UNITED STATES MARINE CORPS
MARINE CORPS BASE
QUANTICO, VIRGINIA 22134-5001

MARINE CORPS BASE ORDER P2831.1A

From: Commanding General
To: Distribution List

Subj: G-6 COMMUNICATIONS AND ELECTRONICS SOP
      (SHORT TITLE: COMM-ELEC SOP)

Ref: (a) MCBO P4400.1
     (b) MCBO 2309.1A
     (c) MCO 5100.29

Encl: (1) Locator Sheet

1. <u>Purpose</u>. To promulgate overall procedures for Base wide communications electronic support.

2. <u>Cancellation</u>. MCBO P2831.1.

3. <u>Summary of Revision</u>. Per the references, this Manual initiates new procedures for Communications and Information Systems aboard MCB, Quantico and should be reviewed in its entirety.

4. <u>Recommendations</u>. Recommendations concerning the COMM-ELEC SOP are invited and should be submitted to the Commanding General, MCCDC via the appropriate chain of command.

5. The provisions of this Manual may not be implemented for civilian employees covered by a negotiated labor agreement until bargaining obligations, if any, under the Federal Labor Management Relations Statute (Chapter 71 of 5 U.S.C.) are met.

6. <u>Certification</u>. Reviewed and approved this date.

                                    E. CAVAZOS, JR.
                                    Chief of Staff

DISTRIBUTION: INTERNET

LOCATOR SHEET

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        SOP)

Location: _____
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            Manual.)

RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporated Change

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CHAPTER 1

MISSION STATEMENT/STAFF RESPONSIBILITIES

CHAPTER 1

MISSION STATEMENT/STAFF RESPONSIBILITIES

1001. <u>MISSION</u>. Coordinates and supervises all communication and information systems management functions of the Base and tenant activities. G-6 plans the installation of communications and computer systems to include telephone, cable upgrades, and commercial radio systems. The division also provides up to fourth echelon communications-electronics maintenance for tactical equipment. G-6 provides engineering services and corrective maintenance for all government-owned communications equipment. The division provides oversight for frequency management aboard the installation.

1002. <u>STAFF RESPONSIBILITIES</u>. The G-6 headquarters staff is comprised of the following personnel; Director, Deputy Director, Future Plans Officer, Civilian Administrative Officer, Secretary, and the Communications Chief.

1003. <u>ORGANIZATION</u>. There are five branches that comprise the G-6, they are: Operations, Defense Messaging System Area Control Center, Telecommunications, Information Systems Management, and Logistics. These branches are all under the administrative and operational control of the Director.

CHAPTER 2

OPERATIONS BRANCH

CHAPTER 2

OPERATIONS BRANCH

2001. <u>MISSION STATEMENT</u>. The Operations Branch is designed to support the operational communications requirements of MCCDC activities. The branch is responsible for the proper planning and execution of a wide array of external communications-related functions and projects. The branch operates an end-user computer training facility, consolidated voice and data help desk, input/ output (I/O) Printing, and Radio Frequency (RF) Support.

2002. <u>ORGANIZATION</u>. The Operations Branch is divided into three sections: Customer Service, RF Support, and Project Management/ Systems Integration.

2003. <u>CUSTOMER SERVICE SECTION</u>. The Customer Service Section (CSS) provides quality control to ensure all Base telephone and computer users have the requisite communications knowledge, tools, and support to effectively do their jobs. The section utilizes a three-tiered approach (training, troubleshooting, and tracking) to help customers maximize the information technology tools at their disposal. The Head, CSS periodically reviews trouble ticket data in order to identify trends, recommend corrective action, and constantly improve the timeliness of ticket resolution. The CSS is further divided into three units: Training, Help Desk, and I/O Support.

1. <u>End-User Training Unit</u>. The overall mission of the End-user Training Unit is to provide students with the best computer training experience possible, helping them broaden their skills, knowledge and job performance. The staff members provide a variety of computer-related instruction at the Computer Learning Lab for all military and civilian personnel working aboard Quantico, with a core emphasis on applications most commonly used in the workspace. They offer traditional classroom training for end-users of PCs, operating systems and software applications and higher-level instruction for personnel tasked with being Information System Coordinators for their activities. Just-in-time learning is made possible through the many self-paced multimedia courses served up in fully-equipped multimedia learning labs. Topics cover a broad spectrum, commencing with basic typing skills, introductory PC training and broadening to computer security, Windows 98/NT, the Internet, web page design and Microsoft Office Suite applications. While working at individual multimedia and video workstations, students utilize the library of training

materials available. An overview of the curriculum is contained in
appendix C. For more comprehensive information regarding the end-
user training program and for scheduling, customers can visit the G-6
Computer Training website from the Quantico homepage
www.quantico.usmc.mil.

2. <u>Help Desk Unit</u>. The G-6 Help Desk is designed to be the single
point of entry for all telephone- and data-related trouble calls and
inquiries. The Help Desk also includes the telephone switchboard
operator functions. All voice- and data-related queries and trouble
ticket submissions should first be directed to each organization's
Information Systems Coordinator (ISC). G-6 will support direct
customer interaction with the Help Desk when absolutely necessary,
but will require ISC involvement in most routine circumstances. This
process allows G-6 to establish solid working relationships with
subordinate ISCs. All Trouble Tickets (data), Work Orders, and
Telephone Service Requests (TSRs) will be submitted to the G-6 Help
Desk located in Newlin Hall, Bldg. 3255. ISCs will always be issued
a ticket number for tracking purposes. Examples and procedures for
these submissions are contained in appendix B. Customers can reach
the G-6 Help Desk and the Telephone Switchboard at 784-4357 (HELP) or
784-2500 during normal working hours. For after-hours emergency
communications assistance only, dial 784-4357.

