MARINE CORPS ENTERPRISE NETWORK

UNIFICATION CAMPAIGN PLAN

FY 2013 – 2014

A PLAN OF ACTIONS TO UNIFY THE MCEN

v.87
18 Jun 2013

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From: Director, Headquarters Marine Corps Command, Control Communications, and Computers (HQMC C4)
To: Distribution

Subj: MARINE CORPS ENTERPRISE NETWORK UNIFICATION PLAN

1. As the Marine Corps transitions to a fully Government Owned and Government Operated network, we face significant challenges to unify our Marine Corps Enterprise Network (MCEN) and ensure it aligns with our unique mission.

2. This Unification Campaign Plan organizes multiple programs, projects, and initiatives to achieve Marine Corps Information Enterprise (MCIENT) strategic aims. We seek to enable tactical, operational, and strategic advantage for our operating forces by providing them with the same IT capabilities and tool sets from flag pole to fighting hole.

3. Our challenge is to ensure a balance between current requirements and future needs of the Marines while keeping in tune with DoD initiatives. The purpose of the MCEN Unification Campaign Plan is to orchestrate tasks which will result in a unified and secure MCEN.

4. As Marines, we are called upon to be a force in readiness: agile, mobile, expeditionary in nature, and unrelenting in our offensive and defensive capabilities. I expect nothing less of our MCEN.

K. J. NALLY

Contents

DIRECTOR'S INTENT

The MCEN is the Marine Corps' network-of-networks and approved interconnected network segments. It comprises people, processes, logical and physical infrastructure, architecture, topology, tools and Cyberspace operations. The MCEN must provide unified network processes and services to facilitate a tactical, operational, and strategic advantage by providing Marines with the same IT capabilities and standardized tool sets from flag pole to fighting hole. As the Marine Corps exits the Navy Marine Corps Intranet (NMCI) contract and transitions to a GO/GO environment, we must unify disparate MCEN elements.

Purpose:

The MUCP provides a roadmap of near-term actions to unify the MCEN. Unification and synchronization of disparate MCEN elements will ensure the MCEN's ability to securely and rapidly deliver a robust and seamless information environment in accordance with the Marine Corps Information Enterprise Strategy (MCIENT).

Method:

All efforts to unify the MCEN will be guided by the following principles:

- Regionalization and Empowerment of Local End User Service Delivery
- Standardization and Normalization
- Consolidation and Virtualization
- Synchronization with Defense Information Systems Network (DISN)
- Mission Oriented Architecture

We will drive MCEN unification through four complimentary Lines of Effort (LOE):

- IT Governance
- Telecommunications Service Management
- Enterprise Services Management
- Application Portfolio Management

End-State:

The future operations of the MCEN must be centrally managed by the Marine Corps Network Operations and Security Center (MCNOSC) and directly supported by Regional Network Operations and Security Centers (RNOSC) and the Marine Corps Installation Command (MCICOM) G6s, but decentrally executed by the eight Regional Marine Air Ground Task Force (MAGTF) Information Technology Support Centers (MITSC), Base, Post, Camp and Station S6s, and our Operating Force Commands.

The future MCEN must support Unified Capabilities (UC); defined as the integration of voice, video, and data services delivered ubiquitously across an interoperable, secure, and highly available network infrastructure that is independent of the type of technology.

The future MCEN must provide an increased ability for the warfighter to collaborate and share information for heightened situational awareness and provide access to knowledge bases in which actionable information can be researched expeditiously.

CORE TRANSITION PLAN

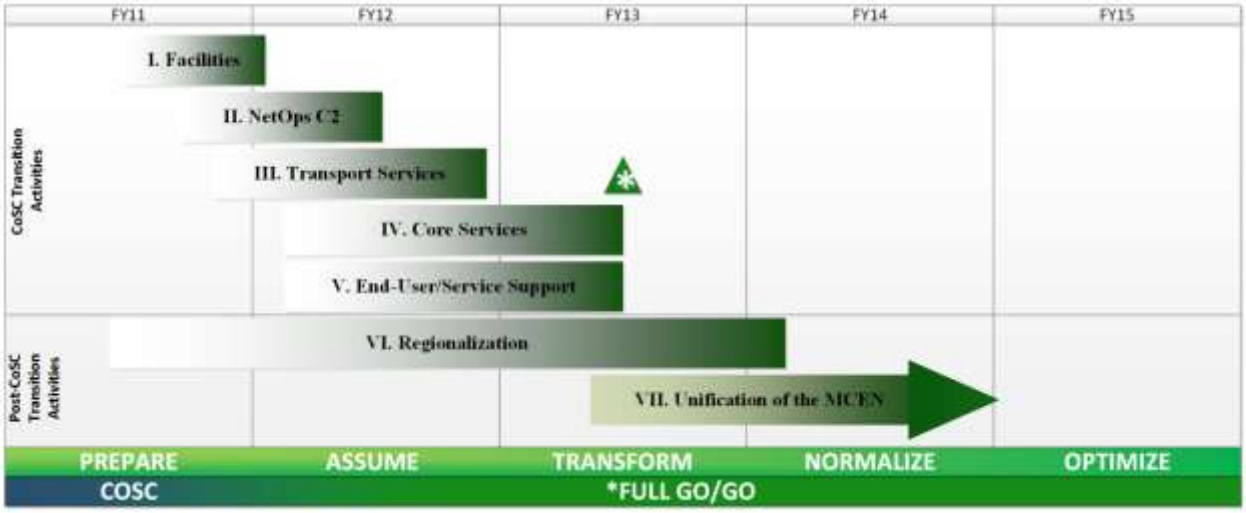

Figure 1 Core Transition

The Marine Corps Next Generation Enterprise Network Core Transition Plan (NGEN-CTP) dated 30 May 2012 provided a framework of steps required to migrate from HPES Managed Services via the Continuity of Services Contract (CoSC) to the government owned and government operated (GO/GO) environment supported by the NGEN program. The CTP outlined seven phases of transition. Phases one through five are CoSC transition activities that were described within the CTP. Phase 6 and Phase 7 are post-CoSC transition activities that were not detailed in the CTP. Regionalization is described in the Marine Corps Regionalization Strategy and visually depicted in Figure 2. This Marine Corps Enterprise Network (MCEN) Unification Campaign Plan (MUCP) articulates guidance to complete the final phase of the CTP.

Figure 2 REGIONALIZATION STRATEGY

GUIDING PRINCIPALS

REGIONALIZATION AND EMPOWERMENT OF LOCAL END USER SERVICE DELIVERY

MCEN unification must support the Marine Corps Regionalization Strategy. We must balance seamless enterprise capabilities with local and regional service delivery to allow maximum flexibility and responsiveness to supported commanders. End user support will be accomplished by empowering helpdesks and Information Systems Coordinators (ISC) to resolve incidents, fulfill service requests, and track end user issues to completion. An empowered helpdesk facilitates effective responses to issues, incidents, and problems.

