Production reports.

(f) Monthly, quarterly, and yearly expenditure reports.

(g) Applicable orders, policies, and procedures.

d. <u>Systems Support Division SSD</u>. Perform all SOU functions while in garrison or in support of deployed environments.

(1) Ensure personnel are providing overall on-site maintenance and support of SOUs.

(2) Communicate SOU IT requirements to supporting activities and the ALIMS Chief. Assist the ALIMS Chief and SNCOIC in advising the squadron on readiness, operational, planning, and SOU projects. Coordinate SOU support with internal and external entities.

(3) Identify and report security incidents to security as required.

(4) Ensure ALIMS Chief, SNCOIC, and other personnel have accounts to access appropriate resources for SOU documentation as outlined in enclosure (6).

(5) <u>Maintain a Squadron Operating Unit (SOU) Disaster Recovery Plan (DRP)</u>. The purpose of a DRP is to minimize the effects of a catastrophic failure by taking the necessary steps to ensure resources, personnel, and business processes are able to resume operation in a timely manner. The DRP will consist of the following information:

 (a) System configuration information.

 (b) System administrator manuals/guides.

 (c) Replacement/spare parts.

 (d) Required baseline load software and applicable updates.

 (e) System backups.

 (f) List of applicable POCs.

 (g) General recovery plan (location of documentation for step-by-step instructions).

 (h) COOP plan during downtime.

(6) <u>Manage System Operations</u>. The SSD will manage system operations in accordance with TFMs and chapter 6, paragraph 4 of this Order. Specifically, the SSD will maintain a system operations log (per <u>chapter 6, paragraph 4a</u>), complete DRCs (per <u>chapter 6, paragraph 4b</u>), manage user and administrative accounts on SOUs (per <u>chapter 6, paragraph 4c</u>), validate integrity of SOUs (per <u>chapter 6, paragraph 4f</u>), and perform system backups (per <u>chapter 6, paragraph 4g</u>).

(7) Coordinate the performance all system updates and patches on AIS (i.e., DTRs, IAVMs, security definitions, SPIRS, PAIRs, JTD, etc.).

(8) Identify user problems and submit appropriate hardware/software trouble tickets/service requests after contacting the MALS ALIMS Department to ensure all local troubleshooting means are exhausted before contacting external

entities. Tickets submission will follow the guidelines in
<u>chapter 6, paragraph 4e</u> of this Order.

(9) Coordinate with the CSD and SAPF Security to monitor
and maintain an accurate inventory of all SOU assets within the
SOU. Submit changes to the SOU Item Manager as applicable.
When sensitive equipment is transferred in and out of the SAPF,
coordinate with Security as required.

(10) <u>Perform File/Media Management</u>. The SSD will
perform file/media management in accordance with <u>chapter 6,
paragraph 5</u> of this Order. Specifically, the SSD will maintain
an SOU backup inventory (per <u>chapter 6, paragraph 5b</u>), follow
established backup configuration procedures (per <u>chapter 6,
paragraph 5c</u>), maintain SOU media library (per <u>chapter 6,
paragraph 5d</u>), and maintain all ATO/ATC documents (per <u>chapter
6, paragraph 5e</u>).

(11) Monitor the results of the monthly vulnerability
scans from local Cybersecurity personnel per reference (q), as
applicable, and maintain the reports until the vulnerabilities
have been addressed.

(12) Coordinate with the MALS JSFD for the handling and
distribution of all AIS hardware and associated software (i.e.,
detachment SOU assets and software media).

(13) Perform aircraft mishap handling procedures in
accordance with the TFMs.

(14) The System Administrator will provide maintenance
and support to include, but not limited the following:

(a) Backup, restore, and disaster recovery.

(b) Perform backup management.

(c) Hardware monitoring.

(d) System monitoring.

(e) System maintenance and system downtime.

(f) Software maintenance and IAVM/security
definition updates.

(g) POE and privileged user account management.

