

Customer Service

Our Customer Service Center offers IMO/IASO training and other information technology services for official government stakeholders on Joint Base San Antonio. You can reach us at:

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The U.S. Army Signal Network Enterprise Center—JBSA thanks you for your cooperation as we strive to improve services supporting our *Soldiers, Families, and Civilians*.

Interactive Customer
Evaluation



http://ice.disa.mil/index.cfm?fa=card&service_provider_id=98300&site_id=450&service_category_id=34

**Award Wining NEC of the Year
"Medium Category"**

★ Army Level 2011

★ 106th Signal Brigade 2012

Our Mission

Providing Command, Control, Communications, Computers, and Information Management (C4IM) base services which enable battle command readiness supporting Joint, Combined and operational Army mission requirements, worldwide contingencies, and the working environment for thousands of Military, Civilians and Families today and in the future.

Our Vision

To be a customer-focused organization with a highly competent and disciplined workforce, providing excellent technological services by applying only best business practices.



*Army CONUS
Network
Modernization
Plan*

JBSA—FSH

‘Information Management team’

www.samhouston.army.mil/NEC

What is the Army network modernization plan?

In simple terms, it is a program to conduct phased operations for the engineering design, configuration, and installation / upgrade of End User Building (EUB) switches and Area Distribution Nodes (ADN). This ensures life cycle replacement to standardize and modernize continental United States (CONUS) infrastructure for the seamless transition to the Multiprotocol Label Switching (MPLS) in support of future Joint Information Environment (JIE).

Why modernize the network?

In conjunction with the Installation Information Infrastructure Modernization Program (I3MP), 7th Signal Command (Theater), 106th Signal Brigade, and the United States Army Signal Network Enterprise Center (NEC) - Joint Base San Antonio (JBSA), this program's intent is to modernize each installation Campus Area Network (ICAN) with a more robust, reliable, and redundant infrastructure with 10 Gigabyte throughput and MPLS capable switches. The strategic importance of this modernization increases speed, capacity, and reliability of our networks coupled with improved cloud computing, satellite communications, security, and Defense Information Systems Agency (DISA) enterprise services.

Who and when will the plan start ?

JBSA - Fort Sam Houston (FSH) is one of two pilot installations chosen within CONUS to begin this upgrade. Tentative timelines (subject to changes) are as follows:

- Installation of EUB hardware by 30 January 2014
- Installation of ADN hardware by 27 January 2014
- Full test acceptance by 31 January 2014
- Site closeout plan; 14 February 2014

Where will the surveys be performed ?

Surveys and installations of switch hardware will occur at every EUB / ADN at Base / Post / Camp / Station to include Army Material Command sites throughout CONUS. This plan begins with immediate surveys of telecommunications / communications rooms supporting the JBSA Army network infrastructure no later than 10 July 2013.

How do I prepare for implementation?

At this time, nothing is required from our stakeholders and surveys will be non-intrusive to your unit's mission. Our intent is to ensure that all actions are thoroughly coordinated and synchronized with JBSA-FSH supported commands to communicate as early and often with our stakeholders. You will be asked to join the team during the initial planning sessions for soliciting your direct input. The intent is partnership awareness and buy in for modernizing what is recognized as a highly complex infrastructure.

End state for JBSA-FSH

To provide nothing but the BEST communications support for our mission partners throughout JBSA-FSH by fully integrating into our support commands' operations while continuing to improve our own capabilities. Successful execution of EUB / ADN modernization across this network infrastructure is the overall objective in preparing for DISA MPLS deployment.

