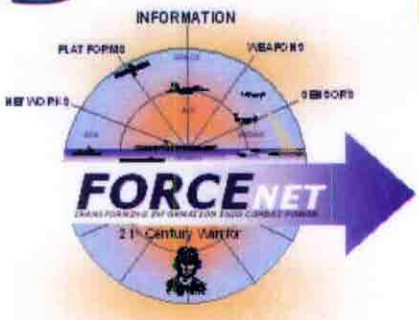
NMCI

NAVY MARINE CORPS INTRANET

EDS



Navy Marine Corps Intranet (NMCI) Detachments (DET) Training Plan

15 JANUARY 2004

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Executive Summary

FORCEnet, the next generation of Network Centric Warfare (NCW), operates across all facets of the Department of the Navy (DoN), and requires a comprehensive strategy to deliver dynamic network-centric training. Under a broad training strategy, Navy-Marine Corps Intranet (NMCI) Detachments (DET) were established to provide IT core competency training for sailors. This Task Force EXCEL (TFE) inspired training strategy provides guidance in structural relationships, operation, and cooperation of Navy commands and the contractor organization as they relate to NMCI DET training. IT training policy resides at the Naval Education and Training Command (NETC) Center for Information Technology (CIT).

By direction of Commander, Naval Network Warfare Command (CNNWC), the Commander, Naval Network and Space Operations Command (CNNSOC) is the Navy point of contact who provides direction to the NMCI contractor for NMCI enterprise–wide training, evaluates requirements, and coordinates all decisions involving manpower and personnel issues.

Training direction, as it applies to NMCI, includes the following basic functions:

- Communicating fleet training requirements to Electronic Data Systems Corporation (EDS) in support of NMCI deployable clients.
- Prioritizing qualifications and certification opportunities for sailor core competency development
- Communicate Job Task Analysis (JTA) requirements to and assist the CIT in development of skill objects to ensure that NMCI job and training requirements are adequately define in the 5 Vector Model (5VM)
- Ensuring NMCI training that enables the sailor to support the NMCI Operations Environment
- Overseeing assessment processes, including:
    - Sailors' Core Competency progression
    - Training program metrics

This unique training plan maps: (1) an NMCI sailor's core competency requirements, (2) EDS workplace requirements*, and (3) civilian/industry standard IT certifications. Sailors learn through a combination of internship techniques. As is true in other internships, sailors succeed by the amount of effort they invest in the program. Sailors in the program have achieved engineer-level certifications, as well as higher-level Navy Enlisted Classifications (NECs).

This NMCI DET training plan requires periodic review. During the course of real world operations and experiences, it is expected that Navy and EDS identified improvements will need to be captured and applied within this document with signing primary's (or their designated representative) approval.

***Maintenance (maintaining), and repair (remove & replace) are unique to the NMCI environment for the IT rating**.

1.0 Mission and Purpose

1.1 Overview

This chapter discusses CNNSOC's mission and the purpose of the training plan. Further details of the functions and mission of the command can be viewed at the CNNSOC website: http://www.nnsoc.navy.mil/.

1.2 NMCI Detachment (DET) Mission

The NMCI DET mission is to develop an Information System's Technician (IT) that operates, maintains, and administers secure, reliable, end-to-end information systems. The plan is meant to promote continuous learning opportunities and to provide opportunities for commercial certifications, as well as to advance the sailor's professional and personal career by using Naval Personnel Development Command's (NPDC) Five-Vector Model, which includes Professional Development, Personal Development, Professional Military Education & Leadership, Certifications & Qualifications, and Performance.

1.3 Training Plan Purpose

The purpose of this training plan is to provide an overview of military personnel training objectives and products, and to define the Navy's training strategy. It will also facilitate the training, certification, and measurement of core competencies for the sailor to use in practical application in the NMCI environment, which will allow him or her to return to the fleet fully capable of administering, maintaining, analyzing, and securing enterprise-wide network functions. NMCI Network Training delivery is the responsibility of EDS. This document replaces and cancels the CNNOC NMCI Training Plan dated 15MAR02.

1.4 References

NMCI Conformed Contract N00024-00-D-6000 06OCT00
NMCI Contract (Attachment 2 Service Level Agreements (SLAs))
NMCI Contract (Attachment 3 Sea Shore Requirements)
NMCI Contract (Attachment 5 Security Policy)
NMCI Contract Line item 0031 (as amended by P00038 27FEB02)
NMCI Contract (SLA 37)
Navy Military Personnel Manual 1306-967 NMCI Network Operations Center (NOC)
NAVNETSPAOPSCOMINST 3120.7 "Administration Support for NAVNETSPAOPSCOM NMCI Detachments"

1.5 Appendixes

APPENDIX A NMCI DET Individual Development Plan
APPENDIX B NMCI DET Certified System Administrator Training Path
APPENDIX C NMCI DET Help Desk Technical Progression Plan
APPENDIX D NMCI DET Network Operations Center Technical Progression Plan
APPENDIX E NMCI DET System Administrator Competency Matrix

2.0 Roles and Relationships

2.1 Introduction

The Director of NMCI oversees the acquisition of the NMCI program and reports directly to the Assistant Secretary of the Navy for Research, Development, and Acquisition (ASN RD&A).

NMCI training, manpower, and personnel direction will be based on Department of Defense (DoD) and Department of the Navy (DoN) policies, directives, guidance, and requirements provided by Naval Network Warfare Command (NETWARCOM), as generated by the Unified Commanders, Fleet Commanders, and Major Claimancies.

Subject to the NMCI contract, EDS shall provide NMCI-specific technical and orientation training, tools, and the facilities necessary to enable the assigned military personnel to perform their rotational assignments consistent with contractor provided personnel.

CNNSOC will assess and incorporate changes as needed that refine processes, develop policies, and deploy IT professionals for maintenance, administration, security, management, and oversight support to fleet and shore-based information systems.

NMCI DET's have been established to support DoN's Information Technology Management (ITM) manpower, personnel, and training mission ashore. Continuous fleet and NMCI DET evaluation and feedback, consolidated by the NMCI DET, will outline the timeliness, ease, and effectiveness of all EDS network-centric training.

2.2 Roles

By direction of NETWARCOM, NNSOC will remain completely responsive to all training requirements generated from Unified Commanders, Fleet Commanders, and Major Claimants via the Center for Information Technology (CIT).

2.2.1 Commander Naval Network and Space Operations Command (CNNSOC)

CNNSOC was established in July 2002, merging the Naval Network Operations Command (NNOC) and Naval Space Command (NSC). NNSOC will provide support to the Unified Commanders, Fleet Commanders, and Major Claimants by addressing training requirements and by ensuring that EDS provides training to the NMCI DET in order to enable the assigned military personnel to perform their rotational assignments consistent with contractor provided personnel.