(15) Ensure the integrity of all network connections pertaining to SOUs. Coordinate support for Enterprise network infrastructure with external entities.

(16) Maintain network infrastructure diagrams for all network assets within the JSF OMA area of responsibility.

(17) Monitor and troubleshoot interfaces from O level to I level servers (i.e., SOU to Central Point of Entry (CPE)) for aviation maintenance and supply applications.

(18) The Network Administrator will provide maintenance and support to include, but not limited the following:

(a) Review logs for the firewalls.

(b) Review logs for the switches (port-security).

(c) Complete DTRs for security patches and updates for the switches and firewalls.

(d) Ensure network device configurations are saved.

(e) Assign ports on the switches for the devices.

(f) Maintain Internal Network Egress Gateway (INEG) and External Network Egress Gateway (ENEG) connections. Coordinate troubleshooting and external communication with CPE Network Administrators, Network Battalions (NetBn), and Marine Corps Cyberspace Operations Group (MCCOG) Integrated Networks Section (INS) (i.e., Department of Defense Information Networks (DODIN) Operations/INS Tiers I-III) to resolve SOU connection issues.

(g) Maintain Portable Maintenance Aid Support Module (PSM) and Portable Media Device Reader (PMD-R) connections.

(19) The System and Network Administrators will use and reference applicable publications (i.e., TFMs, Security Device Administration Guide, ALIS SOP, System User Guide, SA Guide, Boundary Hardware Listing, JTD, etc.) in the performance of tasks and required duties.

(20) Maintain a turnover binder containing, at a minimum, the following:

(a) Appointment letters.

(b) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(c) POC list.

(d) Division SOP.

(e) SOU DRP.

(f) Applicable orders, policies, and procedures.

e. Mission Planning Support Division (MPSD). Perform all MPS functions while in garrison or in support of deployed environments. The MPSD will ensure adherence to reference (ab).

(1) Ensure personnel are providing overall on-site maintenance and support of MPSE.

(2) Communicate MPSE IT requirements to supporting activities, Security Chief, and the ALIMS Chief. Assist the ALIMS Chief, SNCOIC, and Security Chief in advising the squadron on readiness, operational, planning, and MPSE projects. Coordinate MPSE support with internal and external entities.

(3) Identify and report security incidents to security as required.

(4) Ensure the proper personnel have accounts to access appropriate resources for MPSE documentation as outlined in enclosure (6).

(5) Maintain a Mission Planning and Support Environment (MPSE) Disaster Recovery Plan (DRP). The purpose of a DRP is to minimize the effects of a catastrophic failure by taking the necessary steps to ensure resources, personnel, and business processes are able to resume operation in a timely manner. The DRP will consist of the following information:

(a) System configuration information.

(b) System administrator manuals/guides.

(c) Replacement/spare parts.

(d) Required baseline load software and applicable updates.

(e) System backups.

(f) List of applicable POCs.

(g) General recovery plan (location of documentation for step-by-step instructions).

(h) COOP plan during downtime.

(6) Manage System Operations. The MPSD will manage system operations in accordance with chapter 6, paragraph 4 of this Order. Specifically, the MPSD will maintain a system operations log (per chapter 6, paragraph 4a), complete DRCs (per chapter 6, paragraph 4b), manage user and administrative accounts on MPSE assets (per chapter 6, paragraph 4c), and perform system backups (per chapter 6, paragraph 4g).

(7) Coordinate the performance all system updates and patches on AIS (i.e., DTRs, IAVMs, security definitions, etc.).

(8) Identify user problems and submit appropriate hardware/software trouble tickets/service requests after contacting the MALS ALIMS Department to ensure all local troubleshooting means are exhausted before contacting external entities. Tickets submission will follow the guidelines in chapter 6, paragraph 4e of this Order.

(9) Coordinate with Security personnel to maintain a local inventory of system components for MPSE support.

