



## C4IT Service Center

[www.uscg.mil/c4itsc](http://www.uscg.mil/c4itsc)

### Inside this issue:

C4ITSC Change of Command	2
CSD Transfer Process	3
Process Improvement Services Available	3
Greetings from the C4IT SC CMC	4
C3CEN CAPT Corner	5
Spectrum Managers	5
STEM Careers	6
OSC Awards	7
C3CEN Alcohol Awareness	10

### Our Organization:

- ★ C3CEN
- ★ OSC
- ★ TISCOM
- ★ ALD
- ★ BOD
- ★ COCO
- ★ FSD
  - ★ ESUs
  - ★ ESDs
  - ★ ESDDs
- ★ WFD

# Center Field

June 2012

## C4IT Service Center Change of Command Ceremony

By LT Jim Pafford

The C4IT Service Center held a change of command ceremony on May 11th, 2012 at TISCOM in Alexandria, VA. The outgoing Director Mark Powell passed the responsibilities of command to Captain John Macaluso. The time-honored ceremony was presided over by Rear Admiral Robert Day, Jr. Highlights of the Ceremony included First Class Petty Officer Arnetia Rhone's rendition of the National Anthem, the musical performance of the Headquarters Band, and the Coast Guard Silent Drill Team's impressive display of military professionalism.

During the ceremony, Admiral Day received "First Honors" which consisted of a thirteen cannon salute provided by the Ceremonial Honor Guard. "First Honors" were rendered to mark Admiral Day's recent promotion to Rear Admiral Upper Half. He was presented a shined and engraved shell casing to mark the occasion. Mr. Powell was presented the Commandant's Superior Achievement

Award (Bronze Medal), the highest personal award the Commandant can bestow on a civilian. The award was presented for "Superior leadership in coordinated information-technology delivery supporting Coast Guard missions including re-



sponse to the Haiti earthquake and Deepwater Horizon oil spill of national significance."

Captain Macaluso assumed command as the first Commander of the C4IT Service Center, marking a promotion from Deputy, C4IT SC. His prior commands in-

*(Continued on page 2)*

## The CSD Improves the Transfer Process

By Rory Jansen

Transfer season can be fraught with the stresses associated with moving, starting a new job and turning your life upside down. The last thing someone wants to worry about is accessing their workstation when they get to their new unit.

That is why an unprecedented effort is underway to assist users with their IT needs when they transfer. The C4IT Service Center Centralized Service Desk (CSD) is standardizing the process of transferring user accounts and ensuring that a member's personal information is protected during the move.

*(Continued on page 2)*

# C4IT Service Center Change of Command Ceremony (continued)



clude ESU St Louis, MO and Loran Support Unit Wildwood, NJ.

As for Mr. Powell, the Coast Guard's Chief Information Officer has asked him to assume the Deputy role for CG-

6. As Mr. Powell put it, "I am just going down the road to Headquarters. And I guarantee you that I will be coming back here as often as possible." All C4IT Service Center personnel wish you fair winds and following seas as you transition to your new role.



## The CSD Improves the Transfer Process (continued)

The CSD is brand new and eager to help people access and utilize the new tools and services available to them. CSD has already greatly improved their service metrics since opening their doors; the median time to resolve an incident has decreased from 22.7 hours to one hour. Additionally, customer satisfaction is trending upwards, reaching an average of 5.6 out of 6. The CSD is focusing on continuing this trend throughout the transfer season.

New for 2012, transferring personnel can submit their transfer ticket through the CGFIXIT tool on their desktop, CGFIXIT has even been redesigned for transfer season to make the service easier to find. Most importantly, the CSD is working to break down the task of securing and transferring files into manageable processes for end users. End users are still responsible for burning and encrypting their files to take with them when they transfer, but the CSD has made sure that there are plenty of resources out there to help with these responsibilities.

**"We know how critical this step is for every member of the Coast Guard and the CSD is stepping up service to transferring members this year to make the process smoother and easier. This is a cleaner, centralized process that looks at the big picture; where a person**

**started, where they will end and everything happens in between. We are already collecting lessons learned to improve the process MUCH more in coming years."** said Captain John Gallagher, Chief of the C4IT Service Center Field Services Division.