2.2.2 Program Management Office (PMO)

The Navy and Marine Corps Program Management Offices (PMOs) will provide echelon two acquisition support to the program. Vested with the resources necessary to manage the NMCI

program life cycle support of assigned systems, equipment, and other infrastructure, the PMO will report to the Director.

2.2.3 Manpower, Personnel, and Training Integrated Process Team (MPT-IPT)

The Director NMCI MPT-IPT supports the exchange of information between DoN and EDS training specialists, determines gaps or redundancies in the NMCI Detachment processes, and develops strategies to help ensure that the mission of training high caliber Information Systems personnel to send back to the fleet is met.

2.3 Relationships

2.3.1 Commander Naval Network Warfare Command (NETWARCOM)

NETWARCOM is the Navy's central operational authority for space, information technology requirements, network, and information operations in support of naval forces afloat and ashore. NETWARCOM serves as the operational forces' advocate in the development and fielding of information technology, information operations, and space training.

As the IT rating Technical Advisor, NETWARCOM has cognizance over the technical areas in which a Navy Enlisted Classification (NEC) is principally used. The Technical Advisor is concerned with manpower or weapon system relationships and training requirements related to technical aspects of the NEC.

2.3.2 Commander Naval Network and Space Operations Command (CNNSOC)

NNSOC is responsible for operating and maintaining telecommunications and space infrastructure that supports naval operations. NNSOC executes oversight of shore-to-ship network services and operations, which include messaging, voice and IP connectivity, and ground and space segments for the Navy's satellite communication systems and overseas communications networks.

2.3.3 Director Navy-Marine Corps Intranet (DirNMCI)

The Director, NMCI is the centralized point of authority and accountability for the NMCI program, which also includes conducting operational tests and evaluation. DirNMCI is vested with the authority, accountability, and resources necessary to manage the NMCI program plans and budgets for the development, production, Fleet introduction, and life cycle support of assigned systems, equipment, and other infrastructure for NMCI.

2.3.4 Center for Information Technology (CIT)

The Center for Information Technology's (CIT) Mission is to train and develop naval information technology professionals by providing essential skills and knowledge to support career growth and naval readiness through the use of traditional and evolving methods.

The CIT coordinates with the Human Performance Center (HPC) to develop and deliver the appropriate tools and opportunities to meet Fleet requirements, which include both specific Information Systems Technician (IT) occupational fields and mission areas.

2.3.5 Electronic Data Systems Corporation (EDS)

EDS is the NMCI prime contractor and fulfills the contract agreements with support from sub-contractors. EDS provides technology and process-specific training to assigned enlisted and officer military NMCI DET personnel. EDS conducts a rigorous formal training program that is coupled with position assignments where personnel allocated to the NMCI DET will enhance their knowledge, skills, and abilities through practical experience.

3.0 Core Competency Training

3.1 Introduction

3.1.1 Task Force Excel (TFE) & Naval Personnel Development Command (NPDC)

A "Revolution in Training" known as Task Force EXCEL (Excellence through our Commitment to Education and Learning) has dramatically increased the use of onboard training/simulation packages and computer-based distance learning. Task Force EXCEL led the way in designing a continuum of education that will enrich sailors throughout their careers, helping them realize their full personal and professional potential.

Civilian industry-accepted classifications and certification credentials align to Navy experience by underlining the equivalency between military and private-sector technical skills training.

The Naval Personnel Development Command (NPDC) officially stood-up on board Naval Station Norfolk. NPDC is the result of the Chief of Naval Operations' (CNO) initiative to revolutionize the Navy's training and education structure. Building on the efforts of Task Force Excellence through Commitment to Education and Training (EXCEL), NPDC will continue working with the Fleet to expand existing partnerships with academia and private industry.

3.2 NMCI Information Systems & Networks Training

NMCI Information Systems & network training for NMCI DET personnel will follow a training progression similar to that of afloat forces. Specifically, it will follow a continual progression of skill development through individual proficiency and team proficiency. Individual and team proficiencies for NMCI DET personnel will be provided. Participation in afloat exercises will focus on collaborating with the FLEET components employing NMCI deployable clients to establish and maintain the proficiency necessary to support afloat operations and will be based upon a continual progression of skill development.

Training will be delivered through a variety of methods based upon EDS/Navy training requirements, training effectiveness, cost, and individual professional development of personnel. Delivery methodology includes conventional classrooms, Mobile Training Teams (MTT), Advanced Distributed Learning (ADL), Computer Based Training (CBT), self-paced Interactive Courseware (ICW), On-the-Job Training (OJT), team training off-site and on the deck plates, and other disciplines as technology progresses. Training will follow a coherent progression of individual proficiency.

3.2.1 Mission-Specific Training

Mission-specific training establishes and maintains the proficiency necessary to support afloat operations. As NMCI DET sailors transfer, mission-specific training to perform assigned mission organizational level maintenance and repair of Command, Control, Communications, Computer, and Intelligence Systems will be coordinated with gaining command and BUPERS.

3.3 Fleet Qualifications/Classification

Various Fleet Job Qualifications Requirements (JQR), Navy Enlisted Classifications (NEC) and Officer courses are enablers to commercial certification. The foundations trained in these courses provide solid footing for Information Systems Administrators/Managers to launch their commercial/industry certification tracks.

3.3.1 Journeyman Networking Core (JNET-Core) – NEC 2735 A-531-0046

The Journeyman Networking Core (JNET-Core) provides core knowledge and skills to administer all enclaves of the network, ashore and afloat.

The course provides in-depth (journeyman-level) instruction in Local Area Networks (LAN) and Metropolitan Area Networks (MAN), with focus on system administration. Lab sessions are scheduled throughout the course to allow students an opportunity to directly apply the concepts presented.

The course topical outline: 1. Cisco CCNA, 2. Win2K Server, 3. Win2K Network Infrastructure, 4. Win2K Directory Services, 5. Exchange 2000, and 6. Solaris.

3.3.2 Network Security Vulnerability Technician (NSVT)– NEC 2780 A-531-0022

The Network Security Vulnerability Technician (NSVT) course trains System Administrators with the advanced knowledge and skills necessary to secure Department of Defense Information Systems. Students will learn how to protect computer networks and systems.

A NSVT trained System Administrator recognizes microcomputer operating systems vulnerabilities and performs corrective actions to ensure maximum system availability. Uses commercial off the shelf software and operating system specific tools to perform virus protection and detection, system backups, data recovery, and auditing functions. Creates, configures, and maintains user and group accounts across multiple operating systems. Assesses protocol and proxy service vulnerabilities and their relation to firewalls. Develops and implements solutions, with regard to protocol and proxy service vulnerabilities, guarding against hostile attempts of compromise or inadvertent disclosure of sensitive material.

