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Communications and Information

NETWORK DOWNTIME APPROVAL

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This instruction outlines policies and procedures for requesting downtime to perform maintenance on network equipment. It applies to all military, civilian personnel, and contractors that maintain network equipment on the Osan nonclassified but sensitive Internet protocol routed network (NIPRnet) and secret Internet protocol routed network (SIPRnet). This instruction implements AFD 33-1, *Command, Control, Communications, and Computer (4C) Systems*, and the HQ PACAF requirement to obtain approval from both the Commander, 51st Fighter Wing (51FW/CC) and PACAF Director of Communications and Information (PACAF/SC) prior to taking network equipment offline.

1. General:

1.1. Network systems and information contained on Air Force networks are global assets. Disabling network systems or limiting access to common-user data requires extensive coordination to prevent an inadvertent negative effect on mission accomplishment.

1.2. Network systems include all servers, routers, controllers, transmission devices, cabling, and other items used by customers to access services and data on data processing equipment other than their own local computers. For purposes of this instruction, network systems generally do not include printers (even though printers are connected to the networks), display devices, or end-user computer equipment (unless that equipment contains data that must be shared for the correct functioning of an application).

1.3. Network systems downtime falls into three categories: preventive maintenance inspections (PMIs), routine maintenance (including network system upgrades), and emergency maintenance.

1.4. Network systems maintenance that requires downtime will be scheduled to minimize the effect on users.

2. Responsibilities:

- 2.1. The 51st Fighter Wing Commander (51 FW/CC), as the Designated Approval Authority for the Osan NIPRnet and SIPRnet, will establish procedures for approval of network systems downtime.
- 2.2. Group commanders at Osan have the responsibility to recommend approving or disapproving outages of network systems that will affect their organizations.
- 2.3. The 51st Communications Squadron Commander (51 CS/CC) will be responsible for coordinating all network downtime requests for the Osan NIPRnet and SIPRnet network systems with the appropriate commanders, and recommending network systems downtime to the 51 FW/CC.
- 2.4. The Osan Air Base Network Control Center (NCC) responsible workcenters will:
 - 2.4.1. Submit requests for downtime IAW procedures outlined in this instruction. Requests will contain the following information:
 - 2.4.1.1. The services and operations that are affected.
 - 2.4.1.2. The system(s) and any associated equipment to be taken offline.
 - 2.4.1.3. The date and time the system will be taken offline.
 - 2.4.1.4. The length/duration of the downtime.
 - 2.4.1.5. The number of users and buildings affected.
 - 2.4.1.6. The reason for the request (PMI, system upgrade, etc.).
 - 2.4.1.7. The backup plans to restore service if necessary.
 - 2.4.1.8. Any pre-coordination that has taken place in preparation for planned maintenance activities.
 - 2.4.1.9. Any additional comments required to make the request understandable to approving authorities.
- 2.5. Local Coordination Process.
 - 2.5.1. NCC responsible workcenters will submit downtime requests to the Information Systems Flight Commander (51 CS/SCB) or Superintendent (51CS/SCB-1) at least 2 weeks ahead of time. Requests submitted with less than two weeks notice will be handled on a case-by case basis.
 - 2.5.2. If approved at the flight level, the Information Systems Flight Commander or Superintendent will forward the request to the 51 CS/CC.
 - 2.5.3. The 51 CS/CC will coordinate the downtime request through all affected Group Commanders (including Group Commanders directly subordinate to Seventh Air Force).
 - 2.5.4. Upon concurrence from all Group Commanders (and, when necessary, the Seventh Air Force Command Section, 51 CS/CC will forward the request to 51 FW/CC or designated approving official.
 - 2.5.5. Upon concurrence from all group commanders (and, when necessary, the Seventh Air Force Command Section), 51 CS/CC will forward the request to 51 FW/CC or designated approving official.
 - 2.5.6. Upon notification of approval by 51 FW/CC, 51 CS/CC will notify 51 CS/SCB or SCB01.

- 2.6. Upon notification wing approval by 51 CS/SCB or SCB-1 will instruct the responsible workcenter to complete the PACAF downtime request form located on the PACAF NOSC SIPPnet home page to coordinate PACAF/SC approval. The request form will be emailed to the PACAF NOSC.
- 2.7. The responsible NCC workcenter will contact the PACAF NOSC or check the Communications Tasking Order (CTO) to determine PACAF/SC approval.
- 2.8. Under no circumstances will workcenters proceed with downtime/maintenance without PACAF approval.
- 2.9. Upon receipt of downtime approval, the NCC will notify WGMs to advertise the downtime and services affected.
- 2.10. WGMs and FSAs will perform actions approved by the 51 FW/CC and as directed by the NCC to ensure timely completion of network maintenance activities with minimal disruption to users of the Osan NIPPnet and SIPRnet.

3. PMIs:

- 3.1. PMIs are standard procedures designed to maintain optimum performance for the network systems. PMIs are generally performed at predictable intervals. PMIs will only be conducted during pre-approved downtime.
- 3.2. The 51 CS/CC will seek approval from the affected group commanders for downtime for the upcoming quarter no later than the first day of the last month of the preceding calendar quarter.
- 3.3. PMI schedules and services affected will be posted on the NCC web page.
- 3.4. In addition, the NCC will send an email to WGMs notifying them of the current week's PMI schedule and the services affected.

4. Routine Maintenance and Network System Upgrades:

- 4.1. Routine maintenance and network system upgrades are non-recurring but can be projected.
- 4.2. Network downtime coordination will be completed, whenever possible, 5 calendar days prior to the necessary downtime. If coordination can't be completed 5 days in advance, it may be necessary to reschedule the downtime.
- 4.3. Immediately prior to execution of the task requiring downtime, NCC work centers will contact to PACAF NOSC to notify the NOSC that downtime is about to commence.
- 4.4. Upon completion of the task, work centers will contact the PACAF NOSC to close out the task.
- 4.5. In some cases, network equipment can be removed from service without affecting access to data or services for any customer. When redundant equipment is in place to ensure continuity of service, coordinated downtime is not required. However, the NCC must notify the PACAF NOSC prior to taking the equipment offline and after restoring the equipment to full operation.

5. Emergency Maintenance:

- 5.1. On rare occasions, network systems must be taken offline without coordinated downtime. This might be done to preserve the safety of the system operators and maintainers, to safeguard the equipment itself, or to secure data contained in those systems.

5.2. The decision to remove equipment from service for emergency reasons lies with the senior person on duty in the Network Control Center.

5.3. When network systems are removed from service for emergency maintenance, the senior person on duty in the NCC will make immediate notification to the Flight Commander or Superintendent, 51 CS/CC, and PACAF NOSC.

5.4. When the situation permits, the NCC will notify affected WGMs of the emergency maintenance and expected duration.

5.5. The 51 CS/CC will notify other commanders, as appropriate.

5.6. NCC workcenters will restore access to data and services as rapidly as possible. If the NCC must employ temporary fixes or workarounds to restore services, full restoration will be handled as a matter of routine maintenance.

5.7. Upon completion of the task, the NCC will contact the PACAF NOSC to make notification of service restoration. The NCC will also up-channel the information through the local chain of command.

6. Wartime/Contingency Procedures: During contingencies, these procedures may be modified to ensure responsiveness to the Korean theater chain of command.

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