3. <u>I/O Support Unit</u>. The I/O Support Unit provides Base and tenant
customers with traditional mainframe print support. I/O is also
responsible for disseminating mainframe (3270) data down to the
customer level in an ongoing effort to decentralize the mainframe
print function. Customers who still require printed mainframe output
should contact the I/O section at 784-3200 to set up an account and
establish an output profile.

2004. <u>RF SUPPORT SECTION</u>. The RF Support Section handles a majority
of the operational communications requests from Base and tenant
customers. It is responsible for the execution and oversight of the
Base's Frequency Management Program. The G-6 is the point of contact
for all RF requirements on Base. The section also plans, executes,
and supervises communication support plans for major events such as
the Marine Corps Marathon, Emergency Operations, and Force Protection
Exercises. The RF Support Section conducts the necessary liaison
with Direct Support Platoons (Command and Control Systems School) and
utilizes tactical communications equipment and personnel when needed

and available. The section also provides Public Address Support as contained in appendix A. This section is the central coordination office for all wireless communications requirements within the confines of MCB, Quantico, with the exception of cellular phones. All requests for cellular phones should be directed to the Base Purchasing and Contracting Branch, G-4, for referral to the current contracted service provider.

2005. <u>PROJECT MANAGEMENT/SYSTEM INTEGRATION SECTION</u>. The Project Management/Systems Integration Section is responsible for the planning, development, and coordinated implementation of all major communications upgrade projects which require integrated, cross-staff planning both internally and externally to G-6. The section will perform Contracting Officer Representative responsibilities associated with various, centrally-funded projects. The section will also be responsible for generating requirements for the upgrade of the voice- and data-network infrastructure in order to maintain state-of-the-art currency with industry standards. The section will review all non-routine TSRs, Work Orders, and Trouble Tickets to ensure that customers receive the most integrated solutions possible.

CHAPTER 3

DEFENSE MESSAGING SYSTEM (DMS) AREA CONTROL CENTER

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DEFENSE MESSAGING SYSTEM (DMS) AREA CONTROL CENTER

3001. <u>MISSION</u>. The mission of MCB, Quantico DMS Area Control Center is to provide secure, reliable and efficient messaging communications to the CG MCB, Quantico and all tenant activities. The DMS Area Control Center accomplishes this task by maintaining a 24-hour, 365 day-per-year operation.

3002. <u>OUTGOING MESSAGE PROCEDURES</u>

1. <u>Message Preparation</u>. All preparation of official naval message traffic is to be prepared per reference (b) of the basic message Manual. Users prepare outgoing messages using the Message Text Format Editor Program or the most current approved program as announced by HQMC.

2. <u>User Validation</u>. Validation of all message addresses is the responsibility of the user, although the Communications Center will also validate all message addresses. Drafters can use the Distributed Plain Language Address Verification System (DPVS) to verify their addressees. DPVS is updated weekly on the Navy's website (**WWW.NCTSW.NAVY.MIL**) and is available to download for updates.

3. <u>Authorized Releasers</u>. Units are responsible for providing the DMS Area Control Center with a roster of persons authorized to release message traffic. Messages can only be submitted from individual mail accounts. Individuals who e-mail their messages to the DMS Area Control Center will only be accepted for transmission if they are on their activity's Authorized Releasers Roster.

4. <u>Message Release</u>. (Messages that do not require transmission out of Quantico will not be accepted, such messages should be sent via the Local Area Network (LAN).) Outgoing unclassified message traffic is received from the user via the LAN while classified message traffic is passed via classified diskette or Secure Internet Protocol Network (SIPRNET). Unclassified messages must be attached to the e-mail in ASCII format and comply with the Naval Telecommunication Publication (NTP)-3 format requirements. Outgoing messages that do not comply with standard message procedures outlined in the NTP-3 will be returned to the unit for corrections.

3003. INCOMING MESSAGE PROCEDURES

1. Incoming Messages. Incoming message traffic is received from the world wide Automatic Digital Network (AUTODIN) and disseminated via Outlook Public Folders, unique to each unit for both Non-Secure Internet Protocol Network and SIPRNET. Messages are sent from the DMS Area Control Center via a Message Routing System to each Plain Language Address listed on each message. Each unit has a Message Dissemination System which receives the messages and uses a "profile" to disseminate the message to certain public folders. Each unit's System Administrator is responsible for creating and maintaining their own profile, with assistance from the Communications Center, to ensure proper delivery to the offices within their unit.

2. High Precedence Messages. When the Communications Center receives an Immediate or above (Flash and Yankee) message during working hours, the Communication Watch Officer (CWO) will notify, via telephone, the unit who is addressed in the Action Line of the message. Concurrently, the message will be routed to their Public Folder. After normal duty hours, or weekends, the CWO will notify the unit's Staff Duty Officer (SDO)/Command Duty Officer (CDO). If the unit does not have a SDO/CDO, the CWO will notify the Base SDO/CDO in Lejeune Hall. Each SDO/CDO will determine if the message requires immediate action, or if it can be handled on the next working day. Each SDO/CDO is authorized to view up to secret messages per the SDO/CDO roster that is maintained in the Communications Center which is updated monthly.

CHAPTER 4

TELECOMMUNICATIONS BRANCH

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TELECOMMUNICATIONS BRANCH

4001. MISSION. The Telecommunications (Telecomm) Branch is responsible for the overall official, non-secure telephone service for the Command and all tenant units. The operation and maintenance of the telephone system is under the cognizance of the AC/S, G-6.

4002. BRANCH RESPONSIBILITY

1. The Base Telephone Officer is responsible to the AC/S, G-6 for the efficient planning, organization, implementation, control, operation, security and evaluation of all telephone equipment and line services. These management responsibilities include providing forecasts and estimates of future telephone requirements, implementing approved service change requests through the Operations and Maintenance Contract, conducting periodic telephone utilization surveys, and advising AC/S, G-6, in matters pertaining to efficient telephone management.