The CSD is providing a centralized resource that will answer all of your transfer questions. There are videos on how to submit your transfer ticket and how to save your files for transfer, frequently asked questions, quick reference guides, and a checklist to make sure that you have everything before you depart.

**"The CSD is making sure that they are a resource for everyone, whether you're a yeoman, responsible for maintaining multiple distribution groups within your unit or an FNMK with little computer experience,"** said Captain Gallagher.

The people at the CSD have also been training on how to better support transferring personnel, they are ready to take on the surge of tickets that comes when 8,000 users transfer. LCDR Robert Salembier has been leading the CSD's preparations for transfer season,

*(Continued on page 3)*

# The CSD Improves the Transfer Process

(continued)

“We’ve been preparing for this for a while. All of the analysts at the CSD are looking at this as an opportunity to help out in a normally stressful time for people. It would be a big compliment for us to be the one thing that people didn’t worry about when they are changing duty stations,” said LCDR Salembier.

All of these efforts are being undertaken in order provide Coast Guard personnel with a smooth and painless transfer process...at least where computers are concerned.

For more information on the 2012 CSD Transfer Season Process, please visit:

[https://cgportal.uscg.mil/delivery/Satellite/C4IT-FSD/CGONE\\_ACCT\\_TRANSFER\\_RESOURCES](https://cgportal.uscg.mil/delivery/Satellite/C4IT-FSD/CGONE_ACCT_TRANSFER_RESOURCES)



## Process Improvement Services

Now Available at the Service Center!

The Business Operations Division’s Process and Metrics Branch (BOD-PMB) recently implemented a Continual Process Improvement (CPI) program for the entire C4ITSC. CPI is a collection of proven methodologies designed to leverage the talent and intellectual capital of process subject matter experts (SME) in order to eliminate waste, reduce variation, and mitigate systemic constraints in processes. As a set of confidential services, CPI enhances the Information Technology Infrastructure Library (ITIL) v3 lifecycle phase of Continual Service Improvement (CSI). Because no processes are perfect, all processes can be improved. Leveraging CPI does not mean that a process is broken, but rather indicates a fundamental understanding of the process and its customers, and that strategically-targeted improvements will lead to significant and measurable cost, schedule, quality, and mission benefits for Coast Guard customers.

The CPI program furthers the Service Center’s progress toward accomplishing two major goals defined in *The Mission Support Strategic Blueprint from 2011-2015* (<http://www.uscg.mil/ccs/Blueprint.pdf>):

Establish a common C4IT architecture that facilitates data-driven decision making and accountability.

Ensure that mission support core business processes deliver optimal (effective and efficient) service levels

Currently, the program offers several voluntary and confidential CPI services, from ad hoc assistance with process mapping, metrics development, and process guide development, to facilitation of more formal, full-scale CPI projects and events. Process owners make CPI support requests via a CG Portal website (below). Then the CPI team works directly with the process owner to define the problem or challenge, measure the current process, analyze the collected data, implement an improvement, and set controls in place to sustain the improvement. The process owner fills the role of project sponsor, making all decisions regarding the process under improvement and remaining accountable for improvement implementation, sustainment, and performance.

For more information and a list of services offered, please visit the C4IT SC CPI Program site at the following CG Portal page:

<https://cgportal.uscg.mil/delivery/Satellite/C4ITSC/CPIPROGRAM>

# Greetings from the C4ITSC CMC

Another busy quarter since the last Center Field newsletter. The Base stand-ups are complete with all ESUs and ESDs now falling under a Base. May 11<sup>th</sup> marked the C4IT SC change of leadership, with Capt Macaluso assuming the duties as the Commander of the C4IT SC

weather is in Buffalo, we recognized the C4IT SC REPOY, ET2 Joshua Fowler, and followed up the presentation with a cookout with the ESD crew.



MCPO Daryl Bletso  
C4IT SC Command Master Chief

As the saying goes “All good things must come to an end!” With that, this marks my last Center Field article as the CMC for C4IT SC. It has been my honor to serve my community as your Gold Badge for the past three years. Don’t feel too sad for my departure as I am not retiring just yet. I am off to Joint Interagency Task Force (JIATF) South, Key West for another Gold Badge CMC tour.

