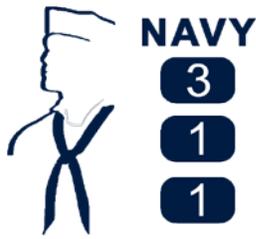


Your Navy. Your Needs.



1-855-NAVY-311
www.Navy311.navy.mil
Navy311@navy.mil

NAVY 311

Frequently Asked Questions (FAQs)

Last Update: 10 April 2013

Q: What is NAVY 311?

A: NAVY 311 is not a new *service*, but rather a new *name* for the Customer Relationship Management (CRM) component of the Navy's Distance Support (DS) capability. NAVY 311 builds upon the existing Global Distance Support Center (GDSC) infrastructure of networked CRM professionals and authorized support providers. The Navy 311 service is available 24/7/365 and gives customers an easy to remember, single point-of-entry to non-tactical, non-emergency assistance. The ultimate objective for NAVY 311 is to simplify and streamline support to the Fleet.

Q. How can NAVY 311 help me?

A: Have a question about maintenance, ship parts and/or repair, logistics, personnel or career matters, training, IT systems, quality of life, facilities, medical support, chaplain care, ordnance, or other topics? Then call Navy 311. The NAVY 311 team will take immediate action on your request, identify the appropriate source of support, route your service request, and then track your issue through resolution to complete satisfaction. The Navy 311 capability is available to Sailors (Active and Reserve), all Service members and the extended Navy family (e.g., dependents, veterans, contractors, Navy infrastructure professionals, etc.) for help on any issue.

Q: How do I contact NAVY 311?

A: Use any NAVY 311 media channel below to get connected to a Navy-wide network of contact centers and support professionals.

PHONE:	1-855-NAVY311 (1-855-628-9311)
DSN:	510-NAVY311 (510-628-9311)
EMAIL:	Navy311@navy.mil (unclassified) Navy311@navy.smil.mil (classified)
WEB:	http://www.Navy311.navy.mil (unclassified) https://www.Navy311.navy.smil.mil (classified)
TEXT:	type Navy311@navy.mil into the TO line of the text message
CHAT:	via Navy311 website (available via unclassified website only)

FAX:	877-632-4304
PLAD:	NAVY THREE ONE ONE NORFOLK VA

Navy 311 will ensure your service request is documented, routed to the proper authorized activity/agent, and monitored for problem resolution.

Q: Why was NAVY 311 created?

A: To establish a single, easily recognized and memorable point-of-entry for Sailors to seek on-duty and off-duty assistance, of any nature, whenever and wherever desired. Navy 311 combines the AnchorDesk, Distance Support, and “877-41-TOUCH” assistance points under one name: Navy 311. In other words, customers don’t have to keep track of many different call center or help desk numbers and email addresses. The Navy 311 concept follows modern, 21st Century call center practices and is modeled after municipal 3-1-1 city services now accessible in over 300 metropolitan areas worldwide.

Q: Will the current Anchor Desk website ([www.AnchorDesk.navy.\(smil\)mil](http://www.AnchorDesk.navy.(smil)mil)) be redirected to the new NAVY 311 website?

A: Yes. Internet users who visit www.AnchorDesk.navy.mil will automatically be redirected to the Navy 311 website (www.Navy311.navy.mil). Internet users on the classified side who visit www.AnchorDesk.navy.smil.mil will automatically be redirected to the www.Navy311.navy.smil.mil.

Q: Will the current Distance Support website (www.DistanceSupport.navy.mil) be redirected to the new NAVY 311 website?

A: Yes. Internet users who visit www.DistanceSupport.navy.mil will automatically be redirected to the Navy 311 website (www.Navy311.navy.mil).

Q: Will email that I address to the current AnchorDesk email address (AnchorDesk@navy.mil or AnchorDesk@navy.smil.mil) be automatically forwarded to the new NAVY 311 email address?

A: Yes. Email messages sent to the current Anchor Desk email address will automatically be redirected to the Navy 311 email address (Navy311@navy.mil or Navy311@navy.smil.mil).

Q: Can the original call center number still be used?

A: Yes. Calls to “1-877-41-TOUCH” (1-877-418-6824) will be answered by the Navy 311 team.

Q: Will the original Distance Support access points (phone, website, etc.) be retired eventually?

A: Presently, the Navy has no plans to retire any of the original Distance Support call center access methods.

Q: What is the difference between calling NAVY 311 and placing a direct call to a specific help desk for assistance?

A: You can still contact any Navy help desk directly, however, NAVY 311 provides one easy to remember phone number and email address. You won't need to search the Web for the right help desk or to find necessary contact information. Instead, NAVY 311 provides "One Call Answers All" support for any non-tactical, non-emergency request for assistance.

Q: What types of issues can NAVY 311 help me with?

A: NAVY 311 provides non-tactical, on-demand informational assistance, for non-emergency services only. Help is primarily for the following:

- Systems and equipment: (e.g., hull, mechanical, electrical, weapon systems, IT systems, technical data)
- Quality of life: (e.g., medical and chaplain care)
- Personnel: (e.g., career, manpower, training)
- Supply and logistics: (e.g., requisition follow-ups, ordnance, food service, household goods)
- Installations and facilities: (e.g., environmental, public works, community support)
- Other: Whenever other support provisions are unavailable or cannot be identified to assist with your issue, NAVY 311 will work with you to find the right point of contact to help.