3.3.3 Advanced Network Analyst (ANA) – NEC 2781 A-531-0045

The Advanced Network Analyst (ANA) course provides in-depth instruction to qualified fleet personnel on advanced methods used to analyze, manage, and optimize network performance operations. The integration and optimization of various Network Operating Systems (NOS) is covered, with emphasis on the Wide Area Networking (WAN) environment.

ANA-trained System Administrator's manage network operating systems utilizing infrastructure (i.e. cabling, throughput, connectivity, I/O devices, and topologies). Possesses thorough knowledge of current technology and trends. Implements a variety of connectivity solutions including but not limited to RAS, T1/T3, ISDN, ATM, X.25. Implements a variety of protocols,

services, and standards such as TCP/IP, IPX/SPX, NetBEUI stacks, Internet (http, ftp, telnet, smtp), and X.400/500. Designs hardware and software to work in concert taking into consideration compatibility, environmental constraints, growth potential, life cycle management, cost/performance analysis, and user feedback. Performs hardware and software installation and testing. Performs management and maintenance functions including inventory control of computer assets, software and configuration management, user training, and help desk management.

3.3.4 Information Systems Security Manager (ISSM) – NEC 2779 A-531-0009

The Information Systems Security Manager Course prepares military personnel with the knowledge and technical skills needed to function as the accreditation action officer, focal point, and principal adviser to the commanding officer for Information Security (INFOSEC) in matters of compliance with the governing national, DOD, USN, and USMC directives. ISSMs manage information systems security at a specified level of trust.

3.3.5 Information and Communications Manager Course (ICMC) A-202-0041

The Information and Communications Manager Course provides basic and advanced communication and information systems training for junior officers and senior enlisted billeted as senior enlisted communicators or communication/information system managers/officers.

3.4 Commercial Certification/Industry Standards

Under Sea Warrior concept, the Department of the Navy (DoN) has seen value in adopting IT commercial certifications. It is intuitive that these certifications will provide substantial solutions to identified network-centric training shortcomings.

3.4.1 Microsoft Certifications

Microsoft certification acknowledges expertise in working with Microsoft products and technologies. The information technology (IT) industry recognizes the Microsoft Certified Professional (MCP) credential as a symbol of the skills and knowledge gained through experience. Microsoft certification shows that the sailor is a technical leader with the ability to successfully implement Microsoft business solutions that provide support to the Unified Commanders, Fleet Commanders, and Major Claimants.

3.4.1.1 MCP

The Microsoft Certified Professional credential is for professionals who have the skills to successfully implement a Microsoft product or technology as part of a business solution in an organization. Candidates are required to pass one current Microsoft certification exam.

A single-exam certification is the basic entry point to the Microsoft Certified Professional program and a stepping-stone to other Microsoft certifications. The range of exams that entitle an

individual to this credential is too broad to cover meaningfully here. Every exam Microsoft currently offers qualifies individuals who pass that test to obtain MCP status.

For more information, see www.microsoft.com/traincert/mcp/mcp/requirements.asp.

3.4.1.2 Microsoft Certified Systems Administrators (MCSA)

The Microsoft Certified Systems Administrators administer network and system environments based on the Microsoft Windows® platforms.

Designed to identify professionals who can install, configure, manage, and troubleshoot Microsoft systems and networks, the MCSA is a mid-level certification for system and network administrators.

See www.microsoft.com/traincert/mcp/mcsa/requirements.asp for more on MCSA.

3.4.1.3 Microsoft Certified Systems Engineers (MCSE)

The Microsoft Certified Systems Engineers analyzes business requirements to design and implement an infrastructure solution based on the Windows platform and Microsoft Servers software.

For more on MCSE, see www.microsoft.com/traincert/mcp/mcse/requirements.asp.

3.4.1.4 Microsoft Certified Trainers (MCT)

The Microsoft Certified Trainers (MCT) are qualified instructors, certified by Microsoft to deliver Microsoft training courses to IT professionals and developers.

For more information on program requirements and benefits, see www.microsoft.com/traincert/mcp/mct/guide.

3.4.2 COMPTIA Certifications

COMPTIA certification programs are the recognized industry standards for foundation-level Information Technology (IT) skills. Best known for the A+ certification, COMPTIA offers certifications in key technology areas. COMPTIA vendor-neutral certification programs are known throughout the technology community as one of the best ways to break into the information technology field and build a solid career.

3.4.2.1 A+

The A+ certification is the industry standard for validating vendor-neutral skills expected of an entry-level computer technician. Those holding the A+ certification have a broad base of knowledge and competency in core hardware and operating system technologies, including installation, configuration, diagnosing, preventive maintenance, and basic networking.

3.4.2.2 Network +

The Network + certification is the worldwide standard of competency for professionals with nine months experience in network support or administration. The Network+ certification validates technical competency in networking administration and support. Those holding Network+ certification demonstrate critical knowledge of media and topologies, protocols and standards, network implementation, and network support.

3.4.2.3 Security+

The Security + certification is a vendor-neutral certification exam. It is the worldwide standard of competency for foundation-level security practitioners. Theft and destruction of intellectual property takes place despite the presence of firewalls, encryption, and corporate edicts. Neither technologies nor policies alone offer effective information security. The IT industry must have a well-trained work force to effectively combat hackers and decrease financial losses.

3.4.3 Cisco Certifications

Certifications within the Network Installation and Support career path (or track) show expertise for professionals who install and support traditional Cisco technology-based networks in which LAN and WAN routers and LAN switches predominate. This area includes: network design, configuration, and installation; and techniques that increase bandwidth, improve response times, maximize performance, improve security, and provide global application-specific solutions.

3.4.3.1 Cisco Certified Network Associate certification (CCNA)

The Cisco Certified Network Associate (CCNA) certification indicates a foundation in and apprentice knowledge of networking. CCNA certified professionals can install, configure, and operate LAN, WAN, and dial access services for small networks (100 nodes or fewer), including but not limited to, use of these protocols: IP, IGRP, Serial, Frame Relay, IP RIP, VLANs, RIP, Ethernet, and Access Lists.

3.4.3.2 Cisco Certified Network Professional certification (CCNP)

The Cisco Certified Network Professional certification (CCNP) indicates advanced or journeyman knowledge of networks. With a CCNP, a network professional can install, configure, and operate LAN, WAN, and dial access services for organizations with networks from 100 to more than 500 nodes, including but not limited to, these protocols: IP, IGRP, IPX, Async Routing, AppleTalk, Extended Access Lists, IP RIP, Route Redistribution, RIP, Route Summarization, OSPF, VLSM, BGP, Serial, Frame Relay, ISDN, ISL, X.25, DDR, PSTN, PPP, VLANs, Ethernet, Access Lists, 802.10, FDDI, and Transparent and Translational Bridging.