STANDARDIZATION AND NORMALIZATION

The MCEN must continue to be governed by existing standards and regulations while assimilating new processes, tools and technologies across the enterprise. The MCEN must normalize by conforming to standards to be positioned to influence the development of the Joint Information Environment (JIE) and allow the Marine Corps to take a leadership role as Department of Defense (DoD) seeks to increase the security and improve the efficiency of the DISN.

- Standardized:
  - Network Policy
  - IT Services/IT Service Management Processes
  - IT Service Management and Network Management Tools
  - IT Architecture and Configuration Control
  - Hardware/Software/Operating Systems/Utilities
  - Training

CONSOLIDATION AND VIRTUALIZATION

Fiscal constraints and operational requirements necessitates for the consolidation of resources by leveraging virtualization technology. We will separate logical configurations from physical infrastructures where feasible and cost effective to improve hardware resource utilization and collapse security boundaries into a single security architecture that reduces the external attack surfaces, standardizes security controls, and aligns with Joint Information Environment (JIE) concepts. We must dynamically apply network and server capacity to meet operational requirements with minimal excess.

- Consolidate and Virtualize
  - Data Centers
  - Servers (Virtual Servers)
  - Networks (Virtual Private Networks (VPN))
  - Desktops (Virtual Desktop Infrastructure (VDI))
  - Applications (Virtual Application Provisioning)

SYNCHRONIZATION WITH DISN

The MCEN's infrastructure is analogous to the DISN. The MCEN must remain in compliance with DISN standards and policies. Synchronizing with the DISN will ensure uninterrupted MCEN services for deployed Marines and position the Marine Corps to make maximum use of all DISN services.

- Synch With
  - Defense Information Systems Agency (DISA) Global Information Grid (GIG) Convergence Master Plan 2012
  - DoD Unified Capabilities Master Plan
  - DoD IT Enterprise Strategy Roadmap

MISSION ORIENTED ARCHITECTURE

The MCEN Architecture is not oriented on geography, organization, security, or technology. All of these things influence the Architecture; however, the MCEN Architecture must be oriented on the effective delivery of services in direct support of mission objectives. By looking to mission support requirements, MCEN Architecture will provide an effective balance between centralized management and decentralized end-user support.

Baseline Mission Architecture Unified Terminology based on JIE Lexicon

- **Installation Processing Node (IPN)** A Marine Corps installation that hosts MAGTF IT Support Services for a region.
- **Installation Services Node (ISN)** A Marine Corps installation that maintains local systems to sustain minimum basic functionality if disconnected from the IPN.
- **Special Purpose Processing Node (SPPN)** A Marine Corps activity that provides unique IT support services for a specific operational requirement.
- **Geographically Separated Unit (GSU)** A Marine Corps activity with no network security equipment and no application hosting capability; 100% reliant upon connectivity to its IPN.

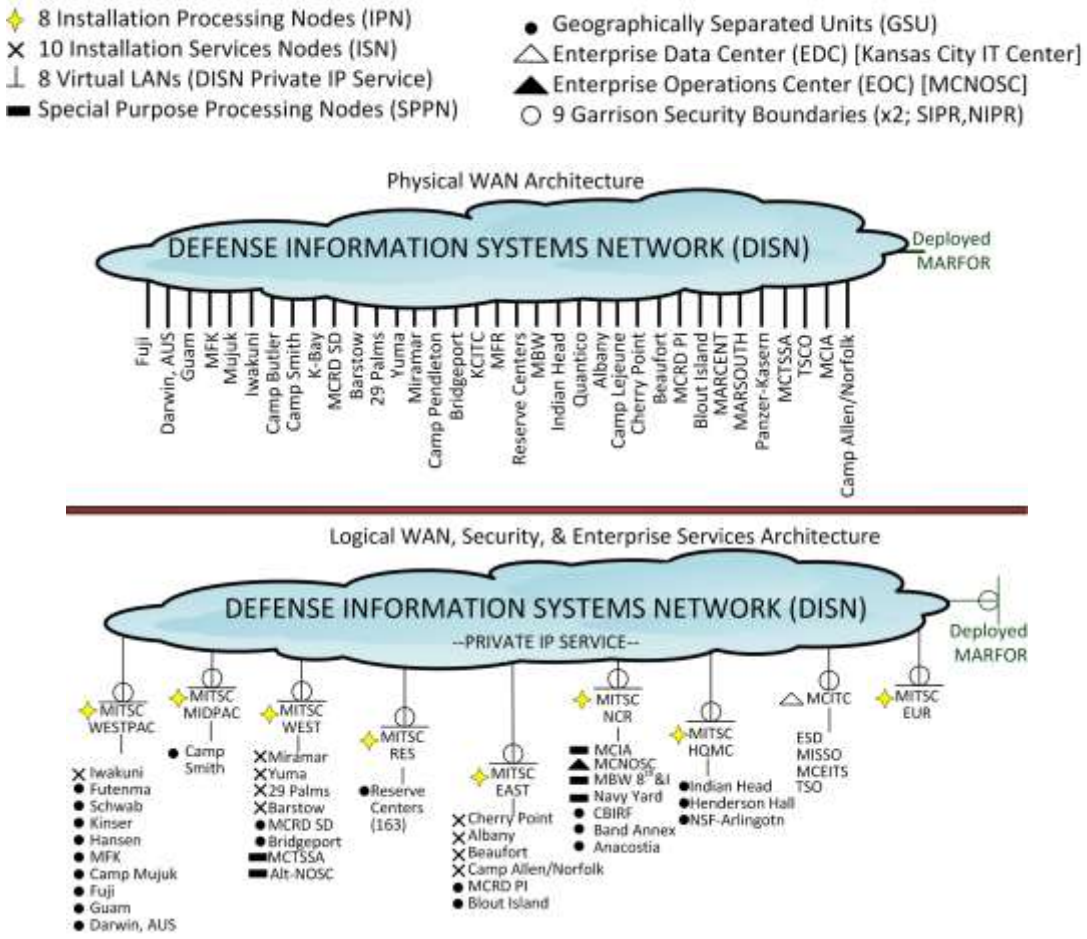

Figure 3 Physical and Logical WAN Architectures

LINES OF EFFORT

Line of Effort 1: IT Governance

Objective 1A. Develop IT Service Management Policy
Objective 1B. Develop MCEN Architecture Management Processes
Objective 1C. Develop MCEN Active Directory Structure
Objective 1D. Develop a Single Security Architecture Policy

