



UNITED STATES MARINE CORPS
MARINE AIR GROUND TASK FORCE TRAINING COMMAND
MARINE CORPS AIR GROUND COMBAT CENTER
BOX 788100
TWENTYNINE PALMS, CALIFORNIA 92278-8100

CCO 2620.1C
CD 14A

OCT 04 2021

COMBAT CENTER ORDER 2620.1C

From: Commanding General
To: Distribution List

Subj: INFORMATION SYSTEMS COORDINATOR PROGRAM

Ref: (a) CCO 5239.2D
(b) CCO 5211.2B
(c) CCO 2010.1D

Encl: (1) ISC Appointment Letter Template
(2) ITPRAS Appointment Letter Template
(3) Appointment Authorization Letter Template

1. Situation. This Order pertains to the appointment and function of Information Systems Coordinators (ISC) throughout the Marine Air Ground Task Force Training Command (MAGTFTC), Marine Corps Air Ground Combat Center (MCAGCC). The MAGTFTC, MCAGCC Assistant Chief of Staff (AC/S) Communications Directorate depends upon such trusted representatives to facilitate Information Technology (IT) and Information Systems (IS) support for their organizations.

2. Cancellation. CCO 2620.1B.

3. Mission. In order to establish a trusted point of contact for Communications Directorate managed services, all MAGTFTC, MCAGCC Directorates, Special Staff Sections, units, tenant commands, and organizations shall appoint at least one ISC and no more than six ISCs as a trusted liaison between their unit/organization and the MAGTFTC, MCAGCC AC/S Communications Directorate, to assist and represent the unit/organization, and to facilitate matters related to communications and information systems and services.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. In accordance with reference (a), Commanders, Assistant Chiefs of Staff, Division Directors (DivDirs), and Special Staff Officers shall be accountable for their user's appropriate use of the Marine Corps' IT systems. This Order establishes and describes the management policy of the ISC program aboard MCAGCC.

DISTRIBUTION STATEMENT B: Distribution authorized only for MAGTFTC, MCAGCC directorates, special staff sections, and operational forces.

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(2) Concept of Operations

(a) For the AC/S Communications Directorate to efficiently execute its' mission, it is necessary for Commanders to appoint trustworthy personnel to the position of ISC. This appointee will assist the Directorate with the fulfillment of their command's IT and CyberSecurity missions. The ISC will assist the Directorate by managing their units' Marine Corps Enterprise Network (MCEN) user accounts, computer security and operation, and maintenance.

(b) Alternate ISCs may be appointed, as necessary.

(c) The Communications Directorate shall be notified of any ISC revocations.

(d) Prior to an ISC leaving the unit, a new ISC shall be appointed in writing, and a proper turnover shall be conducted.

(e) Appointment as an ISC does not entitle the appointee to receive a privileged administrative user account. Such user accounts are strictly administered by the 1st Network Battalion under separate policy(s).

(f) Commanders may delegate their authority of ISC appointment to a subordinate appointing official using a digital version of enclosure (1), digitally signed by the commander.

(g) ISC duties do not include Unit Telephone Representation (UTR). However, ISC appointees may also be appointed as UTRs via a separate appointment letter to the AC/S Communications Directorate Telephone Officer.

(h) Appointment as an Information Technology Procurement Review and Approval System (ITPRAS) submitter, may be done in conjunction with an ISC appointment using enclosure (2). ITPRAS submitters provide the interface between the unit and the Communications Directorate via Remedy. They will receive access to the Marine Corps Remedy ITPRAS module, in addition to the Service Request module. All expenditures for IT equipment and software must be approved by the MAGTFTC Information Systems Security Manager.

(i) This Order provides the roles and responsibilities instructions to subordinate elements, without providing exhaustive standard operating procedure (SOP) information for the execution of ISC duties. Such SOPs are available from the Communications Directorate provided network resources, described elsewhere in this Order, and through the ISC Program.

b. Subordinate Element Missions

(1) Commanding Officers (CO), AC/S, DivDirs, and Special Staff Officers. Using enclosures (1) and/or (3), appoint in writing, as an additional/collateral duty, an ISC who has or demonstrates the aptitude for understanding and coordinating IT related issues for the command.

(a) Appointment of additional ISCs are recommended to distribute the ISC's responsibilities and to minimize conflict with the appointee's other assigned duties.

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(b) Appointment letters require digital signatures; fillable PDF forms are available from the ISC Program.

(c) Deliver the respective enclosures to the Communications Directorate ISC Program, as attachments via an available email template request form, to SMBPLMSG-6ISCPROGRAM@usmc.mil.

(2) Tenant Unit Commanders. Using enclosures (1) and/or (3), appoint in writing, as an additional/collateral duty, an ISC who has or demonstrates the aptitude for understanding and coordinating IT related issues for the command.

(a) Appointment of additional ISCs are recommended to distribute the ISC's responsibilities and to minimize conflict with the appointee's other assigned duties.

(b) Appointment letters require digital signatures; fillable PDF forms are available from the ISC Program.

