1. Course Title

NRF DCIS (Dragonfly) IS System and Service Desk

2. Identification Number (ID)

910

3. Purpose of the Course

The course is designed to give NATO Deployable CIS (DCIS) Operators confidence in securely operating and maintaining with the NRF DCIS Capability to support Information Systems (IS) supported by DCIS. Operators will learn to integrate to securely and efficiently configure and operate the IS part of this system, students will apply select Information Assurance Service aspects within the NATO Consultation, Command and Control (C3) Taxonomy in federated mission networks.

Training will enable students working at Operations and Maintenance (O&M) Levels 1 and 2. Successful students may request operator-level Service Management and Control (SMC) privileges on NATO networks.

This is the Core Enterprise Services (CES) element of the NRF DCIS (Dragonfly) System Level course.

This course is a System category course and should be considered after the pre-requisites and before the Special category specified, as illustrated, below:

4. Learning Objectives
Given the pre-requisites – see paragraph 16 – upon completion of the course, the qualified student will be able to:

a. Describe the context of NATO Services in DCIS, and how this capability / system fits within this structure.
b. Describe the context of Federated Mission Networking (FMN), and how DCIS and this capability / system fits within this structure.
c. Describe the technical elements of this capability / system and relate his or her Information Systems technology experience to NATO CES.
d. Describe NATO SMC procedures and tools and their relevance to this capability / system and DCIS in federated networks.
e. Demonstrate the use of select NATO SMC tools at Operator Level.
f. Prepare, deploy, and configure the capability IS components and End User equipment to node-specific state.
g. Describe the CES Unified Communications and Collaboration supporting solution and how it interfaces to the NATO network. Configure end devices supporting this collaboration.
h. Demonstrate and apply the techniques for installation of Core Services to support the DCIS infrastructure.
i. Describe and configure the Virtualisation capability within the DCIS CES environment.
j. Define and configure selected μISM Services (to include AD, Exchange, WSUS, ePO)
k. Perform a controlled start-up, and shutdown of the system
l. Apply practical testing.

5. Qualification

Upon completion of the course, students will be qualified to support NATO DCIS Exercise and Operations operating this capability and supporting Engineers. Successful students may request privileges on NATO DCIS Networks through their assigned unit and using the established procedures with NCI Agency.

6. Student Criteria
The Student must:
- Have been assigned to a NATO or National Post where the relevant NATO DCIS Services will be employed.
- Meet the Background Knowledge Prerequisites.

7. Rank

The Student must be:
- Selected Officer
- Senior Enlisted in an engineering support position
- Civilian equivalent

8. Language Proficiency

According to STANAG 6001: English SLP 3332

9. Security Clearance

NATO Secret (Students must provide proof of clearance upon registration)

10. Course Length

15 Working days (3 weeks of 5 days each)

11. Special Instructions

Students not meeting the assignment and background knowledge criteria may attend ONLY with the explicit recommendation of the NCI Agency Network Services and IT Infrastructure (NS & II) Service Line DCIS Service Operations Manager, provided they have met the security clearance requirement.

12. Class Size
- Maximum
- Recommended
- Minimum

8/6/4

13. Nomination Procedures
14. Pre-course Study Material

Not Applicable

15. Location

The course is conducted at the NATO Communications and Information Systems School (NCISS), Latina Italy.

Limited mobile training may be requested through the established procedures.

16. Background Knowledge Prerequisites

In addition to the Student Criteria (Par.6), attendees must provide proof of completion of one of the below:
(a) NCISS Deployable IS Foundation course (DISF) – NCISS Course ID 961
(b) Microsoft Certified Technology Specialist (MCTS) on MS Windows Server 2008 or later
(c) Microsoft Certified Systems Administrator (MCSA) on MS Windows Server 2012.

The student should have completed Deployment Training at their unit location, to include safe handling of equipment (e.g. as On-the-Job Training) on this capability / system before attending this course.

17. Modules

The following modules will be covered and include both theory and practical, hands-on lessons:

- Entry Test against theory pre-requisites
- Introduction to the capability / system in the NATO DCIS Federated Context (lecture)
- Introduction to the capability / system hardware and media (lecture and lab)
- Packet-based Services, protocols and configuration (lecture and lab)
- Daily capability / system functionality checks (lecture and lab) with Q&A session
- Information Assurance on CES devices (lecture and lab)
- Operation, Maintenance and SMC on Core Enterprise Service devices (connection, backup/restore, troubleshooting – lecture and lab)
- Installation and operation of Virtualisation and Server Applications, to the guidelines encompassed within the configuration baseline.
- Installation, Configuration and troubleshooting of various server roles and feature (Exchange, DNS, AD, etc.)
- End-of week practical exercises (lab)
- Introduction and configuration of CES Unified Communication and Collaboration Service devices and protocols (lecture and lab)
- Introduction and configuration of CES end-user devices.
- Final Exam (theory)

Final Exam establishing CES.