Finally, I cannot stress enough how proud Capt Macaluso, and the entire command cadre are of all the great accomplishments going on a daily basis throughout the entire C4IT SC. Keep up the great work.

*CMC Daryl Bletso*



Mr. Powell and ET2 Greco with the C4IT SC EPOY Award

and Capt Gallagher assuming the duties of the Deputy. We will definitely miss Mr. Powell, but he won’t be too far away as he will be the Deputy Assistant Commandant for C4IT (CG-6D) at Coast Guard Headquarters.

During the middle of March, Mr. Powell and I had the opportunity to visit C3CEN’s Electronic Repair Facility (ERF), more commonly known as the “Lab”, and ESD Buffalo for the C4IT SC EPOY and REPOY presentations. At the ERF we recognized ET2 Angelo Greco III as the C4IT SC EPOY, and enjoyed a great tour of the facility. Later that day we flew to Buffalo in preparation for the following day’s activities. The weather was the topic of the day as it was sunny, warm, and just downright beautiful. Once we got the crew to stop telling us stories about how bad the



ET2 Fowler with Mr. Powell

## C3CEN Corner

May 2012



First and foremost let me congratulate and thank PO Michael Sporn our EPOQ, PO Angela Greco our EPOY and Mr. Chris Hall our Civilian of the Year for their hard work and selfless dedication. They have set the bar and I am pleased to note so many shipmates running to meet it and even set it higher. I can tell this is going to be my best tour yet. Everyday I am impressed by the extraordinary efforts

you all put forth and the incredible impacts you all have across the Coast Guard, the Nation, and even the World. It makes everyday a real pleasure! Some people believe that greatness owes more to circumstance or luck than to ac-

tion and discipline. That what happens to us matters more than what we do. In games of chance like the lottery that may be so, but in life, those who become great are not merely lucky. They are responsible for their choices and they recognize that the factors that will determine their success and our success lie largely in our hands. What we do, what we create, and how well we do it will be the determining factor. I applaud our awardees because they have understood this and gone the extra mile time and again and that is the road to greatness in public service. Every single CG mission resonates with idealistic impulse. Defending the country, saving lives, protecting the environment... Everybody in the CG either does these directly or performs support functions without which that noble work could not be accomplished. And because of that, everybody in the CG has a share in the nobility of our purpose. You can all go home at night – if duty allows – and enjoy the serene rest that comes to those who know they are making a worthwhile positive difference to the world. Thanks all for your continued hard work, together we can surely navigate any weather.

*CAPT Michael Johnston*

## ELECTRONIC TECHNICIAN ENLISTED SPECTRUM MANAGERS

COMDTINST M2400.1H, defines Spectrum Management as the process and procedures used to obtain radio frequency transmit authorization; and the ability to efficiently and effectively utilize and coordinate the spectrum for an interference free environment internationally, nationally, regionally, and locally. This includes any equipment that transmits an electromagnetic signal through the atmosphere such as radio, microwave links, radar, sensors, etc.

On April 12<sup>th</sup>, 2012 ETC Brent Reynolds (ESU Juneau) and ET2 Joseph Ader (ESD Sandy Hook) became the first Coast Guardsmen to attend the Spectrum Operations Apprentice Course located at Keesler Air Force Base, MS. Although this Inter Service DoD course has been in existence since 1974, the Coast Guard has not had a requirement for uniformed Spectrum Managers until recently. National security events like 9/11 and other natural disasters such as hurricanes Katrina and Rita, and Deepwater Horizon have underscored the need for efficient interoperable communications between Federal, state and local partners. Coordina-

tion and managing the use of radio frequencies to support interoperable communications during these situations re-



*(Continued on page 6)*

### ELECTRONIC TECHNICIAN ENLISTED SPECTRUM MANAGERS

(continued)

quire trained enlisted Spectrum Managers in deployable billets that are able to deploy on short notice to support dynamic operational spectrum requirements.

