DISA Services Course Host Guide

DEFENSE INFORMATION SYSTEMS AGENCY
The IT Combat Support Agency

Thank you for your interest in hosting the DISA Services Course. The intention of this flyer is to assist the hosting organization with setting up the class and to ensure the right people have the opportunity to attend the course.

This course will provide the student with a high level understanding of DISA's services, processes, security initiatives, requirements and customer support options. An overview of the course material is listed on the DISA website:

http://www.disa.mil/NewsandEvents/Training/DISA-Services-Course

Typical course attendees are users/potential users of DISA services and/or involved in IT infrastructure, IT services, tech control, circuit actions, communications support, cybersecurity, budgeting or approvals. Managers, administrators and technicians alike have found the class useful.

To host a class, make a request to DISA (contact information below). Classes are available to any base/DOD organization/mission partner on a first come, first served basis. Normally up to fifteen classes a year are scheduled. There is no charge for hosting/attending this course. Typical class size is 40-80 students.

Responsibilities:
The POC responsibility boils down to two tasks: facility support and recruitment.

Facility Support

1. **Identify venue**
   Identify a room that is available for 3 days that will seat 40-80 students comfortably. Prior to the course students will download course material onto their government laptops (with CAC) and/or print it, so an ideal classroom is one with tables so the students can use these laptops (if this is permitted at the facility) and take notes. The class has been taught in small rooms, movie theaters, and state of the art conference centers. We will try to make any classroom setting work. A microphone for the instructor is very important, especially for a large classroom.

   The sooner the venue is scheduled the better, as many Base/Post/Camp/Stations (B/P/C/S) require considerable advance reservations for classrooms – particularly larger rooms. Class normally runs Tuesday-Thursday to allow the instructor to travel on Monday and Friday. A M-W, or W-F schedule can be accommodated if necessary.

   As a host you may set up coffee/snacks for students and determine your own method for recovering cost.

2. Equipment

The venue must provide a podium, a projector, projection screen, microphone, speakers, and white board or flip chart. Depending on the facility, a small table for the laptop and projector may be required and a power strip/extension cord.

The instructor will bring a laptop computer. We will need to know if there are any special procedures required to bring a laptop computer into your facility.

Internet access should also be available to the instructor either through the instructor laptop or through a local laptop/desktop connected to the projector.

3. Certificates

The course host is responsible for providing administrative support for the class in the form of printing certificates. The course instructor will provide the certificate template (a PowerPoint slide) for the host to fill in and print. At the end of day one, the host POC may use the sign in sheet to create the certificates. The instructor will need the printed certificates no later than the beginning of lunch break on the last day of class. (If the certificates are in alphabetical order, it makes handing them out much easier.)

Recruitment

The course is open to all DOD Services and Agencies and their contractors who want to learn about how DISA supports the DOD, what services DISA provides (current and future), and where to find more in-depth information and resources.

Attendees typically include both technical and non-technical personnel currently using or considering DISA services and those involved in DOD global telecommunications support, services, and cybersecurity.

As host, it is your responsibility to recruit students to fill the class. If it is, for example, an Army sponsored class you may fill it with all Army students, but if it is not filling up, please invite personnel from your local area to attend, regardless of their military/agency affiliation. If you need assistance in identifying whom to invite, please contact your DISA Field Office, or the course POC (contact information below).

1. Whom to invite:

~ Anyone wanting to learn more about the DISN and DISA's services.

~ Administrators/technicians of voice/video/data networks within an enclave (Tech control, Node Site Coordinators, etc.).

~ Anyone who is involved in global telecommunications support on the B/P/C/S including business office, budget, engineering, program managers, etc.

~ Anyone involved with base/network security such as the ISM.

~ Contractors may attend the course; however, they should have approval from their task monitor/COR.

~ Participants must have a CAC or equivalent documentation.

2. **What to put in a recruitment email/message**
   ~ Include class dates and start/end times. Class usually runs 8-3:30. The POC may change this timing to accommodate issues on base. If a 7:30 start is better for traffic, or parking, etc. then class from 7:30 – 3:00, or 8:30 – 4:00.
   ~ Be sure to put the correct venue address in the information, parking information and directions if necessary.
   ~ Include the web page for information about the class: http://www.disa.mil/newsandevents/training/disa-services-course.
   ~ Include registration procedures: e.g. "To register, send an email to hosting POC email address. Include: Name, rank/grade, organization, email address, and phone number."
   ~ Request recipients of the email to forward the notice to colleagues who might be interested in the class.
   ~ Request registrants that if they become unable to attend class, to please cancel to allow another student to attend.

3. **Send a reminder email before the class start date.**
   ~ Be sure to include the venue address and the start date/time for the class.
   ~ Include a method for the student to cancel if necessary, especially if there is a waiting list.

4. **Instructor support:**
   a. **As soon as the class is confirmed:**
   ~ Identify a POC for the class. This is the person who will coordinate with the instructor and who will collect registration information for the participants. Please provide an alternate POC if at all possible in case the primary POC becomes unavailable. Course details along with this local POC's information will be posted on the Schedule and Registration portion of the DISA Services Course web page. For example: Nov 8-10, Ft. Meade, MD. To register, contact the local POC at CML xxx-xxx-xxxx, DSN xxx. Listed information will be phone number only unless you can provide an organizational email that can be published.

   b. **A few weeks before class begins:**
   ~ Update instructor on number of registered participants.
   ~ If necessary provide VAR POC information to the instructor, to include JPAS code or commercial phone/fax numbers.
   ~ A pre-class briefing on local/Service level issues for the instructor is also excellent to assist the instructor in determining what types of questions to expect and/or new issues facing the expected student body. This can be done in person the day before class.

   c. **A week before class begins:**
   ~ Either the POC or course instructor will send an email to students with final details including the website for students to download course material, venue location etc.
   ~ If you have base maps, hotel information, etc. that can be helpful as well.

d. The day before class begins:

~ The day before class begins, the instructor will want to visit the classroom if possible to set up and test the equipment. This helps eliminate any unexpected issues the first day of class. Let instructor know time and location to meet. For a M-W schedule, coordinate testing with the instructor.

POC information

The DISA Services Course is managed by the DISA Mission Partner Engagement Office (MPEO). For more information:

DISA Government POC – DSN: 312-375-7147, CML: (301) 225-7147
Instructors – CML: (571) 620-7492 or (571) 620-7429
Group mailbox: disa.meade.bd.mbx.disa-services-course@mail.mil
DISA Services Course website: https://disa.mil/NewsandEvents/Training/DISA-Services-Course