

14 APRIL 2004



Communications and Information

**LICENSING NETWORK USERS AND
CERTIFYING NETWORK PROFESSIONALS**

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OPR: HQ AFCA/GCLO
(MSgt James Pickard)
Supersedes AFI 33-115, Volume 2,
27 August 2003.

Certified by: HQ USAF/ILCO
(Col Michael Sinisi)
Pages: 54
Distribution: F

This Air Force instruction (AFI) implements Air Force Policy Directive (AFPD) 33-1, *Command, Control, Communications, and Computer (C4) Systems*; AFI 33-204, *Information Assurance (IA) Awareness Program*; Office of Management and Budget (OMB) Circular No. A-130, *Management of Federal Information Resources*; Department of Defense (DoD) Directive (DoDD) 8500.1 *Information Assurance (IA)*, October 24, 2002, and Department of Defense Instruction (DoDI) 8500.2, *Information Assurance (IA) Implementation*, February 6, 2003. It provides the policy and procedures for certifying network professionals who manage and operate government-provided information systems on Air Force networks and the training and licensing of Air Force network users. The *Paperwork Reduction Act (PRA) of 1980*, as amended by Public Law (PL) 104-13, *Paperwork Reduction Act of 1995* (44 United States Code [U.S.C.] 3504); and AFI 33-360, Volume 2, *Forms Management Program*, affect this publication. This instruction requires collecting and maintaining information protected by the *Privacy Act of 1974* (5 U.S.C. 552a). System of records notices F036 AF PC C, Military Personnel Records System, and OPM/GOVT-1, General Personnel Records, apply. Direct questions or comments on the contents of this instruction through appropriate command channels to Headquarters Air Force Communications Agency (HQ AFCA/GCLO), 203 W. Losey Street, Room 3100, Scott AFB IL 62225-5222. Send recommended changes or comments to HQ AFCA/ITXD, 203 W. Losey Street, Room 1100, Scott AFB IL 62225-5222, through appropriate channels, using Air Force (AF) Form 847, **Recommendation for Change of Publication**. See **Attachment 1** for a glossary of references and supporting information. Maintain and dispose of records created as a result of prescribed processes in accordance with Air Force Manual (AFMAN) 37-139, *Records Disposition Schedule*.

SUMMARY OF REVISIONS

This revision incorporates Interim Change (IC) 2004-1 (**Attachment 3**). This IC defines Initial Qualification Training (IQT) and Mission Qualification Training (MQT) within the Network Professional Certification Program and formally establishes the Network Operations Standardization and Evaluation

Program (NOSEP). It mandates the use of Core Automated Maintenance System (CAMS) -which will become the Integrated Maintenance Data System (IMDS) -for tracking and reporting crew position certifications. It implements the requirements for certification of System Administrators set forth in CJCSM 6510.01, Defense in Depth: Information Assurance and Computer Network Defense and CJCSI 6510.01C, Information Assurance and Computer Network Defense. This significantly improves the quality of network operations as well as the overall management posture. **Attachment 2** is added to identify personnel performance evaluations. A “[” indicates revised material since the last edition.

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1. Introduction. The Air Force network is like a mission-critical weapon system. Communications and information resources have become force multipliers, and Air Force information systems and networks must evolve to effectively implement the Expeditionary Aerospace Force vision. To achieve the light, lean, and lethal forces our national military strategy depends on, the DoD and United States Air Force (USAF) must ensure fully qualified personnel operate and maintain these systems and networks.

1.1. This instruction defines the policy and procedures for training and licensing all users and Air Force network professionals who access the Air Force network (af.mil) domain. Compliance with this AFI meets the DoD initiative to train and certify all computer users and to certify those network professionals who actively manage, configure, and control the network to a consistent, verifiable skill level ensuring the DoD information assurance (IA) posture is uncompromised.

2. Background. The Air Force has initiated an aggressive drive to operationalize and professionalize its networks. Certification is now included in the operational status of resources and training system described in AFI 10-201, *Status of Resources and Training System*. Certification and licensing will also be included in the Inspector General agenda. This instruction builds on the guidance provided in AFI 33-115, Volume 1, *Network Management*. Standard licensing criteria will ensure all personnel who access the Air Force network are knowledgeable of their roles and responsibilities for protecting information flow. Standard certification criteria will ensure network professionals maintain a demonstrable set of core skills and knowledge across the Air Force.

3. Network License and Certification. This guidance and policy applies to: All military, civilian, and contractor employees using or providing professional network services in the Air Force network (af.mil or af.smil) domain on any Air Force system, network, or Air Force-operated joint system as a part of their official duties. See AFI 33-202, *Computer Security (will become Networking and Computer Security)*, for guidance on granting local/foreign nationals access to the network and/or information systems.

4. Roles and Responsibilities.

4.1. HQ USAF Deputy Chief of Staff (DCS) Installations and Logistics/Communications Operations Directorate (HQ USAF/ILC) will:

4.1.1. Establish policy and guidance for the Network Professional Certification Program and the Network User Licensing Program.

4.1.2. Convene utilization and training workshops with Headquarters Air Education and Training Command (HQ AETC), major command (MAJCOM) functional managers, and subject matter experts to include certification criteria and Air Force Job Qualification Standards (AF JQS) in formal technical training courses and the Career Field Education and Training Plan.

4.1.3. Direct HQ AETC in production of any required training documentation to aid operations.

4.1.4. Coordinate the Air Force certification and licensing programs with DoD efforts to certify proficiency of computer systems users and network professionals.

4.2. HQ AFCA will:

4.2.1. Develop, maintain, and manage the Network Professional Certification Program and Network User Licensing Program to control and promote program integrity.

- 4.2.2. Coordinate criteria and certification methodology with MAJCOMs, field operating agencies (FOA), and direct reporting units (DRU) to ensure standard program administration.
- 4.2.3. Assist career field managers to develop AF JQS and recommend certification policy, guidance, criteria, and training methodology to certify all personnel subject to this instruction.
- 4.3. HQ AETC. HQ AETC will work with career field managers to inject certification criteria in formal technical training courses during utilization and training workshops.
- 4.4. MAJCOMs, FOAs, and DRUs will:
 - 4.4.1. Implement the Network Professional Certification Program and Network User Licensing Program.
 - 4.4.2. Ensure subordinate units fulfill their responsibilities as outlined in this instruction.
 - 4.4.3. Ensure contracted network professionals meet the same skill set and knowledge requirements as Air Force military and civilian network professionals.
 - 4.4.4. Monitor the certification program and consolidate training data from their subordinate units as needed.
 - 4.4.5. Supplement the position certification criteria to reflect MAJCOM specific mission needs.
 - 4.4.6. Supplement this instruction, as required.
- 4.5. Subordinate Units:
 - 4.5.1. Administer the position certification curricula to Air Force military and civilian network professionals assigned to their installations, whether host or tenant.
 - 4.5.2. Ensure contracted network professionals meet the skill set and knowledge requirements consistent with Air Force military and civilian network professionals.
 - 4.5.3. Assist unit training managers, supervisors, certifiers, trainers, and trainees in accomplishing their responsibilities.
 - 4.5.4. The communications squadron commander should assign a primary and alternate network control center (NCC) or unit training manager to administer the certification program. The 3A0X1 WM assigned to the Standardization/Evaluation (Stan/Eval) composition will assist workgroup managers (WM) to implement the licensing program for their network users.

5. Network User Licensing Program.

5.1. Introduction. Every individual who has access to the af.mil or af.smil domain, specialized systems, and mission systems is a network user. Before becoming an Air Force network user an individual must have a favorable background investigation (paragraph 5.3.), be trained, and licensed. WMs will assist network users in getting the necessary training to meet all licensing requirements. Upon verification of favorable background check and successful completion of appropriate training, the user is licensed to use the network and granted access to required network resources. This process of training and licensing ensures every Air Force network user is trained and aware of the basic principles of network security and their role in IA.

5.2. Contractors as Network Users. Communications and information systems officer must ensure that all contract personnel requiring access to the Air Force network meet the requirements of paragraph 5. and subordinate paragraphs.

5.3. Favorable Background Investigation: All individuals accessing the Air Force Enterprise Network (AFEN) must meet the investigative requirements of AFI 31-501, *Personnel Security Management Program*. WMs will verify proper security clearance and background investigation checks (National Agency Check, Single Scope Background Investigation) are submitted prior to granting a network user license. See AFI 31-501 for guidance on interim approval access.

5.3.1. Loss of Security Clearance. In cases where an individual loses their security clearance the Designated Approval Authority (DAA) must make a determination as to whether or not to also suspend the individual's network license. The determination should be based on the reasons for the loss of clearance and whether or not the individual poses a threat to the network.

5.4. Procedures. In accordance with Chairman Joint Chiefs of Staff Manual (CJCSM) 6510.01 all DoD military, civilian, and contractors will receive documented Information Awareness (IA) training prior to receiving access to the network. Training required to obtain a network user license is standardized in the "Network User Licensing" Computer-Based Training (CBT) course (will become "Information Assurance Awareness Training"). The CBT is located on the Air Force CBT website at https://www.smartforce.com/learning_community/Custom/USAF/login.asp. Successful completion of this course satisfies the Air Force training requirement for a network user license. Additional user training may be developed locally to reflect local needs and concerns. WMs administer all required training to their network users, track users completion of training, and document training in accordance with AFI 36-2201, Volume 3, *Air Force Training Program On-the-Job Training Program*. WMs make training available to new or suspended users on an as-needed basis. When a user completes user licensing training and has a favorable background investigation, the WM ensures their network access is granted.

5.4.1. Administering IA training. The IA training required to access the AFEN has been standardized and is available on the Air Force CBT website. Training shall be performed through the CBT in order to meet the tracking and reporting requirements put forth in the Federal Information Security Management Act (FISMA) of 2002. Since the individual will not have network access for initial IA training, the WM or supervisor can either log onto the network for the individual to allow them access to the Air Force CBT website or create strictly training user accounts configured with a profile that only has access to the Air Force CBT website to allow the individual to complete the CBT. The individual must be monitored the entire time regardless of the method used. DAAs will establish local policy to standardize the procedures for conducting initial IA training, verifying of security clearance, and documenting the process.

5.5. Permanent Change of Station and/or Temporary Duty. Anytime a user requires a new user identification (due to permanent change of station, permanent change of assignment, temporary duty, etc.), the gaining WM must license the user before allowing the user access to the network. This means the WM will need to verify the proper background investigation has been conducted (paragraph 5.3.), and any required training has taken place. Users do not need to retake the "Network User Licensing" (will become "Information Assurance Awareness Training") CBT, only show proof that it has been completed. In emergency or deployment situations, the WM may rely on a training record review to license a user.

5.6. License Suspension. If a user engages in conduct inconsistent with the licensing principles, the WM may, with the approval of the user's supervisor, recommend the user's license be suspended. Network license suspension is a non-punitive action and the suspension alone may not provide the basis for adverse action. The DAA or designated DAA representative may suspend a user's license when deemed necessary in the interest of information operations. Actions inconsistent with licensing principles include, but are not limited to: failure to maintain an acceptable level of proficiency on a critical program; actions that threaten the security of a network or a governmental communications system; actions that may result in damage or harm to a network or governmental communications system; or actions that constitute unauthorized use under the provisions of AFI 33-119, *Electronic Mail (E-Mail) Management and Use*, or AFI 33-129, *Transmission of Information Via the Internet* (will become *Web Management and Use*).

5.6.1. Procedural Requirements: On discovery of an action inconsistent with the terms of the user license, the WM will recommend to the user's supervisor that the user's access to a network be suspended. With supervisor concurrence, the WM will notify the user immediately, in writing, of the pending access suspension, including the specific reason for the suspension and the steps the user must take to have access reinstated.

5.6.1.1. The user may accept the suspension or dispute the grounds for the suspension by providing a written request within three duty days. If the user accepts the suspension, the user's access to the network is suspended and the WM has two duty days to make available to the user whatever appropriate remedial training is necessary for the user to qualify for re-licensing.

5.6.1.2. If the user disputes the suspension, the WM has two duty days following receipt of the user's request to reconsider suspension. The WM, after consultation with the user's supervisor, will either notify the user in writing that the pending suspension was inappropriate or refer the matter to the DAA for final action by sending a copy of the case file. The DAA will consider the case file to determine if suspension is appropriate. The DAA may determine the user's license should be retained; suspend the user's license and mandate remedial training; or take other necessary actions. After receiving the documentation, the DAA will notify the user in writing, within six duty days, of the final determination.

5.6.2. Security Infractions. Report any action that threatens the security of, or damages/harms network or government communications systems to the NCC officer in charge (OIC). The NCC OIC will take appropriate actions in accordance with Air Force Systems Security Instruction (AFSSI) 5021, *Time Compliance Network Order (TCNO) Management and Vulnerability and Incident Reporting*. This may include suspending the user's network access, notifying authorities such as security forces or the Air Force Office of Special Investigations, and/or other actions consistent with local IA policies and procedures.

5.7. Reinstatement. Ordinarily, a suspended user will be required to participate in remedial training. Upon satisfactorily completing retraining, the WM reinstates the user's license. However, there may be situations that indicate to the WM and the user's supervisor that even with remedial training the user would pose a threat to the security of the system or operations. Under such circumstances, the DAA, following full review of the case file and all associated documents, may suspend a user's privileges indefinitely.

6. Network Professional Certification Program.

6.1. Introduction. The objective of this program is to train all network professionals to standardized criteria. Network professionals are those military, DoD civilians, contractors, or local nationals (see paragraph 7.8.4.1.5.), who perform one of the following functions: network administration, information protection operations, network management, crew commander, and WM (if assigned to the NCC/NOSC/AFNOSC and Communications Squadron). The program ensures network professionals maintain a demonstrable knowledge level and a set of core skills across the Air Force. The certification process outlines knowledge training, performance tasks, and evaluation requirements network professionals must complete to receive position certification. Award of position certification is achieved by completing all knowledge-level training, qualification and certification of performance tasks, and successfully completing training standardization evaluations as outlined in paragraph 7.7. Network Operations Standardization/Evaluation (Stan/Eval) Program (NOSEP). Career field managers will develop and field Air Force Job Qualification Standards (AFJQS) that outline the training requirements for network professional positions. These AFJQSs can be found on the Q-Flight web site located at: <https://wwwmil.keesler.af.mil/81trss/qflight/index.htm#>.