(10) Perform File/Media Management. The MPSD will perform file/media management in accordance with chapter 6, paragraph 5 of this Order. Specifically, the MPSD will maintain a backup inventory (per chapter 6, paragraph 5b), follow established backup configuration procedures (per chapter 6, paragraph 5c), maintain MPSE media library (per chapter 6, paragraph 5d), and maintain all ATO/ATC documents (per chapter 6, paragraph 5e).

(11) Ensure the integrity of all network connections pertaining to MPSE.

(12) The MPSE Administrator will provide maintenance and support to include, but not limited the following:

(a) Setting up workstations.

(b) Implementing security on MPSE.

(c) Performing periodic backup of data and automating reporting tasks.

(d) Executing hardware and software updates when necessary.

(e) Recovery from faults.

(f) Performing system maintenance.

(13) The MPSD will use and reference applicable TFMs (i.e., ALIS SOP, Application Administration Guide, Boundary Hardware Listing, JTD, Transfer Procedures, etc.) in the performance of tasks and required duties.

(14) Maintain a turnover binder containing, at a minimum, the following:

(a) Appointment letters.

(b) Inspection results maintained for three years per reference (b) SSIC 1010.3.

(c) POC list.

(d) Division SOP.

(e) MPSE Disaster Recovery Plan.

(f) Applicable orders, policies, and procedures.

f. <u>Security Chief</u>. The Security Chief will assist the Security Officer with the management of the unit security program per reference (d) and the squadron Government Special Access Program Security Officer (GSSO). The Security Chief will ensure all security personnel are appropriately trained to include, but not limited to: paragraph 4 of enclosure (6), physical security requirements to maintain a SAPF, and other billet requirements.

g. <u>Security Auditor</u>. The Security Administrator (Auditor) works in concert with the other administrative roles to ensure

compliance with approved security policies. This includes
performing daily reviews of firewall logs; weekly reviews and
archiving of system audit records; and compliance verification
of system configuration management.

(1) The Security Administrator (Auditor) will ensure
they are appropriately trained in accordance with paragraph 3 of
enclosure (6), the current Joint SAP Implementation Guide
(JSIG), and the appropriate security TFMs (i.e., Security
Administrator Guide, Security Audit Guide, etc.).

(2) The Security Administrator (Auditor) will provide
the following:

(a) Audit log reviews and archive.

(b) Security policy compliance verification and
oversight.

(c) Security event forensics.

(d) Review logs for the firewalls, IP switches, and
server Fiber Channel (FC) switches.

(e) Set and maintain the Data Transfer Agent (DTA)
group on all domains, servers, and workstations within the SOU
infrastructure.

(f) Conduct system configuration validations.

(g) Conduct auditing of applications and components.

4. <u>Formal and Informal Training</u>. JSF OMA personnel will attend
formal and informal training required to support and maintain
AIS within the MAG.

a. Participate in regularly scheduled technical training in
accordance with the squadron Monthly Maintenance Plan (MMP) and
ALIMS MOP.

b. Attend formal school training and industry standard
certification courses as outlined in references (c), (d), (e),
the 6694 MOS Roadmap, and applicable local DCWF guidance by
utilizing available training centers and programs.

c. JSF OMA personnel will be assigned JSF OMA task lists in ASM, as applicable, and will utilize the current AMTRP T&R and SOU TMS curriculum to complete ASM tasks.

d. Coordinate with the JSF OMA ALIMS Chief (or delegated Marine with ALIMS Supervisor (MC) role) to sign off tasks for the JSF ALIMS task lists in ASM for the JSF OMA Marines. The MALS ALIMS Chief will be the external signing authority, per reference (v), in order to complete the JSF ALIMS task list for the JSF OMA ALIMS Chief.

5. Tools. The JSF OMA will provide the unit tool room an inventory of tools on hand. The tools will be maintained in accordance with chapter 8, section 2 of this Order, or in compliance with local tool room procedures as required by the unit. If applicable, at a minimum, one each of the following tools will be maintained:

a. RJ-45/11 crimper kit.

b. Fiber termination kit.

c. Cable tester (copper and fiber).

d. Tone generator.

e. Multipurpose tool.

f. Screwdriver set.

g. Tool tags.

h. Cranials.

