

Question: If you are the ISSM, what happens for signatures since you cannot sign for yourself?

Answer: Someone higher in the organization should be able to sign for you.

Question: Although my ATO was by Ms. Snouffer and CTM signed by Mr. Greenwell will you accept the memo provided by the AO.

Answer: The ATO and CTM has to match for who signs them unless letter is sent to CAO to let the team now.

Question: So does that mean that if your ATO was signed 3 months ago, and you need a CTM completed and there is a new appointed AO, does the ATO then need to be resigned?

Answer: The new AO will sign new appointment letter.

Question: Do you know why they require the same AO to sign the CTM and ATO?

Answer: At the time of the policy there were centralized AO's so the situation did not appear of having multiple AO's in one organization. Modifying the policy can be discussed for the future version of the CPG.

Question: Can you go through some of the individual modules (VPN, Cloud, NIPR, etc) and go through some of the common issues you come across with customer submissions?

Answer: Non-DISN, DSN, VPN, NIPR, and Cloud

Question: How do we get a copy of the 2875 with this pre-populated info?

Answer: SNAP and reference documents – all systems tab

Question: Who uses SNAP most commonly?

Answer: Anyone that needs to create a registration (cloud, VPN, NIPRNet etc.)

Question: Is there a classified version of SNAP for classified needs? What classifications are supported?

Answer: SGS - Secret

Question: Do customers update SNAP before or after contacting authorizing official?

Answer: ATO needs updated first before updating packages. Requesting an account can happen anytime.

Question: Who uploads the artifacts in SNAP?

Answer: Each organization uploads their own artifacts.

Question: Once it is approved why does the ATC letter look different?

Answer: The template is different in SNAP.

Question: How do users know they need to get a SNAP account?

Answer: If you need to submit a registration for a circuit then you will need a SNAP account.

Question: SNAP training guides uses DIACAP terms for what documents we need to provide. Is there a RMF crosswalk or efforts to update SNAP to meet RMF standards.?

Answer: Send an email to the CAO ([disa.meade.re.mbx.ucao@mail.mil](mailto:disa.meade.re.mbx.ucao@mail.mil)) to receive the information

Question: What is the security clearance needed for SNAP?

Answer: The Security manager enters in security information. SNAP does not require a specific clearance.

Question: What is global read only?

Answer: Global read only oversees all of the circuits and monitors the registrations.

Question: What are some common reasons why SNAP updates are rejected. As an AODR I get a lot of emails stating a SNAP update was rejected.

Answer: The commons reasons are expired training awareness certificate and missing information in the form. Comments are provided to know the rejection reasons.

Question: Is global read only for the SRO?

Answer: Send an email to the CAO ([disa.meade.re.mbx.ucao@mail.mil](mailto:disa.meade.re.mbx.ucao@mail.mil)) to receive the information

Question: If my security manager puts "no clearance" will the 2875 be rejected?

Answer: Most people have clearances so it would probably be rejected.

Question: How many people can have access to view a circuit? Are there accounts that people can just view circuits?

Answer: 3-4 people can view circuits.

Question: Do secondary, tertiary systems need to be registered in SNAP? For example, we have a circuit registered in SNAP? We have a separate connection to OPM? Does the second connection need to be in SNAP?

Answer: Contact the CAO directly <https://cyber.mil/connect/help/> to discuss the situation.

Question: Do we use SNAP to interface or do we still use Milcloud 2.0?

Answer: Contact SCCA first prior to registering in SNAP