(c) Deliver the respective enclosures to the Communications Directorate ISC Program, as attachments via an available email template request form, to SMBPLMSG-6ISCPROGRAM@usmc.mil.

(3) AC/S Communications Directorate

(a) Establish and maintain the ISC program.

(b) The Information Technology Service Management (ITSM) team will:

1. Upon receipt, validate and archive the signed appointment letter, place the appointee on all appropriate contact lists, access rosters, and shared drive permissions.

2. Assist the ISC by providing the appropriate documentation, direction, ISC Program User Guide and training to perform his/her duties in accordance with established Marine Corps and Communications Directorate policies and procedures.

3. Provide the ISC with an "Authorized Requestor (ISC)" and/or an "ITPRAS Submitter" account, as appropriate, within the Enterprise Remedy System, in accordance with attached enclosures. Audit ISC Remedy system usage and analyze ticket workflow. Mitigate inappropriate or unauthorized Remedy system usage.

(4) Appointed ISC

(a) The appointment letter shall be retained by the appointed individual. A copy shall be provided to the respective ISC's unit, within an ISC turnover binder.

(b) The appointee must have a MCEN-N user account that correctly reflects their association to their current assignment and position. Otherwise, their organization shall submit a Logical Move request prior to appointment.

(c) This appointment authorizes the MAGTFTC, MCAGCC Communications Directorate to accept the appointed ISC as a trusted liaison for the purposes listed below. This is not an endorsement for issuance of a privileged user account.

(d) Serves as the unit's trusted point of contact in all matters pertaining to MAGTFTC, MCAGCC Communications Directorate IT services. To this end, the appointee shall be knowledgeable of the references of this Order as well as any directives, process guides, and training material received while appointed, in order to assist commander(s) and their staff.

(e) Acts as the Authorized submitter and technical liaison between the organization's users, the 1st Network Battalion, the Enterprise Service Desks, and the MAGTFTC, MCAGCC Communications Directorate for all trouble reporting. Accordingly, ISCs shall obtain and use the Remedy "Authorized Requestor (ISC)" user accounts.

(f) Validates and submits authorized service requests to the MAGTFTC, MCAGCC Communications Directorate.

(g) Tracks the progress of unit service requests and work orders and ensures the successful completion of the request.

(h) Assists users in obtaining MCEN accounts.

(i) Software Resources and Applications. ISCs should be familiar with and be able to use the following software and applications to perform their duties:

1. SharePoint/Microsoft Teams. Files, procedures, training, and information are available by gaining a user account via Common Access Card identity Certificate at: <https://dod.teams.microsoft.us/1/team/19%3adod%3aa3a62a6669d546ed874fe30c61a77da8%40thread.skype/conversations?groupId=0686394f-1c77-4483-8865-c77f37cf44d3&tenantId=f4c44cda-18c6-46b0-80f2-e290072444fd>.

2. Active Directory (AD). Be able to navigate and utilize the directory. Will aid the ISC when a user requires account services' such as; logical move, account re-activation, adding or removing from distribution lists, creating new accounts, to include System Authorization Access Request preparation and Cyber Certificate training and renewal. It is necessary for ISCs to look up the status of any of these items prior to submitting a request for change. Service request templates will often require information from the AD for the fulfillment of the request.

3. Outlook Form Templates. These are produced by the ISC Program to facilitate requests for non-enterprise services found in the local service catalog.

4. Remedy Service Request Module (SRM). The Remedy SRM is the service request management system of the MCEN for requesting services from the MAGTFTC, MCAGCC Communications Directorate. Access to Remedy is provided by the ISC Program.

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(j) Cybersecurity. ISCs are members of the Cybersecurity workforce, performing a vital role in the defense of IS and IT networks. They will serve as a conduit between their users and the installation ISSM through maintaining good situational awareness, reporting cybersecurity incidents, promoting proper use of government owned information systems, and the distribution of cybersecurity awareness material.

1. In accordance with the references, contact the MAGTFTC, MCAGCC Communications Directorate Information Systems Security Manager at (760) 830-0099/5277/5377 to report all instances, within their organization, of:

- a. Possible compromise of any government-owned information system.
- b. Actual or suspected classified information spillages.
- c. Any malicious code or computer virus activity.
- d. Actual or suspected breaches of Personally Identifiable Information (PII).

2. Contact the Enterprise Service Desk at (855) 373-8762 or ENTERPRISE_SERVICE_DESK@usmc.mil to report anomalies, degradations, interruptions, and failures of the Marine Corps Enterprise Network and attached devices.

5. Administration and Logistics

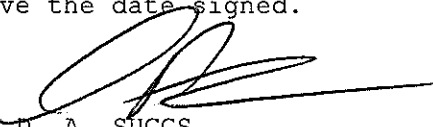
a. Contact the MAGTFTC, MCAGCC AC/S Communications Directorate ISC Program at (760) 830-7141 or SMBPLMSG-6ISCPROGRAM@usmc.mil for clarification or to obtain assistance in the execution of ISC responsibilities.

b. Directives issued by this Headquarters are published and distributed electronically. Electronic versions of Combat Center directives can be found at <https://www.29palms.marines.mil/Staff-Offices/Resource-Management-Directorate/Adjutant-Office/Orders/>.

