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MSGID/GENADMIN/NCTAMS LANT/-/AUG//
SUBJ/GLOBAL CIB-3C, DISTANCE SUPPORT (DS) NAVY INFORMATION
/APPLICATION PRODUCT SUITE (NIAPS) SERVER UPDATE//
REF/A/GENADMIN/NCTAMS LANT NORFOLK VA/092022Z0CT2008//
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NARR/REF A IS THE FIRST IN A SERIES OF COORDINATED NETWARCOM NAVY
INFORMATION APPLICATION PRODUCT SUITE (NIAPS) POLICY. REF B IS NIAPS
1.2 SERVER SYSADMIN GUIDE (SAG). REF C IS NIAPS 2.0 SAG. REF D IS
NIAPS 2.1 SAG. REF E IS NIAPS 2.2 SAG. REF F IS NWP 1-03.1, CASREP
GUIDANCE.//

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RMKS/1. THIS IS A NETWARCOM, COMNAVIAIRFOR, COMNAVSURFFOR COMSUBFOR,
AND PEO-EIS/PMW240 DS PROGRAM OFFICE NAVY INFORMATION APPLICATION
PRODUCT SUITE (NIAPS) COORDINATED MESSAGE. IT UPDATES THE USE OF THE
NIAPS SERVER AND ASSOCIATED APPLICATIONS AS CURRENTLY IMPLEMENTED ON
NAVY SURFACE SHIPS, AIRCRAFT CARRIERS AND SUBMARINES. THIS POLICY IS
APPLICABLE TO NIAPS 1.X AND 2.X. UNLESS WHERE SPECIFIED, USE OF THE
TERMS "SHIP" AND "SHIPBOARD" APPLY TO ALL NAVY SHIPS. CANCEL REF A.

2. THE NAVY INFORMATION APPLICATION PRODUCT SUITE (NIAPS) DELIVERS
MAINTENANCE, LOGISTICS, ADMINISTRATIVE, TRAINING AND MANAGEMENT
APPLICATIONS TO USERS AT SEA. NIAPS IS DESIGNED TO MAXIMIZE THE USE
OF LIMITED BANDWIDTH BY PROVIDING AFLOAT UNITS WITH ACCESS TO
APPLICATIONS WHILE DISCONNECTED FROM THE INTERNET. TO ENSURE DATA
BETWEEN SHIP AND SHORE SERVERS REMAINS SYNCHRONIZED, NIAPS SERVERS
ARE CONFIGURED TO REPLICATE PERIODICALLY. FOR EXAMPLE, OVER 4100 E-
LEARNING COURSES RESIDENT ON NIAPS CAN BE ACCESSED AT SEA WITHOUT THE
WORLDWIDE WEB AND WITHOUT A COMMON ACCESS CARD (CAC). ONCE COURSES
ARE COMPLETED ONBOARD, TRANSACTION DATA IS REPLICATED FROM SHIP-TO-
SHORE TO UPDATE PERSONNEL AND TRAINING RECORDS. SIMILARLY, NEW AND
UPDATED COURSES ARE REPLICATED FROM SHORE-TO-SHIP TO UPDATE THE

CATALOG OF AVAILABLE COURSES. THE FOLLOWING APPLICATIONS RESIDE ON NIAPS AND REQUIRE PERIODIC REPLICATION: TORIS TFOM, NAVY E-LEARNING, ELECTRONIC TRAINING JACKET, NTMPS AFLOAT, FLEETRIDE (NIAPS 2.1), TRANSACTION ONLINE PROCESSING (TOPS) (NIAPS 2.1/2.2), ICAS, CMS/ID (NIAPS 2.1 TEST SHIPS).

3. DISTANCE SUPPORT (DS) DEFINITIONS:

A. DISTANCE SUPPORT (DS): THE CNO APPROVED, USFF IMPLEMENTED CONCEPT TO PROVIDE MISSION AND PERSONNEL SPECIFIC DATA, INFORMATION, AND KNOWLEDGE WITHIN A SHIP WHILE MINIMIZING OFF-SHIP BANDWIDTH REQUIREMENT FOR CONNECTED AND DISCONNECTED OPERATIONS.

