



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
PSC BOX 20005
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 5230.5

G-6

07 OCT 2015

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE
ORDER 5230.5

From: Commanding General
To: Distribution List

Subj: MARINE CORPS INSTALLATIONS EAST REGIONAL STANDING
OPERATING PROCEDURES (SOP) FOR GARRISON INFORMATION
TECHNOLOGY LOGISTICS SUPPORT

Ref: (a) MCO 5400.54
(b) DOD Instruction 5000.64 of 13 August 2002, "Defense
Property Accountability"
(c) MCO 4400.150
(d) MCO P10510
(e) MCO 4790.25
(f) MCBul 4440 of 16 May 15
(g) Marine Corps Common Hardware Suite Logistics Support
Requirements For Commercial Off-the-Shelf Computer
Platforms; 1 September 2013

Encl: (1) Configuration Item List
(2) Maintenance Flow Chart

1. Situation. The United States Marine Corps (USMC) Garrison Information Technology (IT) environment has transitioned from a contractor owned and operated information environment to one that is Government Owned, Government Operated, and contractor supported. The USMC is responsible for the Garrison IT lifecycle requirements and assumes the operational control and responsibility for maintenance and support of IT assets. The regionalization of bases and stations that resulted in the establishment of Marine Corps Installations East-Marine Corps Base Camp Lejeune (MCIEAST-MCB CAMLEJ), outlined in reference (a), also resulted in the regionalization of garrison IT logistics and support. As a result, the Base S-6 at Camp Lejeune was designated as the MCIEAST-MCB CAMLEJ G-6. In support of the Regional Commanders' Information Technology Infrastructure (ITI) requirements, this Order provides guidance

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on staging, accountability, maintenance, and support activities associated with garrison IT assets.

2. Mission. To advise MCIEAST-MCB CAMLEJ Installations IT Logistics leaders of the plan to maintain garrison IT assets to include the tools and processes to be used and to outline the processes that the Installation Commanders will follow to provide maintenance, sustainment, and disposition of IT assets in the garrison environment.

3. Execution

a. Supply Support

(1) General Supply Support. In accordance with references (b) through (d), the USMC will provide full service staging, inventory, and logistics support for the USMC garrison IT environment. These services include inventory management, forecasting, purchasing, receipting, and maintaining inventory to align with the approved Accountable Property System of Record (APSR), which will be established per Commandant of the Marine Corps's Installation and Logistics policies.

(2) New IT Asset. Garrison IT assets that are introduced into the Government inventory for the first time will be processed onto the Installation Commander's garrison property records via the Installation's Personal Property Manager (PPM). End User Garrison IT Assets (computers, laptops, printers, tablets, etc.) will be accounted for in the garrison APSR (in other words, Defense Property Accountability System), regardless of the purchase cost or value, as they are considered pilferable. Transport (switches, routers, and network appliances) and IT Facilities Assets (Uninterrupted Power Supplies (UPS)) will be accounted for in the garrison APSR if their purchase cost or value exceeds \$5000.

(3) Discovered IT Asset. Garrison IT assets that are discovered during inventories, incident response, system failures, or those which are discovered as a result of scheduled asset technology refresh, will be processed into the Installation Commander's garrison property records through the Installation PPM. End User Garrison IT Assets will be accounted for in the garrison APSR regardless of the purchase cost or value as they are considered pilferable. Garrison network

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transport equipment will be accounted for in the garrison APSR if their purchase cost or value exceeds \$5000.

(4) Staging. Staging includes those actions that prepare for the delivery of garrison IT assets to the Installation Commander. Marine Corps Systems Command (MCSC) will be responsible for the staging and building of assets to the specific configuration ordered for Programs of Record such as Next Generation Enterprise Network and Secure Operational Network Infrastructure and Communications. Staging and building includes loading all core and additional applications to the machines and creating the birth records for all of the IT assets and software related within the currently approved enterprise automated tool for IT request fulfillment, change management, and configuration management (currently Remedy). MCSC provides logistics support to ensure the assets are shipped to the installations via the USMC Distribution Management Office to the PPM to meet the delivery schedules and for inclusion in the commander's APSR as appropriate. Prior to shipment, MCSC ensures the appropriate birth records are created in the approved garrison APSR as well as in the approved USMC ticketing system.

(5) Secondary Staging. When required, secondary staging will be the responsibility of the Installation G/S-6. At this location, any required changes will be made to ensure the asset meets Installation standards prior to being issued to the Responsible Officer (RO).

b. Information Technology Asset Management (ITAM)

(1) Remedy. Remedy is the current approved enterprise automated tool for IT request fulfillment, change management, and configuration management. It is the primary repository for all garrison IT assets within MCIEAST, and when properly populated, serves as the electronic record jacket for all garrison IT assets. All relationships with other configuration items and maintenance of IT assets will be documented within the Remedy Configuration Management Database (CMDB). Asset managers at each Installation G/S-6 will conduct audits as needed to ensure the database remains accurate to include the location of hardware and software and the relationship between IT assets. Each Installation G/S-6 will create procedures to ensure all IT assets are identified in Remedy and that their relationships with each other are properly documented. Further, each Installation G/S-6 will ensure warranty and service contract

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information pertaining to all locally procured hardware and software are related to each configuration item (CI) in Remedy and updated as service contracts are renewed or updated. Remedy will be used to collect information regarding lifecycle refresh, making it imperative that the information provided within this system remains accurate at all times.

(a) Contract Information in Remedy. The purchasing command will load contract information to Remedy. The contract information loaded will reflect the contract/delivery order from which the assets were ordered, the warranty/support period, the supplier, and the actual contract/delivery order will be attached to the contract via work log entry. Each newly procured asset will be related to the appropriate contract in Remedy by the purchasing command.

(b) Asset Record Creation. The purchasing command will create the asset records for all items procured. Example: when UPS are procured by MCIEAST-MCB CAMLEJ G-6 Facilities, they will ensure the asset records for those UPS are created. Each Installation G/S-6 is responsible for creating the asset records for existing IT assets in their possession. If the asset record currently exists in Nosecure Internet Protocol Router (NIPR) Remedy, but the asset is installed in support of Secured Internet Protocol Router (SIPR) equipment, the Installation G/S-6 will annotate that asset as transferred in NIPR Remedy and will add it to SIPR Remedy. There is no need for the Installation G/S-6 to create the asset in NIPR Remedy if they are creating asset records for assets already installed in support of SIPR. No receive date is required for asset records being created for devices already on hand.

(c) Remedy Asset Record Maintenance. The receiving command will maintain the Remedy records as the assets are received, installed, and disposed of. Region, site group, site floor, and room will all be populated by the receiving Installation G/S-6.

(d) Install. When the Installation G/S-6 installs any IT asset, they will update the location of the device, the status field will display "deployed" and the Installation Date field will be populated with the date the asset was installed. If the asset is installed in support of SIPR equipment with a record currently in NIPR Remedy, the Installation G/S-6 will annotate that asset as transferred in NIPR Remedy and will

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create a record for it in SIPR Remedy. All SIPR assets will be loaded into SIPR Remedy by the Installation G/S-6.

(e) Warranty RMA. Installation G/S-6 will maintain the Remedy record for assets returned to the vendor for maintenance and will change the status field of the returned asset to "returned to vendor". When the status is changed to "returned to vendor" due to a return for warranty repair, the return date will be populated as well. A new record will be created by the Installation G/S-6 upon receipt of a replacement asset.

(f) Disposition. Upon disposition, the Installation G/S-6 will change the status of the asset to "disposed" and will populate the disposal date.

(2) Lifecycle Refresh. The planned replacement of garrison IT assets with a more technologically advanced make, model, or type is considered lifecycle refresh. Lifecycle refresh occurs as a result of a required change. The required change could be due to planned obsolescence by the Original Equipment Manufacturer (OEM), security vulnerabilities, operating system/platform changes, increased performance requirements, decreased availability of repair parts, and support or infrastructure enhancements. Enclosure (1) identifies the refresh cycle and warranty period of particular IT CI.

(3) Asset Managers. Asset Managers will be assigned within every Installation G/S-6 and will be responsible for the following:

(a) Perform audits to ensure the information in the CMDB is accurate to include locations, relationships, warranty information, and service contract information of all CIs.

(b) Coordination regarding the identification and location of CIs scheduled for upcoming refresh.

(c) Updating Remedy regarding all moves, adds, and changes that affect the location or relationships of CIs.

c. Facilities

(1) UPS in Support of Network Equipment. UPS' will be installed with all MCIEAST-MCB CAMLEJ G-6 network equipment to

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reduce the risk of power related hardware issues and configuration loss due to short term outages and power irregularities. UPS' are used as a short term solution during an outage and should sustain the network equipment for a minimum of fifteen minutes. The specific UPS required will be based on the power requirements of the network equipment supported and the type of receptacle and power available in the space where the UPS will be installed. The power requirements of the network equipment can be found either on the data plate on the asset or in the equipment specifications. Table 1 identifies the UPS capacities that will be used and the receptacles required for the use of each type of UPS.

UPS Capacity* (in Watts)	UPS Form Factor	Receptacle Image	Receptacle Type	Bldg. Power
1000	Breadbox or Rack / Tower mountable		5-15R	120V 15 Amps
1500	Rack / Tower mountable		5-15R	120V 15 Amps
2000	Rack / Tower mountable		20R	120V 20 Amps
3000	Rack / Tower mountable		L5-30 Receptacle	125V 30 Amps
6000	Rack / Tower mountable		L6-30 Receptacle	208V 30 Amps

*UPS are intended to have a sustained rate up to 80% capacity, i.e. a 1000 watts capacity UPS will provide sustained power output of 800 watts.

Table 1

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(a) UPS Install. A UPS will be installed by the Installation G/S-6 to support all network assets. The best practice is to mount the UPS at the bottom of the rack ensuring no network equipment is underneath. This is a safety precaution in case there is battery leakage. The bread box form factor will only be used for tight applications, such as SIPR vaults or safes.

(b) UPS Refresh. MCIEAST-MCB CAMLEJ G-6 will issue UPS' to the Installation G/S-6 at a 20 percent annual refresh rate, based on the information available in Remedy, funds permitting. UPS' will also be issued upon the request of the Installation G/S-6, funds permitting.

(c) Remedy Request for UPS Issue

1. Submitters. Remedy requests for UPS issue must be submitted by personnel on the authorized list of submitters. Each Installation G/S-6 must submit an authorized list of submitters for their area of responsibility to MCIEAST-MCB CAMLEJ G-6 Facilities via mcieastg6facilities@mcw.usmc.mil. The submitter will update the work log of the original ticket indicating receipt of equipment and will relate asset records to the service request ticket upon receipt.

2. Required Remedy Request Information

a. Summary: <PSI> Request New UPS
(Example: PARR Request New UPS)

b. Target Date: Required delivery date

c. Impact: 4

d. Urgency: 4

e. Incident Type: Service Request

f. Notes: Make, model, quantity, justification, room number, and equipment make and model supported.

g. Assigned Group: Marine Air-Ground Information Technology Support Center (MITSC) EAST/MITSC EAST/Facilities

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3. MCIEAST-MCB CAMLEJ G-6 Facilities.

MCIEAST-MCB CAMLEJ G-6 Facilities will update the Remedy ticket work log as the status of the requested asset changes. The submitter will be notified upon shipment or requisition of equipment by MCIEAST-MCB CAMLEJ G-6 Facilities via Remedy.

(d) UPS Procurement. MCIEAST-MCB CAMLEJ G-6 Facilities will maintain a contract with sufficient quantities to replenish the region at a minimum of 20 percent annual refresh rate. Remedy will be the source for identifying the number of each type of UPS to procure for each Installation G/S-6 each fiscal year (FY). All procured UPS' will be purchased with a total of five years warranty support. MCIEAST will provide the Installation G/S-6 with the battery replacement kits required each FY, after such assets are identified by the installation and reported to MCIEAST-MCB CAMLEJ G-6 Facilities. Installation assets must be out of warranty, and must be resident in the Remedy CMDB before battery replacement will occur. Installation G/S-6 is responsible for ensuring their rack/tower mountable UPS assets are properly identified and maintained in Remedy. Contract information pertaining to the purchase of UPS' will be created in Remedy by MCIEAST-MCB CAMLEJ G-6 Facilities. As UPS' are procured, they will be related to the appropriate contract in Remedy by MCIEAST-MCB CAMLEJ G-6 Facilities. All asset records created for newly procured UPS will be created in NIPR Remedy by MCIEAST-MCB CAMLEJ G-6 Facilities. Table 2 identifies the required fields and explanations of each field for new UPS asset records.

Field	Input
Received Date	Warranty start date / date equipment was accepted
CI Name	Serial number of UPS
CI Description	UPS
Product Name	Model Number of the asset
Manufacturer	Manufacturer of the asset
Tier 1	Hardware
Tier 2	Facility
Tier 3	UPS
Region	State
Site Group	Installation (Choose from drop down)
Site+	Building number where asset is located

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Room	Room Number where asset is located
Floor	Floor the asset is located on
Status	Received

Table 2

(2) MCIEAST-MCB CAMLEJ G-6 Building Backup Power Systems Maintenance. MCIEAST-MCB CAMLEJ G-6 Facilities will maintain contracts for the maintenance and testing of data center, micro-data center, Area Distribution Nodes, and building UPS' that support MCIEAST IT networks within the region. The Installation G/S-6 will coordinate with the installation G/S-4 or Facilities Section for scheduled maintenance and testing of redundant power generators that support G/S-6 missions.

(a) Scheduling. MCIEAST-MCB CAMLEJ G-6 Facilities will schedule maintenance and testing of the supported backup power systems aboard the installations in coordination with the respective Installation G/S-6.

(b) Change Management. MCIEAST-MCB CAMLEJ G-6 will perform the change management for all scheduled preventive maintenance (PM) and testing associated with supported backup power systems. MCIEAST-MCB CAMLEJ G-6 Facilities will create the change management ticket in Remedy for all scheduled building UPS PM for systems supported by the MCIEAST-MCB CAMLEJ G-6 support contract. MCIEAST-MCB CAMLEJ G-6 Facilities will relate the ticket to the specific serial numbers and asset tags as applicable. Reports related to testing/PM will be attached to the ticket by MCIEAST-MCB CAMLEJ G-6 Facilities at resolution.

(c) Request for Support. MCIEAST-MCB CAMLEJ G-6 Facilities will be notified by the Installation G/S-6, via Remedy ticket, of building backup power systems that require support. Tickets will be created within one week of Building Occupancy Date for new construction or within 1 week of newly installed backup power systems coming on line when they are installed as part of a renovation/maintenance action.

