UNITED STATES MARINE CORPS
Logistics Operations School
Marine Corps Service Support Schools
PSC Box 20041
Camp Lejeune, North Carolina 28542-0041

MTAC 3406

STUDENT OUTLINE

COMBAT SERVICE SUPPORT OPERATIONS CENTER

LEARNING OBJECTIVES

1. Terminal Learning Objective: Given the billet of a major subordinate command motor transport chief and references, function within a Combat Service Support Operations Center (CSSOC) at a major subordinate command (MSC), per the references. (35XX.08.06)

2. Enabling Learning Objectives:

(a) Given the billet of a major subordinate command motor transport chief and references identify the responsibilities of the watch officer within a CSSOC at the major subordinate command (MSC) level, per the references. (35XX.08.6a)

(b) Given the billet of a major subordinate command motor transport chief and references identify the responsibilities of the watch chief within a CSSOC at the MSC level, per the references. (35XX.08.6b)

(c) Given the billet of a major subordinate command motor transport chief and references identify the responsibilities of the journal clerk within a CSSOC at the MSC level, per the references. (35XX.08.06c)

(d) Given the billet of a major subordinate command motor transport chief and references identify the responsibilities of the rapid request clerk within a CSSOC at the MSC level, per the references. (35XX.08.06d)

OUTLINE

1. DEFINITION: The Combat Service Support Operations Center (CSSOC) is the agency that controls and coordinates the day-to-day operations of the CSS organization.

2. EMPLOYMENT CONSIDERATIONS:

a. The CSSOC focuses on meeting the needs of the supported units.

b. Established by the CSSE commander as his command post.

c. The CSSE operations officer supervises the day-to-day functioning of the CSSOC

d. The CSSOC continually monitors and records the status of CSS operations. The CSSOC is configured and staffed to support 24-hour operations.

3. CONFIGURATION

a. The CSSOC is not a separate T/O entity.

b. Manned by the operations elements of the CSSE and organic communications of the CSSE.

c. While local SOPs govern the size and composition of the CSSOC, generally they are organized as either centralized or decentralized.

(1) Centralized. A centralized CSSOC places functional area representatives, e.g., supply, maintenance, transportation, engineer, health services, and services within the CSSOC.

(2) Decentralized. A decentralized CSSOC places the functional representatives outside the CSSOC.

4. FUNCTIONS. A CSSOC will accomplish the following:

a. Receive and record operational reports from subordinate units.

b. Maintain current plots of friendly and enemy situations, and display that information in the CSSOC.

C. Preparing and submitting operational reports to higher headquarters.

d. Provide dedicated communication channels for the control of CSS operations.

e. Transmit orders and decisions.

f. Monitor the progress of CSS operations and report significant events and incidents to the commander.

g. Advise staff sections of events or information of immediate concern to them.

h. Serve as principle point of contact for liaison personnel from senior, supported, or adjacent units.

i. Maintain a Rear Area Security (RAS) overlay that depicts preplanned targets, active security measures for CSS installations, and Main Supply Routes (MSR) within the rear area.

j. Coordinate security of CSS instillations and MSRs within the rear area with higher and adjacent MAGTF elements.

5. COMMANDERS CRITICAL INFORMATION REQUIREMENTS (CCIRs). Commanders at all levels need information to make decisions and coordinate the efforts of their forces. Organizational resources may include personnel, equipment, and supplies. The time required to supply this information is limited. Only those items identified as critical to the commander should be collected and processed. Each commander needs a system to determine what information is critical. The system should address how the information is handled in the CSSOC. The following maps/charts should be utilized to display CCIRs:

a. MAP BOARD. The map board should contain friendly and enemy information. Overlays should be compatible with the map board. The following could be displayed on the map board:

(1) Friendly locations

(2) Adjacent commands

(3) Enemy locations

(4) Rear area defense plan

(5) Main supply routes

(6) Dump sites

(7) BSA overlay

b. LARGE DISPLAYS. Some displays should be large enough to be read from anywhere in the CSSOC. They could include:

(1) Mission

(2) Tasks

(3) Task organization

(4) MOPP alert status

(5) Weather

(6) Astronomical data

(7) Significant events

(8) Voice call signs

(9) Local time clock

(10) Zulu time clock

c. SMALL DISPLAYS. Small displays are essential informational requirements that can be placed on small clipboards or in notebooks. This information needs to be retained in the CSSOC, but does not need to be read from a distance. The small displays could include the following:

(1) Enemy capabilities

(2) Current frag orders

(3) Engagement results

(4) Personnel status

(5) Supply status

(6) Equipment status

(7) Circuit status

d. CSSOC PERSONNEL. When assigning personnel to the CSSOC consideration must be given to their MOS experience, rank, and watch scheduling. A CSSOC should include the following personnel at a minimum:

(1) Operations Officer and Operations Chief

(2) Watch Officer and Watch Chief

(3) Logistics NCO/Journal Clerk

(4) Commodity Manager/Functional Area Representative

(5) Radio Watch Supervisor and Radio Watch

e. EQUIPMENT. The following equipment should be considered when establishing a CSSOC:

(1) Tents

(2) Radios

(3) Map/Status Boards

(4) Field Desks

(5) Office Supplies; e.g., Message/Report Forms

(6) Camouflage Netting

(7) Lights/Pigtails

(8) Vehicles and Preloads

(9) Chem-lights

f. SECURITY: Considerations for security in and around the CSSOC:

(1) Limited Access

(2) Triple Strand Wire

(3) Fighting Position

(4) Camouflage

g. COMMUNICATIONS. The following communications items should be considered when establishing a CSSOC:

(1) Radio Nets

(a) CSS request

(b) GCE tactical nets

(c) CSSE local nets

(d) Intel nets

(2) Telephone Circuits

(3) Couriers

(4) Local Area Network (LAN)

6. CSSOC WATCH SECTION PERSONNEL AND RESPONSIBILITIES. The watch section will consist of one 4-man team. The watch team tour of duty will be consistent with local SOP. The watch section will be staffed as follows:

Watch officer
Watch chief
Journal clerk
Rapid request clerk

The CSSOC watch section is responsible for handling, coordination, and disposition of all support requests from receipt to completion.

(a) WATCH OFFICER RESPONSIBILITIES. The Watch Officer has overall responsibility for the proper functioning of the watch section. His specific duties include:

(1) Supervises the internal organization, operation and functioning of his watch team.

(2) Keeps representatives within the watch team advised of all significant matters.

(3) Ensures responsive and timely action is taken on all incoming taskings.

(4) Responsible for briefing designated representatives as required.

(5) Performs intra-staff coordination and ensures that all required staff actions are expedited to ensure timely accomplishment.

(6) Ensures situation maps (most recent positions of friendly units and locations) are maintained and updated in a timely manner.

(7) Prepares messages to be released by his watch team cell.

(8) Supervises the compiling of all watch team reports and ensures that the reports are received by higher headquarters on time.

(9) Maintains the current status and location of all patrols, listening posts (LPs), and observation posts (OPs).

(10) At the end of the watch, writes a brief narrative summary of what occurred during the watch, listing any significant events and items pending.

(b) WATCH CHIEF RESPONSIBILITIES. The primary duty of the Watch Chief is the smooth and efficient operation of the CSSOC and to be prepared to act in the absence of the Watch Officer and/or operations Officer. The specific duties are:

(1) Supervises the Journal Clerk and Rapid Request Clerk, ensuring correspondence is entered legibly and proper procedures are followed.

(2) Initiates action on all rapid request and action messages by tasking appropriate detachments, or passing the requirement to the appropriate staff officer/section.

(3) Personally briefs the senior member of any mission departing the CSSA on coordination measures, communication requirements, reporting and documentation required.

(4) Keeps the Rapid Request Clerk informed on the status of rapid requests.

(5) Ensures commitment boards, status boards and situation maps are updated as information becomes available.

(6) Ensures CSSOC security measures are being carried out in accordance with pertinent orders and/or SOP's.

(7) Continuously tracks ongoing activities to completion and conducts a thorough reconciliation of "working" or in-progress rapid requests as listed in the Rapid Request Logbook with next relief.

(8) At the end of the watch, writes a brief narrative summary of what occurred during the watch, listing any significant events, items pending and briefs oncoming watch.