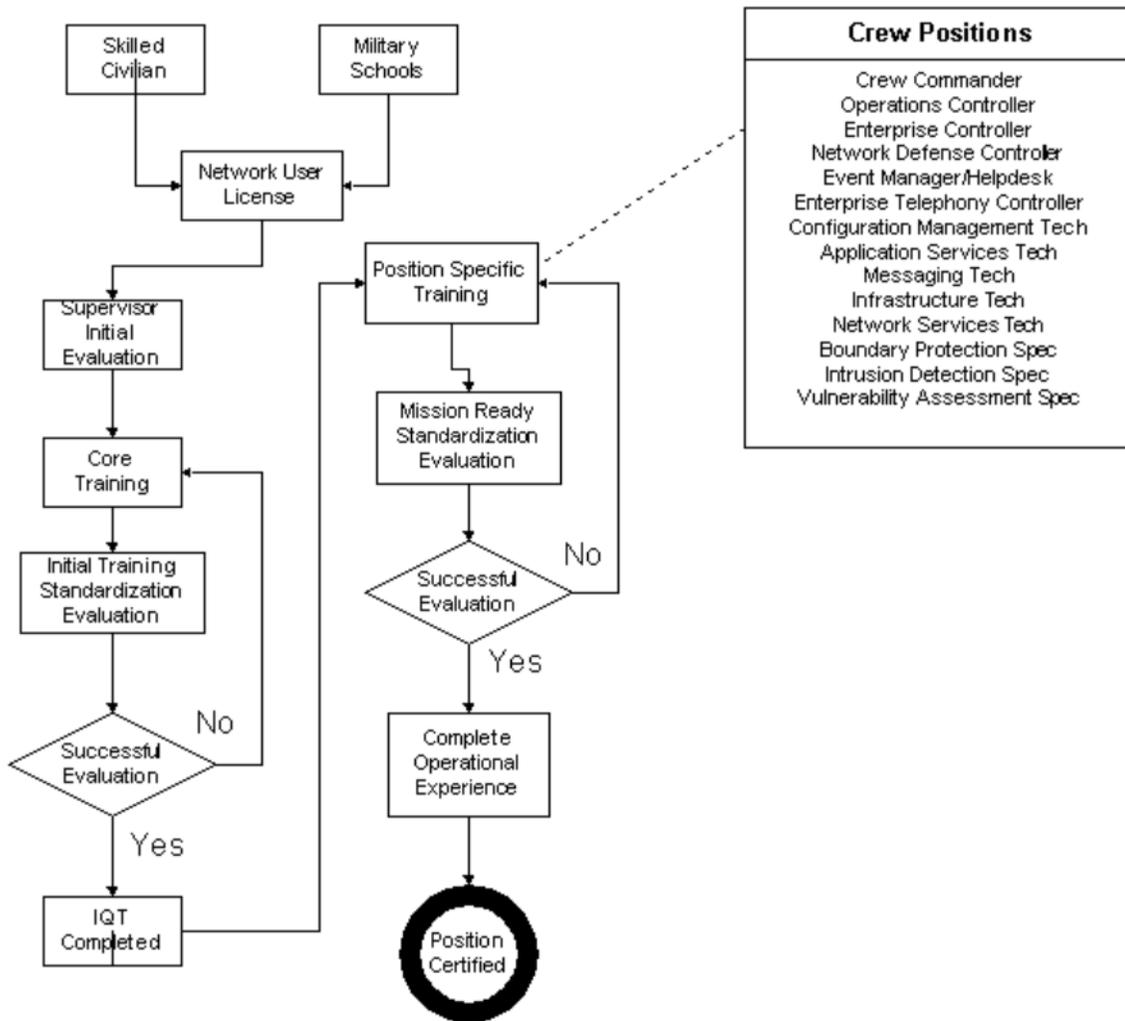
6.2. Non-military Network Professionals.

6.2.1. Contractors as Network Professionals. Contractors who provide professional network services (all crew positions) to the Air Force are bound by the requirements stated in contractual agreements. Contractor personnel assigned to perform specific Network Operations (NETOPS) tasks are subject to evaluation. All future contracts (including modifications to existing multiyear contracts) for NETOPS tasks, subsequent to this instruction, must cite this instruction and state contractor personnel are subject to evaluation. When results show more training is required, the contract Quality Assurance Evaluator will discuss requirements with the appropriate contracting officer and prepare a proper course of action. Contractor personnel are to be trained in all aspects of the performance for the contract prior to contract award. Measure contractors on their knowledge, skills, and abilities by performance metrics associated with the network services and support to the major command (MAJCOM)/wing/base customers.

6.2.2. Civil Service as Network Professionals. Civil service personnel assigned to perform specific NETOPS tasks are subject to evaluation. When results show more training is required, supervisors take action to increase the individual's proficiency. Don't use evaluation to disqualify civilian personnel who are hired for specific jobs under civil service procedures. Disqualification of civilian personnel is according to applicable directives.

6.3. Process. Supervisors will use AFJQS 3CXXX-200C, *Position Certification for Network Professionals*, as the baseline to train network professionals. Other AFJQSs are used as applicable (e.g., AFJQS 3A0X1-225D, *Position Certification for Workgroup Managers*; AFJQS 3CXXX-230GE, *Position Certification for Network Controllers*). These AFJQSs identify Initial Qualification Training (IQT) requirements and crew position-specific Mission Qualification Training (MQT) requirements. MAJCOMs/bases may add locally unique training requirements to ensure position certification is comprehensive and meets mission needs. All network professionals must complete the network user licensing program (paragraph 5.) before beginning the appropriate crew-position certification curriculum. **Figure 1.** depicts the Network Professional Certification Program process.

Figure 1. Network Professional Certification Program Process.



6.3.1. Procedures. Supervisors of network professionals will determine the appropriate crew position based on the trainee's duties. Training required for each crew position is identified using a crew position code in the applicable AFJQS. If the individual is assigned to a new position, not previously certified, the supervisor will initiate certification requirements for the new position. **NOTE:** IQT requirements are the same for all crew positions.

6.3.1.1. Supervisors will maintain training records on all individuals serving as network professionals, regardless of rank. Supervisors will monitor progress of the individual using the applicable AFJQS and AF Form 797, **Job Qualification Standard Continuation/Command JQS**. When available, the Core Automated Maintenance System (CAMS)/Integrated Maintenance Data System (IMDS) is the primary means of collecting and maintaining information pertaining to on-the-job training (OJT) training and is mandatory for use by all 3CXXX career fields.

6.3.1.2. DoD civilians follow local civilian personnel flight (CPF) procedures, such as completing a Department of Defense (DD) Form 1556, **Request, Authorization Agreement, Certification of Training, and Reimbursement**, prior to starting position certification training.

The final position certificate will be submitted by CPF to Air Force Personnel Center for inclusion in the civilian's personnel record and a copy for the supervisor's record (AF Form 971, **Supervisor's Employee Brief**).

6.3.2. Initial Qualification Training (IQT) and Mission Qualification Training (MQT) Requirements. IQT and MQT requirements are outlined in the applicable AFJQS. IQT provides the basic knowledge and performance skills necessary to work any network professional position. IQT requirements are the same for all crew positions. MQT is unique training required to perform a specific network position. Supervisors and trainers will ensure trainees accomplish all IQT requirements before starting MQT.

6.3.2.1. Initial Qualification Training (IQT) Requirements. Trainers will plan and conduct core training in accordance with AFI 36-2201, Volume 3, and upon completion of the training, sign off tasks in the trainee's training record. Task certifiers will certify all core tasks and sign off on the training record. Supervisors will request an Initial Qualification Evaluation (IQE) from Standardization/Evaluation (Stan/Eval) when the trainee has been trained and certified on all IQT tasks outlined in the applicable AFJQS and any local training requirements.

6.3.2.1.1. DELETED.

6.3.2.2. MQT Requirements. Upon completion of IQT, the trainee starts MQT for their assigned crew position. Trainers will plan and conduct position-specific training in accordance with AFI 36-2201, Volume 3, and upon completion of the training, sign off tasks in the trainee's training record. Task certifiers will certify all position-specific MQT tasks and sign off on the training record. Supervisors will request a Mission Qualification Evaluation (MQE) from Stan/Eval when the trainee has been trained on all position-specific MQT tasks outlined in the applicable AFJQS and any local training requirements.

6.3.2.2.1. DELETED.

6.3.2.2.2. MAJCOMs may waive accomplishment of position-specific tasks outlined in the Position Certification for Network Professionals AF JQS that are not performed at that specific duty location. File a copy of the MAJCOM waiver in the individual's training record. Upon reassignment to a location that performs the waived tasks or the system/application is installed, train and certify the individual on the applicable tasks.

6.3.3. DELETED.

6.3.4. Award of Position Certification. Stan/Eval will submit requests to issue position certificates to the NCC/NOSC, or AFNOSC training manager when the trainee successfully completes required evaluations. The training manager will review position certification requests to ensure all requirements were accomplished. When all requirements are met, the training manager will generate a position certificate using AF Form 1256, **Certificate of Training**, and will sign the left block authenticating certification completion. Position certificates are then sent to the authorized command authority identified in paragraph 7.3.2.2. for final approval. The NCC/NOSC/AFNOSC will publish a list of Certified Network Professionals (CNP) for each position.

6.4. Periodic Recertification. CNPs must successfully complete a Follow-up MQE according to paragraph 7.7.4.1.7.3. of this instruction to retain their position certification.

6.5. DELETED.

6.6. DELETED.

6.7. DELETED.

6.8. DELETED.

6.8.1. DELETED.

7. Overview of Network Operations Standardization/Evaluation (Stan/Eval).

7.1. Introduction.

7.1.1. This chapter provides the policy and procedures for conducting the Air Force Network Operations Stan/Eval program for Air Force Network Professionals who manage and operate the AFEN. The Stan/Eval Program embodies a leadership philosophy that creates a working environment that inspires trust, teamwork, and a quest for continuous, measurable improvement. An inherent part of this philosophy is the requirement to assist supervisors and the NCC/NOSC/AFNOSC Chief to identify and resolve NETOPS problems. Stan/Eval can significantly improve the quality of NETOPS as well as the overall management posture by assisting supervisors to determine the root causes of problems and helping to devise corrective actions.

7.1.2. The purpose of Air Force Network Operations Stan/Eval is to standardize operational procedures, and to provide commanders and communications staff meaningful indicators reflecting individual and overall crew effectiveness to perform the unit mission. The NCC/NOSC/AFNOSC Chief must fully support the program to ensure meeting this purpose.

7.2. Applicability.

7.2.1. The Stan/Eval program applies to the following units supporting Air Force NETOPS:

7.2.1.1. Work center and all personnel assigned to the AFNOSC (AFCERT/Air Force Network Operation Center).

7.2.1.2. Work center and all personnel assigned to MAJCOM NOSCs.

7.2.1.3. Work center and all personnel assigned to base NCCs.

7.2.1.4. Work center and all personnel assigned to Function Awareness Cells or Mission Support Centers (see AFI 33-115, Volume 1).

7.2.1.5. Only WMs assigned to the Communications Squadron and the work centers identified above are subject to Stan/Eval. (WMs assigned to units other than those identified will be addressed in a forthcoming change to this AFI.)

7.3. Responsibilities:

7.3.1. Units:

7.3.1.1. Will establish a Stan/Eval Program to meet the intent of this chapter, if they support any of the organizations listed in paragraph [7.2](#).

7.3.1.2. Facilitate cross-utilization of support functions already established within Maintenance Support functions, if available. Combine assets with Quality Assurance to address NCC/NOSC/AFNOSC functions, if practical.

7.3.1.3. Establish and support a Stan/Eval function within the organization to perform evaluations as listed in this instruction. This function will be manned to a sufficient level to manage all evaluation requirements within the unit.

7.3.1.4. Provide a suitable facility to accommodate the Stan/Eval function.

7.3.1.5. Provide a suitable Stan/Eval written testing area that provides a quiet distraction-free atmosphere and allows easy monitoring of examinees by Stan/Eval personnel.

7.3.1.6. If available, units may use the Network Simulators provided by AFCA to facilitate scenario based evaluations.

7.3.2. Chief of Stan/Eval:

7.3.2.1. Will be an experienced network professional and must become certified in at least one crew position.

7.3.2.2. Is responsible to the echelon one level or higher above the NCC/NOSC/AFNOSC Chief to be known as the authorized command authority to ensure effective operations and management practices are used throughout NETOPS.

7.3.2.3. Ensures Stan/Eval responsibilities are accomplished.

7.3.2.4. Reviews statements of work to ensure they are written to a sufficient level to satisfy the intent of the Stan/Eval program for units where NETOPS are outsourced.

7.3.2.5. Ensures Stan/Eval personnel are trained.

7.3.2.6. Establishes an appropriate tour length for personnel assigned to the Stan/Eval function. Considers the unit mission and the need for personnel to remain technically proficient. Actual tour length may vary for each individual.

7.3.2.7. Coordinates with the NCC/NOSC/AFNOSC Chief during formal Stan/Eval visits to:

7.3.2.7.1. Make operations personnel available for evaluations and testing.

7.3.2.7.2. Give priority to formal visit testing and evaluations.

7.3.3. Stan/Eval Function will:

7.3.3.1. Provide help, advice, and authoritative references to NCC/NOSC/AFNOSC Chief and supervisors.

7.3.3.2. Manage NOSEP.

7.3.3.3. Utilize ancillary course codes in CAMS/IMDS to track and report IQT/MQT completion and IQE/MQE certification status for each crew position.

7.3.3.4. Monitor the objectivity of unit Stan/Eval Representatives (SER) (see paragraph 7.5.).

7.3.3.5. Train SERs in unit Stan/Eval procedures prior to their performing evaluator duties.

7.3.3.6. Review applicable local operations publications and directives, and recommend changes as required.

7.3.3.7. Publish and maintain all locally developed positional evaluation checklists and criteria used in support of daily and contingency operations. Implement annual review procedures.

7.3.3.8. Develop a trend analysis program that identifies operational or training factors that positively or adversely affect mission capability. Make specific recommendations for corrective actions as needed.

7.3.3.8.1. The Trend Analysis Program will track positive and negative trends identified during evaluations.

7.3.3.8.2. As a minimum, the program will cover: Evaluations, Written testing (optional), and Exercises.

7.3.3.9. Publish a NOSEP Status Report at least quarterly for the authorized command authority including as a minimum:

7.3.3.9.1. Completed NOSEP evaluation results.

7.3.3.9.2. Overdue NOSEP evaluations.

7.3.3.9.3. Projected NOSEP evaluations for the next quarter.

7.3.3.9.4. Trend analysis data.

7.3.3.10. Validate local Network Operating Instructions, and assist in their development as needed.

7.3.4. AFNOSC Stan/Eval will:

7.3.4.1. Provide help, advice, and authoritative references to NOSC Stan/Eval functions.

7.3.4.2. Provide staff assistance visits to NOSC Stan/Eval functions upon request according to paragraph 7.6.

7.3.4.3. Use SCOPE EDGE (Enterprise Design Guidance and Evaluation) to help NOSCs achieve an enterprise focus and optimize core services while assessing bases for compliance with architectures and standards through Network Health Assessments. The assessment will determine compliance of applicable Technical Orders (TO), directive publications, command, control, communication, and computer (C4) notice to airmen, approved Air Force architectures, and other directive instructions that pertain to equipment or service configuration management to ensure the serviceability, safe operation, proper configuration, accountability, and sustainability of systems to meet mission requirements.

7.3.5. NOSC Stan/Eval will:

7.3.5.1. Provide help, advice, and authoritative references to subordinate NCC Stan/Eval functions (includes Air National Guard Regional Operating and Security Centers).

7.3.5.2. Provide staff assistance visits to subordinate NCC Stan/Eval functions upon request (includes Air National Guard Regional Operating and Security Centers) according to paragraph 7.6.

7.4. Personnel Selection.

7.4.1. The authorized command authority appoints all personnel selected to fill Stan/Eval positions in writing. **NOTE:** The 3A0X1 Base/Wing/MAJCOM Functional Manager is the focal point for selection/ appointment of the 3A0X1 Stan/Eval WM positions. The authorized command authority will coordinate with the 3A0X1 Base/Wing/MAJCOM Functional Manager prior to appointment of above positions.