6. Detachment Responsibilities. Coordinate and maintain all AIS assets in a deployed environment.

a. Identify deployment requirements (e.g., consumable, repairable gear and personnel, etc.) through active participation with unit planning sessions.

b. Build or update detachment systems in accordance with applicable TFMs adhering to the timelines outlined in the TFMs.

c. Review previous lessons learned/after action reports from similar detachments/deployments, if applicable.

d. Coordinate deployment requirements with the local ALIMS personnel, supporting MALS ALIMS Department (if applicable), and supporting entities in accordance with the TFMs.

e. Coordinate with a JSF SME (i.e., someone with experience to act as a QAI) to conduct a review within 30 days of detachment to ensure technical and procedural requirements are met.

f. Upon setup in a detached or deployed environment, provide systems status, shipping, and contact information to the MALS ALIMS Department.

g. Coordinate the reintegration of deployed assets onto the network upon return to garrison.

h. Coordinate support for network infrastructure with external entities in accordance with schedules outlined in the TFMs and local policies (i.e., the Air Force requires a minimum of 60 days, anything less than 30 days requires general officer level approval, etc.).

i. Attend applicable training and meetings to include embarkation and planning.

j. Submit input to squadron after action reports. Provide after action reports to MALS/Wing ALIMS Chief(s) as applicable.
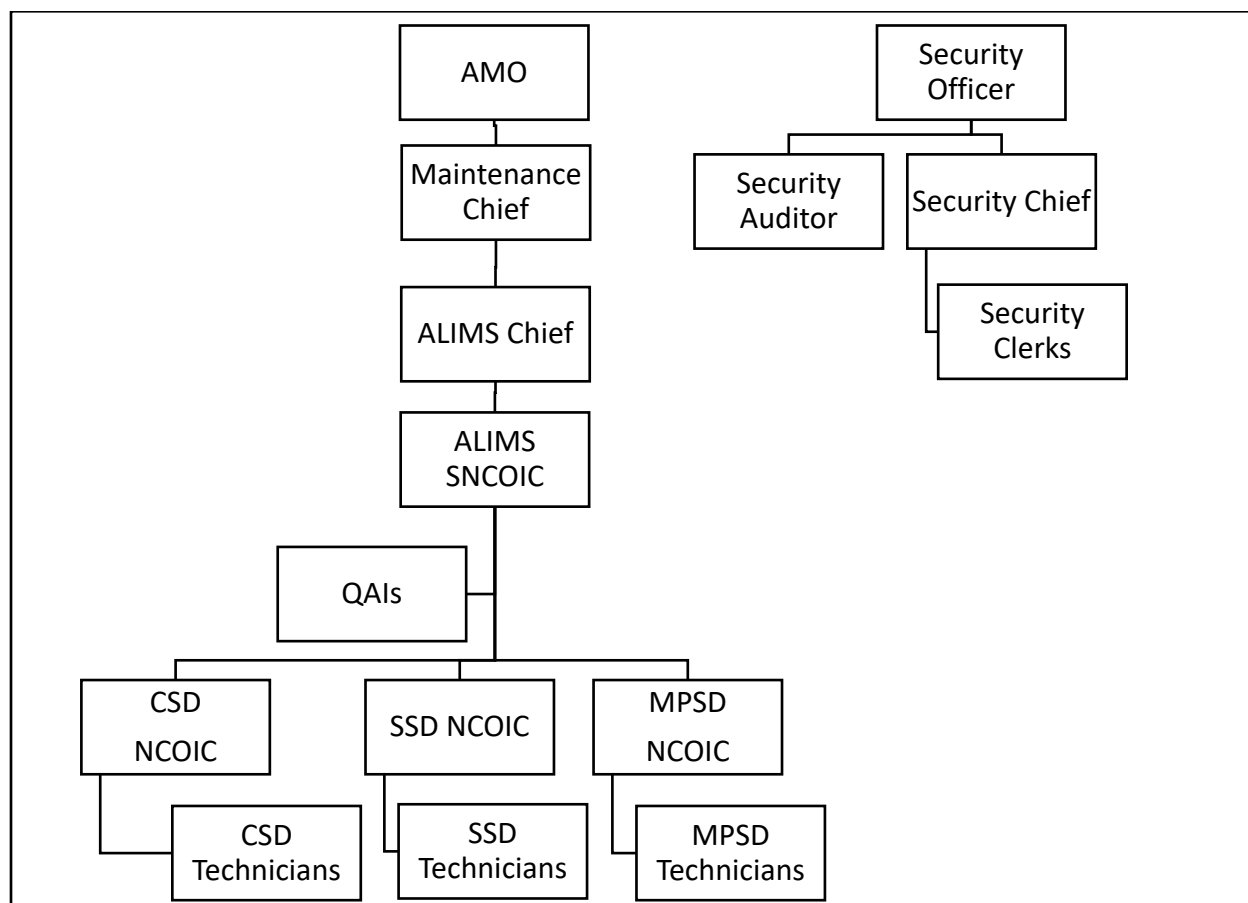
Figure 10-1. – Joint Strike Fighter (JSF) Organizational
Maintenance Activities (OMA) ALIMS Division Organizational Chart