2. Each organization serviced by the Base switching system will appoint a Telephone Control Officer (TCO) to serve as that organizations primary liaison with the Telephone Branch. Per MCO P2066.1, the TCO's responsibilities include:

    a. Validating the organizations active telephone number list.

    b. Verifying the unit's monthly telephone bill/usage report. Specific procedures are located in appendix H.

    c. Authorizing, along with other individuals designated by the unit commander, long-distance toll calls.

    d. Providing timely notification to the Base Telephone Officer, G-6, of any unit actions which effect the installation telephone system (relocations, expansions, reorganizations, etc.).

4003. REQUEST FOR TELEPHONE SERVICE, SPECIAL CIRCUITS AND TROUBLE TICKETS

1. Requests for the initiation of official telephone service (adds, moves, changes) will be submitted to the G-6 Help Desk in Bldg. 3255

using NAVFAC Form 9-11014/20 (EF), Work Request. The form,
NAV 9_110.FRP is available through the Form Flow application program
on the Base Local Area Network. All requests must include the type
and quantity of service requested, the location of the requested
service, a point of contact and telephone number, the requested date
for service to be operational, drawings or sketches showing the
specific locations for service, and a "funds are available" statement
to pay for subject work.

2.   The TCO for the requesting activity will sign all requests.

3. Requests must reach the G-6 Help Desk at least 20 working days
prior to the required service date.

4.   The Telecomm Branch is responsible for surveying, estimating,
approval, and/or disapproval of work requests.

5.   MCO P2066.1 strictly prohibits the installation, relocation,
disconnection, or repair of telephone equipment by other than
authorized telephone maintenance personnel. Doing so often causes
further damage, and jeopardizes adherence to Marine Corps and
industry standards, increasing the cost of repair or loss of service,
and complicates the restoration and standardization process. Any
person having knowledge of any tampering with or damage to a
telephone or any associated equipment should report it to the
Telecomm Branch.

6.   Telephone repair service is available by dialing 784-2500. The
caller should identify the telephone number and the type of problem,
if known. Telephone repairs are done on a first-come, first-serve
basis. Repair of telephones for mission critical, command and
control, Duty NCO, Red Cross, and other special circuits are given
priority. The Telephone Officer directs changes to, or establishment
of, all priorities for service.

7.   Telephone repair personnel are not responsible for moving
furniture, storage cabinets, etc., to obtain access to telephone
equipment or outlets. Repair personnel should have unrestricted
access to the telecommunications facilities.

8.   Installation of special circuits such as Digital Subscriber
Lines, T-1s, and Frame Relay circuits require the purchase of
regeneration equipment. It is the customer's responsibility to fund
the equipment procurement. The procurement process will not begin

until funds have been transferred and the Telecomm Branch has received a NAVFAC Form 9-11014/20 (EF). Due to the average cost of this type of equipment, procurements must be processed through the Purchasing and Contracting Branch G-4. Therefore, requests for this service must be submitted 60 days prior to the required due date to allow for procurement and engineering time. Users requiring the special circuit to terminate on any location other than MCB, Quantico are required to submit a Telecommunications Service Request (TSR) to the Defense Information Systems Agency (DISA) via AUTODIN and info copy the AC/S, G-6. Instructions for preparation of TSR's are contained in DISA Circular 310-130-1. This document is available on the Internet for review at **http://www.ditco.disa.mil/products/ejad/310-130-x/disac310130x_cover.html**. For those without Internet access a copy is also maintained in the Telephone Branch.

4004. TELEPHONE MONITORING

1. Implicit Consent. Within the DoD, the act of using official government-owned or government-operated telecommunications systems (including administrative telephones) is considered evidence of consent to monitoring for communications security (COMSEC) purposes. Notice of the intention to conduct periodic COMSEC monitoring and recording must be published in all Marine Corps telephone directories, per MCO P2066.1, paragraph 4009.3.

2. DO NOT DISCUSS CLASSIFIED INFORMATION ON NONSECURE TELEPHONES. OFFICIAL DOD TELEPHONES ARE SUBJECT TO MONITORING FOR COMSEC PURPOSES AT ALL TIMES. DoD telephones are provided for the transmission of official government information and are subject to COMSEC monitoring at all times. Use of official DoD telephones constitutes consent to COMSEC telephone monitoring per DoDD 4640.6.

4005. INCOMING OFFICIAL COLLECT CALLS

1. Only activity heads and/or duty officers are authorized to accept incoming collect calls. Collect calls should only be accepted in emergencies.

2. The unofficial charging of telephone toll charges to existing government telephone numbers, government telephone credit cards, or official billing numbers constitutes a violation of the Uniform Code of Military Justice.

4006. <u>TELEPHONE DIRECTORY</u>

1. The MCCDC Telephone Directory will be comprised of the Quantico
listing in the Washington Military Phone Book and the PAO publication
"CROSSROADS." The telephone directory lists official government
organizations and activities of this Command.

2. It is the responsibility of all activity heads, through their
TCO's, to keep their telephone directory current. Changes to
listings will be forwarded, as they occur, to the G-6 Help Desk.

3. All requests for local commercial directories will be submitted
to the G-6 Supply Branch, stating quantities, types, and areas
desired.

4007. <u>PERSONAL OFF-STATION USE OF OFFICIAL TELEPHONE SERVICE</u>

1. Personal calls that result in a charge to the government are
unauthorized, even if the employee intends to reimburse the
government. Reimbursing the government for unauthorized calls does
not exempt violators from disciplinary action. Thus, a personal
long-distance call must be to an 800-toll free number, charged to any
employee's home number or another non-government number, charged to
the called party if a non-government number or, charged to a personal
telephone credit card. Additionally, personal calls for directory
assistance may not be made if a charge results to the government
telephone.