B. NAVY INFORMATION APPLICATION PRODUCT SUITE (NIAPS): THE PHYSICAL SERVER LOADED WITH SPECIFIC SOFTWARE AND APPLICATIONS CONFIGURED TO REPLICATE DATA BETWEEN SHIP AND SHORE.

C. DISTANCE SUPPORT PORTAL (DS PORTAL): PROVIDES ACCESS TO NIAPS SERVER SOFTWARE, APPLICATIONS, AND SYSTEM SUPPORT ON BOARD SHIP. (NOTE: DOES NOT ACCESS OFF-SHIP WEBSITES). THE DS PORTAL IS ACCESSIBLE BY DOUBLE-CLICKING THE DISTANCE SUPPORT PORTAL ICON.

D. DISTANCE SUPPORT PORTAL ICON (DS ICON): AN ICON THAT CAN BE PUSHED TO EACH DESKTOP FROM THE COMPOSE DOMAIN CONTROLLER ON BOARD SHIP. (THE PROCESS FOR PUSHING THIS ICON IS PROVIDED IN REFS B THROUGH E).

E. CONNECTED ENVIRONMENT: THE ENVIRONMENT PROVIDED BY THE INTERNET.

F. DISCONNECTED ENVIRONMENT: THE ENVIRONMENT PROVIDED BY THE NIAPS SERVER.

G. REPLICATION: THE TRANSFER OF DATA BETWEEN SERVERS AS IT PERTAINS TO DS AND NIAPS. USE OF NIAPS APPLICATIONS GENERATES REPLICATION FILES THAT ARE TRANSFERRED FROM SHIP-TO-SHORE OR SHORE-TO-SHIP EITHER MANUALLY (NIAPS SYSTEM ADMINISTRATOR) OR AUTOMATICALLY (VIA AN EXECUTABLE FILE STORED ON THE NIAPS SERVER). THIS TERM DESCRIBES THE TRANSFER OF DATA BETWEEN NIAPS SERVERS AFLOAT AND APPROPRIATE SHORE SERVERS (OUTBOUND AMENDMENTS/INBOUND AMENDMENTS).

H. MANUAL REPLICATION: NIAPS PROVIDES FOR A CAPABILITY REFERRED TO AS MANUAL REPLICATION. MANUAL REPLICATION IS INTENDED FOR UPDATES THAT ARE LOW PRIORITY OR ARE SIGNIFICANTLY LARGE. THIS ALLOWS THE NIAPS SYSTEM ADMINISTRATOR TO DOWNLOAD UPDATES DURING TIMES OF OPTIMUM BANDWIDTH TO LESSEN THE IMPACT ON HIGHER PRIORITY COMMUNICATIONS. FOR FURTHER OPERATING INSTRUCTIONS, PLEASE REFER TO REF B (NIAPS 1.2), SECTION 5-6.1 (UPDATING CONTENT) OR REFS C THROUGH E (NIAPS 2.0, 2.1, AND 2.2), SECTION 5-7.1 (UPDATING CONTENT).

4. NIAPS REPLICATION:

A. SUBMARINES: BECAUSE SUBMARINE OPERATIONS DO NOT PERMIT 24/7 ACCESS TO AN RF ENVIRONMENT AND MAINTAIN VERY NARROW BANDWIDTH CAPABILITY, NIAPS VERSION 1.0, 1.2 AND 2.X CONFIGURED SUBMARINES WILL CONDUCT REPLICATION AS OPERATIONS AND CONNECTIVITY PERMIT. ALL REFERENCES TO "DAILY REQUIREMENTS" IN THIS MESSAGE ARE RELAXED FOR SUBMARINE SYSTEM ADMINISTRATORS UNTIL OPERATIONS PERMIT. SUBMARINE REPLICATION IS DONE MANUALLY OR AUTOMATICALLY AT COMMANDING OFFICER DISCRETION. AN EXECUTABLE SCRIPT FILE THAT CONFIGURES THE NIAPS 1.0 SERVER FOR AUTOMATIC REPLICATION IS AVAILABLE UPON REQUEST FROM THE GLOBAL DISTANCE SUPPORT CENTER (GDSC).

