



DEPARTMENT OF THE NAVY
BUREAU OF MEDICINE AND SURGERY
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IN REPLY REFER TO
BUMEDINST 2620.2
BUMED-M09B15
12 Nov 2020

BUMED INSTRUCTION 2620.2

From: Chief, Bureau of Medicine and Surgery

Subj: ASSISTANT CUSTOMER TECHNICAL REPRESENTATIVE ROLES AND RESPONSIBILITIES

1. Purpose. To issue policy that defines and documents the scope, roles and responsibilities, and process for appointing an assistant customer technical representative for Navy Medicine (NAVMED).
2. Scope and Applicability. This instruction applies to all NAVMED civilian personnel requesting an assistant customer technical representative designation and appointment letter.
3. Background. This instruction establishes the guidance and procedures governing the steps to appoint an assistant customer technical representative. This policy is intended to support NAVMED regional information systems officer structure, appointing an assistant customer technical representative under each regional information systems officer. All NAVMED regional information systems officers must appoint an assistant customer technical representative in support of executing NAVMED mission-essential functions.
4. Policy. Request for new or additional Navy Marine Corps Intranet (NMCI) services must be reviewed, approved, and managed by an appointed customer technical representative or an assistant customer technical representative.
5. Roles and Responsibilities
 - a. Bureau of Medicine and Surgery (BUMED) Information Technology and Communication Services (BUMED-M09B15), Lead Customer Technical Representative must:
 - (1) Provide management, oversight, and execution of NMCI service delivery.
 - (2) Provide oversight and implementation of this instruction.
 - (3) Verify and validate assistant customer technical representative training and approve OPNAV 5239/14 System Access Authorization Request – Navy (SAAR-N).
 - (4) Appoint an assistant customer technical representative in writing via an appointment letter digitally signed by department head, BUMED-M09B15.

(5) Establish accounts in NMCI Enterprise Tool (NET) and eMarketplace (eMp) for each appointed assistant customer technical representative.

b. Assistant Customer Technical Representative must:

(1) Provide management, oversight, and execution of NMCI service delivery for commands within their area of responsibility.

(2) Understand and follow their local security policy and procedures.

(3) Coordinate and communicate NMCI support service offerings and solutions with end users.

(4) Receive, coordinate, and review all NMCI Non-Secret Internet Protocol Router Network (NIPRNET) and Secret Internet Protocol Router Network (SIPRNET) regional requirements.

(5) Build and manage user accounts in NET.

(6) Coordinate with local regional authority or a trusted agent to order tokens.

(7) Coordinate with lead customer technical representative to ensure funding is available.

(8) Submit requirements for new infrastructure or wall plugs (e.g., site surveys) in NET.

(9) Submit Move, Add, or Change requests in NET.

(10) Track the life cycle management of all end user devices in the region.

(11) Process and track all regional NMCI service ticket request.

6. Required Training

a. The assistant customer technical representative must complete the training and the requirements listed in subparagraphs 6a(1) through 6a(5):

(1) Cyber Awareness training available at <https://lms.nel.navy.mil/>.

(2) Customer Technical Representative (CTR) 101 training available at <http://www.donknowledge.com/Courses/CTR101/CTR101.htm>.

(3) Read NET user guide available at <http://donknowledge.com/Courses/NET/NETUserGuide.pdf>.

(4) Fill out the OPNAV 5239/14, parts I-III.

(5) Submit all information to BUMED-M09B15, lead customer technical representative via e-mail to usn.ncr.bumedfchva.mbx.navy-medicine-lead-ctr@mail.mil.

b. Recommended customer technical representative training: All appointed assistant customer technical representatives should complete the training listed in subparagraphs 6b(1) through 6b(8) to enhance understanding of the customer technical representative roles and responsibilities which is available at <https://homeport.navy.mil/ctr/>:

(1) Statement of Objectives (SOO) 101.

(2) Introduction to Requirement to Award Process Tool (RAPT).

(3) Request Enterprise Self-Service (ESS)/Hewlett Packard Service Manager (HPSM) Access.

(4) User Account Management Guide.

(5) Active Directory and Computers (ADUC) 101.

(6) Move, Add, Change 101.

(7) Next Generation Enterprise Network (NGEN) Seat Order to Delivery Guide.

(8) Site Survey Process Update Presentation with Recording.

7. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the records disposition schedules located on the Department of the Navy Directorate for Administration, Logistics, and Operations, Directives and Records Management Division portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact the local records manager or the Department of the Navy Directorate for Administration, Logistics, and Operations, Directives and Records Management Division program office.

8. Review and Effective Date. Per OPNAVINST 5215.17A, BUMED-M09B15 will review this instruction annually around the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will be in effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.

9. Form. OPNAV 5239/14 System Authorization Access Request Navy (SAAR-N) is available at <https://forms.documentservices.dla.mil/>.



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Releasability and distribution:

This instruction is cleared for public release and is available electronically only via the Navy Medicine Web site, <http://www.med.navy.mil/directives/Pages/BUMEDInstructions.aspx>