2. Personal calls, which do not result in a charge to the
government, may be placed if the calls do not adversely affect
performance of the employee's official duties or the mission of the
employee's organization, are of reasonable duration and frequency,
and reasonably cannot be made at another time. The employee's
immediate supervisor or higher management official will determine
these criteria.

4008. <u>COMMERCIAL TOLL CALLS</u>

1. All activity heads, via their TCO's, will ensure only authorized
personnel have access to unrestricted telephones.

2. Verification of toll charges will be maintained per reference (a)
of the basic Manual.

4009. <u>VOICE MAIL</u>. MCB, Quantico customers have the option of requesting voice-mail as an office automation tool.

1. Units requiring activation of their voice-mailboxes must submit a NAVFAC Form 9-11014/20 (EF), to the Telecomm Branch of G-6. The standard storage size for messages is 3 minutes. However, larger mailboxes are available and will be considered on a case-by-case basis.

2. Users are encouraged to check their voice-mail daily and delete messages after they have been read. This ensures that system capacities are not exceeded. Voice-mail messages that have been read will automatically be deleted after 7 days.

3. To have a password reset or if there is a problem accessing voice-mail, a trouble ticket is required to be submitted to the G-6 Help Desk.

4010. <u>PAGING SERVICES</u>

1. The Telecomm Branch coordinates and provides paging services for all Base and tenant units. These services include a variety of paging options. Customers will be required to reimburse G-6 for all service and usage fees.

2. Service may be ordered by submitting a NAVFAC Form 9-11014/20 (EF) or by letter addressed to AC/S, G-6, Telecomm Branch.

CHAPTER 5

INFORMATION SYSTEMS BRANCH

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5001. <u>MISSION</u>. Information Systems Branch provides a variety of information system services, technical support functions, and manages the Local Area Network (LAN) infrastructure aboard MCB, Quantico. It provides support for current and legacy hardware and software services including: commercial and government off-the-shelf hardware and software for base-wide use; reviews local user Information Technology procurements and requirements; and assists in the training and education of activity's Information Systems Coordinators (ISC).

5002. <u>ORGANIZATION</u>. The Information Systems Branch is divided into three sections; Personal Computers (PC) Troubleshooting, Server Management, and Network Architecture.

5003. <u>PC TROUBLESHOOTING SECTION</u>. The PC Troubleshooting section is responsible for the setup and configuration of all PC's aboard MCB (this includes both hardware and software). Typically, a customer/ISC calls the G-6 Help Desk to report system, terminal or other user problem. The PC Troubleshooting Section responds to those calls that concern basic user problems, PC configuration, network interface card installation, peripheral install/configuration (printers, scanners, CD ROM, zip drives, etc. and printer setup). The PC Troubleshooting Section also assists in security and information assurance by checking PC's for unauthorized software, warning banner and current anti-virus software.

5004. <u>SERVER MANAGEMENT SECTION</u>. The Server Management Section is responsible for the majority of all server-based functions. These functions include, but are not limited to; network/e-mail account administration; remote login access, server/mail backups; web-page design/hosting, Lotus Notes administration, and anti-virus program management.

1. <u>Accounts</u>. Once established or changed, user account passwords expire within 90 days. At this time users will be prompted to change his/her password.

    a. There is a minimum seven-character limit on passwords.

b.   Administrative lists will be checked by the Information Systems Branch to ensure no unauthorized personnel are added.

c.   Any request for investigative procedures (i.e. looking at/copying mailboxes, accounts etc.) will be forwarded to the AC/S, G-6 for review. Approval for all such activity will be granted by the CG MCB.

d.   Any changes to user accounts will have proper change documentation/authority (trouble tickets processed thru Help Desk).

e.   All account administrators will sign an acknowledgement form, which emphasizes the authority, accountability and responsibility inherent with account administration positions.

(1) All account administrators shall not access, copy, or make available for view any individual mailbox contents or personal information derived from such unless directed by the AC/S, G-6.

(2) All account administrators shall not add nor delete names from "admin lists" unless directed by the Server Management Section SNCOIC, Information Systems Chief or Information Systems Branch Head.

Failure to adhere to the above may result in punitive action against the offender.

2.   <u>Anti-Virus Security Procedures</u>. Server management is tasked with ensuring that the LAN/Wide Area Network (WAN) is not compromised due to hacker or virus attacks. The following procedures help to ensure LAN/WAN security:

a.   Ensure all DoD computers have notice and consent log-on banners installed per MCBO 5230.3 via login scripts.

b.   Ensure all DoD computers have anti-virus programs installed and running with the appropriate protection settings.

c.   Schedule weekly anti-virus scans on all network servers.

d.   Schedule 10 monthly virus signature updates on all Exchange servers. Ensure all infected attachments are deleted.

e.   Ensure all servers have updated virus signatures.

f.   After receiving notification of a possible virus infection to a particular computer, the following steps are to be taken: the user should disconnect his/her PC from the network and run the resident

anti-virus program to detect and clean the virus. Once the virus has been cleaned, the PC can be re-connected to the network upon ISC approval. The user must then download the Virus Report form from the ISMO Security homepage. The user will fill out the virus report completely. Once the virus report form is received by the G-6 Help Desk, it will be forwarded to the Marine Corps Information Technology Network Operations Center (MITNOC) Marine Corps Intrusion Detection Analysis Section (MIDAS) e-mail address.

     g.   Send weekly LAN Manager messages notifying users of locations to download anti-virus programs and virus signature updates.

     h.   Send immediate LAN Manager messages, as needed, notifying users of new viruses that are a threat to LAN/WAN.

     i.   Read daily Message Dissemination System traffic for Information Assurance and MITNOC notification messages. If instructed, take appropriate action.

     j.   Any user that intentionally distributes viruses/chain letters will be suspended from the network and other necessary administra-tive/punitive action will be initiated. **Users that are not in the Quantico domain will be restricted from sending to the Quantico domain via the bridgehead**. Server Management will contact the appropriate G-6 and MITNOC MIDAS to report virus/chain letter activity.

     k.   All computers have the capability to scan hard drives and floppy drives using Norton Anti-Virus. Norton Anti-Virus can be accessed from the START menu on the desk-top screen.

