EO 001.01 - Engage Multi-Link Service Support

001.08.03 - Request Level III Expert Service Support

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| **Conditions** | | | | **Sequence** |
| Classroom with Workstation and Projector | | | | After LO 001.08.02 |
| **Time** | | **Classification** | | **Instructor** |
| 50 minutes | | Unclassified | | TDL 300 Qualified Instructor or Guest Lecture SME |
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| **Learning Objectives** | | | | **Method** |
| 1) Involve Elemental Multi-Link Service Support Cells/Data Link Management Cells | | | | * Brainstorm * Interactive Lecture * Confirmation Questions |
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| **Scenario** | Nil – Already provided in EO 001.08.01 | | | |
| **Activity**  **Steps** | **Introduction** –   1. In the event that any TDL Platform is unable to successfully correct a connectivity issue thru level 2 service support options, OBTAINING Expert Service Support will be required. It is here that expert support is provided to address the most difficult or advanced problems. Level 3 engages individuals that are professionals in the TDL field and will not only assist to rectify an ongoing issue but can research and develop solutions if required.   **Activity** –   1. Trainees will participate in a group brainstorming session about lvl III Expert Service Support. 2. Instructor will determine trainees understanding of the elemental Multi-Link Service Support Organizations and Data Link Management Cells. 3. Instructor will deliver a Ppt presentation that will inculcate the level III Expert Service Support process to include: 4. How access to lvl III support is provided; 5. What Experts can provide to the platform; and 6. Describe the CAF Multi-Link Support construct.   **Conclusion** –   1. Each student will participate in class confirmation questions | | | |
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| **Resources** | | | **References** | |
| 1) Ppt Slides  2) Confirmation Questions | | | 1) CJOC CONOP (DRAFT)  2) CAF JICO Handbook Ver 1 | |
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| **Notes to Instructor** | | | | |
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