

**NMCI**

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**NMCI Engineering Migration  
Operations Procedure—  
Pack Up Kit  
Standard Operating Procedure  
Deployables**

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# Contents

- 1. Introduction..... 1**
  - 1.1 Purpose ..... 1
  - 1.2 Audience..... 1
  - 1.3 Document Organization..... 1
- 2. PUK Deploy/Return Overview ..... 2**
- 3. Deploying From NMCI ..... 3**
  - 3.1 Notifying ISF ..... 3
  - 3.2 While Deployed Procedures ..... 3
  - 3.3 Refreshing the Pack-Up Kit while Deployed or Replacing Failed Unit: ..... 4
  - 3.4 Prior to Returning: ..... 4
- 4. Solution Components ..... 5**
  - 4.1 Base 1 (such as NetWare)..... 5
  - 4.2 Base 2 (such as Lotus Notes)..... 5
- 5. Installation..... 6**
  - 5.1 Installation Objective..... 6
  - 5.2 Environmental Requirements ..... 6
  - 5.3 Step-by-Step Instructions ..... 6
  - 5.4 Checklist..... 6



## **1. INTRODUCTION**

The major interoperability issue affecting NMCI deployable solutions is with those networks that provide access to the NIPRNET/SIPRNET but as of yet, do not have a trusted relationship with the NMCI environment. Essentially this includes all networks outside the responsibility of NMCI, and those not transitioned, specifically ISNS, MCTN and Joint Service tactical networks established by a Joint Task Force in a theater of operations. Navy and Marine Corps units must also operate in fully deployed, non-shipboard environments as well as at CONUS and OCONUS locations without NMCI services and connectivity during training events. Lastly, units that must deploy directly to ships at sea or pre-established ashore networks cannot depend on the transmission of their unit data over the limited tactical bandwidth available to that location. The NMCI Deployable Support Plan (DSP) addresses all of these operational scenarios.

This document describes the steps required to move accounts and machines into and out of the NMCI network.

### **1.1 Purpose**

The NMCI deployable process will allow users to receive electronic mail (e-mail) and access user's data through data migration, and will provide limited access to NMCI services while in a deployed status. Seats will still be functional via a local unit-level LAN (whether in a training or real world scenario event) from the theater of deployment or in a stand-alone mode. The post-deployment process addresses the necessary steps involved with reinstating the seat and user account into direct connectivity within the NMCI environment after the deployment.

### **1.2 Audience**

The intended audience of this document is primarily, but not limited to, Navy and Marine Corps IT Representatives, Deployable Users, and those who have a need to understand the technologies used in service delivery and the ongoing support of the NMCI Deployables. A basic understanding of computers, networks, NMCI, e-mail routing, DNS, and the former NMCI Navy and USMC deployment methodology, would be of significant help while reading this document. It may also be helpful for those wishing to gain an overall understanding of how a NMCI deployable seat will deploy and re-integrate into the NMCI environment.

### **1.3 Document Organization**



## **2. PACK UP KIT DEPLOY/RETURN OVERVIEW**

The intention of the deployable Pack Up Kit (PUK) process is to provide the operational unit the ability to achieve and sustain self-sufficiency in all facets while in a deployed status.

To achieve and sustain self-sufficiency, it is highly recommended and encouraged for the Commanding Officer of the deploying unit and the designated Unit IT representative to ensure that all processes and precautions are taken and followed.

The following is provided, as information that will be useful for Unit It's to become familiar with and understand the overall steps/processes involved when a Machine is transitioned to a Deployed or Returning status.



### 3. DEPLOYING FROM NMCI

Deploying an NMCI seat or user from the NMCI environment to an external network requires the following general steps:

#### 3.1 Notifying ISF

1. Unit IT provides list of machines and users that will be deployed to the CTR. List must include NMCI Asset Tag #, and NMCI User Account name. Unit IT indicates their Exercise Level (Local, CONUS, OCONUS, or Extended)
2. CTR enters machine and user names into eServices. If eServices is unavailable to CTR, then email the list to NMCI Help Desk. CTR identifies POC and phone number for each Command and identifies Exercise Level to Help Desk.
3. NMCI Help Desk receives request and opens Remedy ticket (to be used for audit tracking for the PUK) and sends to Queue Manager
4. Queue Manager immediately notifies Deployable Coordinator in Logistics of ticket. Queue Manager inventories assets on hand and uses PUK checklist to create kit. After going over checklist Queue Manager contacts Deployable Coordinator at Logistics on parts needed and when completed.
5. Logistics delivers Pack-Up kit to Queue Manager days prior to deployment.
6. Site Manger compiles any site-specific Gold Disk Images, Legacy Applications and Legacy Peripheral drivers to be included in the Pack-Up Kit prior to delivery.
7. Queue Manager delivers complete PUK to the Unit IT.
8. Unit IT receives and signs for the shipment. Unit IT inventories and verifies the packing list against the order.
9. Unit IT confirms receipt to the Queue Manager, noting any exceptions. ISF will take corrective action on all exceptions.
10. Queue Manager notifies Help Desk to close ticket