1. Summary: <PSI>, <Building Number>, Request Building Backup Power Support (Example: PARR, Building 24, Request Building Backup Power Support)

2. Target Date: <Earliest Warranty Expiration>

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3. Impact: 4
4. Urgency: 4
5. Incident Type: Service Request
6. Notes

a. For data centers and micro-data centers include the following information: make, model, serial number, site Identification (ID)/building number, asset ID, and warranty expiration date of each backup power asset associated.

b. For Area Distribution Nodes include the following information: battery type, number of strings, number of batteries per string, install date, expiration date of each asset required to be covered, manufacturer warranty expiration, upper threshold, lower threshold, and any additional clarifying information that would help distinguish the specific strings or batteries such as string or battery serial numbers.

7. Assigned Group: MITSC EAST Triage

d. Maintenance and Repair

(1) Maintenance Responsibility. Garrison IT assets belong to the Installation Commander. As such, maintenance and sustainment of these assets is the regional G-6 and Installation G/S-6 responsibility. Funding to support garrison IT assets will be provided via Marine Corps Installations Command through the G-8 chain. A simplified work flow of the actions required for maintenance is identified in enclosure (2).

(2) Parts. Spare parts or repair parts used for immediate restoration may consist of End Items, Line Replaceable Units (LRU) or Class IX parts, and expendable or consumable restoration parts. These parts may be provided via a POR or procured by the maintenance activity in support of the IT infrastructure. Maintenance activities will establish allowances of spare parts using an approved local Demand Supported Items List (DSIL) per reference (c). Spare parts that are procured, stocked, and managed as IT replacement parts will NOT be used to extend services or increase the capability of any information environment.

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(3) Service Restoration/Organizational Maintenance. Field Service operations for IT assets will be supported by the MITSCs, Installation G/S-6 personnel and unit Information Systems Coordinators. Organizational Maintenance will be performed with a mix of contractor support and government personnel at the Installation. All personnel performing touch labor functions on the network, in the data centers/server farms, or on end user equipment at the customer's location will possess the appropriate certifications. Current training and certification requirements for organizational maintainers include the Military Occupational Specialties (MOS) 0651, 0656, 2847, 2862, and 2651; or civilian job series 0391, 0856, 2210 or 2604, and/or CompTIA A+ Certification, CompTIA Network + Certification (required for network and network based troubleshooting), and/or CompTIA Security + Certification (required for network and network based troubleshooting). Organizational Level Maintenance Support will focus on the restoration of services as far forward as possible. Service interruptions will be reported by a combination of user initiated trouble tickets (via USMC approved ticketing system), remotely monitored Common Operational Picture and automated system alarms. All equipment failures, regardless of reporting method, will be documented using the approved ticketing system.

(a) Repair by Configuration/Touch Labor. The first method of restoration of service will be performed by Organizational touch labor. This restoration will be in the form of software reload, configuration change, re-image or remote troubleshooting/restoration by MITSC or Installation IT specialists.

(b) Repair by Replacement (Spare Parts/DSIL/Repurposed Assets). When organizational maintenance actions identify a hardware asset failure, and a determination has been made to immediately restore services, a replacement asset of like type/configuration must be sourced via a maintenance request to the local supporting activity. Garrison IT replacement assets will only be provided to support the restoration of a failed garrison IT asset. In those instances where a Table of Authorized Material Control Number asset is operating on the garrison IT network, the using organization will be responsible for repairing or replacing the asset. Garrison IT assets will not be used to replace non-garrison IT assets. The servicing Installation G/S-6 makes a determination as to the source of the replacement item (spare parts, repair parts, DSIL, repurposed equipment) and forwards the request via

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an incident ticket to the section maintaining the inventory of replacement assets, usually the IT Asset Manager or Maintenance Section. Once the replacement asset is identified, the appropriate supply transaction is processed and the asset is provided to the Organizational Maintenance Technician who installs the asset to restore service. End user replacement assets will be obtained through attrition of the hardware during refresh cycles, procured by the POR or via local funds. Installation G/S-6's shall account for and manage distribution of repurposed end user items. The maintenance activity shall determine when the use of replacement assets is appropriate.

(4) Repair Using Organic Maintenance Capability. Maintenance activities may perform maintenance actions on failed garrison IT assets provided the following conditions are met:

(a) Assigned personnel are on staff that possess the appropriate skill sets and certifications, to include MOS 0651, 0656, 2847, 2862, and 2651; or civilian job series 0391, 0856, 2210 or 2604, and/or COMP TIA A+ Certification and manufacturer specific certification.

(b) The cost of the repair does not exceed 65 percent of the depreciated cost of the item. The depreciated cost is determined by querying the APSR. 65 percent is the threshold where equipment is deemed uneconomical to repair. 65 percent depreciated cost may be waived in those instances where an undue burden is placed on the maintenance activity due to obsolescence, difficulty acquiring repair parts or other documented factors.