3.4.3.3 Cisco Certified Network Internetwork Expert (CCIE)

The Cisco Certified Network Internetwork Expert (CCIE) indicates expert-level knowledge and experience in the installation and support of technology-based networks. Prior to seeking CCIE

certification, professionals should have completed Cisco CCNP-level certification or attained equivalent knowledge, and they should also have extensive experience configuring and maintaining Cisco networking equipment in a production network environment.

3.4.4 EDS Classroom/CBT Courses

The NMCI DET will have access to the same NMCI training opportunities as their civilian counterparts. A mix of classroom instruction, CBT, web-based e-learning, and on-the-job-training (OJT) will be made available. The NMCI DET will also have access to government on-line professional military education and training via the Internet, consistent with NMCI and DoN security policies.

4.0 NNSOC NMCI Operations

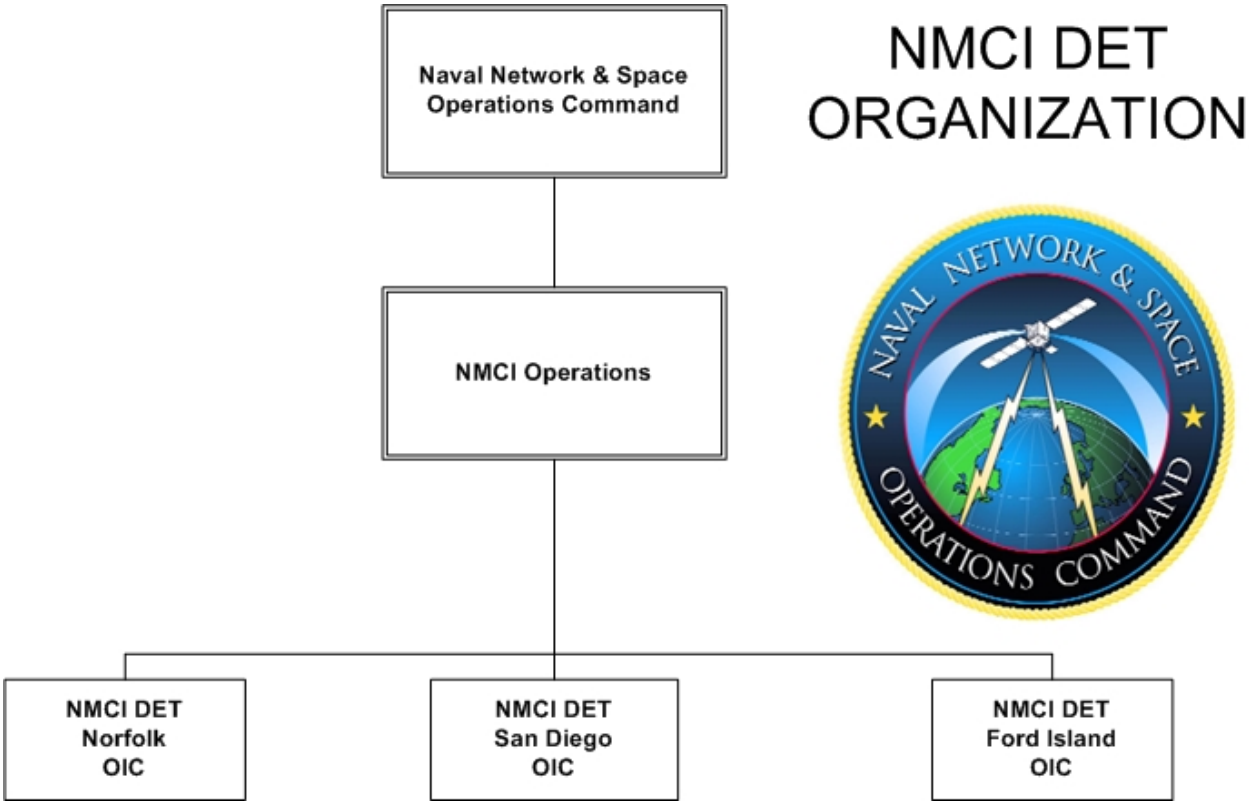

Figure 4-1 NNSOC NMCI DET ORGANIZATION

NNSOC is the focal point for decisions involving enterprise-wide training. Specific functions include, yet are not limited to:

- Identifying and resolving day-to-day problems affecting training
- Integrating emerging training requirements
- Directing EDS implementation of required training for deployable personnel
- Resolving changes necessitated by operational, exercise, and fleet requirements
- Serving as the Navy Point of Contact (POC) for all DoD requests for NMCI training performance information
- Participating in an annual review of NMCI requirements that will lead to training changes, new certification, and core competency insertions and required contract modifications
- Ensuring that the NMCI DET network-centric training program operates in compliance with DoD and DoN policies and Unified Commander policies as they apply to manpower personnel and training support of NMCI

4.1 NNSOC NMCI Program Manager Responsibilities:

The NNSOC NMCI Program Manager will:

- Implement and standardize NMCI DET enterprise training
- Coordinate with DirNMCI for contract issues
- Ensure training program provides maximum benefit for the fleet by providing direction for Commercial Certifications and understanding of Navy IT training requirements
- Ensure NMCI military workforce is properly trained by EDS
- Develop policies and procedures for NMCI Detachments
- Coordinate training assessment with Navy PMO
- Collaborate closely with:
    - NETWARCOM (community sponsor)
    - Center for Information Technology
    - EDS Headquarters training and workforce management
    - Director NMCI (coordinator for civilian and military personnel)
    - Navy PMO (ILS manager)
    - CNO N61 (fleet training requirements)
    - CNO N13 (community manager)
    - Naval Personnel Command NAVPERS (IT detailers)
- Support Det OIC in resolution of personnel problems and ensure NMCI DETs are properly manned
- Address all issues not resolved at the NMCI DET level
- Coordinate the Administrative support to the NMCI DET that will be provided by the local Immediate Superior in the Chain of Command (ISIC) (i.e., Naval Computer and Telecommunications Area Master Station Atlantic (NCTAMSLANT), Naval Computer, Telecommunication Station San Diego (NTCS San Diego), and NCTAMSPAC Hawaii)
- Develop a contingency plan identifying the personnel reassignment process in the event of mobilization

4.2 NMCI DET OIC Responsibilities:

- Coordinate with EDS management when scheduling around a 44-week productive year and emergent schedule changes and administer regular and emergency leave in accordance with Navy Regulations
- Coordinate with EDS management to schedule weekly physical training and the semi-annual Physical Readiness Test (PRT) as part of the sailor's work schedule
- Coordinate with EDS management prior to authorizing Navy personnel appropriate time off to participate in the semi-annual exam cycles, as well as other required military training (e.g. GMT's, safety stand-down, etc.)
- Monitor EDS performance concerning IT core competency training of Navy personnel and the execution of Individual Development Plans (IDPs) using NPDC-approved course objectives for IT-related NEC's as a guide
- Coordinate with the EDS representative on projected arrival of military personnel to the site