B. AIRCRAFT CARRIERS AND SURFACE SHIPS: NIAPS VERSION 1.2 AND HIGHER CAPABLE SHIPS USE THE INHERENT REPLICATION SCHEMA THAT AUTOMATICALLY TRANSFERS REPLICATION FILES FROM SHIP-TO-SHORE 6 TIMES PER 24 HOUR PERIOD. WHEN OPERATIONS DICTATE, COMMANDING OFFICERS REDUCE THE NUMBER OF AUTOMATIC REPLICATIONS, ENSURING THAT A MINIMUM

OF ONE REPLICATION PER DAY IS COMPLETED WHEN CONNECTIVITY IS AVAILABLE.

C. FOR ALL NIAPS-EQUIPPED SHIPS, THE NIAPS SYSTEM ADMINISTRATOR CHECKS THE NIAPS SERVER FOR REPLICATION FILES TRANSFERRED FROM SHORE-TO-SHIP (INBOUND AMENDMENTS) ON A DAILY BASIS. THE NIAPS SYSTEM ADMINISTRATOR SHALL USE COMMAND GUIDANCE IN DETERMINING WHICH INBOUND AMENDMENTS WILL BE MANUALLY DOWNLOADED FROM THE SHORE NIAPS SERVER. VARIOUS INBOUND AMENDMENTS ARE TIME SENSITIVE (E.G., HULL SPECIFIC AMENDMENTS REQUIRE IMMEDIATE DOWNLOAD TO SHIP'S NIAPS SERVER, WHILE OTHERS CAN BE DELAYED UNTIL PIER-SIDE CONNECTIVITY IS AVAILABLE).

D. SURFOR SHIPS REPLICATE TORIS/TFOM (TRAINING AND OPERATIONAL READINESS INFORMATION SERVICES/TRAINING FIGURE OF MERIT) DATA DAILY UNLESS PRECLUDED BY OPERATIONAL LIMITATIONS. SHIPS THAT HAVE NIAPS REPLICATION CAPABILITY SHALL USE IT AS THE PRIMARY CONDUIT FOR TRANSMISSION OF TORIS/TFOM DATA FROM THE SHIP TO AFLOAT TRAINING GROUP (ATG). THIS WILL ENSURE POPULATION OF THE TFOM FLEET VIEWER ON A REGULAR BASIS. MANUAL METHODS OF SENDING DATA (E.G. VIA CD) SHOULD ONLY BE USED WHEN CONDITIONS PRECLUDE USE OF THE NIAPS SERVER. TORIS/TFOM IS ONE OF MANY APPLICATIONS RESIDING ON THE NIAPS SERVER AND IS DEPENDENT ON CORE SERVICES RUNNING ON THE NIAPS SERVER. IF THE SQL SERVER AGENT IS OFF, INTERNET INFORMATION SERVICES (IIS) IS STOPPED, OR GROUP PERMISSIONS ARE NOT ASSIGNED ACCORDINGLY, TORIS/TFOM WILL NOT OPERATE PROPERLY. REPLICATION OF TORIS/TFOM DATA IS DEPENDENT ON THE NIAPS REPLICATION PROCESS. A PERIODIC CHECK OF THE TFOM FLEET VIEW BY SHIP WILL ENSURE THAT REPLICATION FROM SHIP-TO-SHORE IS OCCURRING AND THE AUTOMATIC UPDATE OF FLEET VIEW IS OPERATING. THE NIAPS AND ATG TORIS/TFOM TEAM PROACTIVELY WORK TO ENSURE THE SHORE COMPONENTS ARE OPERATING AS DESIGNED; HOWEVER, ATG HAS NO VISIBILITY TO WHEN REPLICATION OCCURS FROM SHIP-TO-SHORE. SHIPS VERIFY FLEET VIEW WEEKLY TO ENSURE RESPECTIVE SHIP DATA IS POPULATING TFOM. IF SHIPS ENCOUNTER PROBLEMS WITH THE TORIS/TFOM APPLICATION, CONTACT THE GDSC TO INITIATE TROUBLESHOOTING PROCESS. THE TORIS/TFOM TEAM WILL ENGAGE AS APPROPRIATE IN COORDINATION WITH THE NIAPS TEAM.

