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Operations



**AIR FORCE SATELLITE CONTROL NETWORK
(AFSCN) OPERATIONS PERFORMANCE
SCORING**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements AFD 10-6, Mission Needs and Operational Requirements by establishing requirements, responsibilities, products, and interfaces involved in the management and conduct of Air Force Satellite Control Network (AFSCN) operations. This instruction applies to all activities and organizations supporting and/or under the control of the 50 SW Commander using AFSCN Common User Elements (CUE) Mission Unique Equipment (MUE), to include Data Link Terminals (DLTs) which are AFSCN controlled resources. References to sortie scoring in the document refer to internal AFSCN scoring, not the sortie score provided by the satellite command and control squadron in the Mission Impact Report (MIR). Criteria for submitting MIRs are established in the AFSPCI 10-202, 50SWSUP1.

SUMMARY OF REVISIONS

A bar (|) indicates changes from the previous edition. All instances of "support" have been replaced with "sortie".

1. Introduction. The objective of the Air Force Satellite Control Network (AFSCN) is to provide uninterrupted support for space operations. All operational elements must achieve the highest possible standards of performance to meet this objective. The Government Contract established a method of monthly operations performance evaluation for each Remote Tracking Station (RTS) to ensure the contractor performs operations at the highest standards. (TCS Oakhanger contractor is not part of that contract and is not contractually required to meet a minimum standard. However, site leadership closely monitors the scores and considers 99.4% to be the minimum acceptable standard.) The operations performance score is based on the point award scoring system for satellite sorties or contacts.

2. General. This section describes the criteria used to evaluate mission success and standardization of related practices. It contains terms and definitions that standardize terminology through the AFSCN for all network operations. Satellite sortie scoring is a key metric used by the 50 SW to assess operations performance. All satellite sortie resources will be scored using the criteria contained in this chapter. Scoring

is derived from MIRs filed against Lost or Failed sorties that are directly attributed to the contractor personnel or equipment. See AFSPCI 10-202, 50SWSUP1 for a description of the MIR.

3. Satellite Types. The criteria for satellite types are based on the difficulty for the RTS to support the vehicle. A type 1 satellite is usually designated as a low altitude orbiting vehicle, a type 2 satellite orbit is a semi-synchronous orbit, and a type 3 satellite is in a geosynchronous orbit. A satellite will be designated as type 1 in pre-launch, and will hold that designation until it reaches its designated orbit. Each SOC, MCC, or CCS must send a letter to 22 SOPS/MAF whenever a satellite's type changes. If a letter is not on file at 22 SOPS identifying the type of satellite, scoring will not occur. Play Backs will be scored 1 point regardless of IRON Type.

4. Sortie (Network Sortie or Contact). An event for the reception and/or transmission of information between a satellite vehicle (SV) and the SOC, MCC, or CCS. A sortie normally consists of a Prepass, Pass, and Postpass phase. The specific related "Function Codes" that are shown on the Network Tasking Order are identified in the following table:

Table 1. Function Codes

FLT	A flight activity of an on-orbit satellite as compared to a non-flight activity such as maintenance
PART	Each satellite is visible at certain antennas for a period of time and we will support that satellite for a portion of its visibility
PASS	We will support that satellite for its entire visibility, horizon to horizon
XFER	Data transfer, used to identify a certain activity using the network such as transferring data from one location to another (not a flight or maintenance activity)
P/B	Play Back, used to play back recorded information from the RTS to a customer

5. Equipment Outages. If a site is down due to a major modification, the side of the site should be scored NET 30 days after OMRT (Operations and Maintenance Responsibility Transfer) has been signed by the site commander with concurrence of 22 SOPS/CC. OMRT is defined in the Space Wing Supplement to AFSCN TR-9000. MIRs will be submitted prior to OMRT and used for tracking problems only.

5.1. Reported before ETA -25 minutes. If a station does not meet success criteria during a sortie due to an amber or red equipment outage reported earlier than 25 minutes before the scheduled start time, the sortie affected is considered successful, and no points will be deducted. MIRs will still be reported and accepted by the NOC.