- Administer the appropriate corrective action if an NMCI DET personnel's actions violate NMCI policy
- Conduct pre-assessment and initial assessment of NMCI DET watch standers

4.3 NMCI DET Senior Enlisted Advisor (SEA) Responsibilities:

- Promulgate current policies, directives, and SOPs. The SEA will affect the policies and orders of the OIC, and shall keep the OIC informed of all significant matters pertaining to the command.
- Responsible to the OIC for administrative duties and for the welfare, professional development, and discipline of assigned personnel

4.4 NMCI DET Training Coordinator:

- Responsible to the NMCI DET OIC for training and watch qualifications of the NMCI DET personnel
- Responsible for ensuring all Detachment training policies and procedures are implemented
- Coordinates with EDS Training Site Liaison to monitor and report NMCI training issues

4.5 NMCI DET Functional Manager (FM) Responsibilities:

- Coordinate with the duty managers to facilitate available duty assignments
- Participate in the assessment of NMCI DET personnel
- Provide day-to-day watch station/duty assignment tasking
- Communicate watch stander performance standards, methods for monitoring performance, and watch station/duty assignment expectations
- Monitor performance to EDS standards
- Provide technical guidance/mentoring to the NMCI DET watch stander
- Provide periodic feedback/evaluation of NMCI DET watch stander

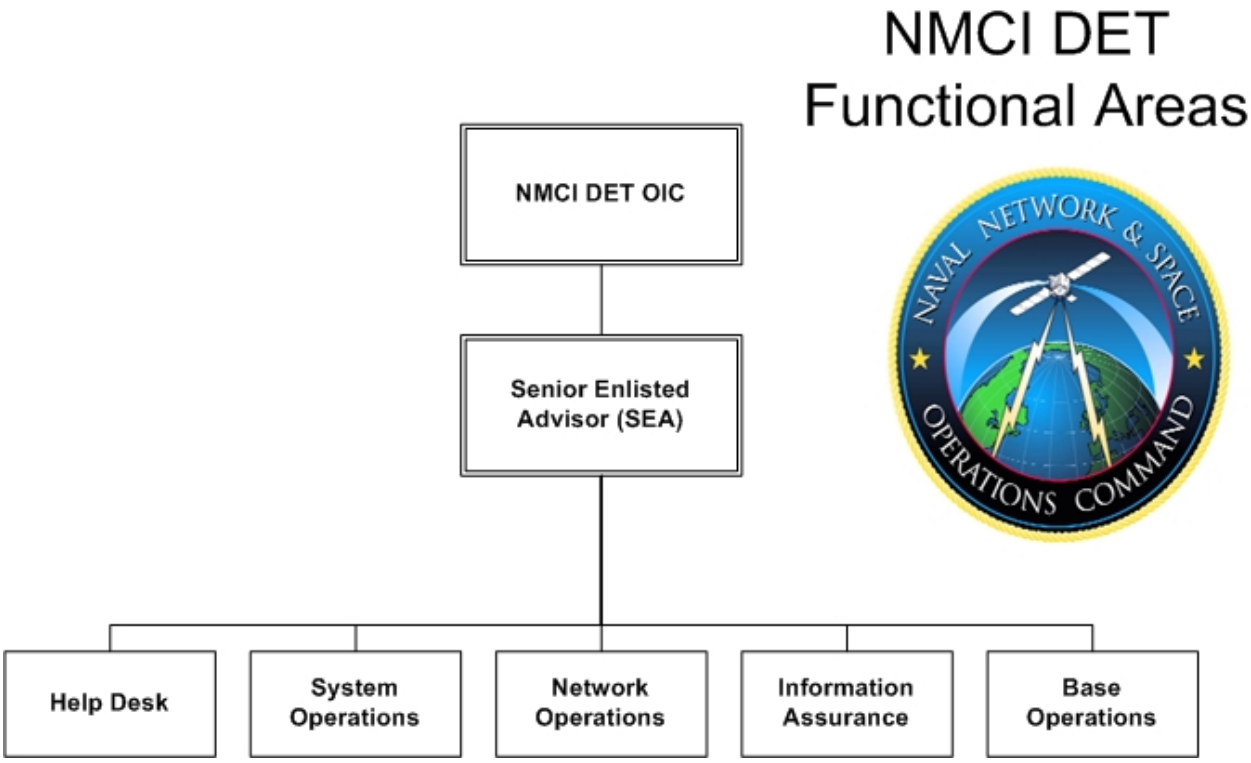

Figure 4-2 Functional Managers

4.6 NMCI DET Watch Stander Responsibilities:

- Responsible to EDS for daily operations during the watch and for ensuring all NMCI policies and procedures are followed
- Coordinates with EDS Shift Manager to obtain accurate information on task ordering for the watch
- Reviews previous logs, remedies tickets, and passes down items since last watch

5.0 Electronic Data Systems Corporation (EDS)

EDS will coordinate with the NMCI DET OIC to assign sailors to core competency development positions within the NMCI, based upon knowledge, skills, abilities, and IDP goals. Figure 5-1 shows the Training Path Overview.