5005. <u>NETWORK ARCHITECTURE SECTION</u>. The Network Architecture Section is responsible for the network infrastructure within the Quantico area. All network infrastructure equipment, to include routers, switches and hubs are configured and managed by this section. Traffic/bandwidth analysis, capacity planning and network documentation are also major duties.

CHAPTER 6

LOGISTICS BRANCH

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6001. <u>MISSION</u>. The Logistics Branch is responsible for the procurement, maintenance, distribution and replacement of equipment necessary to support the MCB, Quantico mission. This is accomplished by the combined efforts of the six sections that comprise the Logistics Branch.

6002. <u>ORGANIZATION</u>. The Logistics Branch consists of six sections: Contract Management/Supply Section (CMSS), Budget/Accounting/Billing Section (BABS), Facilities/Property Control Section, Fire Alarm Repair Section (FARS), Office Equipment Support Section (OESS), and Electronic Maintenance Section (EMS). The Logistics Branch is also responsible for the monitoring and procurement of G-6 Government-wide Commercial Charge Card purchases.

1. <u>CMSS</u>. The CMSS serves as the administrative coordinator of all G-6 contracts, and is responsible for monitoring Intra-Service Agreements (ISA's) with MCB units and tenant commands. The section is supervised by a Contract Management Specialist, who is also responsible for all training in regards to contract management and oversight. This section is the G-6 liaison with the Purchasing and Contracting Branch/G-4.

2. <u>BABS</u>. The BABS is the G-6 liaison to the Base Comptroller for obligations, expenditures, and G-6 budget execution. Additional services include the oversight of: Telephone Toll and Long-Distance Charges (DITCO), Special Circuit charges (GTE), Pager Services (Skytel), and miscellaneous telephone billing and charges.

3. <u>The Facilities/Property Control Section</u>. This Section serves as the property manager for Newlin Hall. All maintenance work requests for Newlin Hall will be routed to this section. The phone number is 784-5008.

4. <u>FARS</u>. FARS works in tandem with the MCB Fire Department to support all fire alarm systems (for corrective and preventative maintenance) within MCB, Quantico buildings. All fire alarms are monitored by the Fire Department. This section also provides corrective maintenance services for the remaining intrusion devices that are non-compatible with Monitor Dynamics International (MDI). MDI devices are managed and monitored by the Physical Security Section within Security Battalion.

5. <u>OESS</u>. The OESS performs hardware and software technical support, scheduled and unscheduled repair, upgrade, overhaul, alignment, adjustment, and preventive maintenance on complex, standard and special purpose office, ADP equipment and Information Technology (IT) equipment. This includes computers, peripheral devices, Local Area Network (LAN) servers and connectivity hardware, gateways, copiers and printers, facsimile machines, scanners, manual and automated file systems/retrievers, fuel metering devices, addressographs, electronic typewriters, calculators, paper shredders, time clocks and stamps, and other IT equipment. OESS provides the following services for MCB, MCCDC, tenant activities and other reimbursable accounts:

     a. Controls and Contracts for all maintenance services for all government-owned IT equipment.

     b. Serves as the point of contact for excess, redistribution and disposal of new, used, unserviceable, and obsolete commercial IT equipment.

     c. Monitors the maintenance repair performance of commercial vendors and contractors.

     d. Conducts and manages the contract that provides copier support service.

     e. Provides office support equipment to include printers, facsimile machines and copiers for conferences, meetings, and workshops aboard Quantico.

     f. Supervises the care, accountability, and control of government-owned IT equipment.

     g. Supports and coordinates warranty and vendor repair on government-owned IT equipment.

OESS supports tenant activities and reimbursable accounts aboard MCB and MCCDC Quantico, to include Marine Corps Air Facility, Quantico Dependents School, Headquarters and Service Battalion (HqSvcBn), Security Battalion, Marine Security Guard Battalion, Marine Corps University (MCU)(including The Basic School), Command & Control Systems School, Career Planner School, Marine Corps Research Center, Command and Staff College, College of Continuing Education, Officer Candidates School, Staff Noncommissioned Officer School, Amphibious Warfare School, and Weapons Training Battalion. Additionally, OESS honors various Inter-Service Support Agreements (ISSAs) between certain local and off-Base units for maintenance support services.

6. _EMS_. EMS provides intermediate maintenance of tactical and
commercial communication equipment to units aboard MCB, Quantico, and
certain external units. The EMS also serves as the Base calibration
evacuation site. These services include support of tactical and
commercial communications systems, and installation and maintenance
of military police alert (code) systems.

The Tactical Maintenance repair team provides third- and fourth-
echelon maintenance support of ground-common radio communications
equipment. Support is provided to all units aboard MCB, Quantico who
possess tactical communications equipment. Their functions include:
intermediate corrective maintenance of tactical end items, secondary
repairables and circuit card assemblies, in-depth diagnostics and
repair of fixed-plant system, calibration evacuation services,
maintenance management advisories, and the installation, programming,
and repair of mobile commercial radio and code systems. The section
also provides Interagency Memo of Agreement support to I&I stations
in the immediate geographical area based on standard Memoranda of
Agreement (MOA). These MOA's are tracked and validated in the fiscal
section.