E. IN THE EVENT CIRCUMSTANCES PREVENT REPLICATION AND NIAPS LOSES CONNECTIVITY, SHIPS MAY REQUEST DVD UPDATES BE MAILED TO THE COMMAND. SUBMIT REQUEST VIA THE GDSC (SEE PARA 9). SHIPS MAY PRE-ORDER DVDS TO BE SHIPPED AT REGULAR INTERVALS IF THEY KNOW THEY WILL HAVE EXTENDED PERIODS OF NO REPLICATION (E.G. SUBS ON DEPLOYMENT).

5. NIAPS APPLICATION POLICY ENTAILS SPECIFIC GUIDANCE AS INDICATED BY THE APPLICATION OWNERS. FOR A COMPLETE LISTING OF ALL THE APPLICATIONS RESIDENT IN NIAPS, LOOK IN THE NIAPS SUB AREA OF THE INFORMATION TAB OF THE DISTANCE SUPPORT PORTAL ON THE NIAPS SERVER. THIS INFORMATION IS ALSO CONTAINED ON WWW.ANCHORDESK.NAVY.MIL > ACCESS THE DISCUSSION AREA > PUBLIC DISCUSSION AREA > ENTRIES BY DATE > NIAPS SOFTWARE TRACKER (LATEST DATE). THIS WEBSITE PROVIDES THE SPECIFIC APPLICATIONS RESIDENT IN NIAPS RELEASES. THE FOLLOWING APPLICATION POLICY IS PROVIDED:

A. SHIPS SUBMIT ALL SUPPORT REQUESTS INVOLVING DISTANCE SUPPORT IN THE AREAS OF LOGISTICS, TRAINING, MAINTENANCE, ADMINISTRATION AND QUALITY OF LIFE (E.G., MEDICAL, DENTAL, NAVY CAREER TOOLS) USING THE METHODS DESCRIBED IN PARA 9 BELOW. THIS PROCESS ALLOWS FOR TIMELY RESOLUTION AND TRACKING OF DISTANCE SUPPORT REQUESTS.

B. TO MAXIMIZE THE BENEFIT OF DISTANCE SUPPORT, SAILORS TAKING NAVY E-LEARNING COURSES SHOULD ACCESS THE MATERIAL VIA THE NKO AT SEA PORTAL ON THE NIAPS SERVER RATHER THAN OVER THE WORLDWIDE WEB. BY

USING NKO AT-SEA, SAILORS CAN LAUNCH THE NAVY E-LEARNING APPLICATION AND TAKE COURSES ON BOARD THEIR SHIP.