APPENDIX A

<u>Templates and Forms</u>

Current templates and forms listed in enclosure (1) can be located on the approved ALIMS repository.

APPENDIX B

Technical References

1. Autonomic Logistics Information System (ALIS) Trusted
Facilities Manuals (TFMs)

2. Comprehensive Automated Maintenance Environment – Optimized
System Administration Manual

3. Expeditionary Pack-Up Kit (EPUK) System Administrator Manual

4. Integrated Mechanical Diagnostics System (IMDS)
Administration Manual

5. Joint Mission Planning System (JMPS) Administration Manual

6. Naval Air (NAVAIR) Fleet System Array (NFSA) Administrator
Guide

7. Navy Tactical Command Support System (NTCSS) Laptop Server
Load Procedures

8. Navy Tactical Command Support System (NTCSS) Optimized
Organizational Maintenance Activity (OOMA) System and Database
Administration Guide

9. Navy Tactical Command Support System (NTCSS) Administration
Guide for Linux

10. Navy Tactical Command Support System (NTCSS) Virtual
Environment (VE) Ashore Load Procedures System Administration
Guide

11. Optimized Organizational Maintenance Activity (OOMA) Mid-
Tier System Administration Guide

APPENDIX C

Glossary of Acronyms and Abbreviations

Admin	Administration
AIS	Aviation Information Systems
ALIMS	Aviation Logistics Information Management Systems
ALIMS-SOP	Aviation Logistics Information Management Systems Standard Operating Procedures
AVLOG	Aviation Logistics
ALIS	Autonomic Logistics Information System
ALTIS	Aviation Logistics Tactical Information Systems
AMO	Aircraft Maintenance Officer
AMTRP	Aviation Maintenance Training and Readiness Program
ASB	Aviation Sustainment Branch
ASM	Advanced Skills Management
ASO	Aviation Supply Officer
AR	Action Request
ATC	Authority to Connect
ATO	Authority to Operate
AV	Anti-Virus
AWI	Autonomic Logistics Information System Work Instruction
BCR	Boundary Change Request
BIC	Billet Identification Code
BOM	Bill of Material
CAC	Common Access Card
CMMS	Computerized Maintenance Management System
CMR	Consolidated Memorandum Receipt
CO	Commanding Officer
COOP	Contingency Operations
COSAL	Consolidated Shipboard Allowance List
COTS	Commercial off-the-shelf
CPE	Central Point of Entry
CPI	Continuous Process Improvement
CRM	Customer Relationship Management
CRQ	Change Request
CSD	Customer Support Division
CUI	Controlled Unclassified Information
CY	Calendar Year
DAP	Database Alignment Program
DBCC	database consistency checks
DCWF	Department of Defense Cyberspace Workforce
DHCP	Dynamic Host Configuration Protocol

