



C4IT Service Center

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Our Organization:

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



December 2011

CSD On the Path of Continuous Improvement



The CSD is leveraging the latest technology, tools and industry best practices to improve service and support to end users. With the CSD successfully transitioning the 11 ESU Service Desks and moving to 24/7 operations, CSD leadership is looking forward to all the work that remains to be done.

As part of the Centralized Service Desk effort, technicians just completed the installation of a state-of-the-art customer call system and employees are undergoing training on how to maintain a high level of IT support 24 hours a day.

With two months of 24/7 operations under the Centralized Service Desk's belt, major service improvements are being seen. Seventy four employees are now on hand in St. Louis working CGFIXIT tickets and answering phones.

For those who haven't heard, the C4IT Service Center transitioned all Coast Guard IT and some ET help desk support into a single Centralized Service Desk (CSD) in St. Louis, MO, that began operating 24/7/365 on 3 October 2011.

The first few months certainly tested both the systems and the analysts working, with two data outages and all 11 ESUs transitioning into St. Louis, it was a trying time. Brand new systems were stress tested, emergency plans were put into action and the entire organization was challenged to adapt. Technicians and leadership alike rose to the challenge; working long hours in uncomfortable conditions. Since then, the CSD has resumed what would be considered normal operations, working between 400-1200 tickets daily.

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Deployment with the USCG RAID Team

On September 27, 2011 ET1 Michael Crosthwait of ESD St Petersburg went live on air with a Nationally Syndicated radio show to talk about his recent deployment to Afghanistan with the USCG RAID (Redeployment Assistance and Inspection Detachment) Team. Also during the broadcast he talked about the Electronics Support Detachment in Saint Petersburg and how the ESD supports the U.S. Coast Guards 7th District.

Troop Talk Radio is a radio program where you can hear brave Military men and women calling in LIVE each week. For members deployed outside of the Sarasota/Clearwater/Tampa area,



ET1 Crosthwait live on-air with Troop Talk Radio

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Captain John Gallagher, Chief of the Service Center's Field Services Division has led the CSD stand-up initiative for over a year. "We've been using a crawl...walk...run approach to the CSD, tweaking issues as we go along.



One of the major issues we are tackling right now is communicating better with end users once they have submitted a ticket. The present notification configuration creates the perception that the system isn't working, but it is. In fact, since the CSD stood up, we have reduced the number of open tickets by one third on any given day."

CSD leadership has turned its focus from the CSD stand-up and ESU transitions to ensuring that there are standardized best practices in place to handle each issue. From there, the CSD can accurately measure the performance of the CSD on a ticket by ticket basis.

Leadership is focusing on these important metrics in order to measure how well they are servicing their end users. In this spirit, the CSD has greatly improved their service metrics since opening their doors; the mean time to resolve an incident submitted through CGFIXIT went from 3.6 days in September down to 1.9 days in October. Additionally, customer satisfaction is trending upwards, reaching an average of 5.17 out of 6 in October. Out of everyone who provided a survey response when their incident was resolved, 86% were satisfied with the service they received.

But the CSD isn't done yet. New services are being integrated monthly, with FINCEN and Coast Guard Academy next in line to move their IT service desks into the CSD. CGFIXIT is also undergoing rolling improvements, with tutorial videos recently added to the tool and new services being integrated monthly.

With each new service that is integrated into the CSD comes new challenges and opportunities, and the CSD team continues to work diligently on ensuring that end user support is the highest priority.

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it gives them a chance to call in and say hi to family and friends from their deployed sites via the radio. Troop Talk Radio is hosted by Matt Bruce and is aired nationally on the Internet or you can hear him LIVE from 3-6PM M-F on AM 1470 in the Tampa/St Pete area. You can also listen in on any local station hosting 'The Captain's America Radio Show'.

Topics of discussion included Petty Officer Crosthwait's recent deployment to Afghanistan as part of the Coast Guards RAID Team. He provided an insight in to his duties in Afghanistan, adjusting to life in a combat zone, and what it was like embedding in and working alongside members of the U.S. Army on a day to day basis. In addition, Petty Officer Crosthwait provided an overview of his current responsibilities as a member of ESD St Petersburg and how the ESD supports ongoing District 7 Operations through ESU Miami.

Petty Officer Crosthwait's total on air interview lasted approximately 30 minutes and included taking calls from listeners across the nation. He is applauded for an outstanding display of Coast Guard professionalism and extensive knowledge in the discipline of C4IT systems. Petty Officer Crosthwait's on-air professionalism yielded an excellent educational opportunity and his dedication to duty, initiative and ability to educate others is commended.



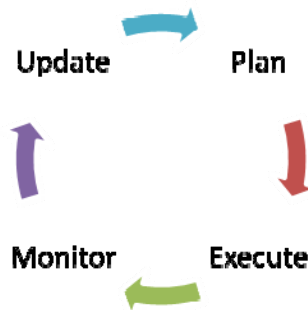
ET1 Crosthwait at Combat Outpost Tillman on the Afghanistan/Pakistan border with a member of the U.S. Army.



C4IT SC Financial Management

Just Like Managing Our Money At Home

Managing federal funds is very similar to how we manage money at home. An individual or family builds and implements a budget to determine how to best allocate funds. In most cases, there are several iterations of a budget (i.e. monthly, annually, etc) at the same time. In the same manner, a project manager within the C4IT Service Center is operating off of a well thought-out plan. The process for developing these budgets is surprisingly similar. The four-stage cycle is illustrated below.



