



# TAMPS



## Supporting the Fleet



**Jim Cleer**  
**PMA-233L**

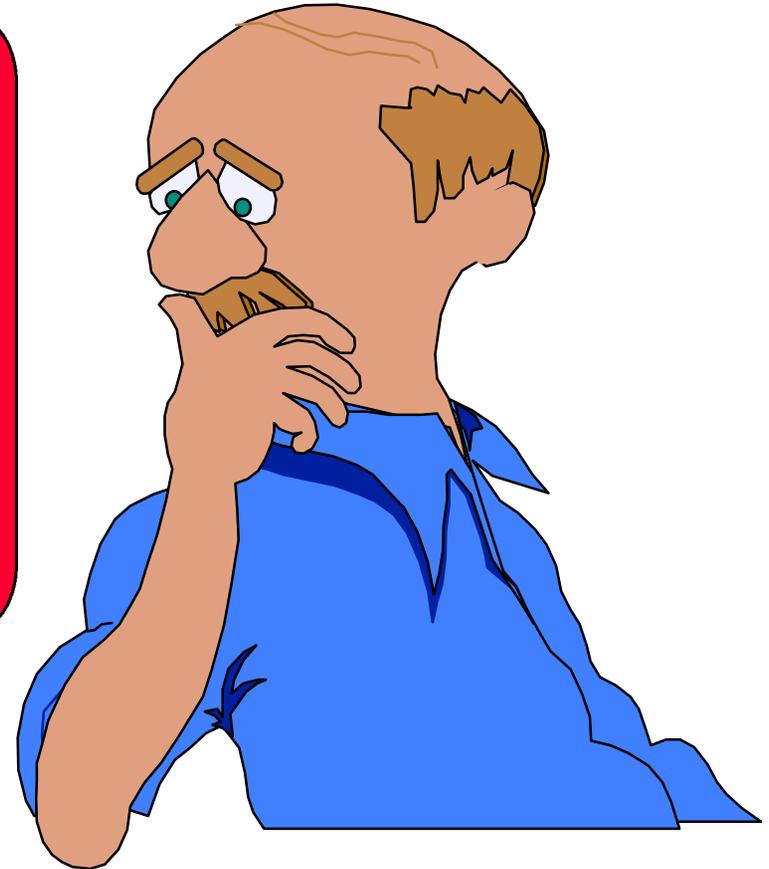
**Product Support Team Manager**

# Customer Support

## Before 6.1

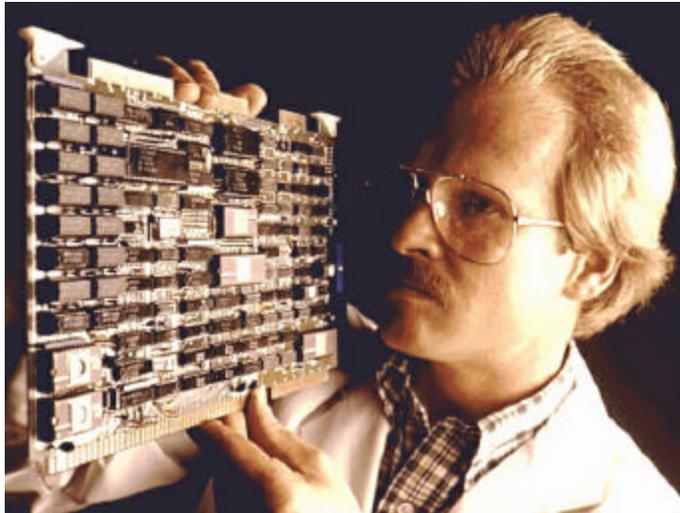


- 0 ACE OBRP Kits
- ACE and DTC-2 Hardware
- 0 N-PFPS Support
- 1 Fleet Introduction Team
- 2 Help Desk Specialists
- 1 Mission Planning Specialist
- 5 x 8 Help Desk



