

Defence Communication Services Agency Communication and Information Systems (DCSA CIS)

DCSA, Headquartered from Corsham, is a large MoD agency within the DLO with a mission to 'Enhance defence operation advantage and business efficiency through the delivery of integrated information systems'. DCSA CIS comprises of 5 complimentary areas; Change Request Support Desk (CRSD), implementation Services, Cryptographic Distribution Agency, Operational CIS Support (Communication & Information Systems) and Defence Messaging. The CRSD is the Single focal point for change on the Northwood PJHQ Site. The intention of the CRSD is not only to ease the burden on customers who are demanding changes, but also to improve the level of co-ordination where the task is being undertaken by more than one supplier. The Cryptographic Distribution Agency (CDA) provide management, accounting, storage and distribution of all types of National, Allied and NATO cryptographic material and equipment to the Northwood Site and deployed PJHQ assets. Implementation Services provide on-site capability for installation and support of CIS equipment and infrastructure including the capacity to respond immediately to Urgent Operational Requirements. Operational CIS Support is split into four further departments, System Control Point (SCP), Operational Support Centre (OSC), Royal Navy Command Support System (CSS) and the Communication Centre. The SCP and OSC are the central engineering and support provider for local and external connectivity for the Permanent joint Headquarters (PJHQ), CinCFleet, NATO and all other units located at the Northwood Site. CSS provides a comprehensive support service, including application, administration, network management, maintenance and fault rectification. The Communication Centre offers 24/7 messaging capability for Naval Shore Telecoms Network (NSTN) and Defence Information Message Handling System (DIMHS).