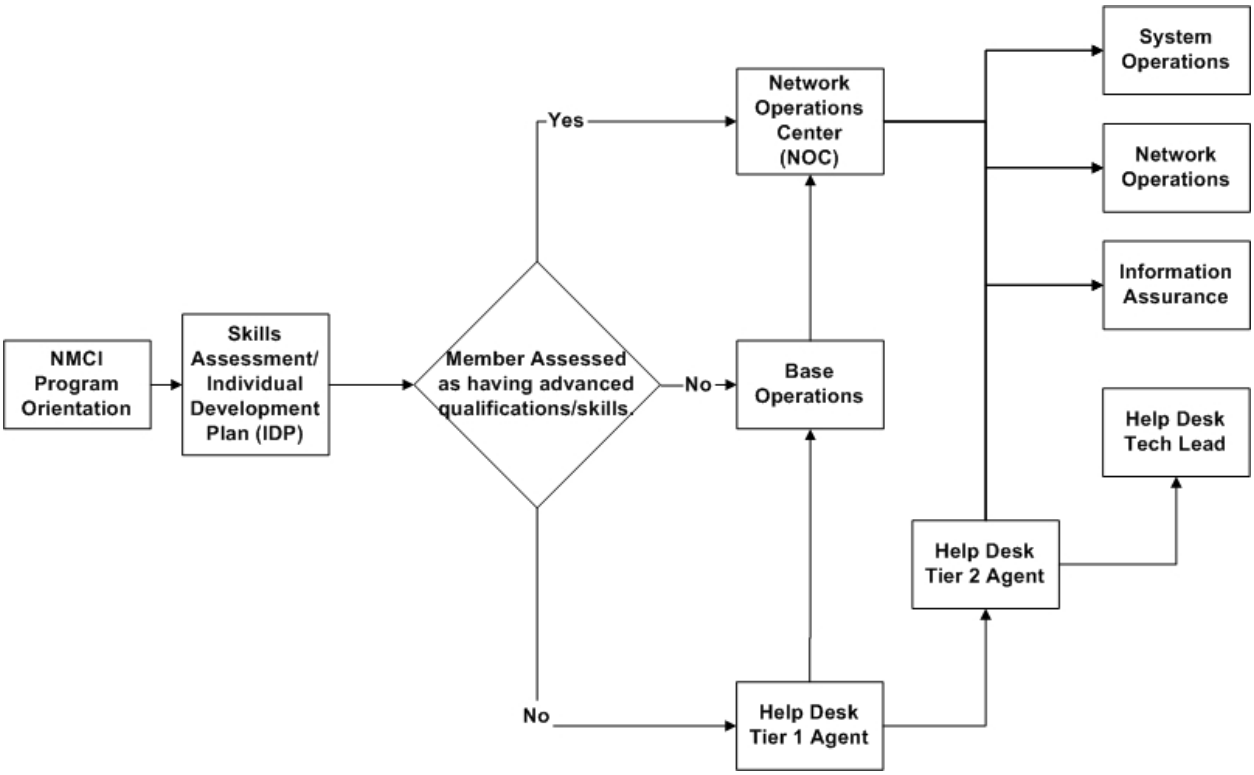

Figure 5-1 Training Path / Program Overview

5.1 EDS Roles and Relationships

5.1.1 EDS NMCI User Awareness/Training Manager

The EDS NMCI User Awareness\Training Manager is responsible for:

- Planning the NMCI User Awareness\Training Program
- Budgeting the NMCI User Awareness\Training Program
- Coordinating and interfacing with DoN counterparts

5.1.2 EDS NMCI DET Program Manager

The EDS NMCI DET Program Manager is responsible for:

- Coordinating with members of EDS staff on NMCI program issues

- Providing SLA 37 reports and other reports required to support the NMCI DET program
- Providing training necessary to support NMCI DET duty assignments
- Delivering NMCI DET training, in the most efficient manner, based upon the service member's Individual Development Plan (IDP)

5.1.3 EDS NMCI DET Training Liaison

The EDS NMCI DET liaison (on-site) is responsible for:

- Facilitating the service member's initial assessment and IDP
- Updating the service member's IDP, at a minimum, quarterly
- Coordinating with EDS Managers and NMCI DET OIC on the planned assignment of personnel
- Providing training data to ED
- Coordinating NMCI DET-specific training needs

5.1.4 EDS Enterprise managers

The EDS Enterprise Manager is responsible for:

- Ensuring support from their EDS Site Managers (NOC/HD/Base Ops)
- Attending the Quarterly NMCI Training Program Meetings

5.1.5 EDS Site Manager (NOC/HD/Base Ops)

The EDS Site Manager is responsible for:

- Communicating to the EDS Training Liaison available watch stations/duty assignments
- Assigning appropriate EDS Duty Supervision for the NMCI DET personnel

5.1.6 Duty Supervisor

The Duty Supervisor is responsible for:

- Participating in the assessment of NMCI DET personnel
- Providing day-to-day watch station/duty assignment tasking
- Communicating watch stander performance standards, methods for monitoring performance, and watch station/duty assignment expectations
- Monitoring performance to EDS standards and coordinating with NMCI DET OIC upon violation of NMCI policy and procedures
- Providing technical guidance/mentoring to the NMCI DET watch stander
- Providing periodic feedback/evaluation of NMCI DET watch stander

5.1.7 NMCI Trainers

The NMCI Trainers are responsible for:

- Preparing classrooms and course materials
- Delivering training
- Completing and reporting student course results
- Administering test preparation exams and distributing results to EDS and NMCI DET OIC

5.2 Initial Watch Station Assignment

When notified of the impending assignment of service members to the program, the NMCI DET OIC will meet with the EDS NMCI DET liaison to coordinate the arrival date of the service member(s) and to arrange their potential enrollment into upcoming orientation/training curriculum.

Prior to arrival into the NMCI DET program, the NMCI DET OIC will perform a pre-assessment on each service member. The pre-assessment will be completed within 30 – 60 days of a service member's arrival. The NMCI DET OIC can use, but will not be limited to, tools such as service member self-assessment, sponsor assessment, and electronic training jackets, to gather this information. Based on the service members pre-assessment, the NMCI DET OIC will propose an initial job assignment at the monthly leadership meetings. The attendees of the monthly leadership meeting will discuss each incoming service member and come to agreement on the proposed initial job assignment.

The EDS NMCI DET liaison will coordinate any enrollment into relevant training classes before the service member arrives.

Upon arrival into the program, the NMCI DET OIC will notify the service member(s) of the duty assignment, duty supervisor, and initial shift schedule. The service member will report to their duty assignment supervisor for tasking and performance reviews.

Until the service member completes his or her initial orientation and training, he or she will spend their work time "shadowing" an appropriate agent (as determined by their initial assessment) in their watch station/duty assignment.

5.3 Assessment & Individual Development plan (IDP)

Upon arrival at the NMCI DET, the service member's pre-assessment, previous duty assignments, and training will be assessed to confirm what specific skills, knowledge, and abilities the individual brings to the NMCI DET, in order to confirm the initial job placement.

The EDS NMCI DET liaison and the NMCI DET OIC will interview the service member and review the member's training and duty experience. The EDS NMCI DET liaison will complete an assessment form during the interview. The EDS NMCI DET liaison will retain the individual

assessment forms throughout the service member's tour of duty. Copies will be provided to the NMCI DET OIC and the service member for signature.

An individual development plan (IDP) will be created for each service member as follows:

- The EDS NMCI DET training liaison will develop an IDP for each military member assigned. The IDP will identify gaps in knowledge or skill between those possessed by the service member and those required of the initial job assignment, as well as the goals of the service member. The IDP will identify training to close the gaps. The EDS NMCI DET training liaison will retain and maintain the IDP throughout the service member's NMCI DET tour of duty.
- Orientation and initial training will be entries in the service member's IDP.
- As the service member rotates to other NMCI assignments, the IDP will be updated to reflect the development of the service member.
- The EDS NMCI DET training liaison will update the IDP with the service member and the NMCI DET OIC at least once a quarter, or more often if the service member rotates to other NMCI assignments. This update will occur in person.