C. THE FIRST TIME SAILORS LOG-IN TO NKO AT-SEA ON NIAPS, THEY MUST CLICK "I FORGOT MY PASSWORD." THIS IS REQUIRED BECAUSE SEA AND SHORE VERSIONS OF NKO ARE NOT SYNCHRONIZED. (THE SYNCHRONIZATION BETWEEN NKO (SHORE VERSION) AND NKO AT SEA WAS TERMINATED IN NOV 2006 DUE TO SYSTEM CONFLICTS). CHANGING NKO AT-SEA PASSWORD WILL HAVE NO IMPACT ON THE NKO SHORE LOGIN/PASSWORD. THERE IS NO SYNCHRONIZATION BETWEEN NKO USER ID, PASSWORD, AND/OR USER PROFILE (RATE/RATING/NAME). THIS INFORMATION WILL BE PROVIDED BY DEERS TO NTMPS, THEN PROVIDED TO SHIPS VIA NTMPS AFLOAT DATAMART. PASSWORDS AND NKO USER IDS WILL REMAIN SEPARATE AND DISTINCT FOR NKO AND NKO AT-SEA. SAILORS SHOULD NOT USE THE SAME PASSWORD FOR SEA AND SHORE VERSIONS OF NKO. ONCE SAILORS RESET THEIR PASSWORD, THEY SHOULD BE ABLE TO LOG-IN TO NKO AT-SEA WITHOUT FURTHER DIFFICULTY. IF SAILORS ARE UNABLE TO ESTABLISH AN NKO AT-SEA ACCOUNT, THEY SHOULD SUBMIT A GDSC SUPPORT REQUEST (SEE PARA 9). THE INDIVIDUAL MUST COMPLETE THE E-LEARNING COURSE WHERE IT WAS STARTED (I.E., IF STARTED ON NKO AT SEA PORTAL IT MUST BE COMPLETED ON THE NKO AT SEA PORTAL, IF STARTED ON THE NKO SHORE WEBSITE IT MUST BE COMPLETED ON THE NKO SHORE WEBSITE AS THE NKO AT SEA PORTAL AND NKO SHORE WEBSITE DO NOT SYNCHRONIZE.

D. SHIPS ARE ENCOURAGED TO USE ALL AVAILABLE APPLICATIONS RESIDENT ON NIAPS TO THE FULLEST EXTENT POSSIBLE. FUTURE NETWARCOM POLICY UPDATES WILL ADDRESS DIRECTED IMPLEMENTATION AND USAGE OF APPLICATIONS AS APPROPRIATE.

6. NIAPS SYSTEM ADMINISTRATOR AND APPLICATION USER TRAINING:

A. THERE IS NO FORMAL TRAINING PROVIDED FOR NIAPS SERVER ADMINISTRATORS. HOWEVER, USFF, PEO EIS, PEO C4I, NETWARCOM, PLATFORM TYCOMS, AND OPNAV ARE WORKING TO DEVELOP AND FUND TRAINING TO BE DELIVERED THROUGHOUT THE LEARNING CONTINUUM.

B. SHIPBOARD TRAINING IS PROVIDED DURING INSTALLATION OR NIAPS SERVER UPGRADE.

1) INFORMAL NIAPS SYSTEM ADMINISTRATOR TRAINING IS PROVIDED TO PERSONNEL RESPONSIBLE FOR SERVER ADMINISTRATION AND MAINTENANCE.

2) FORMAL NIAPS 2.2 APPLICATION(S) USER TRAINING CONSISTS OF NIAPS 2.2 AFLOAT OVERVIEW (MANDATORY MINIMUM OF 25% OF CREW); NAVY CAREER TOOLS (TYCOM REQUIRES A MINIMUM OF 80% OF THE WARDROOM, CHIEF'S MESS AND FIRST CLASS PETTY OFFICERS ATTEND THIS TRAINING); SKED 3.1 BRIEF; TECHNICAL DOCUMENTATION RETRIEVAL TRAINING (TDRT) CONSISTS OF WEB ATIS AND TDKM); ESOMS 3.09; TORIS AFLOAT; FLEET RIDE; ICAS (DDGS ONLY); TSIMS BRIEFING (CARRIERS ONLY); CBR-OSIMS (CARRIERS ONLY); EPMA 3.2 TRAINING (WIRELESS LAN SHIPS ONLY). OTHER VERSIONS OF NIAPS (1.X, 2.0 AND 2.1) ARE SUBSETS OF THIS TRAINING.

3) DUE TO HIGH TURNOVER OF CREW MEMBERS AND IN RESPONSE TO FLEET FEEDBACK, ADDITIONAL TRAINING IS AVAILABLE UPON REQUEST TO THE GDSC (SEE PARA 9).

C. NIAPS SYSTEM ADMINISTRATOR TRAINING IS PROVIDED PERIODICALLY IN EACH FLEET CONCENTRATION AREA. TRAINING SCHEDULES ARE PROMULGATED VIA SEPCOR.

