



**A Brief Introduction To...
NATO CIS Services Agency (NCSA)
Squadron Northwood**

**MC Northwood
Staff Officers' Induction Course**



Outline

- **Who is NCSA Squadron Northwood?**
- **What do we do for you.**
- **What you need to know when...**
 - **Your IT doesn't work**
 - **You require exercise support**



NCSA Squadron Northwood



- Exercise Coordination
- Project Planning
- Operations Planning
- Information Security
- Quality Assurance
- BUDFIN/HRA

- Local Area Network
- Formal Military Messaging
- Service Desk
- Common Core Systems
 - Email
 - Web
 - File Storage, etc...
- Functional Systems
 - MCCIS
 - BRITE
 - ICC, etc...
- CIS Hardware
 - Workstations
 - Printers, etc...
- External Networks
- Telephones
- VTC



What We Do:

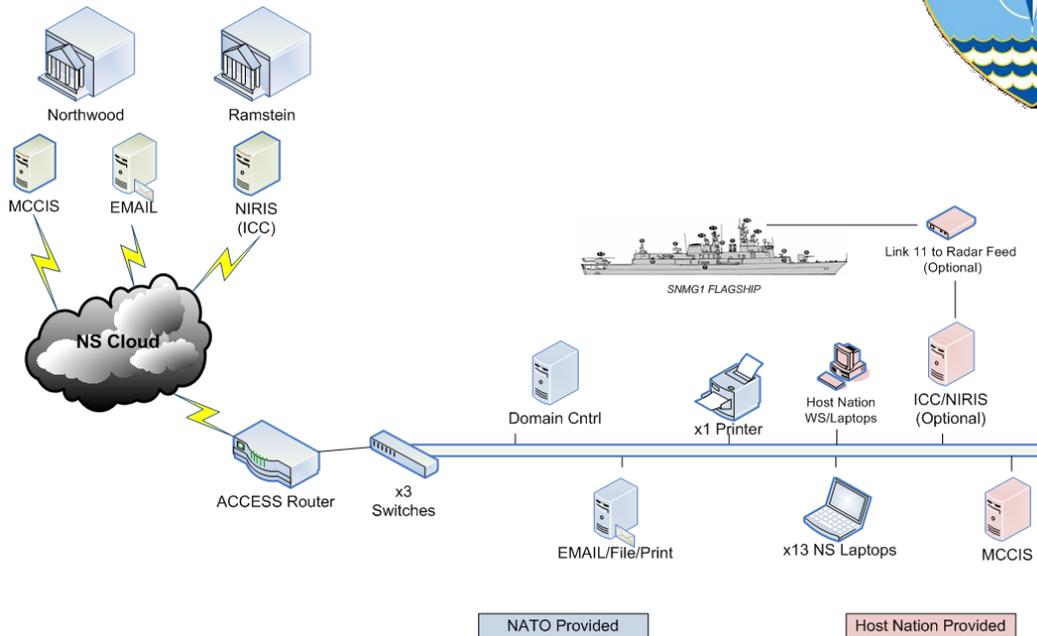
#1 Provide CIS support to MCC Northwood

- Provide you Voice and VTC Services
- Provide you Email, Web Access, document collaboration and common productivity software
- Maintain your functional systems like MCCIS, ICC, BRITE, etc
- Engineer and maintain Audio/Visual Services
- Plan and execute IT upgrade projects

What We Do:

#2 Provide CIS Support to SNMG1

- NCSA supports all flagship changes:
 - Setup of Core Infrastructure onboard
 - Configuration of MCCIS/ICC/JCHAT
 - Enduring support throughout rotation



- We Provide Network Equipment
 - Switches
 - Email/File/Print Server
 - Domain Controller
 - Laptops



What We Do:

#4 Support NATO Exercises

- **We support**
 - **Battle Staff Training**
 - **Major Exercises (Cooperative, Steadfast, Loyal, Noble series, etc)**
 - **UK Reserve Forces Exercises**
- **We provide**
 - **Hundreds of Exercise Accounts**
 - **Over 50 extra workstations, printers, phones, etc..**
 - **Network support to remote (and afloat) exercise locations**



What You Need to Know:

When any of your CIS Breaks...