7.4.2. Individuals selected are to be highly qualified personnel having extensive knowledge, skill, and abilities regarding NCC/NOSC/AFNOSC overall operations and equipment and well suited for evaluation, analysis, and support duties. Do not assign personnel with a Duty Air Force Specialty Code (AFSC) at the three-skill level.

7.4.3. Personnel assigned to Stan/Eval or appointed as work center SERs are trained by experienced Stan/Eval personnel on management procedures, evaluation methods, and how to find probable causes for identified problems.

7.4.4. Stan/Eval composition will consist of an adequate number of personnel of AFSC 3CXXX/2EXXX/3AXXX to evaluate all crew positions. At least one 3A0X1 will be certified as a Workgroup Manager (WM) for evaluation of WMs.

7.4.5. Stan/Eval personnel will become certified and maintain certification in at least one crew position when assigned.

7.5. Stan/Eval Representative (SER).

7.5.1. An SER is a member of the AFNOSC, NOSC or NCC, not permanently assigned to Stan/Eval, appointed in writing by the authorized command authority to assist Stan/Eval during evaluations or to compensate for position qualifications within the Stan/Eval function as directed.

7.5.2. SERs must demonstrate a thorough knowledge of their assigned duties and maintain mission certification.

7.5.3. A minimum of one SER will be designated for each crew position. An SER who is multi-qualified may be used to evaluate more than one position.

7.5.4. The number of SERs will be restricted in order to maintain a well-controlled evaluation program. SERs are encouraged to become multi-certified in more than one crew position.

7.5.5. SERs assist Stan/Eval personnel in performing evaluations where Stan/Eval personnel do not possess the required skills or qualifications.

7.5.6. Stan/Eval personnel will conduct over-the-shoulder spot checks on SERs conducting personnel evaluations to ensure completeness of evaluations.

7.5.7. Where manning shortages or trainer availability requires SER usage, take care to ensure the SER administering the training does not administer qualification evaluations.

7.5.8. Individuals nominated for SER duty will demonstrate a thorough knowledge of the Stan/Eval program and applicable instructions prior to SER qualification. To the maximum extent possible, the Chief of Stan/Eval, or Stan/Eval personnel will monitor the first evaluation administered subsequent to SER qualification.

7.5.9. The SER shares the responsibility for safe mission conduct with the individual being evaluated. Whenever an evaluator (Stan/Eval or SER) observes a breach of security, safety, or discipline during the evaluation, the evaluator will take immediate corrective action to ensure mission security and safety.

7.6. Staff Assistance Visit Procedures (SAV).

7.6.1. Parent Stan/Eval functions will provide a SAV to their subordinate Stan/Eval functions on an as-needed basis. Purpose will be to ensure program compliance, provide feedback and cross-feed to the units, exchange information, and provide guidance. These visits will culminate in a

visit/trip report to the visited unit's NCC or NOSC Chief and Stan/Eval Chief, as a minimum, and will detail program deficiencies, observations, and recommendations. Do not administer personnel evaluations and academic examinations during these visits.

7.6.2. A SAV may be requested by a NCC/NOSC Chief or authorized command authority to provide problem-solving assistance when necessary. Additionally, the AFNOSC Chief of Stan/Eval may also direct a SAV to address specific areas of interest or concern. A SAV report will be completed for these visits. This SAV report should identify problems and provide recommendations for any additional assistance as well as identify benchmark programs. This report will be sent to the unit NCC or NOSC Chief and AFNOSC Stan/Eval Chief.

7.7. Network Operations Standardization and Evaluation Program (NOSEP).

7.7.1. Introduction. The NOSEP is the systematic, continuous self-evaluation program for Air Force NETOPS. NOSEP consists of managerial and personnel evaluations. An effective NOSEP is essential to successful NETOPS and requires all appropriate resources, including the most competent crewmembers', full participation.

7.7.2. NOSEP Key Indicators.

7.7.2.1. NOSEP provides the authorized command authority with key indicators to judge the network operation activity's ability to meet mission requirements.

7.7.2.2. Stan/Eval personnel perform evaluations to determine the quality of NETOPS management and procedures, technician competence, and training program effectiveness.

7.7.2.3. Stan/Eval personnel publish specific guidance describing procedures for evaluations, suspense control, report preparation and routing, and initial report reply and follow-up procedures. Stan/Eval maintains a file of all NOSEP evaluation reports.

7.7.2.4. Stan/Eval personnel use evaluation results to determine management condition of NETOPS. Management practices must be evaluated periodically to identify and correct problems.

7.7.2.5. Deficiencies found during systems evaluations may show a need for personnel evaluations. This can provide insight into a technician's training progression as well as the scope of work center training programs. Consider the training goals established for the technician as well as training already completed.

7.7.3. Goals.

7.7.3.1. NOSEP helps ensure the development of expertly trained, highly proficient Network Professionals capable of managing and operating the AFEN. NOSEP is a unit-managed program; therefore each program is unique to the extent that it has been adapted to meet local requirements.

7.7.3.2. This instruction provides guidance for conducting a standards and evaluation program that complements AFI 36-2201, Volume 1, *Training Development, Delivery, and Evaluation*, and AFI 36-2201, Volume 3.

7.7.4. NOSEP Evaluations.

7.7.4.1. Personnel Evaluations.

7.7.4.1.1. Personnel evaluations assess the effectiveness of a work center's training program, technician competence, technical and procedural adequacy, and ability to prioritize actions. These areas are evaluated to ensure the AFEN is maintained in an effective and efficient manner to meet mission requirements. Personnel evaluations validate NCC/NOSC/AFNOSC crew position certification.

7.7.4.1.2. Performance.

7.7.4.1.2.1. Technician performance is the measurement standard for training programs.

7.7.4.1.2.2. Technicians must perform in a professional manner, but evaluation results may reflect deficiencies that can be rectified through additional training or training program improvements.

7.7.4.1.3. Assessment.

7.7.4.1.3.1. Evaluations assess a technician's:

7.7.4.1.3.1.1. Knowledge - how much does the technician know about the job. Evaluators will assess the technician's knowledge by asking questions, written tests, or using interactive training devices.

7.7.4.1.3.1.2. Job proficiency - how well does the technician perform the job. (The criteria for evaluating and analyzing this element is identified in the work center's training plan and the system or equipment technical data used to perform the job.) Evaluators observe how well tasks are performed to determine if sufficient skill is demonstrated, including prioritization of actions, to presume competency.

7.7.4.1.4. Certified Personnel. All personnel who are task certified and perform NCC/NOSC/AFNOSC crew positions are subject to personnel evaluations regardless of AFSC. This includes personnel certified through cross-utilization training. (Exception: WMs not assigned to the Communications Squadron, NCC, NOSC, and AFNOSC and Functional System Administrators.)

7.7.4.1.5. In overseas units, the authorized command authority may exempt local national technicians from personnel evaluation (coordinate with local civilian personnel offices).

7.7.4.1.6. Crew Position. Trainees must successfully complete both IQE and MQE requirements to receive crew position certification. To successfully complete a qualification evaluation, the examinee must demonstrate the knowledge and ability to do assigned functions safely and effectively.

7.7.4.1.7. Types of Personnel Evaluations. Personnel evaluations are conducted to check an individual's proficiency and ability to prioritize actions in performing their operations duties. There are two types of personnel qualification evaluations: IQE and MQE. There are three types of MQEs (primary, follow-up, and special MQEs).

7.7.4.1.7.1. Initial Qualification Evaluation (IQE).

7.7.4.1.7.1.1. The IQE is a performance evaluation and optional written examination to certify an individual's qualification status within 30 days after completion of IQT. Supervisors or Training Monitors request IQE upon IQT completion.

7.7.4.1.7.1.2. Stan/Eval develops the content of the written exam, if administered. The written exam will test the knowledge level of the member being evaluated and have a minimum passing score of 70 percent. Stan/Eval will utilize a computer-generated test program, if available. If a test program is not available, then a written test can be developed locally. The written examinations will be successfully completed before beginning the performance evaluation.

7.7.4.1.7.1.3. The performance evaluation is complete when all tasks in the applicable criteria are successfully accomplished.

7.7.4.1.7.1.4. Conduct the evaluation with prior notice.

7.7.4.1.7.1.5. Upon successful completion, Stan/Eval awards IQT certification and documents the evaluation according to paragraph [7.7.4.3.2](#).

7.7.4.1.7.2. Primary Mission Qualification Evaluation (MQE).

7.7.4.1.7.2.1. The primary MQE is a performance evaluation and optional written evaluation given to certify an individual's crew position qualification status within 30 days after completion of MQT. Supervisors or Training Monitors request MQE upon MQT completion.

7.7.4.1.7.2.2. Stan/Eval personnel develop the content of the written exam, if administered. The written exam will test the knowledge level of the member being evaluated and have a minimum passing score of 70 percent. Stan/Eval personnel will utilize a computer-generated test program, if available. If a test program is not available, then a written test can be developed locally. The written examination will be successfully completed before beginning the performance evaluation.

7.7.4.1.7.2.3. The performance evaluation is complete when all tasks in the applicable criteria are successfully accomplished.

7.7.4.1.7.2.4. Conduct the evaluation with prior notice.

7.7.4.1.7.2.5. Upon successful completion, Stan/Eval personnel award MQT certification for the evaluated crew position and documents the evaluation according to paragraph [7.7.4.3.2](#). Successful completion also establishes a follow-up MQE due date and eligibility period.

7.7.4.1.7.3. Follow-up Mission Qualification Evaluation (MQE).

7.7.4.1.7.3.1. The follow-up MQE is a performance evaluation and an optional written examination required for an individual to maintain crew position certification status.

7.7.4.1.7.3.2. If a follow-up MQE is not completed before the end of the eligibility period as outlined on [Table 1](#), Stan/Eval personnel will document a short explanation of the circumstances surrounding the late evaluation in the "Remarks" section of the AF Form 803, and perform the follow-up MQE as soon as possible.

7.7.4.1.7.3.3. The performance evaluation is complete when all tasks have been successfully accomplished.

7.7.4.1.7.3.4. Upon successful completion, the individual retains crew position certification and Stan/Eval documents the evaluation according to paragraph 7.7.4.3.2. and establishes a new evaluation due date and eligibility period.

7.7.4.1.7.4. Special Mission Qualification Evaluations (MQE).

7.7.4.1.7.4.1. Re-evaluation.

7.7.4.1.7.4.1.1. A re-evaluation is a prior notice mission qualification evaluation given to an individual who received an unsatisfactory task rating on a previous evaluation (see paragraph 7.7.4.1.10.) or lost MQT certification for any reason.

7.7.4.1.7.4.1.2. Stan/Eval personnel will complete the re-evaluation within 30 days of a personnel evaluation task failure or loss of certification.

7.7.4.1.7.4.1.3. The re-evaluation of an individual who failed a follow-up MQE will concentrate on the specific scenario or tasks rated unsatisfactory unless leadership deems a complete re-evaluation necessary. Document the results on the same AF Form 803.

7.7.4.1.7.4.1.4. Upon successful completion, Stan/Eval awards MQT certification for the evaluated crew position, documents the evaluation according to paragraph 7.7.4.3.2. and establishes a new follow-up MQE due date and eligibility period based on the month in which the re-evaluation was completed.

7.7.4.1.7.4.2. Spot Evaluation.

7.7.4.1.7.4.2.1. A spot evaluation is a qualification evaluation conducted outside the eligibility period to address possible lack of proficiency or deficient items identified through trend analysis.

7.7.4.1.7.4.2.2. Spot evaluations are normally limited in scope, and may consist of a performance evaluation and/or a written examination.

7.7.4.1.7.4.2.3. If performed in sufficient depth, Stan/Eval personnel may credit a spot evaluation as a follow-up MQE and add an entry to the AF Form 803 to reflect that decision, establishing a new evaluation date and eligibility zone.

7.7.4.1.7.4.2.4. The performance evaluation may cover any task or combination of tasks contained in the applicable crew position criteria. In addition to the tasks scheduled, the evaluator will evaluate and rate each task performed by the examinee during the course of the spot evaluation.

7.7.4.1.7.4.2.5. Spot evaluations may be conducted without notice.

7.7.4.1.7.4.2.6. Use the spot evaluation program as a management tool to evaluate crewmembers on an unscheduled basis.

7.7.4.1.7.4.2.7. Distribute spot evaluations proportionately among crew positions.

7.7.4.1.7.4.2.8. Do not conduct IQEs, Primary MQEs, or Re-evaluations as spot evaluations.

7.7.4.1.8. Timing of Qualification Evaluations.

7.7.4.1.8.1. Stan/Eval personnel will complete all personnel qualification evaluations within the time limits set forth in **Table 1**.

Table 1. Network Stan/Eval Time Standards.

A		B	C
Evaluation Type		Active Duty Personnel Includes Active Guard/ Reserve components	Traditional ANG or Reserve Personnel
1	Initial Qualification Evaluation (IQE)	Within 30 days after completion of IQT.	Same
2	Primary MQE	Within 30 days completion of MQT.	Same
3	Follow-up MQE	Once every 9-12 months after completion of Primary MQE. Completion updates next due date.	Once every 21-24 months after completion of Primary MQE.
4	Special MQE	As required, or directed by NCC/NOSC/AFNOSC Chief	Same

7.7.4.1.8.2. For the follow-up MQE, the 3-month period before the evaluation due date is the evaluation eligibility zone. For example, if the last MQE date is 25 May 02, the next follow-up MQE must be accomplished between March – May 03. The performance evaluation and the optional written examination may be administered anytime within the 3-month eligibility period.

7.7.4.1.8.3. If an individual is required to maintain multiple crew position certifications, Stan/Eval will make every effort to perform all crew position evaluations during the same MQE.

7.7.4.1.9. Conducting Evaluations.

7.7.4.1.9.1. Evaluators are the key to the evaluation program and are not to be the same individual who certified task proficiency of the person being evaluated. Ideally, the evaluator is certified on the tasks being evaluated and possesses the same AFSC at a higher skill level than the individual being evaluated. When this is not practical and use of a SER is not possible, the evaluator must be capable of observing and verifying task accomplishment with a TO, manual, or other reference. The evaluator must be capable of verifying proper procedures, tools, test measurement and diagnostic equip-

ment (TMDE), and materials are used and the task performance conforms to established standards.

7.7.4.1.9.2. Before conducting evaluations, evaluators must analyze and select a minimum of 5 – 10 tasks (include any locally developed task requirements) to be evaluated based on deficiency indicators, training management visits, system performance data, previous evaluations done in the work center, and other management indicators. If analysis does not indicate any areas requiring emphasis, evaluators should select tasks not previously evaluated in the work center. Select tasks that provide for an adequate assessment of the trainees ability to perform in the evaluated crew position. Individuals may be evaluated on any certified task in their training record.

7.7.4.1.9.3. Coordinate evaluations with the work center supervisor. Consider targets of opportunity, such as exercises, to perform personnel evaluations.

7.7.4.1.9.4. Consider selecting alternate tasks to avoid the need to reschedule an evaluation when operational requirements do not permit completion of planned evaluations.

7.7.4.1.9.5. Immediately preceding the evaluation, brief the technician on the tasks to be evaluated, the rating criteria, and the performance standards set forth in **Attachment 2**. Evaluators will focus on the evaluation process during the briefing, not the specific steps individuals must accomplish to pass.

7.7.4.1.9.6. Evaluate three separate and distinct phases - preparation, task performance, and post performance (see **Attachment 2**).