Line of Effort 2: Telecom Service Management

Objective 2A. Develop plans and policy for the unification of MCEN WAN Transport
Objective 2B. Develop plans and policy for the unification of MCEN LAN Transport
Objective 2C. Develop plans and policy for the implementation of Virtual WAN Transport
Objective 2D. Develop plans and policy for the integration of voice and base telecom services

Line of Effort 3: Enterprise Services Management

Objective 3A. Develop the MCEN Service Catalog
Objective 3B. Develop the MCEN Request Fulfillment Process
Objective 3C. Develop Knowledge Management Processes
Objective 3D. Update and Publish the MCIE SE COE
Objective 3E. Develop a standard policy for Regional Helpdesks
Objective 3F. Develop policy and objectives to govern Data Centers
Objective 3G. Complete Transition from CoSC to NGEN

Line of Effort 4: Application Portfolio Management

Objective 4A. Develop plans and policies for resourcing and sustainment of applications

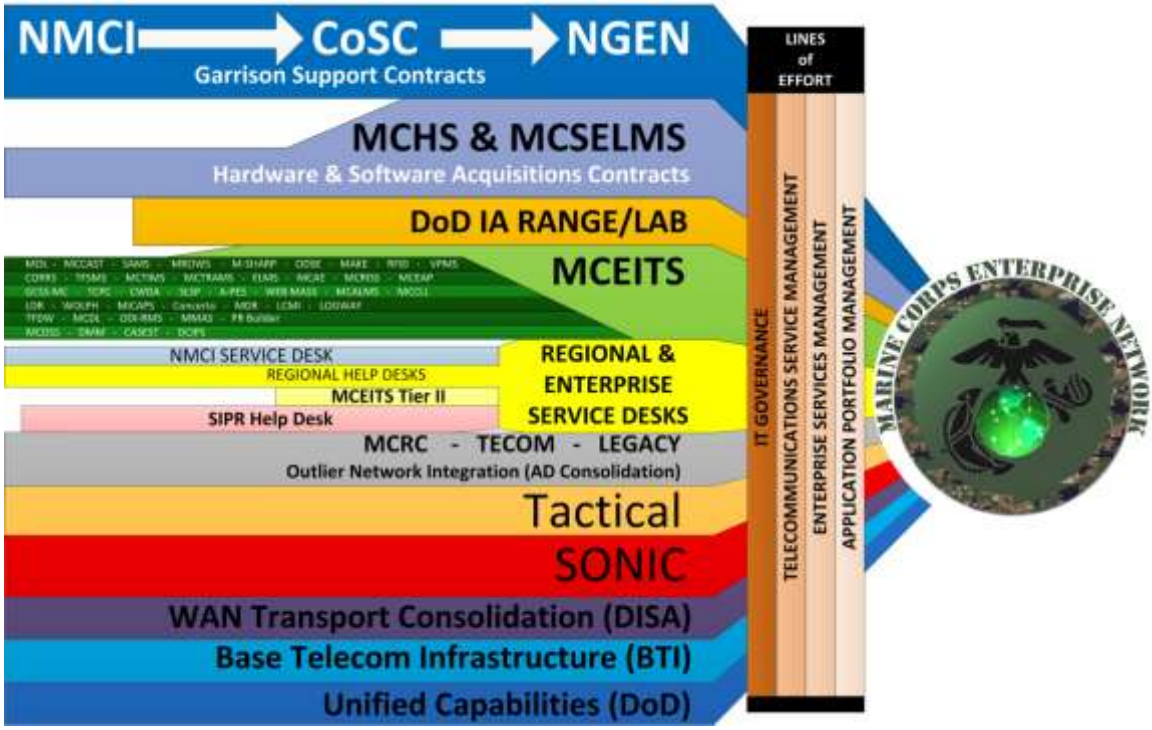

Figure 4 - MCEN Unification

RASCI KEY

R	*Responsible*	Task Owner: Those who do the work to achieve the task.
A	*Accountable*	Final approving authority: ultimately answerable for the correct and thorough completion of the deliverable or task, and the one who delegates the work to those responsible.
S	*Support*	Resource provider: support to complete the task, may provide input to define the task.
C	*Consulted*	Counsel: Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication.
I	*Informed*	Those who are kept up-to-date on progress; and with whom there is just one-way communication

CAMPAIGN OBJECTIVES AND TASKS

Line of Effort 1: IT Governance

Objective 1A. Develop IT Service Management (ITSM) Policy

Standardization of ITSM processes based on the Information Technology Infrastructure Library (ITIL v3) Framework will enable MCEN ITSM stakeholders which include HQMC C4, Marine Corps Systems Command (MCSC), MCNOSC, and Regional G6s to provide a consistent level of MCEN Services.

Task 1.A.1 Publish Information Resource Manual (IRM) to establish the MCEN ITSM governance structure

- **Sub Task 1.A.1a** Revise the Enterprise Services Management Governance Board (ESMGB) Charter
- **Sub Task 1.A.1b** Define the enterprise ITSM processes
- **Sub Task 1.A.1c** Define what are local or regional processes
- **Sub Task 1.A.1d** Develop the roles and responsibilities for standard enterprise NetOps and ITSM toolsets
- **Sub Task 1.A.1e** Develop a process for continuous review and improvement of MCEN ITSM

Task 1.A.2 Implement the MCEN ITSM Governance IRM

- **Sub Task 1.A.2a** Track the implementation of all ITSM processes

Objective Completion Date: 30 Sep 2014 **Objective Owner: Chris Granger**		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Task	**Target Completion**													
Task 1.A.1	**1 Aug 2013**	A	R	S	S	S	S	S	S	C	C	C	C	C
Task 1.A.2	**30 Sep 2014**	A	R	S	S	S	S	S	S	S	C	S	S	C

Line of Effort 1: IT Governance

Objective 1B. Develop MCEN Architecture Management Processes

The MCEN architecture must be depicted and understood in a common manner to synchronize multiple purposes. MCEN architecture must be flexible and modular to accommodate rapid changes such as the provisioning users of services. New architecture developments must ensure that the MCEN security is maintained at all levels. To ensure these objectives, the Marine Corps requires a process to manage and maintain MCEN architecture which aligns to Department of the Navy (DON), DOD, and other reference Architectures.