D. TUTORIALS FOR NAVY CAREER TOOLS (NKO AT-SEA, CMS/ID, E-LEARNING AND ELECTRONIC TRAINING JACKET) DESCRIBE APPLICATION FUNCTIONS AND AFLOAT VERSION DIFFERENCES.

1) NIAPS 1.2: CLICK "TRAINING" IN THE LEFT HAND MARGIN. CLICK "NAVY CAREER TOOLS TRAINING."

2) NIAPS 2.X: CLICK "NAVY CAREER TOOLS" IN THE LEFT HAND MARGIN. CLICK "NAVY CAREER TOOLS TRAINING."

3) INTERNET: LOGIN INTO NKO. UNDER THE CAREER MANAGEMENT HEADING, CLICK "NAVY CAREER TOOLS" THEN LOCATE "NAVY CAREER TOOLS - TUTORIALS."

E. USER AIDS, INCLUDING QUICK STARTS FOR ACCESSING THE SHIPBOARD DISTANCE SUPPORT PORTAL AND FOR NAVY CAREER TOOLS RESIDENT ON NIAPS, MAY BE DOWNLOADED FROM NKO. UNDER THE CAREER MANAGEMENT HEADING, CLICK "NAVY CAREER TOOLS" THEN LOCATE "NAVY CAREER TOOLS - USER AIDS."

7. TECHNICAL MAINTENANCE AND SERVER OPERATION POLICY. TECHNICAL GUIDANCE FOR THE NIAPS SERVER IS PROVIDED IN THE SYSTEMS ADMINISTRATOR GUIDE (SAG) DELIVERED IN ELECTRONIC FORMAT AT TIME OF SERVER INSTALLATION OR UPGRADE. IN THE EVENT THE SAG DISK IS MISPLACED, SUBMIT REQUEST FOR ADDITIONAL COPIES VIA EMAIL TO THE GDSC (SEE PARA 9).

A. SHIPS DESIGNATE A PRIMARY AND ALTERNATE NIAPS SYSTEM ADMINISTRATOR WITH NEC 2735.

B. SHIPS (MINUS SUBMARINES) ESTABLISH OR MAINTAIN A NIAPS(AT) HULLNUMBER.NAVY.MIL EMAIL ACCOUNT. THIS EMAIL ACCOUNT REMAINS THE KEY CONDUIT FOR ADDRESSING NIAPS ADMINISTRATOR ISSUES AND CONCERNS RELATED TO MAINTENANCE, TRAINING, AND OPERATION OF THE NIAPS SYSTEM. RECOMMEND THIS EMAIL BE AUTO FORWARDED TO ALL ISNS SYSADMINS TO ENSURE RAPID RESPONSE AND SITUATIONAL AWARENESS.

C. SUBMARINES ESTABLISH A NIAPS(AT)SHIPNAME.NAVY.SMIL.MIL EMAIL ACCOUNT.

D. NIAPS SYSTEM ADMINISTRATORS PERFORM THE FOLLOWING DAILY SYSTEM CHECKS IAW REFS B THROUGH E:

- 1) PERFORM FULL BACKUP OF G:\MSSQL.1\MSSQL\BACKUP.
- 2) VERIFY DAILY BACKUP OF G:\MSSQL.1\MSSQL\BACKUP.
- 3) CHECK EVENT LOGS FOR ERRORS.
- 4) CHECK DS UPDATE PROGRAM FOR ERRORS.
- 5) RUN DS UPDATE PROGRAM MANUALLY ONCE A DAY, AT MINIMUM, AND DOWNLOAD UPDATES WHEN FEASIBLE.
- 6) CONDUCT SYSTEM CHECKS FOR SERVER PERFORMANCE (MONITOR SERVER FOR HUNG PROCESSES THAT MAY REQUIRE REBOOT).
- 7) VERIFY PERFORMANCE OF DS PORTAL AND NKO AT SEA.