The Commercial Communications repair team supports the non-tactical
mobile radios, code lights and sirens. The team also repairs,
replaces and installs portable radios, repeaters and base stations
aboard MCB, Quantico. The EMS also assists in the repair of other
commercial communications systems aboard the Base such as Firing Line
Public Address and Intercommunications.

EMS performs maintenance through both standard work requests and
Equipment Repair Orders (ERO's).

Work requests: Use NAVFAC Form 9-11014/20 (EF) (Maintenance
Management) to request work on fixed plant systems. This request is
forwarded to the AC/S, G-6, for action.

ERO's: Use the ERO for request for direct maintenance support of
tactical equipment, calibration services, or for maintenance float
support. Procedures to fill out requests are found in current Marine
Corps orders and directives in the 4700 series. ERO's should be
delivered, with all associated equipment, by the user/owner during
normal working hours (0730-1630, Monday through Friday).

EMS supports tenant units aboard MCB, Quantico, to include MCU,
HqSvcBn, and Weapons and Field Training Battalion. Additionally,
ISSA's between certain local and off-Base units facilitate
maintenance support for these units.

APPENDIX A

PROCEDURES FOR REQUESTING SOUND SYSTEM SUPPORT

1. The AC/S, G-6 is responsible for providing sound support (Public Address (PA) System) for MCB, Quantico. Sound support is defined as any requirement for PA sound amplifying equipment to be used for military demonstrations, field instructions, safety warnings, parades, ceremonies, athletic events, and similar events. Units requiring sound support will submit requests to AC/S, G-6. Requests will be submitted no less than 10 working days prior to the event. All requests will be per the format contained in this appendix, and submitted via e-mail or fax. Requests for sound support will identify support **requirements** as well as specific equipment required. Equipment requested to support a given event will be verified by the PA Support Section, and adjusted if necessary to facilitate all competing requirements. Requests for specific equipment support may be made, but conflicting commitments on single dates are common and as a result, specific equipment assignments may change. Requests more than 60 days in advance will not normally be accepted.

     a. Requests that are submitted to G-6 less than 5 days in advance are subject to the availability of equipment, and require personnel support augmentation by the requesting unit.

     b. Requests for equipment support for an event which is outside a 50-mile radius from Quantico, VA must be approved by the AC/S, G-6. Equipment support requests for more than 5 days will not normally be approved.

     c. Any outdoor sound support request wherein only one sound system is to be employed, and is not of a continuous nature such as a field exercise, will be supported by G-6 personnel and equipment. Any event requiring more than one sound system will require the requesting unit to provide the personnel necessary to operate the additional sound support equipment. G-6 will provide incidental training necessary for successful sound support of multiple sound system support commitments.

     d. G-6 will provide transportation for their personnel and equipment to and from the event supported for single system events aboard MCB, Quantico. Transportation of personnel for events outside MCB, Quantico boundaries will be the responsibility of the requesting

unit. Obtaining special access passes for G-6 personnel, ensuring access rosters are properly prepared, compliance with local ordinances, etc. will be the responsibility of the requesting organization.

    e. Conflicting requests for same day support will be pr ioritized on a case-by-case basis.

    f. Organizations not organic to MCB, Quantico will submit requests for sound support through the appropriate chain of command to "Commanding General, MCB, Quantico (Attn: G-6)."

2. <u>Scope</u>. Due to the various types of events which frequently require sound support, the following list is provided as a scope of supportability;

    <u>Supportable events</u>:
    Changes of Command
    Post and Relief ceremonies
    Morning Colors ceremonies
    Base-wide events coordinated by G-3
    Retirements (O-6/E-8 and above)

    <u>Non-supportable events</u>
    Promotions
    Award Ceremonies
    Retirements (0-5/E-7 and below)

3. <u>Applicability</u>.   These procedures are applicable to all MCB activities, MCCDC, and tenant commands.

SOUND EQUIPMENT/PERSONNEL REQUEST FORM

G-6 FAX# 784-5959

Request originator/POC (grade/name): _____

Signature: _____ Date: _____

Telephone extension: _____

1. Unit/Command requesting support:

2. Date of event: _____ Time: (setup time)_____
(begin) _____ (end) _____

3. Location: _____

4. Uniform: (G-6 Marines will wear utilities unless otherwise
directed):

5. Name and nature of event: _____

6. Is there an inclimate weather plan? ( )yes ( )no. If yes, will
G-6 be needed to provide sound support at the indoor location?
( )yes ( )no. If yes, what is the location and time? _____

-------------------------G-6 OPERATIONS-------------------------

Date received: _____ Time received: _____

Received by: _____

APPENDIX B

TROUBLE CALL SUBMISSION PROCEDURES

1. <u>PC/DATA RELATED TROUBLE CALLS</u>. Trouble calls should be submitted by Information Systems Coordinators (ISC's), via e-mail, to "QUANTICO G6 HELPDESK" (listed as such on the Global Address List) or telephone 784-4357 (HELP).

    a. Requests that can be handled by G-6:

        - Request is received by Help Desk personnel and prioritized.

        - Tickets related to software, PC settings and hardware are assigned to PC Troubleshooting.

        - Tickets related to servers, Lotus Notes, creation of new network and outlook accounts or any other network related software is assigned to Server Management.

        - Tickets related to Network connectivity, IP address assignments, cabling and Local Area Network access are directed to the Network Architecture Section.

        - The Help Desk handles most account administration requests, password changes, and quick "How to's".

        - Ticket is then entered and assigned to the respective section.

        - The sections complete the necessary work and close the tickets.

    b. Requests that need to be escalated to the Marine Corps Information Technology Network Operations Center (MITNOC) (HQMC, C4I).