Contact the NCSA Northwood Service Desk

M-R (0800-1700), F (0800-1600)

Phone: 5-6777

Email: s.desk@ncnw.nato.int

Room B.24



Call NCSA for:

- Any Computer Related Issue
- Any Phone Related Issue



Call Building Manager For:

- Electrical Issues
- Copiers and Shredders



What You Need to Know: When you call the Service Desk...

You Should...

1. Describe exactly what you can't do, and any error messages you receive.
2. Identify your Workstation Name (Lower right of Desktop) and/or building location.
3. State when you need the work completed by.



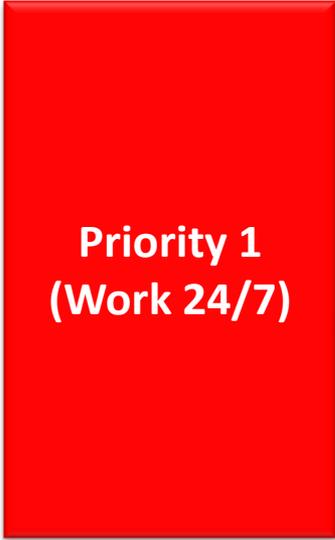
NCSA will...

- The Service Desk will give you an Incident Number
- The technician will also give you a Priority with a fix time goal.
- You will receive an email confirmation
- You can call at any time to find your place in the queue and when we estimate your incident will be actioned.
- Regardless of your Priority we will always try to fix your issue as quickly as possible



What You Need to Know: About After Hours Support...

- Outside working hours the Service Desk line (5-6777) will ring to the COMCEN
- If your Incident is Priority 1, a duty technician will be called out to resolve the problem.
- If your incident is not Priority 1, the deficiency will be noted for action the next duty day.
- The Service Desk office and email are not monitored outside working hours.



**Priority 1
(Work 24/7)**

A large red rectangular callout box with a blue pointer pointing towards the top right. The text inside is white and bold.A small grid table with multiple columns and rows. The cells are colored in various shades including red, yellow, green, blue, and grey. It appears to be a calendar or a status matrix.

Priority 1 Includes:

- HQ Wide Formal Message Issues
- HQ Wide MCCIS Failure
- HQ Wide JCHAT Failure
- HQ Wide ICC Failure
- HQ Wide NS Email/Web Failure
- HQ WISE Failure
- HQ Wide File Storage Failure
- Failure of NU Email for the Battle Watch Captain.



What You Need to Know: When you want additional services...

Permanent Changes:

- Additional Workstations
- New Hardware
- New Software
- Office Moves
- New Services

See N6 Requirements, Room 2.17,
5-6636 or
Room 2.23, 5-6860

The screenshot displays the 'N6 DIVISION CIS Requirements Branch Requirements Capture Form' in a web browser. The page includes a navigation menu with options like 'HOME', 'CREATE NEW', 'VIEW MY REQUIREMENTS', and 'ADMIN'. A table lists requirements with columns for ID, username, Division, Description, Date, and Status. The selected requirement (ID 743) is shown in detail, including fields for Division, Email, Phone, Location, Description, Requirement category, Justification, Location, Remarks, and Status. An 'ADMIN MENU' section contains a 'Send selected requirement to:' dropdown, an 'Additional information' text area, and a 'DELETE SELECTED REQUIREMENT' button. A date field shows '06/08/2009' with an 'update' button.

ID	username	Division	Description	Date	Status
743	manw.r.snoddon	DOS + HQ Spt	Move telephone numbers from 3.3 and 3.4 to 3.19 and 3.20	06/08/2009	NCSA Plans & Requirements

n6reqform.manw.nato.int



Conclusion

- **NCSA Squadron Northwood**
- **Provide CIS services to MC Northwood and SNMG1**
- **Evaluate incidents based on the priority matrix**
- **Contact Service Desk when your CIS is not operational or if you have a CIS question: 5-6777**
- **Contact if you have a Customer Service Issue at 5-6649**
- **Submit CIS support requirements to N6**