Task 1.B.1 Establish and maintain the MCEN "as-is" architecture in Department of Defense Architecture Framework (DoDAF)

Task 1.B.2 Develop the MCEN "to be" architectures in DoDAF Format which align to the JIE reference model

- **Sub Task 1.B.2a** Develop projected architectures for Marine Corps Commercial Mobile Device strategy implementation
- **Sub Task 1.B.2b** Review "to be" architectures with Programs of Record, current service managers and responsible engineering activities to develop a list of activities required to implement the final architecture plan.
- **Sub Task 1.B.3c** Identify material and non-material gaps to achieving "to be" architecture

Task 1.B.3 Revise Marine Corps Order (MCO) 5230.20 Enterprise Architecture

- **Sub Task 1.B.3a** Appoint the Marine Corps Chief Architect
- **Sub Task 1.B.3b** Provide the Marine Corps central architecture repository
- **Sub Task 1.B.3c** Define Mission Oriented Architecture

Task 1.B.4 Revise Marine Corps enterprise architecture management policy and processes in accordance with MCO 5230.20

- **Sub Task 1.B.4a** Establish a process to integrate new approved and validated requirements into the MCEN architecture

Task 1.B.5 Publish an IRM which requires any official architectures to be depicted in DoDAF Format

Task 1.B.6 Publish a resource planning guide for the utilization of funds and resources for projects associated with the MUCP

Objective Completion Date: 1 Sep 2013 **Objective Owner: Jason Boyd**		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Task	**Target Completion**													
Task 1.B.1	**1 Jun 2013**	A	S	S	S	S	R	S	C	C	C	C	C	C
Task 1.B.2	**1 May 2013**	A	S	S	S	S	R	S	C	C	C	C	C	C
Task 1.B.3	**1 Aug 2013**	A	S	S	S	S	R	S	C	C	C	C	C	C
Task 1.B.4	**1 Sep 2013**	A	S	S	S	S	R	S	C	C	C	C	C	C
Task 1.B.5	**1 Jun 2013**	A	S	S	S	S	R	S	C	C	C	C	C	C
Task 1.B.6	**30 Sep 2013**	A	S	R	S	S	S	S	S	C	C	C	S	C

Line of Effort 1: IT Governance

Objective 1C. Develop MCEN Active Directory (AD) Structure

The AD structure must be standardized across the regional structure to provide efficient network management and control. In order to empower local helpdesks the new AD structure must be designed to support the Marine Corps Regionalization Strategy by providing the regions with the means to manage their service area.

Task 1.C.1 Define total garrison MCEN User Scope to include COSC Clients and Legacy MCW
Task 1.C.2 Develop a standardized and regionalized AD structure, including appropriate required Organizational Units (OUs)

- **Task 1.C.2a** Ensure OU structure properly maps to the AD administrative delegation model
- **Task 1.C.2b** Develop a process to track changes to the OU model and AD in general are tracked the enterprise Change Management as a configuration item.

Task 1.C.3 Complete required updates to enterprise strategy and guidance documents (Concept of Employment, Enterprise Roles and Responsibilities Permissions Guide, etc).
Task 1.C.4 Identify all dependencies (technical solutions, enterprise architectures, groups and group membership, etc.) that will need to be updated and develop a road map for implementation.
Task 1.C.5 Complete migration of all objects and update of solutions and supporting artifacts.

Objective Completion Date: 1 May 2014 **Objective Owner: Maj Manning**		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Task	**Target Completion**													
Task 1.C.1	**1 June 2013**	A	R	S	S	I	C	C	S	I	C	I	I	I
Task 1.C.2	**15 May 2013**	A	S	I	C	I	I	R	I	C	C	C	C	I
Task 1.C.3	**1 June 2013**	A	R	I	C	I	I	S	S	S	C	S	S	I
Task 1.C.4	**1 Oct 2013**	A	S	I	C	I	S	R	S	S	C	S	C	C
Task 1.C.5	**1 May 2014**	A	S	I	S	I	S	R	S	S	C	S	C	I

Line of Effort 1: IT Governance

Objective 1D. Develop a Single Security Architecture Policy

The Marine Corps must develop standard security architecture policy for transitioning the MCEN to a normalized environment. Identify where under normalization the Marine Corps can standardize and regionalize communications through a consolidated security boundary to align with the Director's intent for meeting joint initiatives course of action (COA) 1 of the JIE Single Security Architecture (SSA).

Task 1.D.1 Research existing Information Assurance (IA) architecture identifying current capabilities within the various boundaries on the MCEN

- **Sub Task 1.D.1a** Inventory functionality of existing B1 capabilities that are standard across the various boundary suites (Legacy B1, Deployed Security Interdiction Devices (DSIDs), NMCI Transport, NMCI B1 and Community of Interest environments (COI))
- **Sub Task 1.D.1b** Identify functionality that needs to be implemented within the B1 boundaries
- **Sub Task 1.D.1c** Identify non-standard IA functionality that exists within the MITSCs today that meet the SSA identified requirements
- **Sub Task 1.D.1d** Identify required IA functionality gaps within existing inventory (Such as Web Application Firewall (WAF), Data Link Protocol (DLP), Application Virtualization Data Layer Security, auditing and logging at the enterprise, and privileged user monitoring)

Task 1.D.2 Identify required IA functions at the Base/Post/Station (B/P/S) and Data Centers

Task 1.D.3 Identify required IA functionality at the host level and user level

- **Sub Task 1.D.3a** Identify required IA functionality at the host level not in the existing IA inventory

Task 1.D.4 Identify compliance requirements for IA devices deployed on the MCEN

- **Sub Task 1.D.4a** Identify Enterprise Cyber Security Directives where applicable
- **Sub Task 1.D.4b** Identify Security Technical Implementation Guides (STIG) where applicable

Task 1.D.5 Develop and execute a plan for the Consolidation of Demilitarized Zones (DMZ)s

- **Sub Task 1.d.5a** Develop and coordinate a plan for B/P/S, MITSC and Marine Corps Enterprise Information Technology Services (MCEITS) to move all Private, Restricted, and Public accessible Services located in Local DMZs to either the MITSC within the associated region or to MCEITS
- **Sub Task 1.d.5b** Publish an IRM which directs all Marine Corps private services that are currently in the B/P/S DMZ to be either logically or physically moved to the MITSC
- **Sub Task 1.d.5c** Develop policy for monthly status reports to HQMC C4/CY division submitted by the end of the third week of each month

Objective Completion Date:		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Objective Owner: Bonnie Bienz														
Task	**Target Completion**													
Task 1.D.1	**1 May 2013**	A	I	I	R	I	S	S	I	I	C	I	I	I
Task 1.D.2	**1 Jun 2013**	A	I	I	R	I	I	S	I	I	C	I	I	I
Task 1.D.3	**1 Jun 2013**	A	I	I	R	I	I	S	I	I	C	I	I	I
Task 1.D.4	**1 Jan 2014**	A	I	I	R	I	I	S	I	I	C	I	I	I
Task 1.D.5	**1 Apr 2014**	A	S	S	R	S	S	S	S	I	C	I	S	C