The Spectrum Operations Apprentice Course is approximately 3 months long and provides training in a wide variety of spectrum management related fields such as Communications Electronics Principles, Electromagnetic Wave Propagation Theory, Electromagnetic Compatibility and Spectrum Analyzer operations as well as software programs specifically designed for spectrum management such as Spectrum 21, Afloat Electromagnetic Spectrum Operations Program (AESOP) and System Planning Engineering & Evaluation Device (SPEED). Upon graduation, students return to their parent command and resume their regular duties and are also introduced to Coast Guard Spectrum Management by the District Spectrum Manager. Coordination is conducted between the District spectrum managers and the

ESU/ESD command to provide additional training to the new spectrum managers to insure they are capable of providing spectrum management support to Coast Guard units in a Contingency or Disaster recovery operation. In the future, when called upon to respond to these situations, the Coast Guard will have the capability to provide on site trained spectrum managers who can be assigned to the Coast Guard response cell or a Joint Spectrum Management Element (JSME) in a joint operation such as the response to Haiti disaster.

Congratulations to our first Coast Guard trained enlisted spectrum managers. ET's interested in attending the Spectrum Course must get command approval and contact ETCM Joseph Harold (ET Rating Force Master Chief) for more information.

### C3CEN and NSU Inspire Local Youth to Pursue STEM Careers

The Command, Control and Communications Engineering Center (C3CEN) and Norfolk State University (NSU) have been collaborating on ways to motivate and support students interested in science, technology, engineering, and mathematics (STEM). On Saturday, April 21, C3CEN's Commanding Officer, CAPT Michael Johnston, visited the NSU campus and spoke to over 65 local high school students. He was accompanied by Dr. LaTasha Thompson and LCDR Derrek Burrus from C3CEN and EM2 Tracy Fletcher from MSRT Chesapeake. YN1 Brian Lewis, from the Hampton Roads Recruiting Office, provided CG literature and memorabilia to raise awareness of CG missions and career opportunities.

The high school students were participants of the NSU Saturday Scientists Academy and the Science and Technology Education Preparation (STEP) programs. The Saturday Scientists Program is designed to foster interest and improve performance in the sciences through practical applications. The STEP Program offers mathematics and science enrichment activities throughout the school year and summer employment in STEM. Both programs are NSU outreach initiatives serving the Hampton Roads area.

During his visit, CAPT Johnston discussed the need for in-

creased U.S. and minority representation in STEM. He stated, "It's a National Imperative". CAPT Johnston began his presentation with recent statistics and an overview of the national focus to (a) motivate and inspire today's youth to STEM, (b) recruit qualified STEM educators, (c) reward top-performing schools, teachers and students, and (d) create innovative programs to increase STEM interest and achievement. Considerable funding has been dedicated to



achieving these goals and in his words, "If you're interested in pursuing a STEM career, money will not be the thing

*(Continued on page 7)*

### C3CEN and NSU Inspire Local Youth to Pursue STEM Careers

(continued)

that's going to stop you". He went on to impress upon students that "greatness is a matter of conscious choice and discipline". In CAPT Johnston's closing, he emphasized to the students, "Seventy-five percent of the STEM professionals currently in the U.S will be retirement eligible in the next ten years. Who will take their place? Will it be you? ...This is your Nation; it can only succeed if you succeed. You need to GET IN THE GAME".

Ongoing partnership efforts include C3CEN members, Dr. LaTasha Thompson and LCDR Lawrence Gaillard, serving as tutors throughout the school year for the Science & Technology Academicians on the Road to Success (STARS) Tutoring Program. Students are assisted with homework, class assignments and test preparation in the areas of mathematics, engineering and science.

### OSC Employees Recognized

OSC's Lori Kennedy and OS1 John Marshall were recently recognized by the Eastern Panhandle Federal Executives Association (EPFEA) for their professional accomplishments at work as well as contributions to their local community. Nominations for the EPFEA's Distinguished Service Awards Program are open to all full-time federal employees from within the 22 federal agencies within the Eastern Panhandle of West Virginia.

Ms. Kennedy was recognized by OSC Commanding Officer, Captain Janet Stevens, for her team's innovation in addressing application, infrastructure, and data management improvements for Maritime Domain Awareness, progress toward development of a Cloud Objective Store and Cloud Platform, and preliminary work to advance a Mobile Platform Architecture within the Coast Guard. She also served as the Contracting Officer's Technical Representative for OSC's Core Technologies Services contract.