(c) The equipment failure results from a condition that is not covered by the manufacturer warranty or maintenance contract i.e. physical damage, unauthorized maintenance, equipment hardware, firmware or software has reached the end of its useful service life or the term of the manufacturer's warranty, or the maintenance contract has lapsed.

(5) Warranty Management/Administration. Maintenance of IT assets will rely greatly on equipment warranties provided by the vendor and/or OEM. Equipment warranties are a government-managed program. Manufacturer warranties will be included when procuring non-developmental items. In cases where an extended warranty is available it will be acquired instead of negotiating a separate warranty agreement. These warranties may be acquired if any of the following is true: They are cost-effective and

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can be executed with existing supply and maintenance procedures (to include administrative procedures for tracking and executing the warranty by assigned Garrison IT Maintenance/Asset Management personnel), the warranty cost cannot be severed from the item price to effect a price reduction for the item, or Warranty Return Material Authorization (RMA).

(a) RMA represents the approval by the equipment manufacturer, vendor or authorized servicing activity to return a failed item of equipment for repair or replacement. In many cases, vendors will provide a replacement item of equipment prior to receipt of the failed item. The time frame for receipt of a replacement item is dependent upon manufacturer's established practices. All requests for Warranty RMA will be initiated by the Asset Management or Maintenance section in the servicing G/S-6 and entered into the approved ticketing system. Warranty actions will be coordinated with the respective manufacturer/vendor. All RMA transactions that result in equipment replacement will be documented in Remedy as well as in the APSR (if applicable) to ensure proper configuration management and property accountability. The standard warranty period for peripheral items varies by vendor.

(b) Returned Equipment. Equipment returned for defects or malfunctions is handled in accordance with contractual stipulations between the government and the vendor. Hard drives are exempt from any returned equipment requirements, due to the possibility of containing sensitive data. When repair or replacement requires transportation of the nonconforming or defective items, the cost of shipping to and from the vendor's plant is done at the vendor's expense, unless otherwise stated within the warranty. An RMA number must be obtained from the vendor in order to secure transportation back to their facility. The shipping organization is responsible for preparing and packaging the equipment for shipping in accordance with the vendors' instructions. The RMA label provided by the vendor will be affixed to the package. Finally, unit maintenance personnel or IT Asset Manager must coordinate with the Installation PPM for any required property accountability changes and updates.

(c) Self-Maintainer Programs for Warranty Repair and Replacement Parts. Coordination of warranty maintenance and repair is a USMC responsibility. Returning equipment for warranty repair/replacement, performing in-house warranty repairs, and ordering replacement parts that are covered under

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warranty must be accomplished in a manner that is compliant with the terms and conditions of the warranty agreement(s). The USMC uses several vendors to supply garrison End User IT assets. Self-Maintainer programs ensure warranty compliance and provide warranty information, technical assistance, training and certification that benefit both the vendor and the Marine Corps by ensuring that the Marine Corps has qualified personnel to quickly and accurately diagnose and resolve warranty issues. The G/S-6 must identify a sufficient number of employees to become certified under the Self-Maintainer programs for the purpose of diagnosing hardware problems, ordering replacement parts that are under warranty, and ensuring compliance with vendor's warranty requirements. Vendor Warranty Contact Lists, vendor specific processes/details and terms and conditions are available via vendor portals and web sites. Amplifying information will be published via separate correspondence.

(6) Manufacturer Support Agreement Administration. The USMC will enter into support agreements with OEM and OEM authorized support partners for specific garrison IT assets. These agreements may be centrally funded and administered at the Enterprise level, or may be administered regionally. Support agreements provide troubleshooting and restoration support via telephone, remote network connectivity and web based methods. Remote support is generally employed by organizational maintenance personnel and consists of configuration support, remote troubleshooting and identification of failed hardware assets. Support agreements provide hardware repair/replacement support for garrison IT assets by means of RMA. In some cases, the OEM may provide advance replacement of failed assets to restore services prior to receiving the failed asset from the owning organization. All hardware replacements provided under a support agreement will be processed through a maintenance request.

(7) Disposition and Defect Reporting

(a) Material Defect Reporting. When an item is identified by organizational maintainers as being unserviceable, defective, or damaged, it is reported to the RO for appropriate disposition. If the item is determined to be unserviceable and not useful as an insurance item, the RO and the asset manager will initiate the disposition process. When an item is identified by the maintenance activity as being unserviceable, defective, or damaged, the maintenance activity will process the

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asset for disposition and will initiate the appropriate property transfer documentation for removal from the RO property records.

(b) Demilitarization and Disposition Planning. The Installation G/S-6 is responsible for managing the disposition of garrison IT assets. IT assets that have been identified for permanent removal from service and are not being used as insurance items are to be properly accounted for and disposed. Prior to disposition, any electronic media used to store information (hard drives, solid state drives, and physical memory) must be degaussed or destroyed and disposed of in accordance with appropriate Marine Corps orders and Department of Defense instructions. Completed supply transfer documents will be generated and provided to the installation Property Control Office/PPM, who updates the property records to reflect disposition. Physical media that has been degaussed and physically destroyed may be turned in to the local Defense Logistics Agency Disposition Services Office as scrap. Equipment batteries will be handled, stored, and disposed of in accordance with local guidelines and regulations for hazardous material disposal.

