



COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, CYBER, AND INTELLIGENCE SERVICE CENTER

*Delivering technology
solutions for mission success*

Contact Us

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Who we are

The mission of the C5I Service Center is to enhance Command, Control, Communications, Computers, Cyber, and Intelligence value in the performance of Coast Guard missions by providing and supporting C5I services that meet mission requirements.

The C5ISC team is comprised of more than 800 active duty and civilian government personnel, as well as significant contracted support. Headquartered in Alexandria, VA, other C5ISC locations can be found in:

- Portsmouth, VA
- Norfolk, VA
- Kearneysville, WV
- Washington, DC
- Oakland, CA
- Baltimore, MD
- Topeka, KS
- 19 additional locations across the United States

What we do

The C5I Service Center leverages technology to deliver C5I products and services to enable USCG mission success. The primary functions of the new C5ISC's Product Lines and Shared Services Divisions are to:

- Provide the C5I infrastructure and applications for the execution and support of Coast Guard missions
- Manage C5I Product Lines and Shared Services Divisions throughout the entire service life cycle
- Develop, test, deliver, and support all C5I systems, applications, and services
- Interface with other logistics and service centers and CGCYBER for the installation, maintenance, and support of C5I services
- Analyze maintenance data to improve reliability, efficiency, effectiveness, and cybersecurity
- Ensure C5ISC compliance with the DCMS Mission Support Business Model

Why We Changed

Despite our talented and committed workforce, the C4IT Service Center has struggled to deliver technology solutions fast enough to keep up with the Coast Guard's needs.

Furthermore, our organizational structure has fostered duplication and hindered alignment across the Service Center.

Because the C4ITSC organizational structure limited our ability to deliver mission excellence, we had to change to give our people the best opportunity to perform.

Our new C5ISC structure allows us to deliver better technology solutions more quickly and to be more agile and responsive to the Coast Guard's evolving needs. This fundamental shift in how we deliver C5I capabilities unifies our efforts under a single leadership structure and follows industry-proven standard processes which will drive efficiency and consistency in everything we do.

Our Product Lines

Each C5I Service Center Product Line serves as the Service Owner and single point of accountability for its services, providing development, delivery, support, and technical expertise.

C5ISC Product Line support areas*:

- **Mission Support Systems Product Line (MSSPL):** Enterprise financial, human resources, logistics, portal/web, and decision support systems and services
- **Operations Information Systems Product Line (OISPL):** Enterprise operations systems services and track management services
- **Intelligence Systems Product Line (ISPL):** Intelligence mission systems and intelligence tactical systems
- **C2 and Navigation Systems Product Line (C2PL):** Command and control (C2) and navigation systems services, including combat and optical systems services
- **Communications Systems Product Line (COMPL):** Long-range communications systems, short range communications systems, and integrated communications systems services
- **Unified Capabilities Product Line (UCPL):** Desktop and office automation services, mobile data and voice services, mobile and cellular services, and telephony and conferencing systems services

Our Shared Services

The function of the C5I Service Center Shared Services Divisions is to provide the engineering, logistics, and business operational support required to meet the needs of the Product Lines.

C5ISC Shared Services Division support areas*:

- **Asset Logistics Division (ALD):** Serves as comptroller for C5ISC; principal advisor to C5I Resource Council; oversees budget, logistics, asset/property management, internal financial reporting
- **Business Operations Division (BOD):** Leads C5ISC service strategy, business analysis, business process, measurement management development/implementation
- **Engineering Services Division (ESD):** Provides engineering expertise and technical authority oversight of life cycle management functions for Product Lines
- **Workforce and Facilities Division (WFD):** Provides general support to C5ISC Command including matters of personnel, administration, and Command security
- **Infrastructure Services Division (ISD):** Service Owner and single point of accountability to provide service development, delivery, support, and technical expertise for C5I Infrastructure Services

Mission Support Systems Product Line (MSSPL)

The Mission Support Systems Product Line (MSSPL) provides service development, delivery, support, and technical expertise for mission support systems services. Mission support systems support USCG enterprise financial, human resources, logistics, portal/web, and decision support requirements.

- **Finance and Logistics Systems Branch (FLS):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for financial and logistics systems services
- **Human Resources and Decision Support Systems Branch (HRDS):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for human resources, web, and decision support systems services

Communications Systems Product Line (COMPL)

The Communications Systems Product Line (COMPL) provides service development, delivery, support, and technical expertise for communications systems services.

- **Long Range Systems Branch (LRS):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for long range communications services
- **Short Range Systems Branch (SRS):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for short range communications services
- **Integrated Communications Systems Branch (ICS):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for integrated communications services

C2 and Navigation Systems Product Line (C2PL)

The C2 and Navigation Systems Product Line (C2PL) provides service development, delivery, support, and technical expertise for command and control (C2) and navigation systems services.

- **Command and Control Branch (C2B):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for command and control services
- **Navigation Branch (NAV):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for navigation services
- **Combat Systems Branch (CSB):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for combat system services
- **Optical Services Branch (OSB):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for optical services

Operations Information Systems Product Line (OISPL)

The Operations Information Systems Product Line (OISPL) provides service development, delivery, support, and technical expertise for operations information systems services.

