



CANADIAN ELEMENT NORAD (CANELEMNORAD)

Canadian Forces Support Unit (Colorado Springs)

CFSU (CS) General Brief

Presented to: CANELEMNORAD Welcome Brief

Presented by: CFSU (CS) Section Heads

Date: 22 Sep 26



Aim

To provide an overview of supports available from CFSU (CS).



CFSU (CS) Is...

- A centralized support unit that includes PSS, FSS, TIS and LSS.

PSS



What we do	What we don't do
Pay and Allowances	TD Claims
In/Out Clearances and APRV	Utility and CAA Reconciliations
Screenings and HHTs	USS or COMCO tasks
Rent and Utility Allowances	Budget
Pre-Approvals for HLTA, CTA or Clothing Claims	Finalization of HLTA, CTA or Clothing Claims
Leave	Monitor Mass Management for NORAD HQ/Dets
Promotions	Cashier actions – USD Pay
Terms of Service/Releases	DOAs/NPF
MATA/PATA	CEM
Honours and Awards	PTA Claims

FSS

CAN UNCLASSIFIED



What we do	What we don't do
Administer/Finalize Claims	Administer Pay or Allowances
Provide Advances	Write financial policy
Create and Review DoA's	Book Travel (CAL, Hotel, Rental)
Provide resources and SOP's	
NPF and Budget Management	
Business Planning (BP)	

CAN UNCLASSIFIED



TIS

TIS Responsibilities	Other Entity Responsibilities
DWAN/CSNI user support and troubleshooting	Information Security (ISSO)
Account access coordination	Physical Security (USS, Provost Marshal)
Network and connectivity support	Level III Communications Assets
Change coordination	OGD Communications Systems
Asset Lifecycling*	Collaboration Services SPO, MS Teams (IMO)
COMSEC	Enterprise Software/Hardware
Mobile Devices*	
Sat Phones/vIPer/Handheld Radios	
LRA/SLRA (PKI Cards)	
Audio/Visual Setup	



Help us Help You

TIS

- Intake, triage, and prioritize work
- Resolve issues or coordinate escalation
- Implement approved changes and configurations
- Maintain service and asset documentation
- Communicate status and confirm closure

Client

- Describe the outcome, impact, and urgency
- Use proper ASSYST ticket
- Protect credentials and information
- Report issues promptly
- Validate restoration



Officer Hours and Contact Info

TIS O: Capt Tyler Zhao | 719-554-1393 | tyler.zhao@forces.gc.ca

TIS Floor: 719-556-0422 | cfsutiss@forces.gc.ca

TIS Duty Technician (24/7 Emergency Line): 855-287-4296

Mon, Tue, Thu, Fri: 0800-1600

Wed: 0900-1600

LSS



What we do	What we don't do
Supply (CFSS Stocked Items)	Postal
Procurement / Contracting	IT Asset Procurement
Transport	
Maintenance	
Infrastructure	
Traffic	

LSS Team

Log / Contracts O: Capt William Baxendale

Senior Material Management Technician: Sgt Claudia Gagné

Logistics Assistant: Ms. Leanne Morales



Questions?