4. Administration and Logistics

a. Asset Manager: The unit appointed representative responsible for the accuracy of the information within Remedy (or other approved ticketing system) regarding the location of all garrison IT hardware and software assets; the relationships between all IT hardware, software, and applications; warranty information, and the refresh schedule of those items for the unit.

b. Class IX Repair Part: All repair parts and components, including kits, assemblies, and subassemblies (non-reparable) required for maintenance support of equipment.

c. Demand Development Period: The period of time extending from the date of preliminary operational capability to a point in time when spare and repair parts requirements can be forecast based on actual demands using statistically valid methods.

d. Depot Maintenance: Actions required to sustain equipment throughout its life cycle by performing major repair, overhaul or complete rebuild of parts, subassemblies, assemblies, or principal end items to include manufacturing parts and conducting required modifications, testing,

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calibrating, and reclaiming. Commercial industrial facilities, original equipment manufacturers or a combination thereof may perform depot level maintenance. Depot level maintenance also supports lower levels of maintenance by providing overflow maintenance services and by performing on-site maintenance services including technical assistance when required.

e. End User IT Asset: A terminal item of hardware that the end user employs to store, manipulate, and process voice, video, and data. May or may not connect to the transport (network) layer.

f. Garrison IT Asset: A general purpose garrison item of hardware (equipment) or software (license) that provides/supports provision of Voice, Video, or Data in electronic or optical format. IT assets include, but are not limited to: Video devices (cameras, televisions, video recorders, projectors, closed circuit devices, etc.) radio subscriber devices, radio frequency repeaters/systems, telephone switching equipment, telephone subscriber equipment (portable and fixed Installation telephones, pagers, fax), network (transport) equipment (routers, switches), storage/processing equipment (servers/data center equipment), UPS and end user equipment (desktop, laptop, tablet, local, and network printers, external hard drives, scanners, plotters).

g. IT Ancillary Material: An item of hardware that is connected to a host computer, but is not part of it. It expands the host's capabilities by providing input, output, or storage; but does not form part of the core computer architecture. It is often, but not always, partially or completely dependent on the host. These items are considered to be SL-3 to the host as Basic Inventory Items in accordance with reference (c). IT Ancillary Material assets include, but are not limited to: local printers and multi-function devices (print, copy, scan, fax), monitors, keyboards, mice, track balls, and similar items of equipment.

h. Information Technology Asset Management (ITAM): The set of business practices that join financial, contractual, and inventory functions to support life cycle management and strategic decision making for the IT environment.

i. Intermediate Maintenance: Actions not able to be conducted at the Organizational level due to compliance or complexity. This level of maintenance is both preventive and

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corrective in nature. Intermediate level maintenance actions include inspection/in-depth diagnosis, modification, replacement, adjustment, and repair or evacuation/disposal of end items and their selected components/sub-components. Intermediate level maintenance is performed by specially trained technicians.

j. Intermediate Maintenance Activity (IMA): The organization that manages/performs intermediate maintenance of garrison IT assets for a geographical area. This area includes the installations that fall under the authority of a Regional Installation Commander. It also includes those supporting establishment networks and systems that are outside of the authority of the Regional Commander, but consume regional IT services, such as Recruiting Stations, Training Commands, and Reserve Centers.

k. Line Replaceable Unit (LRU): a subassembly intended for on-site replacement in an End Item to restore services. LRUs may be either nonexpendable or expendable.

l. Organic Maintenance Capability: The capability of an organization to perform maintenance actions using on-hand, trained personnel and local Operations and Maintenance - Marine Corps (O&M-MC) funding.

m. Organizational Maintenance: Also referred to as Tier I and II under Information Technology Infrastructure Library (ITIL). Actions required to sustain equipment in a mission capable status. This level of maintenance is both preventive and corrective in nature. Organizational level maintenance includes expeditious assessment and maintenance conducted under operational conditions. Organizational level maintenance normally entails inventory, cleaning, inspecting, preserving, lubricating, adjusting, and testing as well as replacing parts and components with common shop tools.

n. End Item: An item of equipment that is not a subassembly of a larger component.

o. Storage/Processing IT Asset: An item of hardware that stores or processes data for retrieval in a central location. Storage/Processing IT assets include, but are not limited to: servers, Storage Area Networks, controllers, load balancers, and firewalls.

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p. Transport IT Asset: An item of hardware that provides routing and switching across the network.

5. Command and Signal

a. Command. This Order is applicable to all MCIEAST Installations. Should any realignment or changes occur that affect either command or authority, this Order will be updated accordingly.

