



DEPARTMENT OF THE NAVY
PERSONNEL SUPPORT ACTIVITY WEST
937 NORTH HARBOR DRIVE
SAN DIEGO, CALIFORNIA 92132-0076

IN REPLY REFER TO:
PERSUPPACTWESTINST 5230.3B
N6

JAN 06 2004

PERSUPPACT WEST INSTRUCTION 5230.3B

Subj: DETACHMENT INFORMATION TECHNOLOGY POINT OF CONTACT (ITPOC)

Encl: (1) Sample Designation as Detachment Information Technology
Contact (ITPOC) Letter

1. Purpose. To establish the ITPOC duties and responsibilities. The ITPOC will be the Detachment's single point-of-contact for communications-computer matters. The ITPOC will be responsible for the management and accountability, in coordination with the OIC, of all computer resources at the Detachment for PSA West Code N4/6. This includes but is not limited to the management and control of resources (internal movement of assets, coordination of procurement, turn-ins, and transfers).

2. Cancellation. PERSUPPACTWESTINST 5230.3A

3. Background. The responsibility for the accounting of computer assets has become a major concern throughout the Department of Defense (DOD) and recent DOD area wide audits indicate that accountability and control of computer resources are inadequate. This was due in part to the command's overlapping responsibility/accountability for communications-computer resources. Under Navy Marine Corps Intranet (NMCI) each location must have an appointed ITPOC for site coordination on matters regarding NMCI equipment and support.

4. Action. Officers In Charge will designate in writing (enclosure (1)) an ITPOC and forward a copy of the designation letter to PSA West Code N4/6. Personnel appointed will be assigned as the PSD on-site representative to perform duties as outlined below. The designated ITPOC must have at least 12 months remaining at their present duty station. Replacements should be designated 30 days prior to the incumbent's projected loss date.

a. Code N4/6 will implement and coordinate training for the designated ITPOC in order that he or she may perform daily tasking(s) at their detachments. These duties will not normally require more than one to two hours of IT support per day.

(1) PSD Server/NSIPS Server. Verify backup tapes are replaced in accordance with backup tape rotations on the PSD/NSIPS Servers.

(2) As the Information Systems Security Officer (ISSO), you will:

(a) Be responsible for new users to review the Information Assurance brief prior to NMCI creating an account. PSA N4/6 will provide documentation.

(b) Submit all Move/Add/Changes (MACs) to PSA code N4/6 for approval.

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(3) Be responsible for inventory of IT Equipment, Software, and DEER/RAPIDS/CAC equipment.

(4) Act as Trusted Agent (TA) for PKI certificates (PSA will provide documentation and training). Notify PSA Local Registration Authority for new user for PKI Issuance, revocation of compromised PKI CERTS, and forgotten passwords.

(5) Perform IT tasking i.e. software, hardware upgrades/updates and Standalone workstation. Assist PSA West, when directed, to load CD, reboot, and follow-up in getting the task completed.

(6) Place trouble calls to the NMCI trouble desk for any problems with the Server, Network, Uninterrupted Power Supply (UPS), or during Internet connectivity loss.

b. The ITPOC is not expected or trained to provide desktop support, software applications support, or etc.

c. Current policies, procedures, and processes are constantly being revised as Navy commands transition into NMCI. PSA code N4/6 will keep PSD OIC's and their ITPOC's apprised of any new or revised policies, procedures, and processes.


CAROLINE B. KONCNY

Distribution:

PERSUPPACTWESTINST 5216.1K LIST II

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SAMPLE DESIGNATION AS DETACHMENT INFORMATION TECHNOLOGY POINT OF CONTACT
(ITPOC)

5230
(Det Code/Serial)

From: Officer In Charge, Personnel Support Activity Detachment,

To: PN2 Alpha J. Jones, USN

Subj: DESIGNATION AS DETACHMENT INFORMATION TECHNOLOGY POINT OF
CONTACT (ITPOC)

Ref: (a) PERSUPPACTWESTINST 5230.3B

1. Effective immediately, you are designated as Detachment ITPOC. You will be guided by reference (a) in the performance of your duties.
2. This letter supersedes all previous letters of designation pertaining to computer support and shall remain in effect until you are properly relieved.

/s/Officer In Charge

Copy to:
PSA WEST (N6)
Service Record

Enclosure (1)