        - Requests received from tenant organizations are entered in the trouble ticket database and assigned to the respective G-6 section for review, necessary actions and recommendations. Once the determination is made that the ticket needs to be forwarded to higher MITNOC, the section will assign the ticket back to the Help Desk with appropriate comments and instructions to forward to the MITNOC. Such tickets are those which may effect the Marine Corps Enterprise Network as a whole.

- Trouble ticket is submitted to the MITNOC via e-mail. The ticket incorporates any e-mails from the customer and any comments added by G-6 technicians.

- MITNOC contacts G-6 for additional information or to notify us of the assigned ticket number. The Help Desk will serve as the liaison between all tenant commands, G-6 technicians and the MITNOC. The MITNOC will only pass information through the G-6 Help Desk.

- The MITNOC notifies the Help Desk when work on tickets has been completed and requests authority to close the ticket.

- The Help Desk contacts the customer to make sure that the work is satisfactory and request their authority to close the ticket.

- If the customer's problem has been corrected, the Help Desk contacts the MITNOC and advises them to close their ticket. We make appropriate comments on our ticket and close the ticket. If the customer is not satisfied or the problem is not corrected, we notify the MITNOC with the discrepancies. The Help Desk continues to be the liaison until the work is correct and the customer is satisfied.

2. <u>VOICE/TELEPHONE RELATED TROUBLE CALLS</u>. Trouble calls are sub-mitted by calling 784-2500 and following the voice instructions. The Help Desk can also be queried for status updates.

- The NAVFAC Form 9-11014/20 (EF), Work Request (Maintenance Management) is used for all telephone work requests (adds, moves, changes). The form resides on FormFlow under NAV 9_110.FRP.

- The NAVFAC 9-11014/20 (EF) must be signed by a designated approving authority prior to being submitted to G-6.

APPENDIX C

COURSES OFFERED BY TRAINING

CBT = *Computer-based Training*. Few if any sounds, but plenty of graphics and narratives. CBT is very visual in nature, involves a lot of reading - and offers a proven training methodology.

MBT = *Multimedia-based Training*. Plenty of sights and sounds, multimedia represents computer training at it's best! You'll see video clips, hear music, voices and other sounds, and participate in interactive exercises.

VBT = *Video-based Training*. Still one of the best formats available for computer training ever invented, you are afforded a total audiovisual experience that is, in many ways, superior to traditional "lecture-only" classroom instruction.

The following subjects are offered:

```
Microsoft Office
Computer Security
NT 4.0
Computer Basics
Internet
Information Technology
Windows 95
Windows 98
MCSE Study Course
TCP/IP (For Select Users Only)
Networking (For Select Users Only)
Exchange Server (For Select Users Only)
Web Design (For Select Users Only)
```

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APPENDIX D

TELEPHONE SERVICE INFORMATION

1. Classes of Telephone Service/Features. A listing of classes of telephone service and features provided by the SL-100 switching system can also be found in the MCCDC Telephone Directory and in the Telephone Control Officers training guide published by the Telecommunications Branch.

Class A: Permits local commercial, long-distance, and DSN calls.

Class C: Permits on-Base calls only.

2. Quarters Telephone Service

    a. Occupants of government quarters, who desire telephone service, must contact the commercial telephone company directly. The AC/S, G-6 is not authorized to coordinate private telephone service.

    b. Barracks - Marine Corps Community Services (MCCS) coordinates all personal telephone service in the BOQ's and BEQ's. The AC/S, G-6 is not authorized to coordinate personal telephone services that are under the cognizance of MCCS.

3. Pay Telephones

    a. Pay station telephones are owned, operated, and maintained by commercial telephone companies and are, by permission of the Commanding General, MCCDC, installed for the convenience of the public. POC for pay stations is MCCS.

     b. Evidence of any tampering with or damage to these telephones should be reported to the Marine Corps Exchange Officer, telephone 640-7171.

4. Emergency Calls. Emergency services can be accessed by dialing 911.

5. Defense Switched Network (DSN). DSN is the principal long-haul, voice communications network within the Defense Communication System. It provides unsecured direct distance dialing service worldwide through a system of government-owned and leased automatic switching

facilities. To access DSN from MCB Class A phones, dial 94 plus the 7-digit DSN access number.

APPENDIX E

HEALTH, MORALE, AND WELFARE (HMW)/OFF-NETTING DEFENSE SWITCHED NETWORK (DSN)

1. Off-Netting DSN Calls. Manual interconnection of long-distance (originating at another switch) DSN calls with a local or long-distance commercial network (on- or off-netting) is only allowed for the following purposes:

    a. HMW. DSN may be used to place HMW calls from or to OCONUS isolated or remote geographic locations because of non-availability of acceptable commercial services. CinC's will establish policy for authorization, control, and duration of HMW calls to be compatible with operational requirements, local restrictions, and host-nation laws or agreements. The following conditions apply to HMW use of DSN:

        (1) Calls should be placed only during normal non-duty hours at the originating location and where possible timed to avoid the normal duty period at the terminating location.

        (2) Calls must be placed only at the ROUTINE precedence and normally should not exceed 15 minutes. Off-netting at the distant end is at the discretion of local commanders, who are encouraged to permit HMW calls. An off-net HMW call that would incur a toll charge may be placed if the called party agrees to accept the charges on a collect-call basis or some other arrangement (i.e., credit card).

        (3) No off-net HMW call will incur a toll charge to the government even if the intent is to reimburse the government.

        (4) Calls may be placed only through the local installation operator or, in the absence of an installation operator, from a telephone under a commander's supervision to ensure compliance with the controls described above.