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



T. D. WEIDLEY

DISTRIBUTION: A/B/C

Configuration Item List

MCIEAST-MCB CAMLEJO 5230.5

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CI	CI Definition	Example	Refresh Cycle (yrs)	Warranty Period (yrs)	Requires ongoing warranty or service	Track in Remedy
Automatic Call Distributor System (ACD)	(Automatic Call Distributor) A computerized phone system that responds to the caller with a voice menu and connects the call to the appropriate agent. It can also distribute calls equally to agents.	T-metrics	EOL	2	Yes	Yes
Heat Sensors	Automated Heat Stress System Sensors; replaces wet bulb globe temperature systems.	AHSS Sensors	EOL	No	No	Yes
Battery	The batteries associated with an electrical apparatus that provides emergency power to a DCO, ADN, or data center when the input power source fails.	48V GNB Absolyte IIP 50A-13	10 - 15 years	2	Yes (Bldg Batteries only)	Yes
Camera	Security cameras that exist on an IT network.		at failure			Yes
Card	A board that has many electrical circuits and that is used in a piece of electronic equipment.	blades, supervisor modules	EOL	No	Yes if not covered under chassis	Yes
Desktop computer	A personal computer in a form intended for regular use at a single location desk/table due to its size and power requirements, as opposed to a laptop whose rechargeable battery and compact dimensions allow it to be regularly carried and used in different locations.	Dell Optiplex	4	4	No	Yes
Emergency power generator	Emergency power generator (gas powered) associated with a data center, DCO, or ADN.		No	No	Yes; should be covered by base maintenance	Yes
Fiber channel	A high-speed transport technology used to build storage area networks (SANs).		EOL	N/A	No	Yes
HVAC Bldg	Heat and air conditioning systems in data centers, ADNs and DCOs.	CRAC Units	No	No	Yes; should be covered by base maintenance	Yes
Interactive voice response system (IVR)	An automated telephony system that interacts with callers, gathers information and routes calls to the appropriate recipient.		EOL	1	No	Yes

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Laptop computer	A computer that is portable and suitable for use while traveling.	HP Probook	4	4	No	Yes
Load balancer	A hardware based device that acts as a reverse proxy and distributes network or application traffic across a number of servers.		EOL	5	Yes for software upgrades	Yes
Monitoring appliance	A hardware/software package that captures all user transactions from 'in-flight' network traffic and delivers real-time intelligence for business applications.		replace upon failure	No	Yes	Yes
Network attached storage (NAS)	A file server that connects to the network and contains a slimmed-down operating system and file system and processes only I/O requests by supporting the popular file sharing protocols, primarily CIFS for Windows and NFS for Unix.		5	5	Yes; support needs to include harddrive replacement	Yes
Operating system	The software that supports a computer's basic functions, such as scheduling tasks, executing applications, and controlling peripherals.	Windows 7	EOL	No	Yes	Yes
Rack / Tower UPS	UPS installed in support of switching equipment.	GTX3-1000-RT-120	EOL	5	No	Yes
RAID storage device	A data storage virtualization technology that combines multiple disk drive components into a logical unit for the purposes of data redundancy or performance improvement.		dependant upon SAN/NAS	part of SAN/NAS	included with SAN/NAS	Yes; drives are not required to be tracked
Router	A networking device that forwards data packets between computer networks. A router is connected to two or more data lines from different networks.	CISCO 2911	5	5	Yes	Yes
Server	A computer program that provides services to other computer programs (and their users) in the same or other computers.	Dell Poweredge 2950	4	4	Yes	Yes
Software	A general term for the various kinds of programs used to operate computers and related devices.	Adobe Professional	EOL	No	Yes	Yes

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Storage Area Network (SAN)	A high-speed network of storage devices that also connects those storage devices with servers. It provides block-level storage that can be accessed by the applications running on any networked servers.		5	5	Yes; support needs to include harddrive replacement	Yes
Switch	A device that filters and forwards packets between LAN segments.	CISCO 3560V2 24TS-S	5	5	Yes	Yes
Tape library	A collection of magnetic tape cartridges and tape drives.		5	5	Yes	Yes
Uninterrupted power supply (UPS) Building (data center / ADNs etc)	UPS in support for the actual building that houses data centers, DCOs and ADNs	Liebert U39SA300CCC B757	EOL	1	Yes	Yes
Video conferencing end user equipment	Video conferencing equipment such as monitors, cameras and microphones that support the end user.	Tandberg 100MXP	EOL / ROF	1	Yes	Yes
Video conferencing network equipment	Network equipment that is VTC specific.	VTC gateway	EOL for bridge;	1	Yes	Yes
Wireless access point	A hardware device or configured node on a local area network (LAN) that allows wireless capable devices and wired networks to connect through a wireless standard, including Wi-Fi or Bluetooth.		5	5	Yes	Yes
Fax machine	A machine for transmitting and receiving faxes.	Canon Fax Phone L190	DLADS	N/A	N/A	Yes
Digital scanner	An electronic device that generates a digital representation of an image for data input to a computer.	Kodak PS50	DLADS	N/A	N/A	Yes
Multi-function device	A device that performs a variety of functions that would otherwise be carried out by separate peripheral devices. As a rule, a multifunction peripheral includes at least two of the following: printer, scanner, copier, fax machine.	Lexmark X654D	DLADS	N/A	N/A	Yes
Network printer	A printer connected to a wired or wireless network that receives its print jobs via a print server, as opposed to processing print jobs directly.	HP 5525	DLADS	N/A	N/A	Yes

