

Base Information Services Configuration/Change Management: IT Business Line Advisory Services Team

What are the responsibilities of the IT Business Line Advisory Services team?

To document and manage the approval of changes that affect any DND/CAF network or system. This includes adding, changing or removing software, networks, hardware, etc. Properly run Change Management ensures the successful implementation of changes in a timely manner with minimal risk to the organization OR prevents a change that would have a negative impact/high risk within the organization.

Who can use the IT Business Line Advisory Services?

Any unit within MARLANT can contact the IT Business Line Advisory Services team. The team is able to advise customers as to whether the change requested is already available, i.e. software is already on DWAN or what is required in terms of documentation for a new service.

Where is the IT Business Line Advisory Services team located?

MARLANT HQ / D201.

How many people work in the IT Business Line Advisory Services team?

Five members – two civilian and three military.

How does the IT Business Line Advisory Services team support Canadian Armed Forces members and/or operations?

The team ensures that changes affecting software/hardware/networks are properly vetted and tracked to ensure timely and secure installations.

Are there any interesting facts to share about the IT Business Line Advisory Services team?

The team supports over 30 + units (HMCS ship and shore units) and 20 + networks within MARLANT.

The team processes 400 + changes every year. The changes range from putting networks on ships, taking networks off of ships, adding new software on a DND/CAF network, new hardware installs, network expansions and moves, and new services not currently available on a DND/CAF network or system.

How can units contact the IT Business Line Advisory Services team?

By emailing the +HFX SMC-RFC account on DWAN.

Other fun facts:

- *The IT Business Line Advisory Services team works closely with unit security teams (ISSO/USS) and technical inspectors.*
- *The IT Business Line Advisory Services team works with every team within BIS, from Operational Information Services and End Point Support to the Service Desk.*