6. Command and Signal

a. Command. This Order is applicable to all COs, Assistant Chiefs of Staff, DivDirs, Special Staff Officers, and Organizations operationally or administratively under the cognizance of the Commanding General, MAGTFTC, MCAGCC and Tenant Unit Commanders and all tenant units desiring use of this service aboard the Combat Center.

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


D. A. SUGGS
Chief of Staff

DISTRIBUTION: B

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ISC Appointment Letter Template**UNITED STATES MARINE CORPS**

Unit Name

MARINE AIR GROUND TASK FORCE TRAINING COMMAND
 MARINE CORPS AIR GROUND COMBAT CENTER
 BOX XXXXXX
 TWENTYNINE PALMS, CALIFORNIA 92278-8100

2620
 Code
 DD MMM YYYY

From: Commanding Officer/Assistant Chief of Staff _Directorate
 To: RANK FNAME MI LNAME EDIPI/MOS USMC
 Mr./Ms. FNAME MI LNAME (Civilian)

Subj: APPOINTMENT AS INFORMATION SYSTEMS COORDINATOR

Ref: (a) CCO 2620.1A
 (b) CCO 5239.2B

1. Per reference (a), you are hereby appointed as the Information Systems Coordinator (ISC) for this unit/organization.
2. This appointment authorizes the Marine Air Ground Task Force Training Command (MAGTFTC), Marine Corps Air Ground Combat Center (MCAGCC) Assistant Chief of Staff (AC/S) Communications Directorate to accept you as a trusted liaison for the purposes listed in the references.
3. You are to familiarize yourself with the references in order to assist this organization with compliance and accomplishing our IT mission.
4. Upon receipt of this appointment, read, and digitally sign the first endorsement and deliver a copy of this letter to the MAGTFTC, MCAGCC Communications Directorate ISC Program via email at SMBPLMSG-6ISCPROGRAM@usmc.mil.

CO or AC/S Digital Signature

FIRST ENDORSEMENT

From: RANK FNAME MI LNAME EDIPI/MOS USMC
 Mr./Ms. FNAME MI LNAME (Civilian)
 To: Commanding Officer or AC/S _Directorate
 Subj: APPOINTMENT AS INFORMATION SYSTEMS COORDINATOR

1. In compliance with the requirements of the references, I understand my duties and accept my appointment as an ISC.
2. My point of contact is (760) 830-XXXX or by email at EMAIL.

ISC Digital Signature

Enclosure (1)

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ITPRAS Appointment Letter Template

UNITED STATES MARINE CORPS

Unit Name

MARINE AIR GROUND TASK FORCE TRAINING COMMAND
MARINE CORPS AIR GROUND COMBAT CENTER
BOX XXXXX
TWENTYNINE PALMS, CALIFORNIA 92278-8100

2620
Code
DD MMM YYYY

From: Commanding Officer/Assistant Chief of Staff _Directorate
To: RANK FNAME MI LNAME EDIPI/MOS USMC
Mr./Ms. FNAME MI LNAME (Civilian)

Subj: APPOINTMENT AS INFORMATION TECHNOLOGY PROCUREMENT REVIEW AND APPROVAL
SYSTEM SUBMITTER

Ref: (a) CCO 2620.1A
(b) MSG R 221508Z FEB 2017

1. In accordance with the references you are hereby appointed as the Information Technology procurement Review and Approval System (ITRPAS) submitter for this unit/organization.
2. This appointment is in conjunction with your Information Systems Coordinator appointment for the purpose of submitting IT procurement requests.
3. This appointment will remain in effect until your transfer or revocation.

CO or AC/S Digital Signature

FIRST ENDORSEMENT

From: RANK FNAME MI LNAME EDIPI/MOS USMC
Mr./Ms. FNAME MI LNAME (Civilian)
To: Commanding Officer or AC/S _Directorate

1. I have read and understand the duties of the ITRPAS as described in references.
2. My point of contact is (760) 830-XXXX or by email at EMAIL.

ISC Digital Signature

Enclosure (2)

CCO 2620.1C
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Appointment Authorization Letter Template

UNITED STATES MARINE CORPS

Unit Name

MARINE AIR GROUND TASK FORCE TRAINING COMMAND
MARINE CORPS AIR GROUND COMBAT CENTER
BOX XXXXX
TWENTYNINE PALMS, CALIFORNIA 92278-8100

2620
Code
DD MMM YYYY

From: **Commanding Officer/Director**
To: MAGTFTC, MCAGCC, AC/S Communications Directorate
Subj: AUTHORIZATION TO APPOINT INFORMATION SYSTEMS COORDINATOR
Ref: (a) CCO 2620.1A

1. In accordance with reference (a), the person(s) named below are authorized to appoint Information Systems Coordinator(s) (ISC) on behalf of **Directorate/Unit/Organization.**
2. They have familiarized themselves with the reference.
3. This appointment authority will remain in effect until revoked or replaced by another authorization to appoint ISC letter.

CO/Director Digital Signature

Name	Department	Phone	Email
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Enclosure (3)