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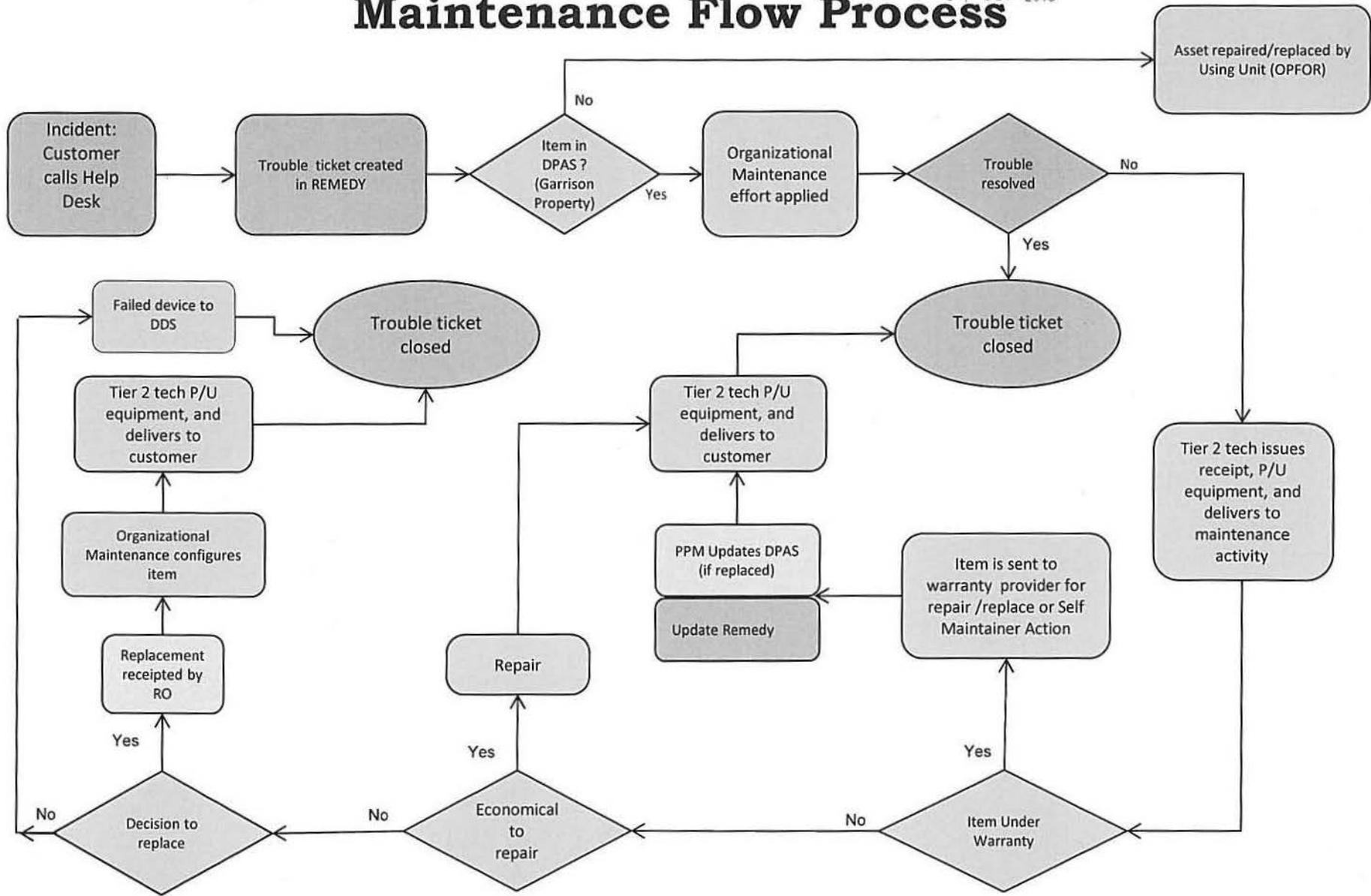
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Production printer	A high-speed computer printer used for volume printing, manuals and booklets.	Xerox D95A	DLADS	N/A	N/A	Yes
Local printer	A type of personal printer that is connected directly to a single desktop computer or laptop.	HP 3515	DLADS	N/A	N/A	Yes
Copier	A machine that makes exact copies of documents.	Canon PC170	DLADS	N/A	N/A	Yes

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Maintenance Flow Process



Remedy Action

Maintenance Action

Supply/PPM Action