DISA	Defense Information Systems Agency
DLA	Defense Logistics Agency
DNS	Domain Name System
DOA	Delegation of Authority
DoD	Department of Defense
DODIN	Department of Defense Information Networks
DON/AA	Department of the Navy/Assistant for Administration
DON	Department of the Navy
DOR	Date of Rank
DPIMS	Department of Defense Privacy Information Management System
DQIM	Data Quality and Information Management
DRC	Daily Readiness Checks
DRMD	Directives and Records Management Division
DRP	Disaster Recovery Plan
DRRS	Defense Readiness Reporting System
DTA	Data Transfer Agent
DTR	Distribution Tracking Record
EAS	End of Active Service
ECU	Environmental Control Unit
ENEG	External Network Egress Gateway
EOFY	End-of-Fiscal-Year
EOM	End-of-Month
EPUK	Expeditionary Pack-Up Kit
FAP	Fleet Assistance Program
FRD	Facility Requirements Document
FY	Fiscal Year
GCSS-MC	Global Combat Support System-Marine Corps
GOTS	Government Off-The-Shelf
HAZMAT	Hazardous Materials
HDD	Hard Disk Drive
HQMC	Headquarters Marine Corps
IAT	Information Assurance Technician
IAVA	Information Assurance Vulnerability Alert
IAVM	Information Assurance Vulnerability Management
IMA	Intermediate Maintenance Activities
IMDS	Integrated Mechanical Diagnostics System
INEG	Internal Network Egress Gateway
ISC	Information Systems Coordinator
ISO	International Organization for Standardization
ISSM	Information Systems Security Manager
ISSO	Information Systems Security Officer
ITP	individual training plan
IT	Information Technology
JMPS	Joint Mission Planning System

JSFD	Joint Strike Fighter Division
JSF	Joint Strike Fighter
JSIG	Joint Special Access Program Implementation Guide
JTD	Joint-Service Technical Data
MAF	Maintenance Action Form
MAG	Marine Aircraft Group
MALS	Marine Aviation Logistics Squadron
MCCOG	Marine Corps Cyberspace Operations Group
MCEN-N/S	Marine Corps Enterprise Network-Non-Secure Internet Protocol Router/Secure Internet Protocol Router
MCEN	Marine Corps Enterprise Network
MCSMS	Marine Corps Safety Management System
METL	Mission Essential Task List
MF	Mobile Facilities
MMF	Mobile Maintenance Facilities
MMP	Monthly Maintenance Plan
MOA	Memorandum of Agreement
MOL	Marine Online
MOP	Monthly Operations Plan
MOS	Military Occupational Specialty
MOU	Memorandum of Understanding
MPSE	Mission Planning and Support Environment
MPSD	Mission Planning Support Division
MPS	Mission Planning Support
NALCOMIS	Naval Aviation Logistics Command Information System
NARA	National Archives and Records Administration
NAS	Network Attached Storage
NASC	National Autonomic Logistics Information System Support Center
NCOIC	Non-Commissioned Officer-In-Charge
NETBN	Network Battalion
NFSA	Naval Air Fleet System Array
NOS	Network Operating System
NSD	Network Support Division
NSMP	Network Security Management Plan
NSN	National Stock Number
NTCSS	Naval Tactical Command Support System
NTV	Non-Tactical Vehicle
OEM	Original Equipment Manufacturer
OMA	Organizational Maintenance Activities
OOMA	Optimized Organizational Maintenance Activity
OS	operating system
PAIR	Production Aircraft Inspection Requirements

