



NATO Communications and Information Agency
Agence OTAN d'information et de communication

Bâtiment Z
Avenue du Bourget 140
1110 Brussels
Belgium
www.ncia.nato.int



NATO Communications and Information Agency

Connecting Forces



The NATO Communications and Information Agency: NATO's C4ISR¹ and ICT provider

From missile defence to secure desktops

The NATO Communications and Information (NCI) Agency provides the Alliance with advanced Information and Communications Technology and C4ISR, including cyber and missile defence. We connect forces, NATO and nations. Supporting NATO operations is our top priority.

The vast majority of the capabilities we deliver are acquired from NATO industries through competitive bidding. Through bilateral and multinational cooperation with nations we also help to lower the costs of national capability development.

The Agency was established on 1 July 2012 as a result of the merger of the NATO Consultation, Command and Control Agency (NC3A), the NATO ACCS Management Agency (NACMA), the NATO Communication and Information Systems Services Agency (NCSA), the ALTBMD Programme Office and elements of NATO HQ Information and Communication Technology Management (ICTM). The establishment of the Agency was part of a broader NATO reform.

Mission & vision

To strengthen the Alliance through connecting its forces, the NCI Agency delivers secure, coherent, cost effective and interoperable communication and information systems and services in support of consultation, command & control and enabling intelligence, surveillance and reconnaissance capabilities for NATO where and when required. This includes IT support to the Alliances' business processes (to include provision of IT shared services), NATO HQ, Command Structure and NATO Agencies.

The NCI Agency:

- Optimizes NATO mission success and be recognized as the trusted enabler of information superiority and enterprise excellence;

- Uses best practice to develop, deliver, connect and protect capabilities in partnership with other NATO entities, nations and industry;
- Earns customers' confidence through agility, innovation and by delivering coherent and cost-effective solutions.

Key projects at a glance:

- NATO's cyber shield;
- Developing a capability to protect NATO territory and populations against missile attacks;



- NATO's air command and control system;
- Secure communications to support NATO operations;
- ISR interoperability and full-motion video sharing;
- Common operational picture for coalition operations.



Key facts & figures:

General Manager: MGEN (ret) Koen Gijbers (Netherlands)

Upcoming opportunities for Industry: Over 2 billion Euro, total order book of approximately 4 billion Euro

Portfolio: Responsible for about 70% of NATO's total procurement

Staff: 3,100 - 50/50 civilian-military mix

Locations: Over 30 customer-facing locations

A proud history: Our staff has supported every single NATO operation to date

A phased implementation

The new Agency is being built up in three phases.

Consolidation, which lasted until the end of 2012 - new streamlined and reduced executive management structure was established, as well as the phased merger of support services (e.g. human resources, finance, general services) from across the constituent entities. Other elements joined 'as is, where is'. This resulted in 5% savings of the operating costs of the new Agency.

Rationalization in 2013 - the rationalization phase is the core of the change. This is where

the 'engine rooms' of the current agencies are being merged into a single, effective IT organization, built using best industry practice. At the end of this phase we will be able to start delivering shared IT services to all NATO entities and start full Customer Funding.

Optimization in 2014 - the last phase is the optimization phase, which allows for 20% savings. A key priority throughout the transition process will be continuity of service, especially support to NATO operations.



Our work and expertise include:

- **Capability Planning and C4ISR Architectures;**
- **Exercises and Training;**
- **Operations Planning and Execution;**
- **Joint Intelligence, Surveillance and Reconnaissance;**
- **Integration Support and Value Added Services;**
- **Core Services;**
- **Networked Communications Infrastructure Services;**
- **Battle Laboratories;**
- **Acquisition and procurement of advanced technology;**
- **Programme, portfolio and project management;**

• **CIS Support to Operations in Afghanistan** - providing the NATO core of the Afghanistan Mission Network, the communications backbone for the Afghanistan mission, and command and control for the coalition;

• **Keeping NATO Connected** - enabling NATO personnel to connect to the ICT networks that they use on a daily basis. This includes providing secure and robust communications to the political decision-making bodies and Headquarters personnel, as well as the NATO Response Force and NATO operations in the Balkans and off the coast of Somalia;

• **Combating Cyber Attacks** - the Agency is NATO's first line of cyber defence. It operates cyber defence capability development, the NATO Information Security Operations Centre and the NATO Computer Incident Response Capability (NCIRC) Technical Centre, providing integrated cyber defence 24/7, year round.

¹ Command, Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance