DEPARTMENT OF THE NAVY
OFFICE OF THE CHIEF OF NAVAL OPERATIONS
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IN REPLY REFER TO

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MEMORANDUM FOR DISTRIBUTION

From: Chief of Naval Operations

Subj: NAVY DISTANCE SUPPORT POLICY

Ref: (a) 2007 CNO Guidance
(b) FFC Distance Support Governance Board Charter (Approved 23 Oct 06) Posted www.anchordesk.navy.mil
(c) CJCSI 3170.01E, Joint Capabilities Integration and Development System of 11 May 05
(d) SECNAVINST 5000.36A, Department of Navy Information Technology Applications and Data Management, of 19 Dec 05

Encl: (1) Distance Support Concept Diagram

1. Purpose. The purpose of this memorandum is to establish the Navy Distance Support Policy for the Navy Enterprise. Reference (a) directs the Navy to, "... build the right Fleet, deploy the right aircraft, and maintain the right shore infrastructure required to support them." This is reinforced in the Navy's 2006 Business Transformation Priorities which calls for the development and maintenance of a "secure, seamless, interoperable Information Management/Information Infrastructure." Distance Support is a necessary component of these efforts.

2. Applicability. This policy applies to all Navy systems and processes resourced by the office of the Chief of Naval Operations (OPNAV) that employ or plan to employ Distance Support on behalf of operating units-to-shore, shore-to-operating units, or shore-to-shore.

3. Background

a. Distance Support is rapidly becoming the Fleet's principal web-based readiness enabler, facilitating timely technical assistance, knowledge and education tools, and logistic support. Further expansion of this capability is required as we explore alternatives to operate at sea with fewer Sailors (e.g., LCS, DDG 1000, CVN 21, VIRGINIA class SSN, JSF), improve business efficiency, shape a common infrastructure that supports both new and legacy platforms, and deliver Sea Warrior

Navy's mission necessitates a strong drive for rapid, coordinated implementation of enhanced Distance Support capabilities.

b. Distance Support is a Navy Enterprise effort that combines people (e.g., subject matter experts), processes (e.g., remote equipment monitoring, tele-medicine, interactive detailing, etc.), and technology (e.g., data compression and replication) into a collaborative infrastructure without regard to geographic location. Distance Support, at a minimum, includes the functional areas of logistics; maintenance and modernization; Manpower, Personnel, Training, and Education (MPT&E); and medical support. Distance Support remotely projects reactive, proactive, and predictive support to Sailors across these functional areas, in order to achieve the right readiness at the right time, at the right cost. Effective and reliable information transfer is a key prerequisite to enable Distance Support capabilities and processes.

c. Distance Support Policy is comprised of essentially two parts. The first part is the technology infrastructure that provides the "transport" of Distance Support applications, systems, and processes to and from operating units and shore installations. Transport includes the data replication and shipboard Information Technology servers that brings the Distance Support functionality to the Sailor. The other part of Distance Support is the "content" which includes those specific applications, systems, and processes produced by various Navy functional areas. These components of transport and content are bridged by "middle-ware" that includes the Anchor Desk web portal and Global Distance Support Center (GDSC) automated call distributing switch.

4. Policy

a. Enable Process Improvement: The Navy Distance Support Policy is fundamental to such varied initiatives as bringing Sea Warrior applications to sea, remotely monitoring equipment health, improving medical care, supply management streamlining, Navy Continuous Training Environment (NCTE) for Fleet training, and optimal manning of new systems and platforms. Sailors will use Distance Support to manage their careers, collaborate with subject matter experts, and access authoritative information in near real-time wherever they are operating. The desired end state is to provide every Sailor an equivalent experience regardless of geographic location. Testing of Distance Support-enabled processes continues through Sea Trial and Trident Warrior.

b. Re-Engineer the Support Infrastructure: Navy Enterprise Distance Support will:

(1) Coordinate with OPNAV N6 to provide classified (SIPRNET) and unclassified (NIPRNET) Distance Support operating unit-shore connectivity.

(2) Optimize the balance of organic and shore-based support requirements in operating units by moving support to regional or centralized providers.

(3) Maximize the effectiveness and efficiency of shore support and facilitate shore infrastructure reduction through knowledge management, technology, organizational alignment, process standardization and optimal balance of centralization and decentralization.

(4) Consolidate help desks through operation of a Global Distance Support Center with tiered sources of support in accordance with best commercial practices.

(5) Coordinate with PEO EIS/C4I who will provide a standardized interface standards for all Distance Support applications.

(6) Integrate support and operating architectures (compliant with ForceNet operational architectures).

(7) Establish Distance Support entitlements as a requirement for OPNAV N6 to provide for the requisite network and communications infrastructure afloat and to coordinate with Navy Marine Corps Intranet for hosting ashore.

c. Ensure Distance Support Capability Enhancements are Joint Capabilities Integration and Development System Compliant:

(1) Warfare Enterprises shall ensure Distance Support applications are considered in all process re-engineering under their cognizance and in acquisition programs procured on behalf of their warfare enterprises, forward capability enhancement recommendations with Distance Support implications to the Distance Support Governance Board, chartered by reference (b), and discussed in paragraph 4d.

(2) Leadership within each functional area listed in paragraph 3 shall ensure Distance Support applications are considered in all re-engineering efforts to achieve standardized applications and processes and forward capability enhancement

recommendations with Distance Support application implications to the Distance Support Governance Board.

(3) All Distance Support capability enhancement development efforts will comply with reference (c) to identify, assess and prioritize joint military capability needs. The process must produce capability proposals that consider and integrate the full range of joint Doctrine, Organization, Training, Material, Leadership and Education, Personnel, Facilities (DOTMLPF) and policy solutions to advance joint warfighting in a unilateral and multi-national context. DOTMLPF includes analysis of all Human System Integration (HSI) domains. New solution sets must be crafted to deliver technologically sound, testable, sustainable and affordable increments of capability. The process to identify capability gaps and potential materiel and non-materiel solutions must be supported by a robust analytical process that incorporates innovative practices–including best commercial practices, HSI, collaborative environments, modeling and simulation and electronic business solutions.

d. Validate Capability Enhancements: Fleet Readiness Enterprise has established and chairs the Distance Support Governance Board for a Navy Enterprise collaborative approach to Distance Support that eliminates duplication of effort and maximizes access to best practices. The Governance Board shall:

(1) Review all Distance Support application capability enhancement proposals.

(2) Forward requirements to a Resource and Requirements Review Board (R3B) in accordance with the R3B Administrative Guide.

(3) Recommend policy and barrier removal to the Provider Enterprise Operating Committee chaired by the Vice Chief of Naval Operations (VCNO) or the Navy Enterprise Executive Committee, as VCNO directs.

e. Provide Resource Sponsorship: Since Distance Support is about information transfer, the Deputy Chief of Naval Operations for Communication Networks (OPNAV N6) is the Distance Support Resource Sponsor for communications and network infrastructure requirements. The Deputy Chief of Naval Operations for Fleet Readiness and Logistics (OPNAV N4) is the Distance Support Resource Sponsor for the middle-ware, (i.e., the Anchor Desk web portal and the Global Distance Support Center (GDSC) automated call distributing switch), which bridges the Distance Support infrastructure and the functional area applications. The

functional area content owners shall bear the cost of applications and associated data that ride on Distance Support, enclosure (1) refers.

f. Coordinate with the Acquisition Community: Assistant Secretary of the Navy (Research, Development, and Acquisition) (ASN (RD&A)) is taking action to designate a program manager for a Distance Support Program. In support of this effort, additional guidance from ASN (RD&A) is anticipated in the following areas:

(1) Program management to include roles and responsibilities for Program Executive Officers and Program Managers.

(2) Development of Distance Support technical standards and coordination of technical authority.

(3) Functional Area Manager support, per reference (d).

(4) Test and evaluation.

(5) Revision of appropriate acquisition guidance.

Accordingly, Warfare Enterprise and functional area leads, under the leadership of the Distance Support Governance Board, shall coordinate with the acquisition and technical communities to implement all approved Distance Support application capability enhancements within appropriate acquisition programs.

g. Embody ForceNet Integration: Naval Network Warfare Command, as the lead integrator for ForceNet, will incorporate into the baseline architecture all Distance Support application capability enhancements within the Navy that are proposed by the Distance Support Governance Board and approved by the Navy Corporate Business Council.

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Distance Support Concept