PALCON	Pallet Container
PCS	Permanent Change of Station
PEB	Pre-Expended Bin
PII	Personally Identifiable Information
PKI	Public Key Infrastructure
PM	Preventive Maintenance
PMA	Portable Maintenance Aid
PME	Professional Military Education
PMD-R	Portable Media Device Reader
PM	Program Manager
POA&M	Plan of Actions and Milestones
POC	Point of Contact
POE	Point of Entry
POR	Program of Record
PPSM	Ports, Protocols, and Services Management
PR	Purchase Request
PSM	Portable Maintenance Aid Support Module
PSO	Physical Security Officer
PTAD	Permissive Temporary Additional Duty
QAI	Quality Assurance Inspector
QA	Quality Assurance
QAM	Quality Assurance Manager
QUADCON	Quadruple Container
RFM	Request for Modification
RMF	Risk Management Framework
RI	Responsible Individual
RO	Responsible Officer
SAAR	System Authorization Access Request
SAA	Supply Application Administrator
SAG	System Administration Guide
SAPF	Special Access Program Facility
SCCM	System Center Configuration Manager
SCM	Supply Chain Management
SDP	Sustainment Data Product
SME	Subject Matter Expert
SNCOIC	Staff Non-Commissioned Officer-In-Charge
SNMP	Simple Network Management Protocol
SOP	Standard Operating Procedure
SORN	System of Records Notice
SOU	Squadron Operating Unit
SPIR	Sustainment Parts Information Record
SSD	Systems Support Division
SSIC	Standard Subject Identification Code
STIG	Security Technical Implementation Guide
TAD	Temporary Additional Duty

TBA	Table of Basic Allowances
T/E	Table of Equipment
TFM	Trusted Facilities Manuals
T/O	Table of Organization
T&R	Training and Readiness
UMSR	Unit Management Status Report
UPS	Uninterruptable Power Supply
VE	Virtual Environment
VPN	Virtual Private Network
WDS	Windows Deployment Services

APPENDIX D

Glossary of Terms and Definitions

Aviation Information Systems (AIS). AIS is defined as any IT
asset or service that supports aviation operations or the
Aviation Logistics (AVLOG) community. This not only includes
Program of Record (POR) assets, but also Enterprise assets used
by the Aviation community in support of AVLOG. Some examples of
supported PORs are included below. This list in not all
inclusive and may be updated as programs change.

Approved Aviation Logistics Information Management Systems
(ALIMS) Repository. The approved ALIMS repository is currently
the ALIMS SharePoint Online site (https://usmc.sharepoint-
mil.us/sites/DCA_alims/SitePages/Home.aspx). If technology
changes or the community decides to utilize a new resource, the
reference will point to the new repository.

Approved Custody Form. The current ALIMS ECR, DD1348, and
NAVMC10359 approved forms for custody records are located on the
approved ALIMS repository.

Squadron Operating Unit (SOU). SOU refers to the system
supporting the JSF program which includes, but is not limited
to, ALIS, OBK, MPE, and ODIN. If a new version of the system is
released, the term will still apply.

Supported Aviation Information Systems (AIS) Assets. The term
supported AIS assets includes servers, workstations, and related
peripheral IT equipment used to access and provide POR services
for the PORs listed in the glossary.

APPENDIX E

Change/Correction/Deviation Requests to Marine Corps Aviation
Logistics Information Management Systems (ALIMS) Department
Standard Operating Procedures (SOP)

1. General. All changes and corrections to the ALIMS SOP are
approved, or disapproved, by the Commandant of the Marine Corps
after they have been reviewed and evaluated by the chain of
command. Deviations may be approved (pending final approval) by
the appropriate Fleet Marine Force/Marine Aircraft Wing
Commander.

2. Definitions

    a. Change. A modification to the content of the ALIMS SOP
involving a revision of, addition to, or deletion of existing
policies or procedures.

    b. Correction. A modification in punctuation, grammar,
spelling, capitalization, tense, typographical errors, word
omissions, or ambiguities not affecting established policies or
procedures.

    c. Deviation. A departure from policies, procedures,
and/or responsibilities contained in the ALIMS SOP. Deviations
are granted by the appropriate Fleet Marine Force/Marine
Aircraft Wing Commander for a specific situation or set of
circumstances which does not require a revision, addition, or
deletion to the ALIMS SOP. Deviation will be approved only in
those cases where it is physically impossible for a unit to
comply with the ALIMS SOP as written. All other conditions will
be submitted as change requests to the Commandant of the Marine
Corps. A deviation may be disapproved at any level of the chain
of command. Disposition of deviation requests will be provided
to the Commandant of the Marine Corps, Fleet Marine Force,
Wings, and applicable Program Office regardless of
approval/disapproval determination.