7.7.4.1.9.7. Stop the evaluation if technicians use methods or procedures that could jeopardize safety, cause equipment damage, or adversely affect NETOPS. Task evaluations may be continued after the hazard has been corrected.

7.7.4.1.9.8. During the evaluation, ask relevant questions on the methods and procedures used by the operator or technician, if applicable.

7.7.4.1.9.9. Evaluations are complete when the evaluator determines that the technician's performance has been sufficiently evaluated.

7.7.4.1.9.10. Brief the individual and the work center supervisor at the conclusion of the evaluation.

7.7.4.1.10. Evaluation Results.

7.7.4.1.10.1. A technician's performance is assessed using **Attachment 2**. Explanations and recommendations are required for each task rated as unsatisfactory.

7.7.4.1.10.2. Unsatisfactory task performance requires an investigation to determine the cause of failure. In addition, unsatisfactory task performance requires decertification of the particular task; it does not mean the individual is incapable of performing other tasks. Work center supervisors must understand decertification and recertification documentation procedures identified in AFI 36-2201, Volume 3.

7.7.4.1.10.3. The work center supervisor, certifying official, and trainer must be briefed on noted problem areas as soon as practical following unsatisfactory task performance.

7.7.4.1.10.4. Failure of the performance evaluation (or the written examination, if used) results in retention in or re-entry into training status. The Chief of Stan/Eval will notify the NCC/NOSC/AFNOSC Chief, Training Manager, and the individual's supervisor. Do not schedule the individual for a re-examination for a minimum of 24 hours to allow time for additional study.

7.7.4.1.10.5. If Stan/Eval rates any task performance as unsatisfactory during an evaluation on a crew position certified individual, the NCC/NOSC/AFNOSC Chief, with the Stan/Eval Chief, must determine if the criticality of the error warrants rescission of the individual's crew position certification until successful completion of remedial training and re-evaluation. If certification rescission is unwarranted, the authorized command authority will impose restrictions on the individual until successful completion of remedial training and re-evaluation.

7.7.4.1.10.5.1. Restrictions will address the specific tasks that require supervision until successful retraining is completed. Restrictions are not punitive, but designed to enhance NETOPS and safety.

7.7.4.1.10.5.2. Specific restrictions will be documented in the AF Form 803 "Remarks" section.

7.7.4.1.10.6. Failure of a re-evaluation will be viewed as a serious lack of proficiency. Enter the comments in the "Remarks" section of the AF Form 803. The authorized command authority will consider the examiner's comments, and within 14 calendar days review the individual's overall duty performance and determine if it warrants movement of the individual to another duty position.

7.7.4.1.10.7. If a decision is made to conduct a second re-evaluation, it will be a complete MQE, consisting of both the positional evaluation and the written examinations, if used.

7.7.4.1.10.8. Document all personnel qualification evaluations on AF Form 803, **Report of Task Evaluations**, or automated equivalent, in accordance with paragraph **7.7.4.3**. File the AF Form 803 with the evaluation report in Stan/Eval.

7.7.4.1.10.9. Ensure satisfactorily evaluated tasks are updated to "M" status within CAMS/IMDS (Screen 285).

7.7.4.1.10.10. Update the corresponding IQE/MQE CAMS/IMDS ancillary training course code to "Q" status (Screen 778) after satisfactorily completed evaluations.

7.7.4.1.10.11. NOSEP personnel evaluation results will not be recorded on, or made a part of, documents such as performance reports, or unfavorable information files.

7.7.4.1.11. Permanent Change of Station (PCS)/Permanent Change of Assignment (PCA) and Temporary Duty (TDY).

7.7.4.1.11.1. Upon PCS/PCA, individuals meeting the requirements specified in the gaining unit training directives may retain current certifications. However, before performing operations duties unsupervised at a new unit, they must:

7.7.4.1.11.1.1. Satisfactorily complete training requirements directed by the gaining unit.

7.7.4.1.11.1.2. Have their existing certification validated by the local Stan/Eval section on a newly prepared AF Form 803 within 60 Days of arrival.

7.7.4.1.11.2. The Stan/Eval function may administer a complete or partial performance evaluation, but it is not required if the individual is transferring between units possessing like systems. If a performance evaluation is not administered, the data from the last performance evaluation will be transferred onto the AF Form 803. Indicate that this is a validation of the individual's certification.

7.7.4.1.11.3. Individuals transferring from a unit that does not possess like systems will receive an IQE and MQE Evaluation prior to assuming mission duties.

7.7.4.1.11.4. Individuals in TDY status to another like unit to perform operations duties need only complete any MAJCOM/unit directed training and evaluation requirements prior to performing MQT duties unsupervised.

7.7.4.2. Managerial Evaluations.

7.7.4.2.1. Managerial evaluations provide Commanders and supervisors with factual, objective assessments of a section's ability to meet its mission requirements. To do this, it is necessary to collectively evaluate management effectiveness and the performance and technical proficiency of assigned personnel.

7.7.4.2.2. Managerial Evaluation Requirements.

7.7.4.2.2.1. Perform Managerial Evaluations on those work centers supporting the AFEN (see paragraph 7.2.).

7.7.4.2.2.2. Stan/Eval personnel conduct managerial evaluations on each work center at least every 18 months (every 36 months for Air National Guard [ANG] units). As an option, managerial evaluations may be performed on specific functional areas (e.g., training, safety, etc.) instead of evaluating all programs within a specific function.

7.7.4.2.3. How to perform managerial evaluations.

7.7.4.2.3.1. Before beginning managerial evaluations, review:

7.7.4.2.3.1.1. Reports of previous managerial and personnel evaluations.

7.7.4.2.3.1.2. Other evaluation reports such as administrative files inspections, Inspector General inspections, operational evaluations, and local evaluations.

7.7.4.2.3.1.3. Staff Assistance visit reports, trend analysis data, CAMS/IMDS products, and any other relevant management indicators.

7.7.4.2.3.2. Make impartial, factual, pertinent, and complete observations to identify deficiencies. Identify commendable practices and programs, especially those that may be useful to other work centers.

7.7.4.2.3.3. Demonstrate proper procedures and provide assistance to help work center and staff personnel meet mission requirements.

7.7.4.2.3.4. Ensure affected supervisors fully understand findings before writing formal evaluation reports.

7.7.4.2.3.5. Contact the work center's customers to determine if the work center is supporting their mission requirements.

7.7.4.2.3.6. Evaluate subject areas in enough depth to ensure the results indicate the actual condition of the activity. Not all areas require 100 percent evaluation for the evaluator to make this determination. Make use of sampling where appropriate.

7.7.4.2.3.7. Determine how well work centers and support functions meet management requirements and if established procedures are followed. The minimum evaluation items include:

7.7.4.2.3.7.1. Inventory, Accountability, Transfer, and Reporting of Computer Systems.

7.7.4.2.3.7.2. Network Administration.

7.7.4.2.3.7.3. Network Management.

7.7.4.2.3.7.4. Information Protection Operations Management.

7.7.4.2.3.7.5. Help Desk/Event Management.

7.7.4.2.3.7.6. Compliance with the intent of this instruction, associated and local directives, safety and security rules and procedures.

7.7.4.2.3.7.7. Perform personnel evaluations during the evaluation. Check adequacy of training plans and training materials. Check training documentation, progression, and task coverage. (**NOTE:** It is important at short tour locations that sufficient personnel evaluations are performed to ensure the adequacy of training programs.)

7.7.4.2.3.7.8. Compliance with work order documentation.

7.7.4.2.3.7.9. Technical data to include maintenance of TO files, and availability and use of required technical, commercial data, Air Force Network Operating Instructions (AFNOIS), and local procedures.

7.7.4.3. Evaluation Reports Overview.

7.7.4.3.1. Preparation:

7.7.4.3.1.1. Provide complete, accurate, and impartial reports with sound recommendations designed to help correct discrepancies and eliminate underlying causes.

7.7.4.3.1.2. Include specific references so that work center or office personnel understand and know where to find procedures to correct deficiencies.

7.7.4.3.1.2.1. Reference deficiencies that result from procedural omissions or repeated errors. Failure to perform checks to ensure publications are current or determine out of tolerance system or equipment measurements exist are examples of procedural deficiencies.

7.7.4.3.1.2.2. References are not required when a deficiency or isolated minor error is easily understood and corrective action is obvious. General housekeeping practices, equipment cleanliness, and standard supervisory responsibilities and safety practices are examples of areas that may not require references. Evaluators must take care not to assume all such practices and responsibilities are commonly recognized and understood.

7.7.4.3.1.2.3. Deficiencies caused by inefficient or ineffective management practices may require the use of rationale since a specific reference may not be published. The authorized command authority resolves differences of opinion over the validity of the type of discrepancy that the Stan/Eval Chief and work center cannot resolve before reports are finalized.

7.7.4.3.1.2.4. Identify all checklists, Air Force Technical Orders, AFNOIs, or local procedures used during all evaluations.

7.7.4.3.1.3. Include recommendations for corrective actions with each deficiency, except where the corrective action is obvious. The goal is to provide ideas and guidance to assist the work center in correcting the deficiency.

7.7.4.3.1.4. Document favorable comments, as well as deficiencies on evaluation reports.

7.7.4.3.1.5. Note that proper report routing and follow-up are important. Evaluations are of no value unless the discrepancies are recognized and corrected by appropriate managers.

7.7.4.3.1.6. The authorized command authority is the closing authority for NOSEP evaluations. The authorized command authority may indicate closure by concurrence or non-concurrence with Stan/Eval personnel recommendations. The authorized command authority may delegate closing authority for evaluation reports that identify only minor or no deficiencies.

7.7.4.3.1.7. Note that evaluation reports need not include minor administrative or management deficiencies if, in the evaluator's judgment, the deficiency is an isolated incident and does not indicate an overall management deficiency. If not included in the formal report, provide information about minor errors in a memo to the work center. Memorandums do not require an answer.

7.7.4.3.2. Personnel Evaluation Reports.

7.7.4.3.2.1. Document personnel evaluations on AF Form 803. Comments and recommendations are made on the evaluation report to eliminate the need for separate correspondence. The reports also provide a source for analyzing the effectiveness of the overall training program.

7.7.4.3.2.2. Identify task errors, provide recommendations, and explain rescheduling actions.

7.7.4.3.2.3. Explain management, system, or equipment discrepancies not directly reflecting on the technician's performance in a separate report.

7.7.4.3.2.4. Authorized command authority must review evaluation reports that document unsatisfactory task results.

7.7.4.3.3. Managerial Evaluation Reports.

7.7.4.3.3.1. Using AF Form 2420 to document managerial evaluations is a NCC/NOSC/AFNOSC Chief's option. Managerial evaluation results may be prepared in a narrative style on bond paper and filed in the Stan/Eval function.

7.7.4.3.3.2. Reports address:

7.7.4.3.3.2.1. Minimum coverage areas and list deficiencies found in the areas of management, system equipment, and task performance. Show correlation between deficiencies, if applicable.

7.7.4.3.3.2.2. Production and mission requirements not being met and the causes behind these shortfalls.

8. Information Collections, Records, and Forms or Information Management Tools (IMT).

8.1. Information Collections. No information collections are created by this publication.

8.2. Records. Training records created in paragraphs 5. and 6. of this instruction are filed according to AFI 36-2201, Volume 3.

8.3. Forms or IMTs (Adopted and Prescribed).

8.3.1. Adopted Forms. DD Form 1556, **Request, Authorization Agreement, Certification of Training, and Reimbursement**; AF Form 847, **Recommendation for Change of Publication**; AF Form 971, **Supervisor's Employee Brief**; AF Form 1256, **Certificate of Training**; AF Form 803, **Report of Task Evaluations**; AF Form 2420, **Quality Control Inspection Summary**.

8.3.2. Prescribed Forms or IMTs. No forms or IMTs are prescribed by this instruction.

DONALD J. WETEKAM, Lt Gen, USAF
DCS/Installations and Logistics

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

Paperwork Reduction Act (PRA) of 1980, as amended by the Paperwork Reduction Act of 1995 (44 U.S.C. 3504)

Privacy Act of 1974 (5 U.S.C. 552)

Federal Information Security Management Act of 2002

CJCSI 6510.01C, *Information Assurance and Computer Network Defense*

CJCSM 6510.01, *Defense in Depth: Information Assurance (IA) and Computer Network Defense (CND)*

DoDD 8500.1, *Information Assurance (IA)*, October 24, 2002

DoDI 8500.2, *Information Assurance (IA) Implementation*, February 6, 2003

OMB Circular No. A-130, *Management of Federal Information Resources*

AFI 10-201, *Status of Resources and Training System*

AFI 31-501, *Personnel Security Program Management*

AFPD 33-1, *Command, Control, Communications, and Computer (C4) Systems*

AFI 33-115, Volume 1, *Network Management*

AFI 33-119, *Electronic Mail (E-Mail) Management and Use*

AFI 33-129, *Transmission of Information Via the Internet*

AFI 33-202, *Network And Computer Security*

AFI 33-204, *Information Assurance (IA) Awareness Program*

AFI 33-360, Volume 2, *Content Management Program-Information Management Tool (CMT-IMT)*

AFI 36-2201, Volume 1, *Training Development, Delivery, and Evaluation*

AFI 36-2201, Volume 3, *Air Force Training Program On The Job Training Administration*

AFMAN 37-139, *Records Disposition Schedule*

AFSSI 5021, *Time Compliance Network Order (TCNO) Management and Vulnerability and Incident Reporting*

Abbreviations and Acronyms

AETC—Air Education and Training Command

AF—Air Force (used for designated forms only)

AFCA—Air Force Communications Agency

AFEN—Air Force Enterprise Network

AFI—Air Force Instruction

AFJQS—Air Force Job Qualification Standard

AFMAN—Air Force Manual

| **ANG**—Air National Guard

| **AFNOC**—Air Force Network Operation Center

| **AFNOIS**—Air Force Network Operations Instructions

| **AFNOSC**—Air Force Network Operations and Security Center

AFPD—Air Force Policy Directive

| **AFSC**—Air Force Specialty Code

AFSSI—Air Force Systems Security Instruction

| **C4**—Command, Control, Communications, and Computers

| **CAMS**—Core Automated Maintenance System

CBT—Computer-Based Training

| **CJCSI**—Chairman Joint Chief of Staff Instruction

| **CJCSM**—Chairman Joint Chief of Staff Manual

CNP—Certified Network Professional

CPF—Civilian Personnel Flight

DAA—Designated Approval Authority

DCS—Deputy Chief of Staff

DD—Department of Defense (used for designated forms only)

DoD—Department of Defense

DoDD—Department of Defense Directive

DRU—Direct Reporting Unit

| **FISMA**—Federal Information Security Management Act of 2002

FOA—Field Operating Agency

HQ—Headquarters

IA—Information Assurance

| **IMDS**—Integrated Maintenance Data System

IMT—Information Management Tool

| **IQE**—Initial Qualification Evaluation

IQT—Initial Qualification Training

JQS—Job Qualification Standard

MAJCOM—Major Command

- | **MQE**—Mission Qualification Evaluation
- MQT**—Mission Qualification Training
- NCC**—Network Control Center
- | **NETOPS**—Network Operations
- NOSC**—Network Operations and Security Center
- | **NOSEP**—Network Operations Standardization and Evaluation Program
- OIC**—Officer in Charge
- | **OJT**—On-The-Job Training
- OMB**—Office of Management and Budget
- | **PCA**—Permanent Change of Assignment
- | **PCS**—Permanent Change of Station
- | **SAV**—Staff Assistance Visit
- | **SER**—Standardization/Evaluation Representative
- | **Stan/Eval** —Standardization/Evaluation
- | **TDY**—Temporary Duty
- | **TO**—Technical Order
- USAF**—United States Air Force
- U.S.C.**—United States Code
- WM**—Workgroup Manager

Attachment 2

PERSONNEL EVALUATIONS

A2.1. Performing Evaluations.

