



DEPARTMENT OF THE NAVY  
COMMANDER  
NAVAL EDUCATION AND TRAINING COMMAND  
250 DALLAS STREET  
PENSACOLA, FLORIDA 32508-5220

NETCINST 1500.17D  
N6  
11 Sep 2023

NETC INSTRUCTION 1500.17D

From: Commander, Naval Education and Training Command

Subj: TRAINING DELIVERY SERVICES

Ref: (a) NETC Guidance for Training Delivery Services of  
10 Feb 23  
(b) SECNAV M-5210.1 of 23 September 2019  
(c) NETC Enterprise ServiceNow Help Desk SOP, v1.1, of  
June 2023

1. Purpose. To establish Naval Education and Training Command (NETC) training delivery services (TDS) policies and procedures to support enterprise resource management, requirements management, logistics management, service delivery catalog capabilities, service level agreements, and operations oversight and management of NETC TDS assets. Use references (a) through (c) as guidance.

2. Cancellation. NETCINST 1500.17C.

3. Background. Reference (a) defines information technology (IT) procurement business rules and requirements, establishes clear documentation and requirements regarding TDS standards, solution sets, and management processes and controls, and provides process documentation to ensure institutional knowledge standardization. Reference (b) is the Department of the Navy (DON) Records Management Program manual. Reference (c) applies to all NETC activities or other commands with a signed memorandum of understanding that utilize the IT service management system for initiating, updating, and processing tickets for work performed.

4. Policy. In support of NETC mission requirements and business priorities, the NETC Command Information Officer (CIO) serves as the principal advisor, manager, and authority for applications, systems, network infrastructures, and electronic data architectures supporting training delivery via electronic classrooms (ECR) connected to the NETC training network (TRANET)

enterprise. To that end, the NETC CIO is responsible for the planning, management, budgeting, and control of all NETC ECR and TRANET associated IT assets, to support training delivery while ensuring compliance within the Department of Defense (DoD) IT portfolio and DON repository.

## 5. Responsibilities

### a. Plan enterprise resources.

(1) Perform and coordinate programming activities for NETC training delivery services investments.

(2) Track, report, and maintain the NETC TDS budget to include developing annual spending plans and monitoring execution of funds.

(3) Ensure that NETC TDS, for which funding is requested, are compliant with statutory, regulatory, and transformation requirements.

(4) Conduct reviews of NETC TDS concurrent with program objective memorandum and program review resource sponsor programming cycles.

### b. Establish enterprise policy.

(1) Provide a TRANET dedicated to training.

(2) Provide policy and oversight for the delivery of real-time training through an electronic medium; including but not limited to classrooms, workstations, endpoints, computer-based simulations, technical publications, shipboard applications, and internet connectivity for the career development of Sailors and civilians that supports the Navy's future learning needs.

(3) Provide policy for NETC TDS hardware and software standardization, asset management, configuration management, and maintenance.

(4) Establish overarching change control governance in support of refreshes and updates to ECRs and networks, to

include operating systems, training applications and executable content, and operational infrastructure (stand alone or connected).

(5) Ensure NETC TDS policies and operations are compliant with DoD, DON, and NETC cybersecurity and privacy policies and standards.

c. Architect and engineer NETC TDS solutions and standards.

(1) Establish enterprise technical requirements for delivery of training, determine the solution framework, and create IT standards.

(2) Design and engineer IT solutions for NETC training delivery that includes TRANET and the ECR environment.

(3) Approve and validate IT solutions for use and incorporation into NETC TDS.

d. Manage NETC TDS.

(1) Provide enterprise infrastructure services per NETC TDS guidance, including but not limited to network services, desktop management, enterprise applications, access management, distributive learning, training application management and content delivery, and enterprise service desk (help desk).

(2) Provide help desk support and reporting per NETC enterprise help desk guidance.

(3) Provide computer network defense per DoD and DON policies.

(4) Establish a centralized structure for configuration management to account for all NETC TDS supported assets.

(5) Provide technical support for life cycle management of NETC TDS assets in designated training buildings.

(6) Ensure the proper system and asset information is completed and maintained in the DoD and NETC authoritative source(s). Appropriate procedures are to be adhered to for

accurate accountability in the DoD and NETC authoritative IT databases. Physical inventories are conducted as required or when directed.

(7) Oversee shore-based IT field services.

e. Develop and evaluate requirements and manage service level agreements.

(1) Represent NETC TDS in service level agreements and contract discussions.

(2) Manage required asset audits and compliance to DoD, DON, and NETC policies.

## 6. Records Management

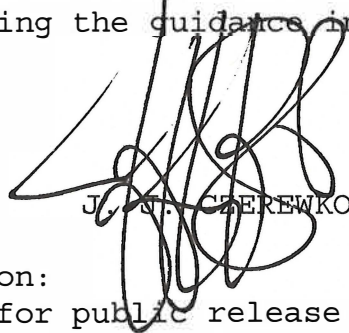
a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the records disposition schedules located on the DON Assistant for Administration, Directives and Records Management Division portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact the local records manager.

7. Review and Effective Date. Per OPNAVINST 5215.17A, NETC will review this instruction annually around the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, DoD, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 (Review of Instruction). This instruction will be in effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will

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be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.



J. N. CHEREWKO

Releasability and distribution:

This instruction is cleared for public release and is available electronically on the NETC public web site ([www.netc.navy.mil](http://www.netc.navy.mil)) or by email at [netc-directives@us.navy.mil](mailto:netc-directives@us.navy.mil).