3. Submission of Requested Changes/Corrections. Requests for
changes or corrections to the ALIMS SOP will be submitted to the
Commandant of the Marine Corps via the chain of command as shown
in figures D-1 and D-2.

4. Submission of Deviation Requests. Requests for deviation
will be submitted to the appropriate Fleet Marine Force/Wing as
shown in figure D-3.

From: (Activity Submitting Change Request)
To: Commandant of the Marine Corps (ASB), Washington DC 20380
Via: Chain of Command

Subj: SUBMISSION OF CHANGE REQUEST TO THE MCO 2020.2

Ref: (a) MCO 2020.2

1. Recommended change to reference (a) is submitted as
        follows:

    a. Chapter, page, figure, paragraph, line, etc., to be
        changed.

        (1) Revise/Add/Delete (as applicable); indicate the
material to be revised, added, or deleted. Be as specific as
possible.

        (2) Additional references, information and comments to
substantiate requested change.

2. Name, Grade, and Telephone Number (DSN and commercial) of
point of contact at submitting activity.

                              F. M. LAST
                              Billet

Copy to: (as applicable)

CG MARFORCOM (ALD)
CG MARFORCOMPAC (ALD)
CG FIRST MAW (ALD)
CG SECOND MAW (ALD)
CG THIRD MAW (ALD)
CG FOURTH MAW (ALD)

          Figure D-l. --Sample ALIMS SOP Change Request.

From: (Activity Submitting Correction Request)
To: Commandant of the Marine Corps (ASB), Washington DC 20380
Via: Chain of Command

Subj: SUBMISSION OF CORRECTION REQUEST TO THE MCO 2020.2

Ref: (a) MCO 2020.2

1. Recommended correction to reference (a) is submitted as
follows:

    a. Chapter, page, figure, paragraph, line, etc., to be
corrected.

        (1) Correct: (indicate material to be corrected).

        (2) Additional references, information and comments to
substantiate requested change.

2. Name, Grade, and Telephone Number (DSN and commercial) of
point of contact at submitting activity.

                         F. M. LAST
                         Billet

Copy to: (as applicable)

CG MARFORCOM (ALD)
CG MARFORCOMPAC (ALD)
CG FIRST MAW (ALD)
CG SECOND MAW (ALD)
CG THIRD MAW (ALD)
CG FOURTH MAW (ALD)

        Figure D-2. --Sample ALIMS SOP Correction Request.

From: (Activity Submitting Deviation Request)
To: Commandant of the Marine Corps (ASB), Washington DC 20380
Via: Chain of Command

Subj: SUBMISSION OF DEVIATION REQUEST TO THE MCO 2020.2

Ref: (a) MCO 2020.2

1. Request authorization to deviate from the reference as described below:

    a. Chapter, page, figure, paragraph, line, etc., to be deviated from.

    b. Narrative description of requested deviation.

    c. Justification.

2. Name, Grade, and Telephone Number (DSN and commercial) of point of contact at submitting activity.

                            F. M. LAST
                            Billet

Copy to: (as applicable)

CG MARFORCOM (ALD)
CG MARFORCOMPAC (ALD)
CG FIRST MAW (ALD)
CG SECOND MAW (ALD)
CG THIRD MAW (ALD)
CG FOURTH MAW (ALD)

         Figure D-3. --Sample ALIMS SOP Deviation Request.

APPENDIX F

<u>Squadron Operating Unit (SOU) Sustainment Documentation</u>

Current SOU Sustainment Documentation can be located on the approved ALIMS repository.