#### 3.2 While Deployed Procedures

In instances where a hardware problem is encountered while deployed, the unit can do the following:

1. Resolve the problem internally (replace with spare part, spare system or re-install software)
2. Unit IT calls the NMCI Help Desk for assistance



### **3.3 Refreshing the Pack-Up Kit while Deployed or Replacing Failed Unit:**

3. Unit IT notifies the Help Desk of spares re-supply or replacement requirements and specifies delivery location
4. Help Desk will open a ticket and send to Queue Manager
5. Queue Manager immediately notifies Logistics of request.
6. Logistics prepares kit refresh and notifies Queue Manager when all equipment is ready for shipment.
7. Logistics ships equipment:
  - a. When possible, to the unit's forward deployed site where export restrictions will not impact delivery
  - b. Otherwise: ISF will ship to designated re-supply point
8. Unit IT receives and signs for the shipment. Unit IT inventories and verifies the packing list against the order. Unit IT ships broken equipment as directed.
9. Unit IT confirms receipt to the Queue Manager, noting any exceptions. ISF will take corrective action on all exceptions.
10. Queue Manager notifies Help Desk to close or inactivate ticket

### **3.4 Prior to Returning:**

11. Unit IT returns all spares to Queue Manager within 2 weeks of unit termination of deployment status.
12. Queue Manager performs packing list and checklist to confirm all equipment is returned.
13. Queue Manager returns equipment that was used from Logistics.
14. Queue Manager notifies Help Desk to close ticket.



## **4. SOLUTION COMPONENTS**

Components introduction.

### **4.1 Base 1 (such as NetWare)**

### **4.2 Base 2 (such as Lotus Notes)**



## **5. INSTALLATION**

Introduction to installation.

### **5.1 Installation Objective**

### **5.2 Environmental Requirements**

### **5.3 Step-by-Step Instructions**

### **5.4 Checklist**



## APPENDIX A: PUK CHECKLIST

| ITEMS  | RESPONSIBLE DEPARTMENT | YES | NO | QTY | ADDITIONAL NEEDS |
|--|------------------------|-----|----|-----|------------------|
| Inventory of items   | Deployable Coordinator |     |    |     |                  |
| Sign off sheet for Unit IT to sign                               | Deployable Coordinator |     |    |     |                  |
| Password for deployment administrative account for that month    | Help Desk              |     |    |     |                  |
| Build Disk   | Site                   |     |    |     |                  |
| Aide to Deploy guide   | DSL                    |     |    |     |                  |
| Palagina software on CDROM with install instructions             | DSL                    |     |    |     |                  |
| VPN software on CDROM with install instructions                  | DSL                    |     |    |     |                  |
| CDROMs for all Legacy Applications                               | Site                   |     |    |     |                  |
| Legacy Peripheral Drivers  | DSL                    |     |    |     |                  |
| CDROMs for all Subscribed Applications with install instructions | Site                   |     |    |     |                  |
| Client Gold Build book   | DSL                    |     |    |     |                  |
| Spare hardware parts (based on percentage)                       | Deployable Coordinator |     |    |     |                  |
| Whole unit replacement machines (based on percentage)            | Deployable Coordinator |     |    |     |                  |
| Deployable Application Disk                                      | DSL                    |     |    |     |                  |



## APPENDIX B: PUK POINTS OF CONTACT

| RESPONSIBLE DEPARTMENT | POC            | PHONE NUMBER | E-MAIL   | ADDRESS   | LEAD-TIME |
|------------------------|----------------|--------------|--|-----------|-----------|
| DSL                    | Julie Davidson | 619-817-3447 | <a href="mailto:julie.davidson@eds.com">julie.davidson@eds.com</a>               | San Diego | 1 week    |
| Deployable Coordinator | Theo Halstead  | 619-817-3582 | <a href="mailto:theadore.halstead-eds@eds.com">theadore.halstead-eds@eds.com</a> | San Diego |           |
| Help Desk              | Olga Aceves    | 619-817-3450 | <a href="mailto:olga.aceves@eds.com">olga.aceves@eds.com</a>                     | San Diego |           |
| Site Managers          | n/a            | n/a          | n/a  | Base      |           |



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