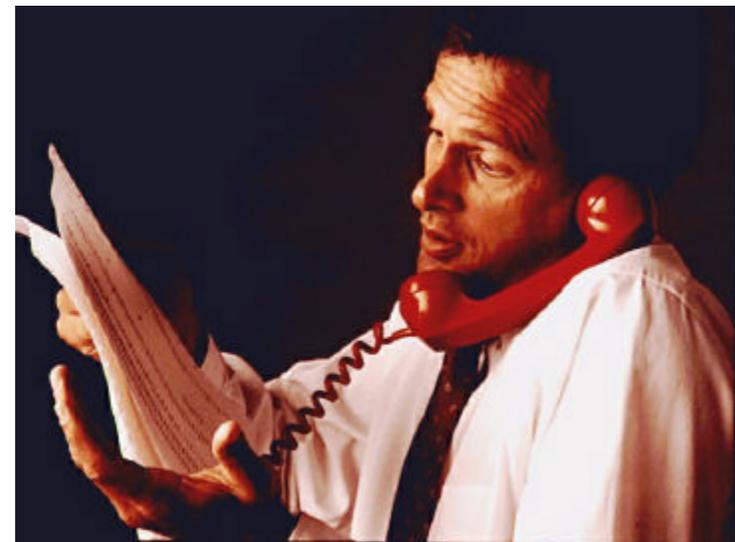
# Customer Support

## After 6.1



- **Dedicated Customer Support**
- **3 ACE OBRP kits**
- **6 Ultra OBRP kits**
- **SUN Ultra Systems Fielded**
- **1 N-PFPS Support Specialist**

- **3 Fleet Introduction Teams**
- **6 Help Desk Specialists**
- **6 Mission Planning Specialists**
- **7 x 24 Help Desk**





# Customer Support Capabilities



**24 Hours 365 Days a Year  
Total Support Package**

- SA/DBA Operating Procedures
- Mission Planning Procedures
- N-PFPS Support
- System & Hardware Failures
- Documentation & Training
- Installations & Training Scheduling
- Logistics Support & Acquisition
- TAMPS General Information





# Mission Planning Specialists



David "*Creature*" Sohn



A-6, FRS, Weapons School, and  
NPGS Instructor, NWC

Bill "*Rat*" Chesser



S-3, FRS &  
NPGS Instructor

Kevin "*Kermit*" O'Malley



F-14, TARPS and  
Tactics Development



# Mission Planning Specialists



Brian "*Moose*" Sweeney



**F-14**, Top Gun Instructor,  
Tactics & Training Development

James "*Goggles*" Fitzgerald



**EA-7L, ERA-3B, EA-6B**  
MP Documentation

Jon "*3rd World*" Drof



**EA-6B**  
Weapons School  
Instructor

# *SA/DBA Specialists*



## **Tim Boyce**

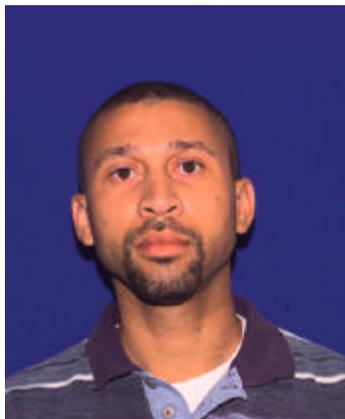
- USMC Air Intelligence Specialist
- CVW TAMPS SA/DBA
- System Administration
- SA/DBA Documentation

## **Melody Wesley**

- USN Intelligence Specialist
- NSA WC
- Top Scene SA/DBA
- Computer Systems Management
- Training Specialist



# ***FIT Technicians***



## **Mark Lomax**

- USN Electronics Technician
- TAMPS Installations



## **Ira Riley**

- IPL SA/DBA
- LAN Networking
- TAMPS Installations



## **Chris Reneau**

- USMC Intelligence Specialist
- Squadron TAMPS SA/DBA
- TAMPS Installations



# *Help Desk Specialists*



**Bob Grant**

TAMPS Installations & Fleet Support

**David Sohn**

A-6, Mission Planning

**Mike Brabant**

TAMPS Installations & Fleet Support

**Jon Drof**

N-PFPS & Mission Planning

**Melody Wesley**

SA/DBA & TAMPS Installations

**Gordon Frazier**

TAMPS Installations & Fleet Support



# “Who You Gonna Call”



**For  
TAMPS  
1 Stop Shopping  
Just Call  
1-888-TAMPS 4 U  
(1-888-826-7748**