(c) JOURNAL CLERK RESPONSIBILITIES. The Journal Clerk is responsible for maintaining a chronological journal using an automated request tracking system or a manual journal using the NAVMC 219. Once the CSSOC is established, the Journal Clerk will begin documenting all activities in the journal to ensure a continuous record is maintained. Additionally the Journal Clerk:

(1) Ensures any significant event as dictated by the S-3 Officer, Watch officer, or Watch Chief is entered into the journal.

(2) Reduces oral messages to written form and records them.

(d) RAPID REQUEST CLERK RESPONSIBILITES. Responsible for ensuring that all CSS rapid requests presented to the CSSOC are entered into a request tracking system, either automated or manual. The Rapid Request Clerk tracks each request using the following procedures:

(1) Receives all CSS rapid requests from the Watch Chief.

(2) Assigns sequence numbers in order to track the request.

(3) Receives all updates on CSS rapid request from the Watch Chief and updates the files.

(3) When a CSS rapid request is completed the original request with all attachments will be given to the Watch Chief.

7. FLOW OF RAPID REQUEST WITHIN THE CSSOC. A Rapid Request is a standardized format for requesting support used to expedite the requesting process. The actual format is dictated by local SOP but always includes a template whereby the requestor simply fills in the blanks and transmits the message.

a. Incoming Rapid Requests.

(1) Radio operators/phone watches will enter verbal messages on NAVMC 694's and Rapid Requests on blank CSS Rapid Request Forms. All messages will be copied in triplicate.

(2) The radio operator/phone watch will deliver all three copies of a message to the Radio Watch Supervisor. The Radio Watch Supervisor will ensure that each copy of the message received is legible and contains complete information. One copy of the message will be retained by the Communications Section, the original and another copy will be delivered to the Journal Clerk in the Watch Section.

(3) The Journal Clerk will assign a serial number. One copy will be retained to make a journal entry and placed in the working section of the journal folder. The original will be given to the Watch Chief to initiate action.

(4) The Watch Chief will then pass it on to the appropriate support element representative for action.

(5) The original rapid request is designated as the Action Copy. The support representative is responsible for

annotating actions taken on the original and returning it to the Watch Chief when actions are completed. The Watch Chief will update the appropriate status boards and return the action copy to the Rapid Request clerk to update the tracking system. The original is then given to the Journal Clerk for final recording and posting in the journal.

(6) The watch chief will continually track the status of all action copies including who has copies for action and projected completion times. If necessary, the watch chief will contact the requester and provide an update on the status of the message or request.

b. Outgoing Messages/Rapid Requests.

(1) Normally only the Commanding Officer, Executive officer, S-3 Officer and Watch Officer can release outgoing messages.

(2) When an outgoing message is ready for release, the Watch Officer will sight the outgoing message and pass it on to the Watch Chief with all copies. The Watch Chief will then pass one copy of the outgoing message to the Journal Clerk for entry in the journal, and then pass the original and one copy to the Radio Watch Supervisor.

(3) After transmission, the "has been sent" copy will be given to the Radio Watch Supervisor, the Radio Watch Supervisor will sight the has been sent, retain a copy for the communications section's records then pass it back to the CSSOC Watch Chief. The CSSOC Watch Chief will verbally notify the CSSOC Watch Officer that the message has been released, then pass it on to the Journal Clerk for record and retention in the outgoing message section of the journal, replacing the copy of the message previously provided.

8. EMPLOYMENT OF MOBILE CSSDs. Executing CSS operations begins with conducting a CSS estimate and then developing a concept of support. Be thinking of the following considerations:

a. DIRECT SUPPORT OR GENERAL SUPPORT. Will the mobile be supporting a maneuver element directly or will the MCSSD be in general support of a regiment?

b. TASK ORGANIZATION. The mission of the supported unit will dictate how your mobile is task organized or what capabilities and classes of supply you will carry.

c. PUSH OR PULL REPLENISHMENT.

(1) Push. Push replenishment is so named because the supporting unit is continuously assessing the needs of the supported unit and pushing supplies to them.

(2) Pull. A pull replenishment system depends on the supported unit pulling needed supplies from the mobile by request.

d. POINT OR UNIT DISTRIBUTION.

(1) Point. Point distribution means that supplies are brought to a predetermined point for distribution.

(2) Unit. When supplies are taken to the supported unit we call it unit distribution.

REFERENCES:

1. MCWP 4-11 Tactical-Level Logistics