



LOGISTIC'S SYSTEMS FUNCTIONAL RESPONSE GROUP PHASE I GRAPHIC



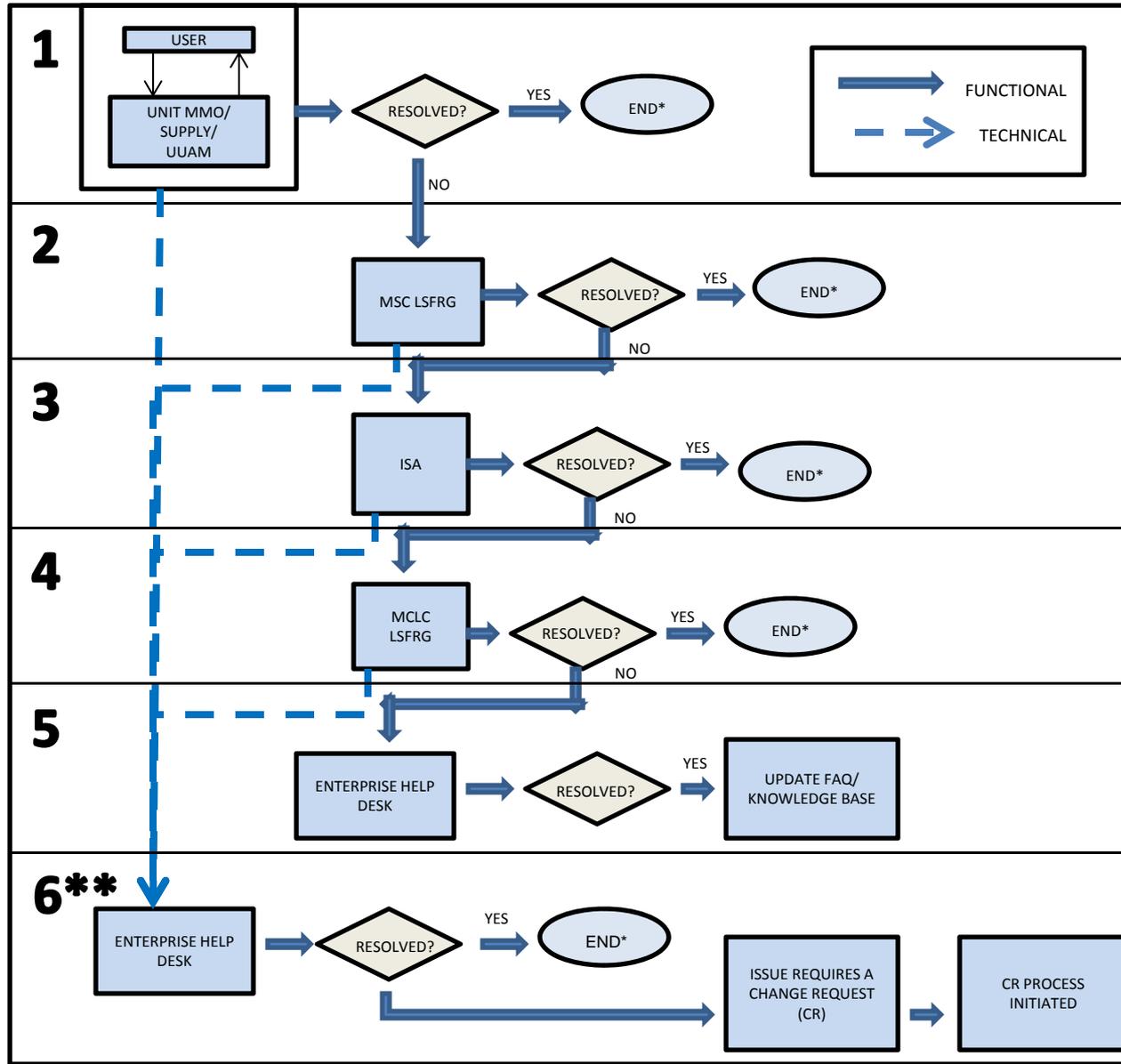
LOGISTIC'S SYSTEMS FUNCTIONAL RESPONSE GROUP (LSFRP) PHASE I:

- 1) BATTALION IDENTIFIES A POTENTIAL ISSUE WITH GCSS-MC MAINTENANCE/SUPPLY/FINANCIAL FUNCTIONALITY AND CONDUCTS SELF HELP ACTIONS TO INCLUDE INITIAL USER TRAINING, THE GCSS-MC WEB PAGE, KNOWLEDGE BASE, FREQUENTLY ASKED QUESTIONS (FAQ) AND DIRECT SUPPORT FROM UNIT USER ACCOUNT MANAGERS (UUAMS). IF THE ISSUE IS NOT RESOLVED AND IS TECHNICAL IN NATURE IT WILL BE FORWARDED TO THE GCSS-MC PMO HELP DESK. IF IT IS FUNCTIONAL IN NATURE IT WILL BE ESCALATED TO THE MSC LSFRG.
- 2) THE MSC LSFRG WILL INVESTIGATE AND ATTEMPT TO RESOLVE AT THEIR LEVEL. IF NOT RESOLVED THE MSC LSFRG MAY OPT TO PASS DIRECTLY TO THE ENTERPRISE HELP DESK OR ESCALATED TO THE INTERMEDIATE SUPPORT ACTIVITY (ISA).
- 3) THE ISA LSFRG WILL INVESTIGATE AND ATTEMPT TO RESOLVE AT THEIR LEVEL. IF NOT RESOLVED THE ISA LSFRG MAY OPT TO PASS DIRECTLY TO THE ENTERPRISE HELP DESK OR ESCALATED TO MARINE CORPS LOGISTICS COMMAND (MCLC).
- 4) MCLC WILL INVESTIGATE AND ATTEMPT TO RESOLVE AT THEIR LEVEL. IF NOT RESOLVED MCLC WILL ESCALATE TO THE ENTERPRISE HELP DESK.
- 5) IF RESOLVED BY THE ENTERPRISE HELP DESK THE APPROPRIATE FAQ AND KNOWLEDGE BASE WILL BE UPDATED.
- 6) ALL TECHNICAL ISSUES CAN GO DIRECTLY TO THE ENTERPRISE HELP DESK WHERE THEY WILL BE RESOLVED OR THE SYSTEM CHANGE REQUEST PROCESS WILL BE INITIATED.