Captain Stevens recognized Mr. Marshall as "...a truly exceptional petty officer..." serving as the backbone of the OSC Command Security Office. He drafted a comprehensive policy detailing data floor access control ensuring the physical security of the Coast Guard's primary

data center, developed and implemented a plan to verify security records of over 600 OSC employees and developed a standard operating procedure for the Command Security Team. OS1 Marshall demonstrated remarkable dedication in assisting his shipmates when Sector Hampton Roads personnel were relocated to OSC during Hurricane Irene and assisted incoming enlisted personnel during their recent transition to OSC.



Mr. Marshall was recognized for his community service. He volunteered to coordinate the 10<sup>th</sup> anniversary of the September 11<sup>th</sup> remembrance at the local Veterans Administration and coordinated the preparation and placement of 3000 American flags honoring the 911 victims. He leads an accountability group for men and a similar group for couple's in which attendees strive to improve themselves spiritually and work to recognize and honor their important relationships. Other involvements include participation in a "Wreath's Across America" event and volunteering in various capacities at three local elementary schools.

## C3CEN Celebrates

# Alcohol Awareness Month (AAM) in a BIG Way!

As you all may know, April is Alcohol Awareness Month (AAM). Most of us have seen the devastating effects of alcohol abuse. Many of us have family members whose lives and those around them were negatively impacted. The CDARs at C3CEN tastefully but insistently brought this issue to the forefront during the month of April. At the end of April, the CDARs at C3CEN – IT1 Yvette Walker & SK1 David Harrell – have an “End of Alcohol Awareness Celebration” with a VIP guest panel.

This year the panel consisted of Judge Gene Woolard, Chief Judge of Virginia Beach’s General District Court, Officers King & Reader from Virginia Beach’s Traffic Safety Unit, as well as Senior State Troopers, Dabney & Smiley from Virginia State Police. Together, Officers

failed. They were handcuffed and read their rights. The Officers and State Troopers explain in detail what they see on the road, signs they look for WRT impaired driving and consequences.



King and Reader arrested over 200 impaired drivers last year.

The training began with “Fatal Vision Goggles” provided by Mothers Against Drunk Driving (MADD). Fatal Vision Goggles are evidence-based prevention tools used to educate people of all ages about the consequences of alcohol misuse.

They are used extensively by over 1000 High schools, Driving Schools, Community Groups, Health Departments, Police Services and Transport Departments world-wide. Two Members from C3CEN underwent a Field Sobriety Test (using the goggles), which they

Training concluded with Judge Woolard, who explained what people should expect when they arrive at court, ex: mandatory minimums, license suspension, etc... His words to the command:

“I appreciate what you all do in the Coast Guard and thank you for your service. However, if you come to court for a DUI, you will be prosecuted to the full extent of the law.”



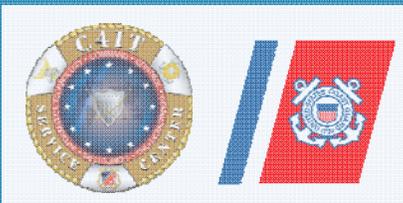


## Center Field

DIRECTOR  
C4IT SERVICE CENTER  
US COAST GUARD  
7323 TELEGRAPH ROAD  
STOP 7340  
ALEXANDRIA VA 20598-7340

Ms. Genova Clemons,  
Organizer  
[Genova.A.Clemons@uscg.mil](mailto:Genova.A.Clemons@uscg.mil)  
(703) 313-5542

*We're on CG Portal:  
"C4IT Service Center"*



## Newsletter Information

Please submit articles, pictures and story ideas to the editor to be considered for future issues. Your feedback is appreciated!

We are especially interested in:

- ★ Important individual contributions.
- ★ Unit accomplishments.
- ★ Unit missions.
- ★ Community involvement.
- ★ Explanations of people-oriented programs.
- ★ Leadership
- ★ Equal opportunity and human relations.

*Center Field* is published on a quarterly basis, and is an authorized publication of the U. S. Coast Guard. The views and opinions expressed are not necessarily those of the Department of Homeland Security or the U.S. Coast Guard. Material is for information only and not authority for action.