5.4 NMCI Watch Stations

Following the initial orientation and training, the service member will be officially assigned to a NMCI on-the-job-training (OJT) duty position. In most cases, these assignments will place personnel in positions in the NMCI Help Desks, NOCs, Base Operations, Security Operations Center (SOC), and other state-of-the-art NMCI facilities.

EDS will provide the NMCI DET personnel with workspace and equipment equal to a NMCI employee performing in the same position. These resources shall be provided from the NMCI operational group to which the service member is assigned.

EDS will assign duty hours for NMCI DET personnel on the same basis as NMCI civilian employee duty positions. The exact shift assigned to the service member will be determined by operational needs and military leadership presence.

NMCI DET personnel will follow the NMCI work schedule, including scheduled breaks, meals, shifts, and holidays. Absences that are required to meet military obligations will be coordinated in advance between the duty supervisor and the NMCI DET OIC. A schedule of these absences will be promulgated 10 days in advance.

Specific examples of military duties for which NMCI DET personnel may be excused from NMCI duties, with prior coordination, include (but are not limited to):

- Advancement exams
- Physical Readiness Tests (PRT)
- Military leave
- General Military Training (GMT)

- Any other scheduled military function that would affect the member's duty or training

The NMCI DET OIC will notify the appropriate duty supervisor of unanticipated absences, such as emergency leave and illness, as soon as they are known.

It is expected that all successfully performing NMCI DET personnel will rotate through other positions that are available in order to give the service member the best practical exposure to core competency experience.

Before a service member can be reassigned to a new position, he or she must have met the following requirements:

- Approval for transfer from the existing duty supervisor and NMCI DET OIC
- Performed successfully in their current functional area
- Completed the necessary training needed to be assigned to the designated duty position
- Have an open duty position approved by the incoming duty supervisor

5.4.1 Help Desk Watch Stander

To be assigned to a Help Desk position, a service member must meet the following training/educational requirements:

- Possess or be able to obtain secret level security clearance
- Successfully completed the Help Desk New Hire Training
- Microsoft Windows 2000 Software experience
- A+ certification, a minimum of two years work experience on a Technical Help Desk troubleshooting hardware, or appropriate NEC
- Strong written and verbal communication skills
- Ability to respond to and resolve customer inquiries
- Ability to maintain a log of customer inquiries and concerns
- Ability to follow procedural guidelines to respond to and/or research customer questions
- Ability to interact with network services, software systems, engineering, and/or applications development

5.4.2 Help Desk Position Performance Matrices

The performance for NMCI DET personnel assigned to the Help Desk will be determined in the following measurements:

- Quality Assurance Measurement (> 75%)
- Average Daily Call Time (≥6 hours/day)
- Meeting objectives in NMCI Help Desk Technical Progression for Duty Assignment

5.4.3 Base Operations Watch Stander

To be assigned to a Base Operations position, a service member must have earned the following training and educational requirements:

- A+ certification, equivalent knowledge, or appropriate NEC
- Network+ certification, equivalent knowledge, or appropriate NEC
- MCP certification, equivalent knowledge, or appropriate NEC
- Strong written and verbal communication skills
- Ability to respond to and resolve customer inquiries
- Ability to maintain a log of customer inquiries and concerns
- Ability to follow procedural guidelines to respond to and/or research customer questions

Ability to interact with network services, software systems, engineering, and/or applications development

5.4.4 Base Operations Position Performance Matrices

The performance for NMCI DET personnel assigned to Base Ops will be determined in the following measurements:

- Average Shift Time (≥6 hours/day)
- Meeting the minimum qualifications for Customer Service Representative, Queue Manager, or Server Farm Coordinator

5.4.5 Network Operations Center (NOC) Watch Stander

To be assigned to a Network Operations Center position a service member must have earned the following training/educational requirements:

- Possess or be able to obtain secret level security clearance
- Successfully completed NOC Core Skills Training
- Microsoft Windows 2000 Software experience
- A+ certification, equivalent knowledge, or appropriate NEC
- Network+ certification, equivalent knowledge, or appropriate NEC
- MCSA certification, equivalent knowledge, or appropriate NEC
- Strong written and verbal communication skills
- Ability to respond to and resolve customer inquiries
- Ability to interact with network services, software systems engineering and/or applications development

5.4.6 NOC Position Performance Matrices

The performance for NMCI DET personnel assigned to the NOC will be determined by meeting/exceeding objectives in the NMCI DET NOC Technical Progression for Duty Assignment.

5.5 Training Opportunities

Based on the IDP and NMCI watch station/duty assignment, the service member will be enrolled into various NMCI technical training programs that will consist of e-learning courses, instructor-led courses, training labs, on-the-job training (OJT), and mentored training.

Before NMCI DET personnel can attend any training classes, they must receive approval from their duty supervisor, the EDS NMCI DET training liaison, and their NMCI DET OIC. 10 days notice must be given to the appropriate duty supervisor when requesting time away from duty assignment to attend training. At least 7 students must be present in order to conduct an instructor-led training (ILT) class. Smaller class numbers will be facilitated on a case-by-case basis.

Generally, 8 hours per week will be allotted to each service member to allow for training. This training time could consist of mentoring, e-learning, self study, certification preparation, and/or refresher classes. The NMCI DET OIC shall be responsible for the service member's daily training time and coordination with the service member's EDS supervisor. The EDS NMCI DET training liaison shall update all assignments and progress in the service members IDP.

Most training courses delivered to NMCI DET personnel will have an evaluation (test) component. To successfully complete a course that has an evaluation, an individual must achieve an 80% or above on his or her course evaluation. Upon successful completion of the course, the service member will receive a class certificate to put in his or her training records. The instructor will notify the NMCI DET OIC and the EDS NMCI DET training liaison upon the unsuccessful completion of any course. Each evaluation will become part of the service member's training record.

5.6 NMCI Technical Certification Program

Personnel assigned to the NMCI DET program are eligible to qualify for technical certifications. The intent of this provision is to allow service members to use their skills and knowledge to acquire IT certifications. Service members may participate in the technical certification program at any time during their assignment to the NMCI DET program.

The EDS NMCI DET training liaison, NMCI trainers, and the detachment NMCI DET OIC will determine which certifications are appropriate and how to best prepare for those certifications.

Technical certifications are obtained by various means, and usually require the successful completion (for a fee) of a standardized certification exam. EDS will provide practice testing for attempts of certification exams for NMCI DET personnel. Practice tests will be administered at the conclusion of formal training classes and offered at a minimum of twice a month on regularly scheduled "test days." These test days will be monitored by NMCI trainers and be scheduled on the training calendar.

