EO 001.01 - Engage Multi-Link Service Support

001.08.02 - Request Level 2 In-Depth Technical Support

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| **Conditions** | | | | **Sequence** |
| Classroom with Workstation and Projector | | | | After LO 001.08.01 |
| **Time** | | **Classification** | | **Instructor** |
| 20 minutes | | Unclassified | | TDL 300 Qualified Instructor or Guest Lecture SME |
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| **Learning Objectives** | | | | **Method** |
| 1) Engage Level II TDL Service Support via the applicable Regional Interface Control Cell or Maritime Regional Control Cell (RICC/MRICC) | | | | * 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 1 troubleshooting, REQUESTING In-Depth Technical Support will provide the best chance of successfully identifying and correcting the issue. Elevating the issue to the correct entity or organization is key to this process   **Activity** –   1. Trainees will engage in a group brainstorming session about lvl II In-Depth Technical Support concepts. 2. Instructor will determine trainees understanding of next level TDL organizations within the CAF. 3. Instructor will deliver a Ppt presentation that will inculcate the level II In-Depth Technical Support process to include: 4. Regional and Maritime Regional Interface Control Cells: 5. Elemental Interface Control Cell Management: and 6. RICC/MRICC constructs.   **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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