Q: What is the difference between calling 911 and NAVY 311?

A: If you have a burning building—call 911, if you have a burning question—call NAVY 311. All real emergencies requiring police, fire, or medical support should be handled by immediately calling 911. However, when situations arise where you don't know who to call, contact Navy 311.

Q: Will both the classified (Navy311@navy.smil.mil) and unclassified (Navy311@navy.mil) NAVY 311 email addresses be able to receive encrypted emails?

A: Yes, the classified and unclassified Navy 311 email accounts are able to receive encrypted emails.

Q: Will I receive the same level of support when I call NAVY 311 as I did when I contacted the Global Distance Support Center (GDSC)?

A: Absolutely. Support will remain at the same service excellence standards.

Q: How do I know my request is being supported?

A: All inbound customer service requests are recorded and monitored via a modern software tracking system. Your service request is matched to an authorized support provider, you and the provider are given contact information, and Navy 311 call center professionals continue to follow-up until the request is completed to your satisfaction.

Q: What is the difference between NAVY 311 and the Navy Information Application Product Suite (NIAPS)?

A: NAVY 311 is dedicated to providing Sailors with one contact center for non-tactical, on-demand informational assistance when other support provisions are unavailable or cannot be identified. NAVY 311 is primarily focused on helping you with your day-to-day Navy work and career questions.

The shipboard NIAPS server contains applications that provide Sailors with mission- and personnel-specific data and information. These applications are specifically tailored to individual afloat units for training, career management, maintenance, technical, logistics, human resources, as well as morale and welfare support. NIAPS is available while at sea (an environment disconnected from the Internet) or in port and has the ability to “replicate” data between ship and shore. There are currently more than 40 applications and tools available to the shipboard Sailor via NIAPS.

In addition, NIAPS provides the ability to contact NAVY 311 via an Afloat Request Form. After the form is submitted it is held in a queue. When the ship has Internet connectivity, the Afloat Request Form is sent to NAVY 311 for action. The Afloat Request Form is similar to the Support Request Form on the NAVY 311 website (www.Navy311.navy.mil).

Q: What are the benefits to a service provider or help desk if they want to use NAVY 311 services?

A: NAVY 311 aims to provide an enterprise framework for proactive service delivery to the Fleet and predictive analysis to leadership for fact-based resource decisions. Some key capabilities and benefits of NAVY 311 include the following:

Reactive Service Delivery: Provides Fleet access to authoritative information and assistance in near real-time whenever and wherever afloat units are operating.

Proactive Service Delivery: Allows providers to “push” critical information to Fleet customers in anticipation of planned maintenance and/or operations.

Predictive Analysis: Integrates data from transactional support systems across the Navy to give Fleet customers and program offices a broader view of recurring systemic issues so they can make improved resource decisions.

Metrics: Enables decision makers to determine support community effectiveness, identify prioritized requirements for resource reallocation, and assess return on investment (ROI).

Call Center Consolidation: Supports a collective, modernized approach to data collection and exchange, performance standards, metrics reporting, and interaction across Navy contact centers.

Q: What will a service provider or help desk have to do differently to become part of NAVY 311?

A: Any Navy help desk can join the Navy 311 capability. As a help desk, you can determine the amount of service you want NAVY 311 to provide for you. NAVY 311 typically provides Tier 0 and Tier 1 support on your behalf.

Tier 0 is automated support where customers can submit simple transaction requests and/or obtain basic information through FAQs, web links, online documentation, and similar resources. This tier is self-service, involves only the customer, and requires no other human intervention.

Tier 1 is live support where customers can initiate a service request and obtain assistance, including, but not limited to basic information and standard services. Tier 1 support involves end-to-end responsibility for each customer request, provides the customer with a single contact point and call/contact ownership, and provides documentation for visibility and tracking. Tier 1 will only provide information that has been validated and authorized for distribution by the cognizant technical authority. Tier 1 will vector service requests to cognizant technical authorities for resolution as identified in the Navy 311 Support Provider Directory (SPD).

Q: How can another service provider or help desk pass information to NAVY 311 that may be of help to Sailors?

A: To provide information that you believe Sailors or Fleet representatives need to know, simply contact a Navy 311 service representative at 1-855-NAVY-311 (1-855-628-9311) or email Navy311@navy.mil. Navy 311 maintains a directory of support providers (a.k.a the “Support Provider Directory (SPD)”) that links equipment, application support, and various subject areas to the authoritative source of support or subject matter expert. The representative will check the Navy 311 Support Provider Directory and/or explain the process to validate and capture your information for SPD use.

The Support Provider Directory is a valuable data asset to the Navy Enterprise because it is authoritative information provided by the Echelon II/III community of infrastructure service providers. The Support Provider Directory provides points-of-contact for the multiple Personnel, Equipment, Supplies, Training and Ordnance (PESTO) commodities/services/products managed and maintained throughout the Navy. The cataloged data within the Support Provider Directory is maintained by the various service provider organizations. All service providers are encouraged to contribute to the Support Provider Directory, cataloging the skills, resources, and products they manage to contribute to Fleet and Sailor readiness.