Line of Effort 2: Telecom Service Management

Objective 2A. Develop plans and policy for unification of MCEN Wide Area Network (WAN) transport

The wide area networks are composed of disparate network segments and technologies. In order to unify the MCEN and synchronize with the DISN, all customer edge WAN components must be upgraded. These upgrades must:

1. Replace Asynchronous Transfer Mode (ATM) and Time Division Multiplexing (TDM)
2. Facilitate the implementation of Unified Capabilities
3. Position the MCEN to leverage DISN Internet Protocol (IP) Services
4. Provide Marine Corps communities of interest with VPN services

Task 2.A.1 Upgrade MCEN Secure Internet Protocol Routing Network (SIPRNET) outer routers
Task 2.A.2 Upgrade MCEN Non-classified Internet Protocol Routing Network (NIPRNET) outer routers
Task 2.A.3 Develop a plan to upgrade MCEN WAN SIPRNET encryption devices certified by the NSA and supported by DISA (expected FY15)
Task 2.A.4 Implement Traffic Engineering on all WAN transport circuits to optimize parallel alternate circuits through load balancing
Task 2.A.5 Publish an IRM to establish the MCEN WAN capacity management process
Task 2.A.6 Discontinue all Homeland Defense Network (HDN) commercial circuits
Task 2.A.7 Plan to assume financial responsibility in FY15 for all MCEN non-Defense Security Services (DSS) leased circuits from Project Work Management (PWM)-205 upon NMCI discontinuance
Task 2.A.8 Develop the WAN Recommended Product List based upon the UC Approved Products List

Objective Completion Date: 30 Sep 2014 **Objective Owner: LtCol Toney / Pete Pozeg**		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Task	**Target Completion**													
Task 2.A.1	**30 Sep 2013**	A	S	S	S	C	C	S	R	I	C	I	C	I
Task 2.A.2	**30 Sep 2013**	A	S	S	S	C	C	S	R	I	C	I	C	I
Task 2.A.3	**30 Sep 2014**	A	R	S	S	C	C	S	S	I	C	I	S	I
Task 2.A.4	**2 Jan 2014**	A	S	C	C	C	C	R	I	I	C	I	C	I
Task 2.A.5	**1 Aug 2013**	A	R	C	C	C	C	S	I	I	C	I	C	I
Task 2.A.6	**1 Oct 2013**	A	S	S	C	I	C	R	I	I	C	I	I	I
Task 2.A.7	**30 Sep 2014**	A	S	R	C	C	C	C	I	I	C	I	C	I
Task 2.A.8	**2 Jan 2014**	A	R	S	S	C	C	S	S	I	C	I	S	I

Line of Effort 2: Telecom Service Management

Objective 2B. Develop plans and policy for unification of MCEN Local Area Network (LAN) transport

The local area networks are composed of disparate network technologies. In order to unify the MCEN many local area network components must be upgraded.
These upgrades must:

1. Replace ATM and TDM
2. Facilitate the implementation of Unified Capabilities

Task 2.B.1 Take inventory of ATM components on all B/P/S and tactical programs of record
Task 2.B.2 Develop requirements documentation to integrate Dense Wavelength Division Multiplexing (DWDM) into the MCEN LAN infrastructure

Sub Task 2.B.2a Establish a Capability Production Document (CPD) in order to authorize DWDM and Gigabit Passive Optical Network (GPON) as enduring requirements needing Lifecycle Sustainment (LCS) funding

Sub Task 2.B.2b Publish a Technical Instruction (TI) that defines and illustrates the integration of the Marine Corps Enterprise Network's (MCEN's) current switching architecture (switches and routers) with the newly acquired DWDM and GPON technology

Sub Task 2.B.2c Establish baseline training required for civilian and/or military personnel to operate and maintain DWDM and GPON technology

Sub Task 2.B.2d Release a message directing the integration of DWDM and GPON technology with the MCEN on Marine Corps Installations

Task 2.B.3 Publish the IRM for LAN Infrastructure Management

Sub Task 2.B.3a Develop the LAN Recommended Product List based upon the UC Approved Products List

Objective Completion Date:		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Objective Owner: LtCol Toney / Pete Pozeg														
Task	**Target Completion**													
Task 2.B.1	**1 Aug 2013**	A	R	S	S	C	C	S	S	I	C	I	S	I
Task 2.B.2	**1 Oct 2013**	A	R	S	S	C	C	S	S	I	C	I	S	I
Task 2.B.3	**1 Jan 2013**	A	R	S	S	C	C	S	S	I	C	I	S	I

Line of Effort 2: Telecom Service Management

Objective 2C. Develop plans and policy for the implementation of Virtual WAN Transport

Separating logical network traffic from the physical network infrastructure will facilitate the maximum effective use for limited and costly WAN resources.

Task 2.C.1 Pilot DISN Layer 3 VPNs in support of Aviation Distributed Virtual Training Environment (ADVTE)
Task 2.C.2 Pilot DISN private LAN
Task 2.C.3 Pilot DISN private Internet Service Provider (ISP) services
Task 2.C.4 Publish an IRM to provide guidance for the utilization of DISN IP services
Task 2.C.5 Develop the virtual WAN Recommended Product List based upon the UC Approved Products List

Objective Completion Date: 1 Feb 2014 **Objective Owner: LtCol Toney / Pete Pozeg**		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Task	**Target Completion**													
Task 2.C.1	**1 Aug 2013**	A	S	C	C	C	C	R	I	I	C	I	I	I
Task 2.C.2	**1 Feb 2013**	A	S	C	C	C	C	R	C	I	C	I	I	I
Task 2.C.3	**1 Jun 2014**	A	S	C	C	C	C	R	I	I	C	I	I	I
Task 2.C.4	**1 Dec 2013**	A	R	C	C	C	C	C	I	I	C	I	I	I
Task 2.C.5	**1 Dec 2013**	A	R	C	C	C	C	C	I	I	C	I	I	I

Line of Effort 2: Telecom Service Management

Objective 2D. Develop plans and policy for the integration of voice and base telecom services

An installations telecom infrastructure provides support for the following services:

- Enhanced 911 (E-911)
- Video-Teleconferencing (VTC)
- Integrated Services Digital Network (ISDN)
- Energy Monitoring Control Systems (EMCS)
- Intrusion Detection Systems (IDS)
- Access Control Systems
- Fire Alarm Control Networks
- Fleet Training Systems
- Telecommunications Management Systems (TMS)
- Primary DC Power
- Voicemail
- Conferencing
- Outside Plant Services