5.2. Reported after ETA -25 minutes. Outages reported less than 25 minutes before the scheduled start time will have an effect on scoring, unless the outage meets scoring exception criteria identified in paragraph 6.2. and 6.3.; that is, points may be given if success criteria were met, or deducted if success

criteria were not met. Success criteria is defined in MIR reporting (Draft 50 SWI 10-212), by operational directives or pre-established by the operations unit.

5.3. Backup, Redundant, and Nonstandard Equipment. The unavailability of backup or redundant equipment does not exempt a sortie from being scored. However, if a site is required to support with nonstandard hardware or non-AFSCN facilities, the sortie will be scored successful, if a failure is due to the nonstandard hardware or non-AFSCN facility. Nonstandard hardware is hardware that is installed for a particular mission, will be pulled out after that mission is completed and has not gone through the CW configuration control board. Non-AFSCN facilities are facilities, such as NAVSOC or NOAA that have not had their equipment approved by the CW configuration control board.

5.4. Test Sortie. A test sortie is scheduled to investigate or verify hardware, software, communications, procedural problems or solutions. These sorties may also be used to accomplish other mission objectives. Test sorties will not be scored. A MIR is required for Lost, Failed, or Marginal test sorties and 22 SOPS/MAF uses the MIR for tracking and trending network problems.

6. Sortie Scoring. 22 SOPS/MAF scores all scheduled activity as successful unless a Lost or Failed Mission Impact Report (MIR) has been submitted.

6.1. A type 3 satellite is scored as one point, a type 2 satellite is scored two points, and a type 1 satellite is scored three points. If a sortie has been supported and the support provided does not meet mission success criteria (due to contractor personnel or equipment), 22 SOPS/MAF will deduct points.

6.2. Scoring Exceptions. Problems caused by circumstances outside of the direct control of the contractor or TCS Oakhanger Operations contractor will not be scored against a RTS. This includes intermittent C&S software problems which cannot be resolved by level 2 software support, failure to meet mission requirements due to hardware or software design deficiencies, problems caused by the loss of facility equipment (UPS, HVAC, AC, switch gear, etc) not maintained by the contractor or TCS Oakhanger Operations contractor, problems resulting from faulty spares removed from supply, NAVSOC Automated Track Sorties, and problems resulting from non contractor or TCS Oakhanger Operations contractor action (DEPOT level maintenance personnel, etc.).

6.3. Short and Negative Turnaround Sortie Scoring. A sortie is scored successful if the standard station-turnaround time, defined in the OPS Directive Document for the IRON concerned is **not** available and, as a result, the sortie was unsuccessful. This also includes situations where, in order to meet a short turn-around, the MCC/SOC deletes routine procedural steps used in nominal turns (i.e. pre-pass checks, read-backs, etc) that could have prevented the unsuccessful sortie. If the lack of success was due to a station personnel error or equipment failure unrelated to the short turnaround, further review of the sortie circumstances will be taken into consideration to determine if points will be deducted.

7. Scoring Percent Calculation. 22 SOPS/MAF calculates the score for each RTS at the end of each month to provide a quantitative evaluation of each site's operational performance. The operational scores are computed using the equation in following figure:

Figure 1. Operation Performance Scoring

$\text{Operational Performance Scores} = \frac{(\text{Total Possible Points}) - (\text{Total Point Loss})}{(\text{Total Possible Points})}$

7.1. Percentages will be rounded to the nearest thousandth (for example, 0.9934 would be rounded to 0.993). An RTS must maintain a monthly minimum score of 0.994 and a yearly score of 0.996.

7.2. If an RTS has less than 500 points per month or a score lower than .994, overall site performance will be examined to determine if performance meets SOW requirements. A decision for fee reduction will be made IAW inspection of the service clause. This does not apply to TCS Oakhanger.

8. Scoring Conflict Resolution. 22 SOPS/MAF and the contractors Office of Primary Responsibility (OPR) will conduct routine discussions to resolve any scoring conflict. Any scoring conflicts that can't be resolved are elevated to the 50 SW contractor's contract program manager, who is the final resolution authority. The program manager then forwards this decision to the contracting officer for any deduction of the contractor's award fee. This does not apply to *TCS Oakhanger, except the site works with 22 SOPS/MAF to resolve any scoring conflicts.

9. Monthly Summaries. 22 SOPS/MAF prepares a monthly scoring summary for the contracting officer and the contractor. 22 SOPS/MAF mails information copies to each site commander.

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