*IF THE ISSUE CAN BE SOLVED AT ANY PARTICULAR LEVEL IT STOPS AT THAT LEVEL.

**TECHNICAL ISSUES CAN BE ADDRESSED TO THE GCSS-MC PMO HELP DESK DIRECTLY.

NOTE – DASHED LINES REPRESENT A DIRECT LINK TO THE ENTERPRISE HELP DESK FOR RESOLUTION OF TECHNICAL ISSUES.

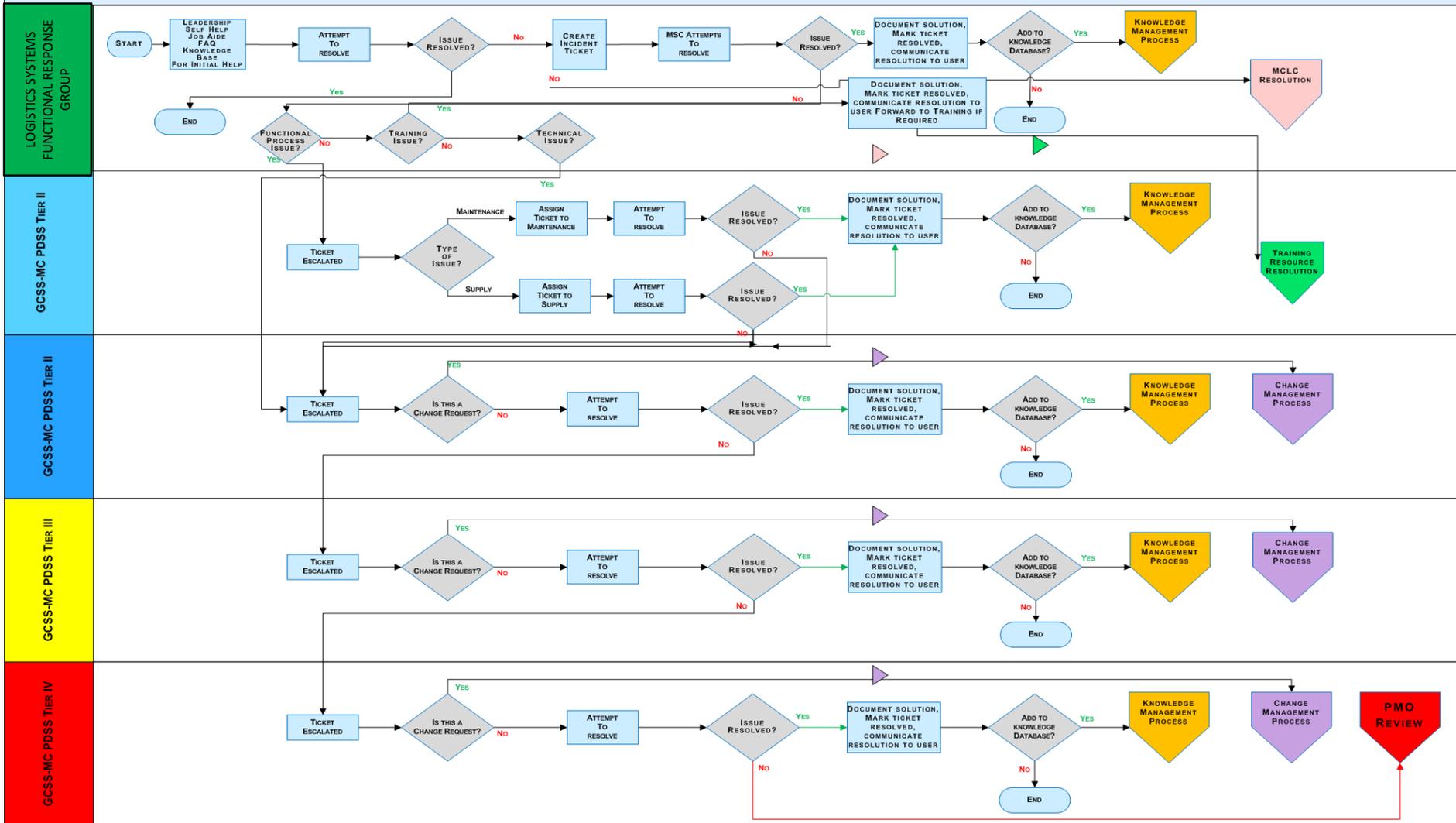




GCSS-MC Incident Management Process Workflow



GCSS-MC INCIDENT MANAGEMENT PROCESS WORK FLOW





Enterprise Incident Management Process Workflow



GCSS-MC PDSS INCIDENT MANAGEMENT PROCESS WORK FLOW