A2.1.1. Personnel evaluations are performed to determine an operator's or technician's technical proficiency and competence, and to gauge work center training program effectiveness. Evaluators must make careful observations of actions taken to accomplish each task being evaluated by judging three separate and distinct phases; preparation, task, and post performance.

A2.1.2. Errors made in any of these phases must be considered when determining results. The decision to declare a performance error must be based on published standards, practices, and Technical Order procedures.

A2.2. Preparation Errors.

A2.2.1. Preparation errors normally indicate inadequate training on standard job preparation procedures or maintenance management requirements.

A2.2.2. Task preparation mistakes cause delays; mistakes corrected before the task begins are considered preparation errors and if not corrected, may have a bearing on task performance. A preparation error example is applicable technical data not on hand.

A2.2.3. Examples of management type preparation errors:

A2.2.3.1. Crew Commander not notified of changes in equipment status as a result of task performance.

A2.2.3.2. A Job Control Number or help desk tracking number was not obtained for required documentation.

A2.2.3.3. There was no method available to document discrepancies discovered during the task performance.

A2.3. Task Performance Errors.

A2.3.1. Task performance errors normally indicate inadequate task training.

A2.3.2. Examples of task performance errors are:

A2.3.2.1. Applicable technical data or directives not used.

A2.3.2.2. Warnings, cautions, and notes not complied with.

A2.3.2.3. Not all required steps performed.

A2.3.2.4. Steps not performed in the required sequence.

A2.3.2.5. Individuals not familiar with emergency procedures.

A2.3.2.6. Individuals not familiar with job requirements, resulting in failure to comply with technical data.

A2.3.2.7. Equipment improperly used or handled during task performance.

A2.3.2.8. Controlling agencies not advised of changes in mission status that occur due to task performance.

A2.3.2.9. Lack of coordination with required agencies to ensure a safe, timely, and effective evaluation.

A2.4. Post Performance Errors.

A2.4.1. Station documentation not properly completed.

A2.4.2. Controlling agencies not advised of change mission status upon completion of task performance.

A2.5. Task Performance Error Categories.

A2.5.1. Categories aid evaluators to determine overall task performance results. Errors are categorized by degree of seriousness.

A2.5.2. Category I errors are of critical importance and results in an unsatisfactory evaluation for that particular task. Some examples are:

A2.5.2.1. An error that causes or has the potential to cause an injury. Such an error is serious enough to stop the task evaluation.

A2.5.2.2. An error that causes or has the potential to cause damage, or system degradation, to any item to the extent that it prevents the item from being immediately used for its intended purpose. This includes the item being worked on, all support equipment, or any other item in the work area.

A2.5.2.3. Task performance could not be completed because the individual lacked sufficient knowledge of the task or operation of required support equipment.

A2.5.2.4. An error that causes or has the potential to cause a security violation or introduces a system vulnerability.

A2.5.2.5. An out of tolerance condition or measurement was not recognized and resulted in the equipment not meeting technical data specifications.

A2.5.2.6. A valid/invalid measurement or check was not recognized or performed by the operator or technician that resulted in an erroneous decision concerning equipment serviceability or caused a significant delay for unnecessary troubleshooting or repair actions.

A2.5.3. Category II errors are of major importance, but do not necessarily result in an unsatisfactory task performance. Some examples are:

A2.5.3.1. An error that causes or has potential to cause damage to any item but not to the extent that such damage has a detrimental effect on the operational life of the item, or operational capabilities of the network.

A2.5.3.2. Excessive delays attributable to insufficient job knowledge or improper planning, coordination, or supervision, although the task was successfully completed. The evaluator must determine what is excessive after taking into consideration such factors as complexity and length of the task, adverse working conditions, and other extenuating circumstances.

A2.5.4. Category III errors are of minor impact and lack the seriousness to meet the criteria for a critical or major error.

A2.6. Determining Results.

A2.6.1. Results are based on overall task performance.

A2.6.2. Evaluators must:

A2.6.2.1. Document all errors during the progress of the evaluation and brief the work center supervisor and the evaluated operator or technician upon completion.

A2.6.2.2. Determine the category of each error, using the above criteria.

A2.6.2.3. Rate each task as satisfactory or unsatisfactory. If the sum of all the errors indicates the operator or technician cannot satisfactorily perform the task unsupervised, an unsatisfactory rating is required.

A2.6.2.4. Brief the work center supervisor, certifying official, and the trainer as soon as possible when an unsatisfactory task performance occurs.

Table A2.1. Task Performance Evaluation.

RULE	If the individual Committed	AND	AND	Then the result is
One	No Category I errors	Two or less category II errors	The accumulation of Cat III errors did not detract from overall satisfactory job performance	SAT
Two	No Category I errors	Two or less category II errors	The accumulation of Cat III errors caused Unsatisfactory performance	UNSAT
Three	No Category I errors	Three or more category II errors	N/A	UNSAT
Four	One or more category I errors	N/A	N/A	UNSAT

Attachment 3**INTERIM CHANGE 2004-1 TO AFI 33-115, VOLUME 2,
LICENSING NETWORK USERS AND CERTIFYING NETWORK PROFESSIONALS****14 APRIL 2004*****SUMMARY OF REVISIONS***

This revision incorporates Interim Change (IC) 2004-1 (**Attachment 3**). This IC defines Initial Qualification Training (IQT) and Mission Qualification Training (MQT) within the Network Professional Certification Program and formally establishes the Network Operations Standardization and Evaluation Program (NOSEP). It mandates the use of Core Automated Maintenance System (CAMS) -which will become the Integrated Maintenance Data System (IMDS) -for tracking and reporting crew position certifications. It implements the requirements for certification of System Administrators set forth in CJCSM 6510.01, *Defense in Depth: Information Assurance and Computer Network Defense* and CJCSI 6510.01C, *Information Assurance and Computer Network Defense*. This significantly improves the quality of network operations as well as the overall management posture. **Attachment 2** is added to identify personnel performance evaluations. A “H” indicates revised material since the last edition.

4.5.4. The communications squadron commander should assign a primary and alternate network control center (NCC) or unit training manager to administer the certification program. The 3A0X1 WM assigned to the Standardization/Evaluation (Stan/Eval) composition will assist workgroup managers (WM) to implement the licensing program for their network users.

5.3. Favorable Background Investigation: All individuals accessing the Air Force Enterprise Network (AFEN) must meet the investigative requirements of AFI 31-501, *Personnel Security Management Program*. WMs will verify proper security clearance and background investigation checks (National Agency Check, Single Scope Background Investigation) are submitted prior to granting a network user license. See AFI 31-501 for guidance on interim approval access.

5.3.1. Loss of Security Clearance. In cases where an individual loses their security clearance the Designated Approval Authority (DAA) must make a determination as to whether or not to also suspend the individual’s network license. The determination should be based on the reasons for the loss of clearance and whether or not the individual poses a threat to the network.

5.4. Procedures. In accordance with Chairman Joint Chiefs of Staff Manual (CJCSM) 6510.01 all DoD military, civilian, and contractors will receive documented Information Awareness (IA) training prior to receiving access to the network. Training required to obtain a network user license is standardized in the “*Network User Licensing*” Computer-Based Training (CBT) course (will become “*Information Assurance Awareness Training*”). The CBT is located on the Air Force CBT website at https://www.smartforce.com/learning_community/Custom/USAF/login.asp. Successful completion of this course satisfies the Air Force training requirement for a network user license. Additional user training may be developed locally to reflect local needs and concerns. WMs administer all required training to their network users, track users completion of training, and document training in accordance with AFI 36-2201, Volume 3, *Air Force Training Program On-the-Job Training Program*. WMs make training available to new or suspended users on an as-needed basis. When a user completes user licensing training and has a favorable background investigation, the WM ensures their network access is granted.

5.4.1. Administering IA training. The IA training required to access the AFEN has been standardized and is available on the Air Force CBT website. Training shall be performed through the CBT in order to meet the tracking and reporting requirements put forth in the Federal Information Security Management Act (FISMA) of 2002. Since the individual will not have network access for initial IA training, the WM or supervisor can either log onto the network for the individual to allow them access to the Air Force CBT website or create strictly training user accounts configured with a profile that only has access to the Air Force CBT website to allow the individual to complete the CBT. The individual must be monitored the entire time regardless of the method used. DAAs will establish local policy to standardize the procedures for conducting initial IA training, verifying of security clearance, and documenting the process.

5.5. Permanent Change of Station and/or Temporary Duty. Anytime a user requires a new user identification (due to permanent change of station, permanent change of assignment, temporary duty, etc.), the gaining WM must license the user before allowing the user access to the network. This means the WM will need to verify the proper background investigation has been conducted (paragraph 5.3.), and any required training has taken place. Users do not need to retake the “*Network User Licensing*” (will become “*Information Assurance Awareness Training*”) CBT, only show proof that it has been completed. In emergency or deployment situations, the WM may rely on a training record review to license a user.

5.6. License Suspension. If a user engages in conduct inconsistent with the licensing principles, the WM may, with the approval of the user’s supervisor, recommend the user’s license be suspended. Network license suspension is a non-punitive action and the suspension alone may not provide the basis for adverse action. The DAA or designated DAA representative may suspend a user’s license when deemed necessary in the interest of information operations. Actions inconsistent with licensing principles include, but are not limited to: failure to maintain an acceptable level of proficiency on a critical program; actions that threaten the security of a network or a governmental communications system; actions that may result in damage or harm to a network or governmental communications system; or actions that constitute unauthorized use under the provisions of AFI 33-119, *Electronic Mail (E-Mail) Management and Use*, or AFI 33-129, *Transmission of Information Via the Internet* (will become *Web Management and Use*).

6.1. Introduction. The objective of this program is to train all network professionals to standardized criteria. Network professionals are those military, DoD civilians, contractors, or local nationals (see paragraph 7.8.4.1.5.), who perform one of the following functions: network administration, information protection operations, network management, crew commander, and WM (if assigned to the NCC/NOSC/AFNOSC and Communications Squadron). The program ensures network professionals maintain a demonstrable knowledge level and a set of core skills across the Air Force. The certification process outlines knowledge training, performance tasks, and evaluation requirements network professionals must complete to receive position certification. Award of position certification is achieved by completing all knowledge-level training, qualification and certification of performance tasks, and successfully completing training standardization evaluations as outlined in paragraph 7.7. Network Operations Standardization/Evaluation (Stan/Eval) Program (NOSEP). Career field managers will develop and field Air Force Job Qualification Standards (AFJQS) that outline the training requirements for network professional positions. These AFJQS can be found on the Q-Flight web site located at:

<http://wwwmil.keesler.af.mil/81trss/qflight/index.htm#>.

6.2. Non-military Network Professionals.

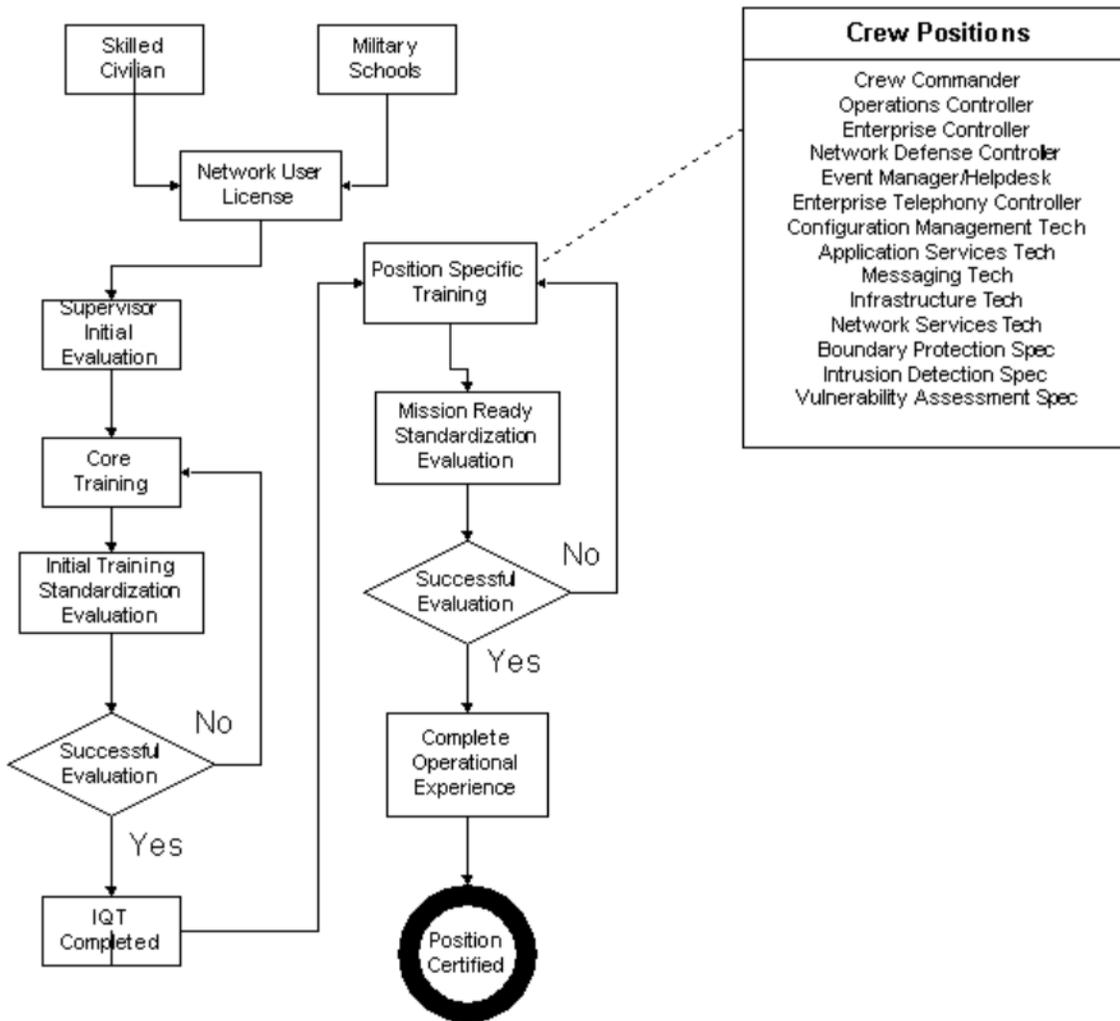
6.2.1. Contractors as Network Professionals. Contractors who provide professional network services (all crew positions) to the Air Force are bound by the requirements stated in contractual agreements. Contractor personnel assigned to perform specific Network Operations (NETOPS) tasks are subject to evaluation.

All future contracts (including modifications to existing multiyear contracts) for NETOPS tasks, subsequent to this instruction, must cite this instruction and state contractor personnel are subject to evaluation. When results show more training is required, the contract Quality Assurance Evaluator will discuss requirements with the appropriate contracting officer and prepare a proper course of action. Contractor personnel are to be trained in all aspects of the performance for the contract prior to contract award. Measure contractors on their knowledge, skills, and abilities by performance metrics associated with the network services and support to the major command (MAJCOM)/wing/base customers.