The current list of NMCI supported certifications includes: A+, Network+, Security+, Microsoft Certified Professional (MCP), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Systems Engineer (MCSE), Cisco Certified Network Associate (CCNA), and Cisco Certified Internetwork Engineer (CCIE***). As technology and certification programs evolve, EDS/NMCI will tailor its certification offerings.***

5.7 EDS Certification Voucher Program

NMCI DET are eligible, and highly encouraged, to qualify for technical certification. There are a number of certification opportunities available within the NMCI program. NMCI DET watch standers may pursue an unlimited number of certifications. EDS will make the requisite courses of study needed to participate in the technical certification program available to the NMCI DET.

Upon successful completion of the prerequisite courses of study, EDS will make a Commercial-Off-The-Shelf (COTS) certification practice test available. The purpose of the practice test is to evaluate the readiness of the NMCI DET member. These tests are validated instruments that are used throughout the IT industry (i.e Transcender ™). Military personnel who have successfully completed the prerequisite coursework prior to their assignment to the NMCI DET need only to produce acceptable copies of training records in order to take the practice test.

Military personnel who successfully complete the practice test (i.e. obtain a passing grade as established by the publisher of the test) are then eligible to take the vendor-provided IT certification test, upon approval of the NMCI DET OIC. EDS will not cover the cost of retesting.

Military members who do not successfully complete the practice test will be afforded the opportunity to retake the practice test. Personnel will be encouraged to take advantage of self-study opportunities, such as IT e-learning courses, and student study materials from instructor-led courses. Military members may take the practice tests as many times as they wish, according to the published schedule.

Members who continue to fail to achieve a passing grade on the practice test have two options: paying the vendor certification fee on their own, or requesting a waiver of the practice test requirement. Any waiver request will require the concurrence of the NMCI trainer, the NMCI DET OIC, as well as the approval of the NMCI DET Program Manager and the NNSOC NMCI Training Officer.

If the military member is required to travel to take the vendor-provided certification test, it will be the responsibility of the military service to provide the necessary travel orders and funding for travel.

It is the responsibility of the military chain of command to maintain records of NMCI DET certification results. The NMCI DET OIC will provide records of those NMCI DET personnel who attempt to take vendor certification tests and those results to the EDS NMCI DET Program Manager and the NNSOC NMCI DET Program Manager.

5.7.1 EDS Courses with Associated COTS Practice Certification Exams

EDS courses that have an associated COTS practice certification exam will require the personnel to take the practice exam in order to receive a voucher for certificate testing.

- The minimum passing score for each test will be the vendor recommended passing score
  - Personnel who achieve or exceed the minimum passing score will be qualified to receive a certification test voucher
  - EDS will coordinate with the NMCI DET OIC to publish the minimum passing score for each exam prior to the exam being administered
  - EDS will coordinate with the NMCI DET OIC to update minimum passing test scores as new tests are added and old tests are changed
- If at anytime during the waiver-testing period the student achieves the published minimum non-waiver score the student may discontinue the testing process and waiver process and apply for their voucher
- The schedule for the practice test day will be posted on the Training calendar, which includes the instructor's name, classroom location, hours of class, and date

5.7.2 Courses Without Practice Exams

Students taking courses without practice exams will be required to:

- Have a certificate of completion of courseware
- Have a recommendation from the NMCI Trainer
- Have a recommendation from the NMCI DET OIC

5.7.3 Challenging a Course

Personnel with current experience in the IT field may challenge the course and take the EDS practice test at any scheduled practice test time. The process for personnel to qualify and receive a voucher will be the same as for non-personnel students taking the course. This process will only apply to courses where there are EDS-provided practice tests.

5.7.4 How to Report Practice Test Results

- The EDS NMCI Trainer administering the test will report test results for inclusion in the Individual Development Plan (IDP)
- A copy of the IDP will be provided through the chain of command, for personnels' personal records
- The EDS-maintained IDP will be the document of record

5.8 Program Reviews

5.8.1 Monthly Leadership meeting

To ensure proper placement of service members into available operational positions, the local leadership shall meet once a month to identify the following:

- Incoming service members, their ratings, and an understanding of the skills they possess coming into the program
- Upcoming training opportunities
- A performance review of those service members already assigned to a duty position to determine how well they are performing in that role and identify any service members that might be ready to transition to their next duty assignment

Those required to be in attendance are:

- Help Desk Manager/Supervisor or representative
- NOC Manager/Supervisor or representative
- Base Operations Manager/Supervisor or representative
- SOC Manager/Supervisor or representative
- EDS NMCI DET liaison or representative (facilitator)
- NMCI DET or representative

5.8.2 Quarterly Program Meeting

Quarterly program meetings addressing operational processes and procedures, as well as any program modifications, will be held either via Video Teleconferencing (VTC), audio conferencing, or in person. Those required to be in attendance are the same as those required for the monthly leadership meeting, along with the EDS NMCI User Awareness/Training Program Manager, the EDS NMCI DET Program Manager, the NNSOC Enterprise Training Officer, the PMO/ PCO representative, and the Director NMCI representative.

This meeting will create a venue for:

- Communication to occur
- Issues to be brought out in the open and discussed so that appropriate action can be taken
- The implementation of an Enterprise NMCI DET program

6.0 Program Assessment

Continuous NMCI Military Detachment evaluation and feedback is mandatory. At a minimum, the military Detachments will provide yearly feedback, via the chain of command, to the Navy Program Manager Office (PMO), regarding the timeliness, ease, and effectiveness of all Program Training.

Two web-based management tools will allow PMOs the opportunity to review the program status when desired.

- Program Assessment Tool - Provides metrics to assess program quality
- Program Management Tool - Captures and consolidates all military and civilian training

6.1 Periodic Assessment

Periodic program assessments, using the Readiness and Training Evaluation System (RATES) tool, will be performed on a periodic basis in order to evaluate the overall effectiveness of the program for achieving appropriate goals as defined by this training plan and applicable Naval Documents. Recommendations for improvements will be suggested and supported by the assessment. EDS, NNSOC, PMO/PCO, and Director NMCI will provide input and publish results. The RATES tool provides the following features:

- A top-down goals hierarchy developed in coordination with NNSOC, PMO/CIT/EDS and NMCI DET personnel.
- Metrics and assessment protocol to evaluate and normalize data for determining program goals achievement
- A remote, distributed, asynchronous assessment system available 24/7 for minimal impact to evaluation participants
- An application architecture that is client-server based with results visualization for decision makers and participants

6.2 End of Tour Assessment

A final assessment of the individual's skill, knowledge, and abilities will be conducted at the end of the assignment to the NMCI DET.

60 days prior to the end of the service member's tour of duty with NMCI, the service member's final assessment will be completed. The EDS training liaison, NMCI DET OIC, and the service member will participate in this process. Using the service member's original assessment form, a final review and validation will be conducted to ensure that the service member's skills, knowledge, and abilities are accurately documented. The NMCI DET-maintained IDP and any other training or certification records will accompany the service member.