DEPARTMENT OF THE ARMY
OFFICE OF THE SECRETARY OF THE ARMY
107 ARMY PENTAGON
WASHINGTON DC 20310-0107

Office, Chief Information Officer / G-6

JUL 28 2011

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MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army Command, Control, Communications, Computers and Information Management (C4IM) Services List Version 3.0

1. References:

a. Memorandum, Chief Information Officer/G-6 and Assistant Chief of Staff for Installation Management, 15 February 2005, subject: Army Command, Control, Communications, Computers and Information Management (C4IM) Services List.

b. Memorandum, Chief Information Officer/G-6 and Assistant Chief of Staff for Installation Management, 14 March 2008, subject: Army Command, Control, Communications, Computers and Information Management (C4IM) Services List Version 2.0.

2. Per decision of the LandWarNet/Battle Command General Officer Steering Committee, the C4IM Services List has been updated. Major changes include the addition of:

a. "Hybrid" solutions for four "new" services, which are considered critical requirements and will be delivered as baseline services.

1) 24x7 Service Desk with tiered response times for priority users

2) SIPR to Battalion

3) Secure video teleconference to Brigade

4) Support to tactical units in garrison (communications security and spectrum management)

b. Enterprise Email.

c. Cyber Center services (Theater Network Operations and Security Center and Army Cyberspace Operations and Integration Center).

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3. The C4IM Services List is the foundation for the LandWarNet Services Catalog, which is the customer-facing document that identifies standards for delivery of services based on funding constraints. Both documents are used for requirements generation and programming/budget formulation.

4. Effective 1 October 2011, C4IM Services List Version 3.0 will be used to identify service delivery performance standards and to determine funding responsibilities for services provided by the Network Enterprise Center (NEC)/Director of Information Management (DOIM) and the Cyber Center.

5. As in Version 2.0 of the C4IM Services List, services listed as "baseline" are common user services funded by the NEC/DOIM based upon available resources. Army Commands, Direct Reporting Units and Army Service Component Commands are responsible for resourcing those services listed as "mission". In accordance with AR 25-1, the Installation NEC is the single IT service provider for baseline and mission IT services on the C4IM Services List.

6. Compliance metric definitions for this policy can be found at https://www.itmetrics.hua.army.mil/.

7. The points of contact for this matter are: Ms. Grace Dalton, CIO/G-6, DSN 865-1561, (703) 545-1561 or grace.dalton@us.army.mil; and Mr. Dan Rodriguez, ACSIM, DSN 426-9789, (703) 696-9789 or angel.d.rodriguez2@us.army.mil.

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