Task 2.D.1 Publish an IRM to provide policy guidance for voice and video services
Sub Task 2.D.1a Establish MCEN Unified Capabilities standards
Task 2.D.2 Update the MCEN Unified Capabilities Implementation Plan
Task 2.D.3 Implement DISN Enterprise Classified VOIP (ECVOIP)
Sub Task 2.D.3a Pilot ECVOIP Services between HQMC and MCNOSC
Sub Task 2.D.3b Publish an IRM for ECVOIP with recommended product list and user guide
Sub Task 2.D.3c Transition existing SIPRnet call managers to ECVOIP
Task 2.D.4 Publish and maintain an IT Facilities design, maintenance and funding policy

Objective Completion Date: 1 Mar 2014 **Objective Owner: LtCol Toney / Pete Pozeg**		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Task	**Target Completion**													
Task 2.D.1	**1 Feb 2014**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 2.D.2	**1 Mar 2014**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 2.D.3	**30 Sep 2014**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 2.D.4	**30 Sep 2013**	A	S	S	S	S	S	S	C	I	C	I	R	I

Line of Effort 3: Enterprise Services Management

Objective 3A. Develop the MCEN Service Catalog

Standardization of the MCEN Service Catalog will enable MCEN users to view, understand, and search the services offered. The MCEN Service Catalog provides required approval, workflow, routing, service-level management, and other processes necessary to facilitate fulfilling requests. The user may return to the site later to check on the status of a request, or to view overall metrics on how well the organization is performing the services it provides.

Task 3.A.1 Publish the MCEN Service Catalog

- **Sub Task 3.A.1a** Establish Initial Service Catalog and update bi-annually (Initial update May 2013)
- **Sub Task 3.A.1b** Publish an IRM for portfolio management processes that align to the Marine Corps Force Development System (MCFDS) process for new requirements to be added to the MCEN
- **Sub Task 3.A.1c** Define and publish the services to be managed by 1 June
- **Sub Task 3.A.1d** Define the subset services to be managed by 30 Sep 2013
- **Sub Task 3.A.1e** Define the subset services to be managed by 31 Dec

Task 3.A.2 Publish updated Service Catalog and Level Management Process Guides IRM

Task 3.A.3 Publish Service Catalog Guidance Message

Objective Completion Date: 30 Jan 2014 **Objective Owner: Hank Costa**		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Task	**Target Completion**													
Task 3.A.1	**30 Nov 2013**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 3.A.2	**30 Jan 2014**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 3.A.3	**30 July 2013**	A	R	C	C	C	C	C	C	I	C	I	I	I

Line of Effort 3: Enterprise Services Management

Objective 3B. Develop the MCEN Request Fulfillment Process

Request Fulfillment provides users with a means of requesting and receiving standard services which have predefined approval and qualification processes. The workflows created under Request Fulfillment are also a source of information to MCEN users detailing the available services and how to obtain them. For standard services, hardware, software, and licenses; request fulfillment provides a user-facing front-end interface to back-end ordering tools.

Task 3.B.1 Collaborate with the Service Catalog team to map Marine Corps services to the requesting tool BMC Remedy
Task 3.B.2 Develop workflows down to the MAGTF Information Technology Support Centers (MITSCs) as well as B/P/S depicting hand offs for fulfillment of service requests
Task 3.B.3 Develop templates for new service requests
Task 3.B.4 Configure ITSM Tools supporting Request Fulfillment (such as Remedy) for the future environment, providing a single tool with the ability to automate requests for hardware and software

Objective Completion Date:		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Objective Owner: Chris Granger														
Task	**Target Completion**													
Task 3.B.1	**1 Jun 2013**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 3.B.2	**1 Oct 2013**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 3.B.3	**1 Oct 2013**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 3.B.4	**1 Oct 2014**	A	R	C	C	C	C	C	C	I	C	I	I	I

Line of Effort 3: Enterprise Services Management

Objective 3C. Develop Knowledge Management Processes

Knowledge Management is the process responsible for ensuring that MCEN ITSM community can collect, analyze, store, and share information, situational awareness, and knowledge affecting the MCEN. This will be achieved through ensuring accessibility and reliability of information for MCEN users through tools which facilitate the operationally relevant exchange of information.

Task 3.C.1 Coordinate with the MCEITS program to host a Unified MCEN Homeport capability which also provides back end support
Task 3.C.2 Develop work instructions supporting service desk integration for a front end interface into a Unified MCEN Homeport
Task 3.C.3 Develop a Process Guide for Knowledge Management
Task 3.C.4 Transition existing legacy databases and knowledge articles into a format which will be useful for Marine Corps technicians working at the Tier 1 level and up

Objective Completion Date:		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Objective Owner: Chris Granger														
Task	**Target Completion**													
Task 3.C.1	**1 Jun 2013**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 3.C.2	**1 Oct 2014**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 3.C.3	**1 Sep 2013**	A	R	C	C	C	C	C	C	I	C	I	I	I
Task 3.C.4	**1 Oct 2014**	A	R	C	C	C	C	C	C	I	C	I	I	I

Line of Effort 3: Enterprise Services Management

Objective 3D. Update and Publish the MCIE SE COE

Concepts highlighted in this document are the Marine Corps' regionalization strategy centered on four regions that form the backbone of all net-centric operations. The regions include the National Capital Region (NCR), Atlantic, Pacific, and Reserves. Each region is supported by a RNOSC. The four regions encompass a total of eight sub-regions which are based on either geographical proximity or functional alignment. The sub-regions further support the regional backbone for all net-centric operations. All Marine Corps Bases/Stations (B/S) fall into one of these sub-regions. The sub-regions include HQMC, National Capital Region, East, Reserves, West, Mid Pacific, West Pacific, and Europe. Each sub-region is supported by a single MITSC designed to provide IT services to garrison Marine Expeditionary Forces (MEFs), Marine Reserve Forces and Marine Corps Supporting Establishments (SE) within its area of responsibility. B/P/S provide touch labor in support of their respective MITSCs.

Operational control of the MCIE (SE) in this regionally-based architecture results in two significant changes to how commanders fulfill their NetOps missions:

- The first is a realignment of NetOps authorities for global, regional, and local tasking and reporting. Operational NetOps reporting and execution is now accomplished through RNOSCs.

- The second involves implementation of enterprise-wide ITSM processes/tools for maintaining Situational Awareness (SA), network C2 in the execution of the NetOps mission, and delivery of IT services and capabilities to support garrison/deployed units. ITSM binds enterprise, regional, and local NetOps for the purpose of enabling warfighter C2 and providing effective, efficient, and responsive delivery of essential IT services to the Marine Corps customer and user bases. NetOps supports all aspects of the Marine Corps mission and spans all Marine Corps organizations. ITSM integrates the IT Governance, IT Acquisition, and IT Operations communities.