- **Enterprise Operations Systems Branch (EOS):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for enterprise operations systems services
- **Track Management Branch (TMB):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for track management services

Intelligence Systems Product Line (ISPL)

The Intelligence Systems Product Line (ISPL) provides service development, delivery, support, and technical expertise for ISPL services. ISPL services include intelligence mission systems and intelligence tactical systems.

- **Intelligence Mission Systems Branch (IMSB):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for intelligence mission systems services, to include infrastructure and application requirements for the Coast Guard Intelligence enterprise (CGIe)
- **Intelligence Tactical Systems Branch (ITSB):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for intelligence tactical systems services, to include hardware and software system requirements

Unified Capabilities Product Line (UCPL)

The Unified Capabilities Product Line (UCPL) provides service development, delivery, support, and technical expertise for unified capabilities services.

- **Mobile Data and Voice Branch (MDV):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for mobile data and voice services
- **Desktop and Office Automation Branch (DESK):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for desktop and office automation services
- **Mobile and Cellular Branch (MCB):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for mobile and cellular services
- **Telephony Branch (TEL):** Serves as Service Manager to provide service development, delivery, support, and technical expertise for telephony and conferencing systems services

Asset Logistics Division (ALD)

The Asset Logistics Division (ALD) serves as principal advisor to the C5I Resource Council and first point of contact for budget, logistics, asset and property management, and internal controls over financial reporting matters at the C5ISC.

- **Fiscal Operations Branch (FOB):** Planning, analysis, reconciliation and fiscal execution
- **Logistics Compliance Branch (LCB):** Internal controls and property, HLA and IUS accounting, storage, receiving
- **Logistics Supply and Support Branch (LSSB):** Small purchase, enterprise hardware and software acquisition, operating material, supplies

Business Operations Division (BOD)

The Business Operations Division (BOD) leads the C5ISC's Service Strategy, Business Analysis, Business Process, and Measurement Management development and implementation programs.

- **Service Management Branch (SMB):** Service governance and service integration
- **Process Performance Management Branch (PPMB):** Business performance and business governance
- **Project Management Branch (PMB):** Planning, process, product support
- **C5I Acquisition Support (CAS):** Acquisition facilitation and vendor management
- **Acquisition Integration Branch (AIB):** Major acquisition integration, sustainment transition management, supportability, maintenance and allowancing, manpower analysis and performance intervention
- **Field Coordination and Depot Support (FCDS):** Afloat, air, shore, deployable specialized forces

Engineering Services Division (ESD)

The Engineering Services Division (ESD) provides expertise and technical authority oversight of the life cycle management functions carried out by the Product Lines.

- **Architecture and Standards Branch (ASB):** Architecture and engineering standards, security engineering, spectrum management, test, evaluation, validation
- **Technical Services Branch (TSB):** Change and configuration management, technical data and documentation, test and special equipment management, availability and capacity management, maintenance management/obsolescence, maintenance analysis/support, obsolescence, DMS mitigation
- **Application Services Branch (APP):** Application engineering/sustainment
- **Information Assurance Branch (IA):** Assessment and authorization, C5I Cyber-readiness
- **Sensors and Electronics Branch (SEB):** Detection and identification, safety and navigation, optics
- **RF Communications Branch (RFCB):** Short-range/long-range communications
- **Electronics Repair Facility (ERF):** Communications repair, navigation repair, inventory and control

Infrastructure Services Division (ISD)

The Infrastructure Services Division (ISD) serves as Service Owner and single point of accountability to provide service development, delivery, support, and technical expertise for C5I infrastructure services.

- **Data Center Infrastructure Branch (DCI):** Enterprise data center and information processing node
- **Infrastructure Management Services Branch (IMS):** IT asset management, core infrastructure services, infrastructure test environment, identity and access management, content and monitoring
- **Transport Services Branch (TSB):** Network, deployed connectivity, Designated Agency Representative (DAR)
- **Server and Cloud Branch (SVR):** Infrastructure as a service and platform as a service
- **C5I Physical Infrastructure Services Branch (PSB):** Shore facility coordination and operational platform coordination
- **Infrastructure Security Services Branch (SEC)**
- **Infrastructure Implementation and Design Branch (IID)**

Workforce and Facilities Division (WFD)

The Workforce and Facilities Division (WFD) provides general support to the C5ISC Command, Product Lines, and Shared Services Divisions, including personnel and administration, C5I technical support, and command security support.

- **Personnel and Administrative Branch (PERS)**
- **C5I Technical Support Branch (CTS)**
- **Facilities Engineering Branch (FE)**
- **Honor Guard Branch (HG)**
- **C5I Training Branch (TB)**

C5ISC Service Catalog

The C5I Service Center has recently launched a refreshed version of the Service Catalog to best serve the needs of users. The new directory contains a comprehensive index of all products and services offered by the C5ISC. The Service Catalog continues to grow in scope and features, with ongoing efforts to cross-reference entries with their associated Knowledge Library items as well as links to contact info for assigned support personnel.

From the Service Catalog home page, site visitors have options: use the search tool to find specific entries; browse products and services by Product Line or Shared Services Division; or even download a spreadsheet containing the entirety of the Service Catalog's content.



The C5ISC Service Catalog home page can be accessed on CG Portal at <https://cg.portal.uscg.mil/units/C5ISC/SitePages/C5ISC-ServiceCatalog.aspx>.