



United States Army Signal Network Enterprise Center

JBSA's
'Information Management team'

www.samhouston.army.mil/NEC

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:

Customer Service Center
2406 Gun Shed Rd.
BLDG 2265
Fort Sam Houston, TX 78234
Phone: 210-221-HELP (4357)
Email: usarmy.jbsa.106-sig-bde.mbx.fsh-nec-helpdesk@mail.mil

Contacts:

Director: 210-221-5281

Chief, Business Plans Division:
210-221-4374

Chief, Desktop Systems Support Division:
210-221-5215

Chief, Information Assurance Division:
210-295-9798

Chief, Networks Division:
221-295-5976

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.

NEC Profile

The NEC serves many important customers throughout Joint Base San Antonio (JBSA). We are also customers to one another. Everyone who walks in the door or needs information, a product, or a service is a valued customer. The NEC workforce knows the importance of excellent customer service experience and how our organizational objectives and goals tie directly to improvements to better serve our customers. Our largest customer groups are:

US Army North—IMCOM—MEDCOM—US Army South—METC—AMEDD—502ABW

What We Offer

We operate a customer service center and provide common user enterprise email, networks, and web services; virus protection; network accreditation (DIACAP); and Information Assurance (IA) training. The NEC plans, manages, and monitors Information Technology (IT) Military Construction, Army (MCA) and Base Re-alignment Closure (BRAC) initiatives. In addition, the NEC provides IT policy and governance, business standards, and acquisition/contract management services.

Why Us

Our highly technical professionals ensure that what is requested is the best solution supporting the customer's need. We also ensure that IT service requests are consistent with DoD network and security compliance and applied across the JBSA IT architecture environment.

Our established IA standards ensure the integrity of your network in reducing costs by employing technicians who are highly trained and skilled in all possible brands of enterprise systems, programs, and equipment hardware.



What We Do

- Evaluate and assess IT requirements in providing cost effective, integrated, and compliant IT solutions for units and customers.
- Work collaboratively with customers in developing their requirements into usable IT solutions.
- Analyze and translate DoD IT policies and regulations into a set of standards, guidelines, and rules that specify the design parameters surrounding the development and provisioning of all IT services throughout JBSA.
- Provide a comprehensive range of business related support to JBSA including billing, personnel, training, finance, and business process analysis.

Where We Deliver

Our technicians use remote capabilities to access customer computer workstations to efficiently mitigate service requirements without having to "dispatch" services to the customer site. Remote services include the installation of critical software updates required by Information Assurance Vulnerability Alerts (IAVA) or software manufacturer's updates.