6.2.2. Civil Service as Network Professionals. Civil service personnel assigned to perform specific NETOPS tasks are subject to evaluation. When results show more training is required, supervisors take action to increase the individual's proficiency. Don't use evaluation to disqualify civilian personnel who are hired for specific jobs under civil service procedures. Disqualification of civilian personnel is according to applicable directives.

6.3. Process. Supervisors will use AFJQS 3CXXX-200C, *Position Certification for Network Professionals*, as the baseline to train network professionals. Other AFJQSs are used as applicable (e.g., AFJQS 3A0X1-225D, *Position Certification for Workgroup Managers*; AFJQS 3CXXX-230GE, *Position Certification for Network Controllers*). These AFJQSs identify Initial Qualification Training (IQT) requirements and crew position-specific Mission Qualification Training (MQT) requirements. MAJCOMs/bases may add locally unique training requirements to ensure position certification is comprehensive and meets mission needs. All network professionals must complete the network user licensing program (paragraph 5.) before beginning the appropriate crew-position certification curriculum. **Figure 1.** depicts the Network Professional Certification Program process.

Figure 1. Network Professional Certification Program Process.



6.3.1. Procedures. Supervisors of network professionals will determine the appropriate crew position based on the trainee's duties. Training required for each crew position is identified using a crew position code in the applicable AFJQS. If the individual is assigned to a new position, not previously certified, the supervisor will initiate certification requirements for the new position. **NOTE:** IQT requirements are the same for all crew positions.

6.3.1.1. Supervisors will maintain training records on all individuals serving as network professionals, regardless of rank. Supervisors will monitor progress of the individual using the applicable AFJQS and AF Form 797, **Job Qualification Standard Continuation/Command JQS**. When available, the Core Automated Maintenance System (CAMS)/Integrated Maintenance Data System (IMDS) is the primary means of collecting and maintaining information pertaining to on-the-job training (OJT) training and is mandatory for use by all 3CXXX career fields.

6.3.1.2. DoD civilians follow local civilian personnel flight (CPF) procedures, such as completing a Department of Defense (DD) Form 1556, **Request, Authorization Agreement, Certification of Train-**

ing, and Reimbursement, prior to starting position certification training. The final position certificate will be submitted by CPF to Air Force Personnel Center for inclusion in the civilian's personnel record and a copy for the supervisor's record (AF Form 971, **Supervisor's Employee Brief**).

6.3.2. Initial Qualification Training (IQT) and Mission Qualification Training (MQT) Requirements. IQT and MQT requirements are outlined in the applicable AFJQS. IQT provides the basic knowledge and performance skills necessary to work any network professional position. IQT requirements are the same for all crew positions. MQT is unique training required to perform a specific network position. Supervisors and trainers will ensure trainees accomplish all IQT requirements before starting MQT.

6.3.2.1. Initial Qualification Training (IQT) Requirements. Trainers will plan and conduct core training in accordance with AFI 36-2201, Volume 3, and upon completion of the training, sign off tasks in the trainee's training record. Task certifiers will certify all core tasks and sign off on the training record. Supervisors will request an Initial Qualification Evaluation (IQE) from Standardization/Evaluation (Stan/Eval) when the trainee has been trained and certified on all IQT tasks outlined in the applicable AFJQS and any local training requirements.

6.3.2.1.1. DELETED.

6.3.2.2. MQT Requirements. Upon completion of IQT, the trainee starts MQT for their assigned crew position. Trainers will plan and conduct position-specific training in accordance with AFI 36-2201, Volume 3, and upon completion of the training, sign off tasks in the trainee's training record. Task certifiers will certify all position-specific MQT tasks and sign off on the training record. Supervisors will request a Mission Qualification Evaluation (MQE) from Stan/Eval when the trainee has been trained on all position-specific MQT tasks outlined in the applicable AFJQS and any local training requirements.

6.3.2.2.1. DELETED.

6.3.3. DELETED.

6.3.4. Award of Position Certification. Stan/Eval will submit requests to issue position certificates to the NCC/NOSC, or AFNOSC training manager when the trainee successfully completes required evaluations. The training manager will review position certification requests to ensure all requirements were accomplished. When all requirements are met, the training manager will generate a position certificate using AF Form 1256, **Certificate of Training**, and will sign the left block authenticating certification completion. Position certificates are then sent to the authorized command authority identified in paragraph 7.3.2.2. for final approval. The NCC/NOSC/AFNOSC will publish a list of Certified Network Professionals (CNP) for each position.

6.4. Periodic Recertification. CNPs must successfully complete a Follow-up MQE according to paragraph 7.7.4.1.7.3. of this instruction to retain their position certification.

6.5. DELETED.

6.6. DELETED.

6.7. DELETED.

6.8. DELETED.

6.8.1. DELETED.

7. Overview of Network Operations Standardization/Evaluation (Stan/Eval).

7.1. Introduction.

7.1.1. This chapter provides the policy and procedures for conducting the Air Force Network Operations Stan/Eval program for Air Force Network Professionals who manage and operate the AFEN. The Stan/Eval Program embodies a leadership philosophy that creates a working environment that inspires trust, teamwork, and a quest for continuous, measurable improvement. An inherent part of this philosophy is the requirement to assist supervisors and the NCC/NOSC/AFNOSC Chief to identify and resolve NETOPS problems. Stan/Eval can significantly improve the quality of NETOPS as well as the overall management posture by assisting supervisors to determine the root causes of problems and helping to devise corrective actions.

7.1.2. The purpose of Air Force Network Operations Stan/Eval is to standardize operational procedures, and to provide commanders and communications staff meaningful indicators reflecting individual and overall crew effectiveness to perform the unit mission. The NCC/NOSC/AFNOSC Chief must fully support the program to ensure meeting this purpose.

7.2. Applicability.

7.2.1. The Stan/Eval program applies to the following units supporting Air Force NETOPS:

7.2.1.1. Work center and all personnel assigned to the AFNOSC (AFCERT/Air Force Network Operation Center).

7.2.1.2. Work center and all personnel assigned to MAJCOM NOSCs.

7.2.1.3. Work center and all personnel assigned to base NCCs.

7.2.1.4. Work center and all personnel assigned to Function Awareness Cells or Mission Support Centers (see AFI 33-115, Volume 1).

7.2.1.5. Only WMs assigned to the Communications Squadron and the work centers identified above are subject to Stan/Eval. (WMs assigned to units other than those identified will be addressed in a forthcoming change to this AFI.)

7.3. Responsibilities:

7.3.1. Units:

7.3.1.1. Will establish a Stan/Eval Program to meet the intent of this chapter, if they support any of the organizations listed in paragraph 7.2.

7.3.1.2. Facilitate cross-utilization of support functions already established within Maintenance Support functions, if available. Combine assets with Quality Assurance to address NCC/NOSC/AFNOSC functions, if practical.

7.3.1.3. Establish and support a Stan/Eval function within the organization to perform evaluations as listed in this instruction. This function will be manned to a sufficient level to manage all evaluation requirements within the unit.

7.3.1.4. Provide a suitable facility to accommodate the Stan/Eval function.

7.3.1.5. Provide a suitable Stan/Eval written testing area that provides a quiet distraction-free atmosphere and allows easy monitoring of examinees by Stan/Eval personnel.

7.3.1.6. If available, units may use the Network Simulators provided by AFCA to facilitate scenario based evaluations.

7.3.2. Chief of Stan/Eval:

7.3.2.1. Will be an experienced network professional and must become certified in at least one crew position.

7.3.2.2. Is responsible to the echelon one level or higher above the NCC/NOSC/AFNOSC Chief to be known as the authorized command authority to ensure effective operations and management practices are used throughout NETOPS.

7.3.2.3. Ensures Stan/Eval responsibilities are accomplished.

7.3.2.4. Reviews statements of work to ensure they are written to a sufficient level to satisfy the intent of the Stan/Eval program for units where NETOPS are outsourced.

7.3.2.5. Ensures Stan/Eval personnel are trained.

7.3.2.6. Establishes an appropriate tour length for personnel assigned to the Stan/Eval function. Considers the unit mission and the need for personnel to remain technically proficient. Actual tour length may vary for each individual.

7.3.2.7. Coordinates with the NCC/NOSC/AFNOSC Chief during formal Stan/Eval visits to:

7.3.2.7.1. Make operations personnel available for evaluations and testing.

7.3.2.7.2. Give priority to formal visit testing and evaluations.

7.3.3. Stan/Eval Function will:

7.3.3.1. Provide help, advice, and authoritative references to NCC/NOSC/AFNOSC Chief and supervisors.

7.3.3.2. Manage NOSEP.

7.3.3.3. Utilize ancillary course codes in CAMS/IMDS to track and report IQT/MQT completion and IQE/MQE certification status for each crew position.

7.3.3.4. Monitor the objectivity of unit Stan/Eval Representatives (SER) (see paragraph 7.5).

7.3.3.5. Train SERs in unit Stan/Eval procedures prior to their performing evaluator duties.

7.3.3.6. Review applicable local operations publications and directives, and recommend changes as required.

7.3.3.7. Publish and maintain all locally developed positional evaluation checklists and criteria used in support of daily and contingency operations. Implement annual review procedures.

7.3.3.8. Develop a trend analysis program that identifies operational or training factors that positively or adversely affect mission capability. Make specific recommendations for corrective actions as needed.

7.3.3.8.1. The Trend Analysis Program will track positive and negative trends identified during evaluations.

7.3.3.8.2. As a minimum, the program will cover: Evaluations, Written testing (optional), and Exercises.

7.3.3.9. Publish a NOSEP Status Report at least quarterly for the authorized command authority including as a minimum:

7.3.3.9.1. Completed NOSEP evaluation results.

7.3.3.9.2. Overdue NOSEP evaluations.

7.3.3.9.3. Projected NOSEP evaluations for the next quarter.

7.3.3.9.4. Trend analysis data.

7.3.3.10. Validate local Network Operating Instructions, and assist in their development as needed.

7.3.4. AFNOSC Stan/Eval will:

7.3.4.1. Provide help, advice, and authoritative references to NOSC Stan/Eval functions.

7.3.4.2. Provide staff assistance visits to NOSC Stan/Eval functions upon request according to paragraph [7.6](#).

7.3.4.3. Use SCOPE EDGE (Enterprise Design Guidance and Evaluation) to help NOSCs achieve an enterprise focus and optimize core services while assessing bases for compliance with architectures and standards through Network Health Assessments. The assessment will determine compliance of applicable Technical Orders (TO), directive publications, command, control, communication, and computer (C4) notice to airmen, approved Air Force architectures, and other directive instructions that pertain to equipment or service configuration management to ensure the serviceability, safe operation, proper configuration, accountability, and sustainability of systems to meet mission requirements.

7.3.5. NOSC Stan/Eval will:

7.3.5.1. Provide help, advice, and authoritative references to subordinate NCC Stan/Eval functions (includes Air National Guard Regional Operating and Security Centers).

7.3.5.2. Provide staff assistance visits to subordinate NCC Stan/Eval functions upon request (includes Air National Guard Regional Operating and Security Centers) according to paragraph [7.6](#).

7.4. Personnel Selection.

7.4.1. The authorized command authority appoints all personnel selected to fill Stan/Eval positions in writing. **NOTE:** The 3A0X1 Base/Wing/MAJCOM Functional Manager is the focal point for selection/appointment of the 3A0X1 Stan/Eval WM positions. The authorized command authority will coordinate with the 3A0X1 Base/Wing/MAJCOM Functional Manager prior to appointment of above positions.

7.4.2. Individuals selected are to be highly qualified personnel having extensive knowledge, skill, and abilities regarding NCC/NOSC/AFNOSC overall operations and equipment and well suited for evaluation, analysis, and support duties. Do not assign personnel with a Duty Air Force Specialty Code (AFSC) at the three-skill level.

7.4.3. Personnel assigned to Stan/Eval or appointed as work center SERs are trained by experienced Stan/Eval personnel on management procedures, evaluation methods, and how to find probable causes for identified problems.

7.4.4. Stan/Eval composition will consist of an adequate number of personnel of AFSC 3CXXX/2EXXX/3AXXX to evaluate all crew positions. At least one 3A0X1 will be certified as a Workgroup Manager (WM) for evaluation of WMs.

7.4.5. Stan/Eval personnel will become certified and maintain certification in at least one crew position when assigned.

7.5. Stan/Eval Representative (SER).

7.5.1. An SER is a member of the AFNOSC, NOSC or NCC, not permanently assigned to Stan/Eval, appointed in writing by the authorized command authority to assist Stan/Eval during evaluations or to compensate for position qualifications within the Stan/Eval function as directed.

7.5.2. SERs must demonstrate a thorough knowledge of their assigned duties and maintain mission certification.

7.5.3. A minimum of one SER will be designated for each crew position. An SER who is multi-qualified may be used to evaluate more than one position.

7.5.4. The number of SERs will be restricted in order to maintain a well-controlled evaluation program. SERs are encouraged to become multi-certified in more than one crew position.

7.5.5. SERs assist Stan/Eval personnel in performing evaluations where Stan/Eval personnel do not possess the required skills or qualifications.

7.5.6. Stan/Eval personnel will conduct over-the-shoulder spot checks on SERs conducting personnel evaluations to ensure completeness of evaluations.

7.5.7. Where manning shortages or trainer availability requires SER usage, take care to ensure the SER administering the training does not administer qualification evaluations.

7.5.8. Individuals nominated for SER duty will demonstrate a thorough knowledge of the Stan/Eval program and applicable instructions prior to SER qualification. To the maximum extent possible, the Chief of Stan/Eval, or Stan/Eval personnel will monitor the first evaluation administered subsequent to SER qualification.

7.5.9. The SER shares the responsibility for safe mission conduct with the individual being evaluated. Whenever an evaluator (Stan/Eval or SER) observes a breach of security, safety, or discipline during the evaluation, the evaluator will take immediate corrective action to ensure mission security and safety.

7.6. Staff Assistance Visit Procedures (SAV).

7.6.1. Parent Stan/Eval functions will provide a SAV to their subordinate Stan/Eval functions on an as-needed basis. Purpose will be to ensure program compliance, provide feedback and crossfeed to the units, exchange information, and provide guidance. These visits will culminate in a visit/trip report to the visited unit's NCC or NOSC Chief and Stan/Eval Chief, as a minimum, and will detail program deficiencies, observations, and recommendations. Do not administer personnel evaluations and academic examinations during these visits.

7.6.2. A SAV may be requested by a NCC/NOSC Chief or authorized command authority to provide problem-solving assistance when necessary. Additionally, the AFNOSC Chief of Stan/Eval may also direct a SAV to address specific areas of interest or concern. A SAV report will be completed for these visits. This SAV report should identify problems and provide recommendations for any additional assistance as well as identify benchmark programs. This report will be sent to the unit NCC or NOSC Chief and AFNOSC Stan/Eval Chief.

7.7. Network Operations Standardization and Evaluation Program (NOSEP).

7.7.1. Introduction. The NOSEP is the systematic, continuous self-evaluation program for Air Force NETOPS. NOSEP consists of managerial and personnel evaluations. An effective NOSEP is essential to successful NETOPS and requires all appropriate resources, including the most competent crewmembers', full participation.

7.7.2. NOSEP Key Indicators.

7.7.2.1. NOSEP provides the authorized command authority with key indicators to judge the network operation activity's ability to meet mission requirements.

