Information Management and
Technology Systems Maintenance at Missions

EQUIPMENT/SYSTEM	1ST LEVEL MAINTENANCE AND FAULT RESOLUTION TRACKING RESPONSIBILITY	2ND LEVEL SUPPORT	3RD LEVEL SUPPORT	NOTES
SIGNET D – Classic	SA at mission	RSM For Internetworking problems – Regional EL	Specialists in HQs SXTS – Server & PC SXIM – Messaging SXTT – Hardware SXII – Standard Software SXID – Corp. Apps. Specialty Apps – Owner Org	
SIGNET O – Small/ Micro	SSA at mission	RSA	Specialists in HQs SXTS – Server & PC SXIM – Messaging SXTT – Hardware SXII – Standard Software SXID – Corp. Apps. Specialty Apps – Owner Org	Escalation to be copied to RSM Consultation with RSM and regional EL as required
SIGNET C-4 – Classic with CBS SA	CBS SA regional EL is back-up	For Internetworking or hardware problems – Regional EL RSM to be kept informed	SXTC in Ottawa	
SIGNET C-4 – Small/ Micro & Classic without CBS SA	MAO/MSO	Regional or mission EL	SXTC in Ottawa	Escalation to be copied to RTM. Regional EL provides first line support in their home missions
Octel System	Mission Designated Octel Support Officer	Regional EL	SXTV in Ottawa Tel: 944-0754	
Intrusion Detection Access Control System (IDACS)	MAO MSO	ISR in Ottawa		
MITNET, Satellite and Radio systems, Telephones and Facsimile Machines	EL - Problem is reported by CBS SA direct to EL or by LES SA through MSO/MAO to EL	RTM	Specialists in HQs SXTM – MITNET SXTT – Satellite and Radio SXTV – Telephones	EL or Regional EL provide first line support in all missions
COMSEC Inventory Control	The MAO/MSO	ISDF in Ottawa	ISO in Ottawa	
TEMPEST equipment	Regional EL	SXTT in Ottawa		