Task 3.D.1 Update and publish IRM 2300-01 MCIE SE COE

Objective Completion Date: 1 May 2014 **Objective Owner: Chris Granger**		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Task	**Target Completion**													
Task 3.D.1	**1 May 2014**	A	R	C	C	C	C	C	C	I	C	I	I	I

Line of Effort 3: Enterprise Services Management

Objective 3E. Develop a standard policy for Regional Helpdesks

A key function in the implementation of unified ITSM processes across the Marine Corps is the implementation of Regional Helpdesks (RHDs). The RHDs will serve as the focal points for service. The RHDs, in their end-state, will coordinate actions across all IT organizations; keep status updates, resolution, and communication flowing back and forth to the MCNOSC. Most importantly, they will act upon any degradation of services that could cause major outages before they happen.

Eventually, the RHDs will support user issues including fixing technical faults, logging & categorizing incidents /events, responding to a service request, answering queries, and coordinating "standard" changes. Specifically, the RHDs will encompass the service operations processes such as incident management and request fulfillment.

Task 3.E.1 Publish an IRM to establish standards for a RHD

Objective Completion Date: 1 Sep 2013 **Objective Owner: Chris Granger**		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Task	**Target Completion**													
Task 3.E.1	**1 Sep 2013**	A	R	C	C	C	C	C	C	I	C	I	I	I

Line of Effort 3: Enterprise Services Management

Objective 3F. Develop Policy and objectives to govern Data Centers

Currently there exist an excessive quantity of, and underutilized resources, in terms of USMC Data Centers. This is an inefficient use of resources and funds as we move into an austere environment. In accordance with DON IT/Cyberspace Efficiency Initiatives and Realignment Tasking, the USMC must consolidate and reduce the number of our data centers. The USMC will overlay its current Regional construct to the MCEN. There is ample opportunity within existing hardware and programs (MCEITS) for the USMC to execute the reshaping of Data Centers effectively.

Task 3.F.1 Inventory USMC Data Centers throughout the Marine Corps, with Quarterly Updates in July, Oct and Jan 2014
Task 3.F.2 Publish a moratorium on any new Data Centers
Task 3.F.3 Publish policy directing services and storage hosting at specific data centers
Task 3.F.4 Define the end-state of MCEN Data Centers
Task 3.F.5 Publish an IRM which defines the MCICOM's roles and responsibilities as lead for infrastructure (to be staffed through MCICOM OPsO)
Task 3.F.6 Publish policy for the real property and support for Data Centers (to be staffed through MCICOM OPsO)

Objective Completion Date:		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Objective Owner: Hank Costa														
Task	**Target Completion**													
Task 3.F.1	**1 Jun 2013**	A	R	C	C	C	C	C	C	I	C	I	C	I
Task 3.F.2	**1 Jun 2013**	A	R	C	C	C	C	C	C	I	C	I	C	I
Task 3.F.3	**1 Sep 2013**	A	R	C	C	C	C	C	C	I	C	I	C	I
Task 3.F.4	**1 Sep 2013**	A	R	C	C	C	C	C	C	I	C	I	C	I
Task 3.F.5	**1 Dec 2013**	A	C	C	C	C	C	C	C	I	C	I	R	I
Task 3.F.6	**1 Dec 2013**	A	C	C	C	C	C	C	C	I	C	I	R	I

Line of Effort 3: Enterprise Services Management

Objective 3G. Complete the transition from CoSC to NGEN

The Next Generation Enterprise Network is not a new network, but is a change in the acquisition construct. The Marine Corps is collaborating with the Department of the Navy (DON) and Program Manager Naval Enterprise Network (PM NEN) to transition from the current contract to NGEN contract vehicles. The transition enables a Government Owned and Government Operated (GO/GO) network model that is contractor supported. CoSC will expire 30 April 2014.

Task 3.G.1 Discontinue CoSC contracts
Task 3.G.2 Transition to NGEN contracts

Objective Completion Date:		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Objective Owner: Karl Hartenstine														
Task	**Target Completion**													
Task 3.G.1	**1 Oct 2013**	A	C	C	C	C	C	C	R	C	C	C	C	C
Task 3.G.2	**31 Dec 2013**	A	C	C	C	C	C	C	R	C	C	C	C	C

Line of Effort 4: Application Portfolio Management

Objective 4A. Develop plans and policies for resourcing and sustainment of applications

In order to meet the expected increased demands and further manage new technology insertions an Application Management Plan has to be created that enables governance of our Applications. This governance will ensure configuration control, sustainment and phase out of legacy applications no longer supportable, define Software Asset Management (SWAM) and SWAM's implementation within MCEN. This plan will address the development of cost effective changes and maintain operational security of the network, establish the procedures and guidelines, define responsibilities, specify requirements and facilitate the implementation of standardized business practices.

Task 4.A.1 Identify a process owner for Application Management who will be tasked to refine "Centralized Application Management," which includes Software Asset and License Management for the Marine Corps in support of the DON initiative for cost savings
Task 4.A.2 Further identify and develop application processes and procedures associated with Software Asset Management to include Application Life Cycle for desktop, server, and tactical applications and licenses
Task 4.A.3 Develop an Applications Management Process Guide that outlines the inclusion, testing, certification and sustainment of both commercial off the shelf (COTS) and government off the shelf (GOTS) Software. This will include third party applications used in development of IT-related Programs of Record (POR) with MCSC's Product Manager (PdM) Marine Corps Enterprise Services (MCES)/Strategic Application Management (SAM)
Task 4.A.4 Develop Applications Management Governance that generates policies and fiscal implementation of the processes defined in the Application Management Process Guides
Task 4.A.5 Identify training requirements for Software Asset Management (SWAM) and License Management at the Tier Levels
Task 4.A.6 Maintain accurate IT inventories of the Marine Corps IT Portfolio (a collection of COTS, GOTS, and joint systems/applications used within the Marine Corps Information Enterprise (MCIENT) and certify annual review of all IT systems and applications registered in DoD Information Technology Portfolio Repository (DITPR)-DON and DON Application and Database Management System (DADMS).
Task 4.A.7 Track the delivery of Applications from Enterprise, Joint (DISA) and Regional levels per DITPR-DON and DADMS repositories and PdM MCES/SAM