7.7.2.2. Stan/Eval personnel perform evaluations to determine the quality of NETOPS management and procedures, technician competence, and training program effectiveness.

7.7.2.3. Stan/Eval personnel publish specific guidance describing procedures for evaluations, suspense control, report preparation and routing, and initial report reply and follow-up procedures. Stan/Eval maintains a file of all NOSEP evaluation reports.

7.7.2.4. Stan/Eval personnel use evaluation results to determine management condition of NETOPS. Management practices must be evaluated periodically to identify and correct problems.

7.7.2.5. Deficiencies found during systems evaluations may show a need for personnel evaluations. This can provide insight into a technician's training progression as well as the scope of work center training programs. Consider the training goals established for the technician as well as training already completed.

7.7.3. Goals.

7.7.3.1. NOSEP helps ensure the development of expertly trained, highly proficient Network Professionals capable of managing and operating the AFEN. NOSEP is a unit-managed program; therefore each program is unique to the extent that it has been adapted to meet local requirements.

7.7.3.2. This instruction provides guidance for conducting a standards and evaluation program that complements AFI 36-2201, Volume 1, *Training Development, Delivery, and Evaluation*, and AFI 36-2201, Volume 3.

7.7.4. NOSEP Evaluations.

7.7.4.1. Personnel Evaluations.

7.7.4.1.1. Personnel evaluations assess the effectiveness of a work center's training program, technician competence, technical and procedural adequacy, and ability to prioritize actions. These areas are evaluated to ensure the AFEN is maintained in an effective and efficient manner to meet mission requirements. Personnel evaluations validate NCC/NOSC/AFNOSC crew position certification.

7.7.4.1.2. Performance.

7.7.4.1.2.1. Technician performance is the measurement standard for training programs.

7.7.4.1.2.2. Technicians must perform in a professional manner, but evaluation results may reflect deficiencies that can be rectified through additional training or training program improvements.

7.7.4.1.3. Assessment.

7.7.4.1.3.1. Evaluations assess a technician's:

7.7.4.1.3.1.1. Knowledge - how much does the technician know about the job. Evaluators will assess the technician's knowledge by asking questions, written tests, or using interactive training devices.

7.7.4.1.3.1.2. Job proficiency - how well does the technician perform the job. (The criteria for evaluating and analyzing this element is identified in the work center's training plan and the system or equipment technical data used to perform the job.) Evaluators observe how well tasks are performed to determine if sufficient skill is demonstrated, including prioritization of actions, to presume competency.

7.7.4.1.4. Certified Personnel. All personnel who are task certified and perform NCC/NOSC/AFNOSC crew positions are subject to personnel evaluations regardless of AFSC. This includes personnel certified through cross-utilization training. (Exception: WMs not assigned to the Communications Squadron, NCC, NOSC, and AFNOSC and Functional System Administrators.)

7.7.4.1.5. In overseas units, the authorized command authority may exempt local national technicians from personnel evaluation (coordinate with local civilian personnel offices).

7.7.4.1.6. Crew Position. Trainees must successfully complete both IQE and MQE requirements to receive crew position certification. To successfully complete a qualification evaluation, the examinee must demonstrate the knowledge and ability to do assigned functions safely and effectively.

7.7.4.1.7. Types of Personnel Evaluations. Personnel evaluations are conducted to check an individual's proficiency and ability to prioritize actions in performing their operations duties. There are two types of personnel qualification evaluations: IQE and MQE. There are three types of MQEs (primary, follow-up, and special MQEs).

7.7.4.1.7.1. Initial Qualification Evaluation (IQE).

7.7.4.1.7.1.1. The IQE is a performance evaluation and optional written examination to certify an individual's qualification status within 30 days after completion of IQT. Supervisors or Training Monitors request IQE upon IQT completion.

7.7.4.1.7.1.2. Stan/Eval develops the content of the written exam, if administered. The written exam will test the knowledge level of the member being evaluated and have a minimum passing score of 70 percent. Stan/Eval will utilize a computer-generated test program, if available. If a test program is not available, then a written test can be developed locally. The written examinations will be successfully completed before beginning the performance evaluation.

7.7.4.1.7.1.3. The performance evaluation is complete when all tasks in the applicable criteria are successfully accomplished.

7.7.4.1.7.1.4. Conduct the evaluation with prior notice.

7.7.4.1.7.1.5. Upon successful completion, Stan/Eval awards IQT certification and documents the evaluation according to paragraph [7.7.4.3.2](#).

7.7.4.1.7.2. Primary Mission Qualification Evaluation (MQE).

7.7.4.1.7.2.1. The primary MQE is a performance evaluation and optional written evaluation given to certify an individual's crew position qualification status within 30 days after completion of MQT. Supervisors or Training Monitors request MQE upon MQT completion.

7.7.4.1.7.2.2. Stan/Eval personnel develop the content of the written exam, if administered. The written exam will test the knowledge level of the member being evaluated and have a minimum passing score of 70 percent. Stan/Eval personnel will utilize a computer-generated test program, if available. If a test program is not available, then a written test can be developed locally. The written examination will be successfully completed before beginning the performance evaluation.

7.7.4.1.7.2.3. The performance evaluation is complete when all tasks in the applicable criteria are successfully accomplished.

7.7.4.1.7.2.4. Conduct the evaluation with prior notice.

7.7.4.1.7.2.5. Upon successful completion, Stan/Eval personnel award MQT certification for the evaluated crew position and documents the evaluation according to paragraph 7.7.4.3.2. Successful completion also establishes a follow-up MQE due date and eligibility period.

7.7.4.1.7.3. Follow-up Mission Qualification Evaluation (MQE).

7.7.4.1.7.3.1. The follow-up MQE is a performance evaluation and an optional written examination required for an individual to maintain crew position certification status.

7.7.4.1.7.3.2. If a follow-up MQE is not completed before the end of the eligibility period as outlined on **Table 1**, Stan/Eval personnel will document a short explanation of the circumstances surrounding the late evaluation in the "Remarks" section of the AF Form 803, and perform the follow-up MQE as soon as possible.

7.7.4.1.7.3.3. The performance evaluation is complete when all tasks have been successfully accomplished.

7.7.4.1.7.3.4. Upon successful completion, the individual retains crew position certification and Stan/Eval documents the evaluation according to paragraph 7.7.4.3.2. and establishes a new evaluation due date and eligibility period.

7.7.4.1.7.4. Special Mission Qualification Evaluations (MQE).

7.7.4.1.7.4.1. Re-evaluation.

7.7.4.1.7.4.1.1. A re-evaluation is a prior notice mission qualification evaluation given to an individual who received an unsatisfactory task rating on a previous evaluation (see paragraph 7.7.4.1.10.) or lost MQT certification for any reason.

7.7.4.1.7.4.1.2. Stan/Eval personnel will complete the re-evaluation within 30 days of a personnel evaluation task failure or loss of certification.

7.7.4.1.7.4.1.3. The re-evaluation of an individual who failed a follow-up MQE will concentrate on the specific scenario or tasks rated unsatisfactory unless leadership deems a complete re-evaluation necessary. Document the results on the same AF Form 803.

7.7.4.1.7.4.1.4. Upon successful completion, Stan/Eval awards MQT certification for the evaluated crew position, documents the evaluation according to paragraph 7.7.4.3.2. and establishes a new follow-up MQE due date and eligibility period based on the month in which the re-evaluation was completed.

7.7.4.1.7.4.2. Spot Evaluation.

7.7.4.1.7.4.2.1. A spot evaluation is a qualification evaluation conducted outside the eligibility period to address possible lack of proficiency or deficient items identified through trend analysis.

7.7.4.1.7.4.2.2. Spot evaluations are normally limited in scope, and may consist of a performance evaluation and/or a written examination.

7.7.4.1.7.4.2.3. If performed in sufficient depth, Stan/Eval personnel may credit a spot evaluation as a follow-up MQE and add an entry to the AF Form 803 to reflect that decision, establishing a new evaluation date and eligibility zone.

7.7.4.1.7.4.2.4. The performance evaluation may cover any task or combination of tasks contained in the applicable crew position criteria. In addition to the tasks scheduled, the evaluator will evaluate and rate each task performed by the examinee during the course of the spot evaluation.

7.7.4.1.7.4.2.5. Spot evaluations may be conducted without notice.

7.7.4.1.7.4.2.6. Use the spot evaluation program as a management tool to evaluate crewmembers on an unscheduled basis.

7.7.4.1.7.4.2.7. Distribute spot evaluations proportionately among crew positions.

7.7.4.1.7.4.2.8. Do not conduct IQEs, Primary MQEs, or Re-evaluations as spot evaluations.

7.7.4.1.8. Timing of Qualification Evaluations.

7.7.4.1.8.1. Stan/Eval personnel will complete all personnel qualification evaluations within the time limits set forth in [Table 1](#).

Table 1. Network Stan/Eval Time Standards.

A		B	C
Evaluation Type		Active Duty Personnel Includes Active Guard/ Reserve components	Traditional ANG or Reserve Personnel
1	Initial Qualification Evaluation (IQE)	Within 30 days after completion of IQT.	Same
2	Primary MQE	Within 30 days completion of MQT.	Same
3	Follow-up MQE	Once every 9-12 months after completion of Primary MQE. Completion updates next due date.	Once every 21-24 months after completion of Primary MQE.
4	Special MQE	As required, or directed by NCC/NOSC/AFNOSC Chief	Same

7.7.4.1.8.2. For the follow-up MQE, the 3-month period before the evaluation due date is the evaluation eligibility zone. For example, if the last MQE date is 25 May 02, the next follow-up MQE must be accomplished between March – May 03. The performance evaluation and the optional written examination may be administered anytime within the 3-month eligibility period.

7.7.4.1.8.3. If an individual is required to maintain multiple crew position certifications, Stan/Eval will make every effort to perform all crew position evaluations during the same MQE.

7.7.4.1.9. Conducting Evaluations.

7.7.4.1.9.1. Evaluators are the key to the evaluation program and are not to be the same individual who certified task proficiency of the person being evaluated. Ideally, the evaluator is certified on the tasks being evaluated and possesses the same AFSC at a higher skill level than the individual being evaluated. When this is not practical and use of a SER is not possible, the evaluator must be capable of observing and verifying task accomplishment with a TO, manual, or other reference. The evaluator must be capable of verifying proper procedures, tools, test measurement and diagnostic equipment (TMDE), and materials are used and the task performance conforms to established standards.

7.7.4.1.9.2. Before conducting evaluations, evaluators must analyze and select a minimum of 5 – 10 tasks (include any locally developed task requirements) to be evaluated based on deficiency indicators, training management visits, system performance data, previous evaluations done in the work center, and other management indicators. If analysis does not indicate any areas requiring emphasis, evaluators should select tasks not previously evaluated in the work center. Select tasks that provide for an adequate assessment of the trainees ability to perform in the evaluated crew position. Individuals may be evaluated on any certified task in their training record.

7.7.4.1.9.3. Coordinate evaluations with the work center supervisor. Consider targets of opportunity, such as exercises, to perform personnel evaluations.

7.7.4.1.9.4. Consider selecting alternate tasks to avoid the need to reschedule an evaluation when operational requirements do not permit completion of planned evaluations.

7.7.4.1.9.5. Immediately preceding the evaluation, brief the technician on the tasks to be evaluated, the rating criteria, and the performance standards set forth in **Attachment 2**. Evaluators will focus on the evaluation process during the briefing, not the specific steps individuals must accomplish to pass.

7.7.4.1.9.6. Evaluate three separate and distinct phases - preparation, task performance, and post performance (see **Attachment 2**).

7.7.4.1.9.7. Stop the evaluation if technicians use methods or procedures that could jeopardize safety, cause equipment damage, or adversely affect NETOPS. Task evaluations may be continued after the hazard has been corrected.

7.7.4.1.9.8. During the evaluation, ask relevant questions on the methods and procedures used by the operator or technician, if applicable.

7.7.4.1.9.9. Evaluations are complete when the evaluator determines that the technician's performance has been sufficiently evaluated.

7.7.4.1.9.10. Brief the individual and the work center supervisor at the conclusion of the evaluation.

7.7.4.1.10. Evaluation Results.

7.7.4.1.10.1. A technician's performance is assessed using **Attachment 2**. Explanations and recommendations are required for each task rated as unsatisfactory.

7.7.4.1.10.2. Unsatisfactory task performance requires an investigation to determine the cause of failure. In addition, unsatisfactory task performance requires decertification of the particular task; it does not mean the individual is incapable of performing other tasks. Work center supervisors must understand decertification and recertification documentation procedures identified in AFI 36-2201, Volume 3.

7.7.4.1.10.3. The work center supervisor, certifying official, and trainer must be briefed on noted problem areas as soon as practical following unsatisfactory task performance.

7.7.4.1.10.4. Failure of the performance evaluation (or the written examination, if used) results in retention in or re-entry into training status. The Chief of Stan/Eval will notify the NCC/NOSC/AFNOSC Chief, Training Manager, and the individual's supervisor. Do not schedule the individual for a re-examination for a minimum of 24 hours to allow time for additional study.

7.7.4.1.10.5. If Stan/Eval rates any task performance as unsatisfactory during an evaluation on a crew position certified individual, the NCC/NOSC/AFNOSC Chief, with the Stan/Eval Chief, must determine if the criticality of the error warrants rescission of the individual's crew position certification until successful completion of remedial training and re-evaluation. If certification rescission is unwarranted, the authorized command authority will impose restrictions on the individual until successful completion of remedial training and re-evaluation.

7.7.4.1.10.5.1. Restrictions will address the specific tasks that require supervision until successful retraining is completed. Restrictions are not punitive, but designed to enhance NETOPS and safety.

7.7.4.1.10.5.2. Specific restrictions will be documented in the AF Form 803 "Remarks" section.

7.7.4.1.10.6. Failure of a re-evaluation will be viewed as a serious lack of proficiency. Enter the comments in the "Remarks" section of the AF Form 803. The authorized command authority will consider the examiner's comments, and within 14 calendar days review the individual's overall duty performance and determine if it warrants movement of the individual to another duty position.

7.7.4.1.10.7. If a decision is made to conduct a second re-evaluation, it will be a complete MQE, consisting of both the positional evaluation and the written examinations, if used.

7.7.4.1.10.8. Document all personnel qualification evaluations on AF Form 803, **Report of Task Evaluations**, or automated equivalent, in accordance with paragraph 7.7.4.3. File the AF Form 803 with the evaluation report in Stan/Eval.

7.7.4.1.10.9. Ensure satisfactorily evaluated tasks are updated to "M" status within CAMS/IMDS (Screen 285).

7.7.4.1.10.10. Update the corresponding IQE/MQE CAMS/IMDS ancillary training course code to "Q" status (Screen 778) after satisfactorily completed evaluations.

7.7.4.1.10.11. NOSEP personnel evaluation results will not be recorded on, or made a part of, documents such as performance reports, or unfavorable information files.

7.7.4.1.11. Permanent Change of Station (PCS)/Permanent Change of Assignment (PCA) and Temporary Duty (TDY).

7.7.4.1.11.1. Upon PCS/PCA, individuals meeting the requirements specified in the gaining unit training directives may retain current certifications. However, before performing operations duties unsupervised at a new unit, they must:

7.7.4.1.11.1.1. Satisfactorily complete training requirements directed by the gaining unit.

7.7.4.1.11.1.2. Have their existing certification validated by the local Stan/Eval section on a newly prepared AF Form 803 within 60 Days of arrival.

