

# Tier 3



## *AFNIC Enterprise Tier 3 Support*

The AFNIC Enterprise Tier 3 section is the Air Force Program Lead for Transition/Service Deployment, and Sustainment Support for AFNET Core Enterprise Services. Tier 3 is the technical lead for transitions efforts such as AFNET Migrations, Cloud Hosted Enterprise Services (CHES), and AFNET SIPRNET design and deployment.

Tier 3 personnel are also the primary liaison with core service design and commercial suppliers such as Microsoft and Good Mobile.

## *AFNIC Enterprise Tier 3 Support*

**Our services include:**

- Trend analysis of Enterprise core services
- Develop/coordinate implementation plans, time compliance technical orders (TCTO) & change requests for Enterprise Core Services
- Coordinate prep actions for Readiness Reviews

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## Did you know?

AFNIC is lead for Enterprise Tier 3 Support of the following services:

- Responsible for Transition/Deployment Support and/or upgrades of enterprise Core services to include: Domain Controllers, Exchange, DHCP, vESD, DRA, SCCM, SCOM, and Good Mobile (Blackberry)
- Provide Enterprise Core service Trend analysis. Provide weekly assessment of service for AFCYBER and support Enterprise OPT/IRTs
- Tier 3 performs Tier 2/3 Operation and Maintenance support for the following: vESD, Lync, and CHES Good Mobile
- Lead Fielding of new service or upgrade a current one
- Incident resolution & escalation point for Tier 2
- Participate and often lead enterprise Problem identification and resolution, generate known errors, identify improvements
- Performance trend analysis for Core services
- Leverage ITSM and event monitoring tools to proactively drive increased service availability and reactively reduce impact of incidents and outages

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