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APPENDIX F

FIELD TELEPHONE WIRE

1. <u>Field Telephone Wire</u>

    a. Field wire will not be placed on utility poles, or in the way of vehicular or pedestrian traffic.

    b. Stringing of field communication wire from a tree to a building; from building to building; on trees within 100 yards of a building; or within 50 yards of an electric or communication line requires prior approval from the AC/S, G-6.

    c. Under no circumstance will wire be suspended over or across electric lines.

    d. The minimum distance for any fixed electric or telephone line to field communication lines is 6 feet.

    e. Climbing poles installed and maintained exclusively for training is acceptable.

    f. The use of overhead steam lines or fences to support field wire is prohibited.

    g. All ground-laid wire along paved roads will be installed on the back slope of the ditch, and will be removed immediately after completion of the exercise.

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APPENDIX G

DIALING INSTRUCTIONS

Local Calls

On Base   Dial 784 + four digit extension

Local Area   Dial 99 + area code + seven digit
                                phone number

MCB, Quantico Information: Dial 784-2121

Fredericksburg FX lines: Dial 99 + 1 + area code + seven digit
                            phone number

                            The following prefixes can be reached
                            without a toll charge: (371, 372, 373,
                            891, 898, and 899)

                            If all FX lines are busy, a recording
                            will inform you of this and give you the
                            option to continue the call and incur a
                            long distance charge or hang up and try
                            your call later.

Long-Distance Calls (For Official Use Only)

Domestic Calls   Dial 99 + 1 + area code + seven digit
                            phone number

International Calls   Dial 99 + 011 + country code + number

Defense Switched Network (DSN)

CONUS Calls   Dial 94 + seven digit phone number

OCONUS Calls   Dial 94 + DSN area code + seven digit
                            phone number

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Calling into MCB, Quantico

From Local Area   Dial 784-XXXX

Long Distance   Dial 703-784-XXXX

DSN   Dial 278-XXXX

*Personal long-distance calls must be charged to a personal calling card or charge card, or placed as a collect call. Personal long-distance calls charged to a government telephone number are not authorized, even if the caller intends to reimburse the government.

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APPENDIX H

TELEPHONE BILLING PROCEDURES

The Budget/Accounting/Billing Section (BABS) provides precise accounting of the commercial and military telecommunications services aboard MCB, Quantico and ensures accurate billing statements and customer reports for both the Base Telephone Officer and individual Telephone Control Officers (TCO). This section distributes electronic copies to each Billing Account Code on a monthly basis and closely monitors the Telephone Management System for any possible billing errors. The TCO (customer) is responsible for certifying their monthly telephone bill received from the Accounting Liaison Branch, Comptroller Division, and to notify the BABS, Logistics Branch/G-6, regarding any billing errors or discrepancies.

Procedures for unofficial calls:

1. TCO's verify all calls, and report unofficial calls to the G-6 BABS.

2. The BABS collects the funds for reimbursement, and credits customer accounts accordingly.

3. Any billing questions can be directed to the BABS (784-5010).

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APPENDIX I

NETWORK ADMINISTRATOR FORM

From: Commanding General, Marine Corps Base, Quantico, VA
       22134 (B 50)
To:

Subj: PROHIBITED CONDUCT BY NETWORK ADMINISTRATORS

Ref: (a) MCBO P2831.1A

1. You have been assigned duties as a network administrator with the G-6, MCB, Quantico, VA. Your duties are set out in the reference. You are instructed to read those portions of the reference that pertain to your assignment and to adhere to the procedures set out in it.

2. You are also advised that, as a network administrator, there are some actions that you are forbidden to carry out and some actions that you may take only with the permission of higher authority. Those actions are:

    a. I will not change a user's password without proof of identification of the requesting user.

    b. I will not change a user's account properties unless the user or the Information Systems Management Officer makes a request via trouble ticket.

    c. I will not allow anyone to view another user's mailbox unless written permission is provided from the Commanding General, MCB, Quantico.

    d. I will not view nor manipulate another user's mailbox unless specifically directed by the user, Information Systems Management Officer, the Assistant Chief of Staff, G-6, or the Commanding General, MCB, Quantico.

    e. I will not grant network administrative access to anyone without the consent of the Information Systems Management Officer.

    f. I will not use the remote control feature of Systems
Management Server to take control of a client without the permission

Subj: PROHIBITED CONDUCT BY NETWORK ADMINISTRATORS

from the user, Information Systems Management Officer, the Assistant
Chief of Staff, G-6, or the Commanding General, MCB, Quantico.

    g. I will not use the administrative control I have as a network
administrator to affect files, software, or hardware within the
network except in the course of my lawful duties. For example, I
will not delete files within the network except under direction of
competent authority.

    h. I will report any violations by other network administrators
to the Information Systems Management Officer, the Assistant Chief of
Staff, G-6, or the Commanding General, MCB, Quantico.

3. You are advised that failure to comply with this Manual can
result in punitive or adverse administrative action.

                        /s/

                                      _____
                                    (date)

FIRST ENDORSEMENT

From:
To: Commanding General, Marine Corps Base, Quantico, VA
     22134 (B 50)

1. Received. I will comply with all the provisions of this Manual.
I understand that my failure to do so may result in punitive or
adverse administrative action.

                       /s/

I-2

COMM-ELEC SOP

APPENDIX J

ORGANIZATIONAL CHART

G-6 ORGANIZATIONAL STRUCTURE

```
                          AC/S G-6
                              |
    Deputy                    |                    Comm
     G-6 ──────────────────── │ ──────────────── Chief
       |                      |
     Admin                    |
     Spt O                    |                 Operations
                              |                  Branch
    Future                    |
    Plans/                    |
    Special ──────────────────│
    Projects                  |                 Logistics
                              |                  Branch
                              |
        ┌─────────────────────┼─────────────────────┐
        |                     |                     |
      ISMO          Defense Messaging            Telecomm
     Branch              System                   Branch
                    Area Control Center
```