In the *planning* stage, all pertinent information is analyzed. To start, you estimate realistically available funds. For an individual or family, those funds would normally come from salary. In C4IT SC, a project manager requests funds based on short and long-term objectives and is allocated funds at the Budget Board. Once funding sources are determined, you set aside funds to cover your bills, such as utilities, groceries, etc. A project manager may need funds to cover support services, equipment, etc. This is captured in your Spend Plan, which is also used to enable contracting to plan their workload.

You *execute* your budget to turn your plan into reality. Whether using your personal checking account at home or a Purchase Request at work, you are carrying out your plan to meet your goals. You should continuously monitor your spending to ensure that you don't spend more than you have. If you write a check for more than you have, you may be penalized with fines or credit score reductions. In government, there are administrative and legal consequences for overspending. The principle is the same either way – don't spend more than you have.

To help you *monitor* your funds at work, Asset Logistics Division (ALD) distributes the C-DRAFT financial report on a weekly basis; this gives a weekly financial snapshot. If your bank statement seems off, you would call your bank to correct the error. The same is true in managing your federal funds. If Financial Procurement Desktop (FPD) or the C-DRAFT do not reflect what you know to be true, you should contact your

ALD representative. Like your bank, ALD can identify and correct errors.

As you carry out your personal budget, you may be hit with an unexpected bill, such as a new air conditioning unit. You would have to scale down other items in your budget in order to make the payments on this new bill. The same is true at work. Whenever bills vary from your plan, you *update* your Spend Plan.

As you look to the future at home, you may anticipate new college bills or new car payments. This forms the basis for the next iteration of the cycle. Similarly, planning for the next C4IT Budget Board never really ends, and each time you go through the process, you attempt to get better at achieving your mission.

As budgets tighten, good financial planning becomes more crucial. There are always competing demands, but following these basic principles help at home and are fundamental to our collective success in the C4IT Service Center.



Greetings from the C4ITSC CMC

As we approach the end of the year and the Holiday season, it is a great time to reflect on the numerous achievements within the Service Center. On October 3rd, I witnessed the very momentous occasion of the Centralized Service Desk (CSD) going 24/7. Modernization 2.0 continues to move forward as Base Miami Beach, Base Portsmouth, and Base Elizabeth City were stood up during the past quarter. On the personnel side, we saw numerous members within the C4IT SC selected for increased new opportunities in Leadership. Specifically ETCS Ryan Allen will be heading to MFPU Bangor as the Silver Badge Command Senior Chief, ITCS James Humphries will be heading to Base Honolulu as the Silver Badge CMC, and ITCM Rick King who has been selected as the next IT Rating Force Master Chief. I would also like to congratulate MCPO Penny Koons who has been selected as my relief next summer, as I will be leaving the C4IT community to assume the duties at the Gold Badge CMC at JIATF South.

Speaking of outstanding accomplishment, I would like to recognize ESU Alameda and ESU Honolulu for each receiving the coveted Alexander Hamilton Award at the Coast Guard Innovation Expo in Tampa.

On the leadership front, I want to remind all of you that with the coming Holiday Season it is imperative we keep a watchful eye on our shipmates. While in most cases we think about excessive celebration and the associated drinking and driving, we should be ever mindful that depression due to separation from family and or other reasons is a very real issue during the Holiday Season. So, whether you're out celebrating, or just laying low, remember to keep a sharp eye out for things that just might not seem right, and be that shipmate and lend a helping hand.

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

~ CMC Daryl Bletso



MCPO Daryl Bletso
C4IT SC Command Master Chief

ESD South Portland wins The Captain's Cup Challenge

By: ET1 Mitch Miller - ESD South Portland, ME

The Captain's Cup Challenge was established in 1995 at Marine Safety Office Portland, Maine. It was initially established as a way to get the two largest area commands (MSO Portland and Group Portland) together in a morale/sporting event, which would enable camaraderie and companionship between two otherwise independent units. A few of the other area units heard of this challenge, and requested to be included. Since 1995 it has grown in popularity while always retaining the overwhelming theme of sportsmanship and fun. The challenge includes a Relay Race, Basketball, Volleyball, Horseshoes, Tug O' War and Canoe Race. ESD South Portland identified each team member's individual strengths and assigned members to an event team. This strategy proved to be successful and after winning a "Sudden Death" volleyball match, against Station Portsmouth Harbor (the defending champs), the ESD team went on to win "The Cup" for the first time since joining the competition in 1998.



Front Row (L to R):

ET1 Mike Cossitt, ET1 Mitch Miller (Team Leader), IT1 Steve Thornton

Second Row (L to R):

Mr. Paul Schlosser, IT1 Corneil Augustin (Auggie), ET1 Mike Wilson, ET2 Kerry Thornock, ET3 Bobby Asire, ET2 Jack Slaughter, IT2 Sean Kelley

<http://www.uscg.mil/servicelines/>

Here is the new Service Lines flyer announcing the web magazine URL/link.
This is a new site for Service Lines as an online-only magazine.

The image shows a screenshot of the USCG Service Lines Magazine website. The browser address bar shows 'http://www.uscg.mil/servicelines/'. The website header includes the United States Coast Guard logo and navigation links like 'Home', 'Careers', 'Units', 'Missions', 'Doing Business', and 'About Us'. A large banner features the text 'PEOPLE · PLATFORMS · SYSTEMS' above 'SERVICELINES a mission support magazine'. A prominent yellow and white text overlay reads 'VISIT US ONLINE AT uscg.mil/servicelines'. Below the banner, there are several article teasers with images and titles such as 'Improve safety record', 'Hurricane tests Coast Guard IT support', and 'Command Master Chief Update'. At the bottom, there is a disclaimer and the logo for the 'DEPT. COMMANDANT for MISSION SUPPORT U.S. COAST GUARD'.

HAPPY HOLIDAYS



Center Field

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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.

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