E. COMMUNICATIONS/ADP OFFICER, TRAINING OFFICER AND NIAPS SYSTEM ADMINISTRATOR WILL MONITOR THE NIAPS CONTENT HEALTH INDICATOR TOOL (CHIT) DAILY/ROUTINELY TO VERIFY PROPER REPLICATION OF CRITICAL DATA.

F. SHIPS WILL ENSURE THAT ONLY APPLICATIONS AND CONTENT THAT ARE PART OF THE APPROVED NIAPS CONFIGURATION ARE LOADED ONTO THE NIAPS SERVER. THE ADDITIONAL STORAGE SPACE IS NOT TO BE USED FOR OTHER PROGRAMS OR DATA WITHOUT PRIOR APPROVAL OF PEO EIS.

8. NIAPS INSTALLATION ASSETS ARE LIMITED AND INSTALLATION WINDOWS ARE CLOSELY COORDINATED. EACH INSTALLATION REQUIRES APPROXIMATELY TWO WEEKS TO BUILD, TEST AND VERIFY SERVER IMAGES.

9. HELP AND TECHNICAL SUPPORT.

A. THE GDSC PROVIDES 24-HOUR SUPPORT, 365 DAYS PER YEAR. SUPPORT MAY BE REQUESTED USING ANY ONE OF FIVE METHODS:

- 1) ON NIAPS: AFLOAT SUPPORT REQUEST LOCATED ON THE DS PORTAL
- 2) ON THE INTERNET: ONLINE ASSIST REQUEST LOCATED AT WWW.ANCHORDESK.NAVY.MIL > ANCHORDESK > HELP AND FEEDBACK
- 3) PHONE: CONUS, 1-877-41-TOUCH, OPTION 2, OPTION 2. OCONUS, DSN 510-42-TOUCH, OPTION 2, OPTION 2.
- 4) EMAIL: HELP(AT)ANCHORDESK.NAVY.MIL; HELP(AT)ANCHORDESK.NAVY.

SMIL.MIL

5) NAVAL MESSAGE: PLAD ANCHORDESK NORFOLK VA

B. PROBLEMS IDENTIFIED/ENCOUNTERED WITH NIAPS HARDWARE/SOFTWARE OR ANY NIAPS APPLICATIONS, INCLUDING TRAINING, APPLICATION OPERATION, OR DIFFICULTY IN MEETING REPLICATION REQUIREMENTS, SHOULD BE FORWARDED TO THE GDSC. THIS WILL ENSURE APPROPRIATE SUBJECT MATTER EXPERTISE IS DIRECTED TO IMPROVING DISTANCE SUPPORT PROCESS AND SYSTEMS.

C. NIAPS IS A CRITICAL SYSTEM FOR PROVIDING A HOST OF APPLICATIONS INCLUDING CRITICAL TRAINING. IF SYSTEM FAULTS PREVENT FULL UTILIZATION OF NIAPS FUNCTIONALITY, SHIPS CONTACT THE GDSC IN A TIMELY MANNER OR AS OPERATIONS AND CONNECTIVITY PERMIT. SHIPS WILL ALSO RELEASE A CASREP IF ISSUES CANNOT BE RESOLVED VIA THE GDSC WITHIN REF F REQUIREMENTS.

10. NIAPS TECHNOLOGY BRINGS TANGIBLE BENEFITS TO FORCES AFLOAT. NETWARCOMS EFFORTS ARE TO ENSURE THIS TECHNOLOGY SOLUTION IS MEETING THE NEEDS OF THE FLEET AND ENCOURAGES FEEDBACK ON SYSTEM IMPROVEMENTS.

11. NETWARCOM MAINTAINS THIS AND OTHER DISTANCE SUPPORT INFORMATION ON ITS DISTANCE SUPPORT SHAREPOINT SITE AT [HTTPS:\(DOUBLE SLASH\) WWW.PORTAL.NAVY.MIL/NETWARCOM/DISTSUP/DEFAULT.ASPX./](https://www.portal.navy.mil/netwarcom/distsup/default.aspx)

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