Objective Completion Date:		HQMC C4	HQMC C4 CP	HQMC C4 CR	HQMC C4 CY	HQMC C4 CS	HQMC C4 CIO	MCNOSC	MCSC	TECOM	MARFORs	MCRC	MCICOM	CD&I
Objective Owner: Hank Costa														
Task	**Target Completion**													
Task 4.A.1	**1 July 2013**	A	R	C	C	C	C	C	C	I	C	I	C	I
Task 4.A.2	**1 Aug 2013**	A	R	C	C	C	C	C	C	I	C	I	C	I
Task 4.A.3	**1 Oct 2013**	A	R	C	C	C	C	C	S	I	C	I	C	I
Task 4.A.4	**1 Nov 2013**	A	R	C	C	C	C	C	S	I	C	I	C	I
Task 4.A.5	**1 Dec 2013**	A	R	C	C	C	C	C	S	I	C	I	C	I
Task 4.A.6	**1 Apr 2014**	A	R	C	C	C	C	C	C	I	C	I	C	I
Task 4.A.7	**1 Apr 2014**	A	R	C	C	C	C	C	C	I	C	I	C	I

TASK ORG

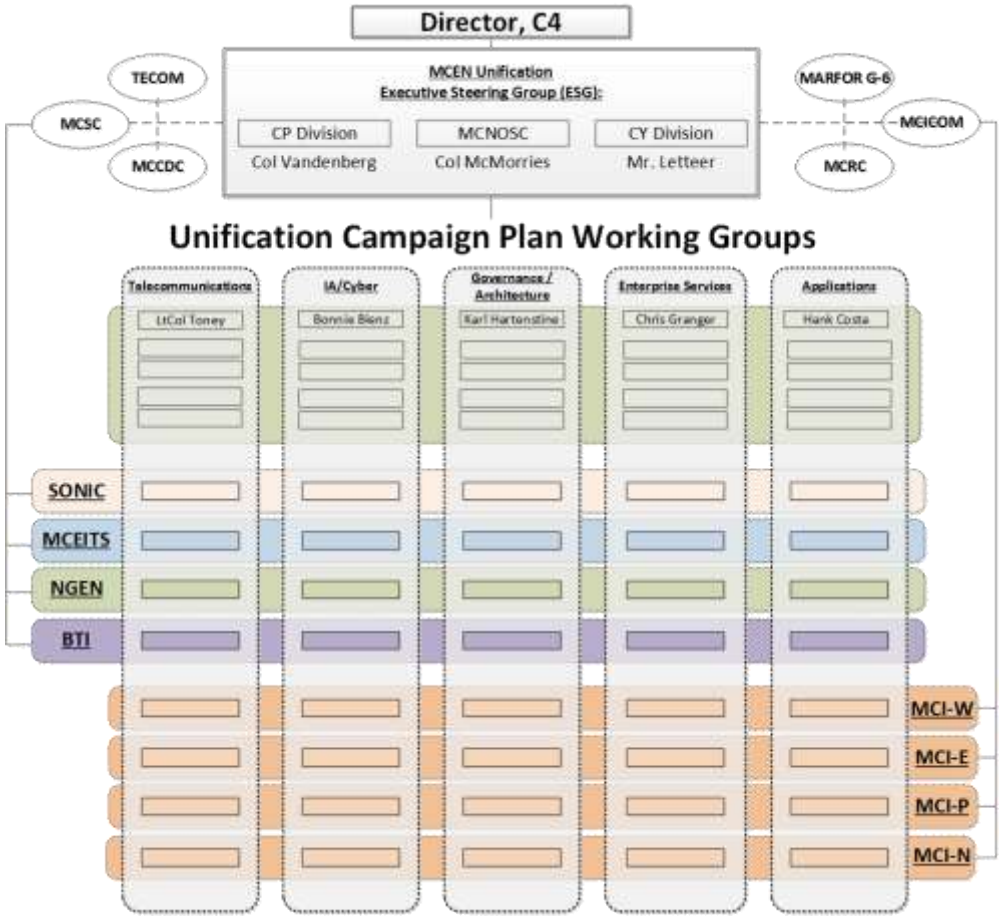

Figure 5 - Task Organization

BATTLE RHYTHM	FY13						FY14											
	3rd Qtr			4th Qtr			1st Qtr			2nd Qtr			3rd Qtr			4th Qtr		
	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S
Weekly Working Groups																		
IT Governance	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬
Telecom	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬
Enterprise Services	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬
Application Portfolio	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬
IA/Cyber Security	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬
Monthly Steering Group	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
Qtrly Update Director C4			★			★			★			★			★			★

Figure 6 Battle Rhythm

SCORE CARD

OBJECTIVE	OVERALL STATUS	ESTIMATED COMPLETION	FY 13-14 Status																	
			Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
1A. Develop IT Service Management Policy																				
1B. Develop MCEN Architecture Management Processes																				
1C. Develop MCEN AD Structure																				
1D. Develop a Single Security Architecture Policy																				
2A. Develop plans and policy for the unification of MCEN WAN Transport																				
2B. Develop plans and policy for the unification of MCEN LAN Transport																				
2C. Develop plans and policy for the implementation of VWAN Transport																				
2D. Develop plans and policy for the integration of voice and base telecom services																				
3A. Develop the MCEN Service Catalog																				
3B. Develop the MCEN Request Fulfillment Process																				
3C. Develop KM Processes																				
3D. Develop a standard policy for Regional Helpdesks																				
3E. Consolidate Data Centers																				
3F. Complete Transition from Cosc to NGEN																				
4A. Develop plans and policy for the delivery of MCEN applications																				
4B. Develop plans and policies for resourcing and sustainment of applications																				

METRICS	
STATUS	CRITERIA
	Completed
	(1)=On track for estimated completion date
	(2)=30 days off track of completion date
	(3)=45 days off track of completion date
	(4)= 55 plus days off track and failing

REFERENCES

MCIENT Strategy 14 Dec 2010
DoD Unified Capabilities
Marine Corps Unified Capabilities Implementation Plan
DoDI 8100.04
USMC NGEN Core Transition Plan 30 May 2012 v1.0
IRM 5271-02A MCEN Concept of Employment
NGEN System Design Specification 20 Mar 2009
NGEN CPD 2 Feb 2012 v1.5.6
ITIL Service Catalog v3.0
SONIC CPD
CJCSI 6211.02D DISN Responsibilities
MCO 5230.20 Marine Corps Enterprise Architecture 22 Aug 2011
DISA Global Information Grid Convergence Master Plan 2 Aug 2012
Joint Information Environment White Paper22 Jan 2013
Joint Information Environment Concept of Operations 25 Jan 2013
MCO 5271.1B Information Resources Management (IRM) Standards and Guidelines Program 1 Dec 2011
DoD Enterprise Services Management Framework (DESMF)
MCO 5230.20 - IT Portfolio Management
IRM 2300-2 Service Catalog Management
Service Level IRM
Marine Corps Regionalization Strategy Oct 2011