7.7.4.1.11.2. The Stan/Eval function may administer a complete or partial performance evaluation, but it is not required if the individual is transferring between units possessing like systems. If a performance evaluation is not administered, the data from the last performance evaluation will be transferred onto the AF Form 803. Indicate that this is a validation of the individual's certification.

7.7.4.1.11.3. Individuals transferring from a unit that does not possess like systems will receive an IQE and MQE Evaluation prior to assuming mission duties.

7.7.4.1.11.4. Individuals in TDY status to another like unit to perform operations duties need only complete any MAJCOM/unit directed training and evaluation requirements prior to performing MQT duties unsupervised.

7.7.4.2. Managerial Evaluations.

7.7.4.2.1. Managerial evaluations provide Commanders and supervisors with factual, objective assessments of a section's ability to meet its mission requirements. To do this, it is necessary to collectively evaluate management effectiveness and the performance and technical proficiency of assigned personnel.

7.7.4.2.2. Managerial Evaluation Requirements.

7.7.4.2.2.1. Perform Managerial Evaluations on those work centers supporting the AFEN (see paragraph 7.2.).

7.7.4.2.2.2. Stan/Eval personnel conduct managerial evaluations on each work center at least every 18 months (every 36 months for Air National Guard [ANG] units). As an option, managerial evaluations may be performed on specific functional areas (e.g., training, safety, etc.) instead of evaluating all programs within a specific function.

7.7.4.2.3. How to perform managerial evaluations.

7.7.4.2.3.1. Before beginning managerial evaluations, review:

7.7.4.2.3.1.1. Reports of previous managerial and personnel evaluations.

7.7.4.2.3.1.2. Other evaluation reports such as administrative files inspections, Inspector General inspections, operational evaluations, and local evaluations.

7.7.4.2.3.1.3. Staff Assistance visit reports, trend analysis data, CAMS/IMDS products, and any other relevant management indicators.

7.7.4.2.3.2. Make impartial, factual, pertinent, and complete observations to identify deficiencies. Identify commendable practices and programs, especially those that may be useful to other work centers.

7.7.4.2.3.3. Demonstrate proper procedures and provide assistance to help work center and staff personnel meet mission requirements.

7.7.4.2.3.4. Ensure affected supervisors fully understand findings before writing formal evaluation reports.

7.7.4.2.3.5. Contact the work center's customers to determine if the work center is supporting their mission requirements.

7.7.4.2.3.6. Evaluate subject areas in enough depth to ensure the results indicate the actual condition of the activity. Not all areas require 100 percent evaluation for the evaluator to make this determination. Make use of sampling where appropriate.

7.7.4.2.3.7. Determine how well work centers and support functions meet management requirements and if established procedures are followed. The minimum evaluation items include:

7.7.4.2.3.7.1. Inventory, Accountability, Transfer, and Reporting of Computer Systems.

7.7.4.2.3.7.2. Network Administration.

7.7.4.2.3.7.3. Network Management.

7.7.4.2.3.7.4. Information Protection Operations Management.

7.7.4.2.3.7.5. Help Desk/Event Management.

7.7.4.2.3.7.6. Compliance with the intent of this instruction, associated and local directives, safety and security rules and procedures.

7.7.4.2.3.7.7. Perform personnel evaluations during the evaluation. Check adequacy of training plans and training materials. Check training documentation, progression, and task coverage. (**NOTE:** It is important at short tour locations that sufficient personnel evaluations are performed to ensure the adequacy of training programs.)

7.7.4.2.3.7.8. Compliance with work order documentation.

7.7.4.2.3.7.9. Technical data to include maintenance of TO files, and availability and use of required technical, commercial data, Air Force Network Operating Instructions (AFNOIS), and local procedures.

7.7.4.3. Evaluation Reports Overview.

7.7.4.3.1. Preparation:

7.7.4.3.1.1. Provide complete, accurate, and impartial reports with sound recommendations designed to help correct discrepancies and eliminate underlying causes.

7.7.4.3.1.2. Include specific references so that work center or office personnel understand and know where to find procedures to correct deficiencies.

7.7.4.3.1.2.1. Reference deficiencies that result from procedural omissions or repeated errors. Failure to perform checks to ensure publications are current or determine out of tolerance system or equipment measurements exist are examples of procedural deficiencies.

7.7.4.3.1.2.2. References are not required when a deficiency or isolated minor error is easily understood and corrective action is obvious. General housekeeping practices, equipment cleanliness, and standard supervisory responsibilities and safety practices are examples of areas that may not require references. Evaluators must take care not to assume all such practices and responsibilities are commonly recognized and understood.

7.7.4.3.1.2.3. Deficiencies caused by inefficient or ineffective management practices may require the use of rationale since a specific reference may not be published. The authorized command authority resolves differences of opinion over the validity of the type of discrepancy that the Stan/Eval Chief and work center cannot resolve before reports are finalized.

7.7.4.3.1.2.4. Identify all checklists, Air Force Technical Orders, AFNOIs, or local procedures used during all evaluations.

7.7.4.3.1.3. Include recommendations for corrective actions with each deficiency, except where the corrective action is obvious. The goal is to provide ideas and guidance to assist the work center in correcting the deficiency.

7.7.4.3.1.4. Document favorable comments, as well as deficiencies on evaluation reports.

7.7.4.3.1.5. Note that proper report routing and follow-up are important. Evaluations are of no value unless the discrepancies are recognized and corrected by appropriate managers.

7.7.4.3.1.6. The authorized command authority is the closing authority for NOSEP evaluations. The authorized command authority may indicate closure by concurrence or non-concurrence with Stan/Eval personnel recommendations. The authorized command authority may delegate closing authority for evaluation reports that identify only minor or no deficiencies.

7.7.4.3.1.7. Note that evaluation reports need not include minor administrative or management deficiencies if, in the evaluator's judgment, the deficiency is an isolated incident and does not indicate an overall management deficiency. If not included in the formal report, provide information about minor errors in a memo to the work center. Memorandums do not require an answer.

7.7.4.3.2. Personnel Evaluation Reports.

7.7.4.3.2.1. Document personnel evaluations on AF Form 803. Comments and recommendations are made on the evaluation report to eliminate the need for separate correspondence. The reports also provide a source for analyzing the effectiveness of the overall training program.

7.7.4.3.2.2. Identify task errors, provide recommendations, and explain rescheduling actions.

7.7.4.3.2.3. Explain management, system, or equipment discrepancies not directly reflecting on the technician's performance in a separate report.

7.7.4.3.2.4. Authorized command authority must review evaluation reports that document unsatisfactory task results.

7.7.4.3.3. Managerial Evaluation Reports.

7.7.4.3.3.1. Using AF Form 2420 to document managerial evaluations is a NCC/NOSC/AFNOSC Chief's option. Managerial evaluation results may be prepared in a narrative style on bond paper and filed in the Stan/Eval function.

7.7.4.3.3.2. Reports address:

7.7.4.3.3.2.1. Minimum coverage areas and list deficiencies found in the areas of management, system equipment, and task performance. Show correlation between deficiencies, if applicable.

7.7.4.3.3.2.2. Production and mission requirements not being met and the causes behind these shortfalls.

8. Information Collections, Records, and Forms or Information Management Tools (IMT).

8.1. Information Collections. No information collections are created by this publication.

8.2. Records. Training records created in paragraphs **5.** and **6.** of this instruction are filed according to AFI 36-2201, Volume 3.

8.3. Forms or IMTs (Adopted and Prescribed).

8.3.1. Adopted Forms. DD Form 1556, **Request, Authorization Agreement, Certification of Training, and Reimbursement**; AF Form 847, **Recommendation for Change of Publication**; AF Form 971, **Supervisor's Employee Brief**; AF Form 1256, **Certificate of Training**; AF Form 803, **Report of Task Evaluations**; AF Form 2420, **Quality Control Inspection Summary**.

8.3.2. Prescribed Forms or IMTs. No forms or IMTs are prescribed by this instruction.

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

Paperwork Reduction Act (PRA) of 1980, as amended by the Paperwork Reduction Act of 1995 (44 U.S.C. 3504)

Privacy Act of 1974 (5 U.S.C. 552)

Federal Information Security Management Act of 2002

CJCSI 6510.01C, *Information Assurance and Computer Network Defense*

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DoDD 8500.1, *Information Assurance (IA)*, October 24, 2002

DoDI 8500.2, *Information Assurance (IA) Implementation*, February 6, 2003

OMB Circular No. A-130, *Management of Federal Information Resources*

AFI 10-201, *Status of Resources and Training System*

AFI 31-501, *Personnel Security Program Management*

AFPD 33-1, *Command, Control, Communications, and Computer (C4) Systems*

AFI 33-115, Volume 1, *Network Management*

AFI 33-119, *Electronic Mail (E-Mail) Management and Use*

AFI 33-129, *Transmission of Information Via the Internet*

AFI 33-202, *Network And Computer Security*

AFI 33-204, *Information Assurance (IA) Awareness Program*

AFI 33-360, Volume 2, *Content Management Program-Information Management Tool (CMT-IMT)*

AFI 36-2201, Volume 1, *Training Development, Delivery, and Evaluation*

AFI 36-2201, Volume 3, *Air Force Training Program On The Job Training Administration*

AFMAN 37-139, *Records Disposition Schedule*

AFSSI 5021, *Time Compliance Network Order (TCNO) Management and Vulnerability and Incident Reporting*

Abbreviations and Acronyms

AETC — Air Education and Training Command

AF — Air Force (used for designated forms only)

AFCA — Air Force Communications Agency

AFEN — Air Force Enterprise Network

AFI — Air Force Instruction

AFJQS — Air Force Job Qualification Standard

AFMAN — Air Force Manual
ANG — Air National Guard
AFNOC — Air Force Network Operation Center
AFNOIS — Air Force Network Operations Instructions
AFNOSC — Air Force Network Operations and Security Center
AFPD — Air Force Policy Directive
AFSC — Air Force Specialty Code
AFSSI — Air Force Systems Security Instruction
C4 — Command, Control, Communications, and Computers
CAMS — Core Automated Maintenance System
CBT — Computer-Based Training
CJCSI — Chairman Joint Chief of Staff Instruction
CJCSM — Chairman Joint Chief of Staff Manual
CNP — Certified Network Professional
CPF — Civilian Personnel Flight
DAA — Designated Approval Authority
DCS — Deputy Chief of Staff
DD — Department of Defense (used for designated forms only)
DoD — Department of Defense
DoDD — Department of Defense Directive
DRU — Direct Reporting Unit
FISMA — Federal Information Security Management Act of 2002
FOA — Field Operating Agency
HQ — Headquarters
IA — Information Assurance
IMDS — Integrated Maintenance Data System
IMT — Information Management Tool
IQE — Initial Qualification Evaluation
IQE — Initial Qualification Evaluation
IQT — Initial Qualification Training
JQS — Job Qualification Standard
MAJCOM — Major Command

MQE — Mission Qualification Evaluation

MQT — Mission Qualification Training

NCC — Network Control Center

NETOPS — Network Operations

NOSC — Network Operations and Security Center

NOSEP — Network Operations Standardization and Evaluation Program

OIC — Officer in Charge

OJT — On-The-Job Training

OMB — Office of Management and Budget

PCA — Permanent Change of Assignment

PCS — Permanent Change of Station

SAV — Staff Assistance Visit

SER — Standardization/Evaluation Representative

Stan/Eval — Standardization/Evaluation

TDY — Temporary Duty

TO — Technical Order

USAF — United States Air Force

U.S.C. — United States Code

WM — Workgroup Manager

Attachment 2

PERSONNEL EVALUATIONS

A2.1. Performing Evaluations.

A2.1.1. Personnel evaluations are performed to determine an operator's or technician's technical proficiency and competence, and to gauge work center training program effectiveness. Evaluators must make careful observations of actions taken to accomplish each task being evaluated by judging three separate and distinct phases; preparation, task, and post performance.

A2.1.2. Errors made in any of these phases must be considered when determining results. The decision to declare a performance error must be based on published standards, practices, and Technical Order procedures.

A2.2. Preparation Errors.

A2.2.1. Preparation errors normally indicate inadequate training on standard job preparation procedures or maintenance management requirements.

A2.2.2. Task preparation mistakes cause delays; mistakes corrected before the task begins are considered preparation errors and if not corrected, may have a bearing on task performance. A preparation error example is applicable technical data not on hand.

A2.2.3. Examples of management type preparation errors:

A2.2.3.1. Crew Commander not notified of changes in equipment status as a result of task performance.

A2.2.3.2. A Job Control Number or help desk tracking number was not obtained for required documentation.

A2.2.3.3. There was no method available to document discrepancies discovered during the task performance.

A2.3. Task Performance Errors.

A2.3.1. Task performance errors normally indicate inadequate task training.

A2.3.2. Examples of task performance errors are:

A2.3.2.1. Applicable technical data or directives not used.

A2.3.2.2. Warnings, cautions, and notes not complied with.

A2.3.2.3. Not all required steps performed.

A2.3.2.4. Steps not performed in the required sequence.

A2.3.2.5. Individuals not familiar with emergency procedures.

A2.3.2.6. Individuals not familiar with job requirements, resulting in failure to comply with technical data.

A2.3.2.7. Equipment improperly used or handled during task performance.

A2.3.2.8. Controlling agencies not advised of changes in mission status that occur due to task performance.

A2.3.2.9. Lack of coordination with required agencies to ensure a safe, timely, and effective evaluation.

A2.4. Post Performance Errors.

A2.4.1. Station documentation not properly completed.

A2.4.2. Controlling agencies not advised of change mission status upon completion of task performance.

A2.5. Task Performance Error Categories.

A2.5.1. Categories aid evaluators to determine overall task performance results. Errors are categorized by degree of seriousness.

A2.5.2. Category I errors are of critical importance and results in an unsatisfactory evaluation for that particular task. Some examples are:

A2.5.2.1. An error that causes or has the potential to cause an injury. Such an error is serious enough to stop the task evaluation.

A2.5.2.2. An error that causes or has the potential to cause damage, or system degradation, to any item to the extent that it prevents the item from being immediately used for its intended purpose. This includes the item being worked on, all support equipment, or any other item in the work area.

A2.5.2.3. Task performance could not be completed because the individual lacked sufficient knowledge of the task or operation of required support equipment.

A2.5.2.4. An error that causes or has the potential to cause a security violation or introduces a system vulnerability.

A2.5.2.5. An out of tolerance condition or measurement was not recognized and resulted in the equipment not meeting technical data specifications.

A2.5.2.6. A valid/invalid measurement or check was not recognized or performed by the operator or technician that resulted in an erroneous decision concerning equipment serviceability or caused a significant delay for unnecessary troubleshooting or repair actions.

A2.5.3. Category II errors are of major importance, but do not necessarily result in an unsatisfactory task performance. Some examples are:

A2.5.3.1. An error that causes or has potential to cause damage to any item but not to the extent that such damage has a detrimental effect on the operational life of the item, or operational capabilities of the network.

A2.5.3.2. Excessive delays attributable to insufficient job knowledge or improper planning, coordination, or supervision, although the task was successfully completed. The evaluator must determine what is excessive after taking into consideration such factors as complexity and length of the task, adverse working conditions, and other extenuating circumstances.

A2.5.4. Category III errors are of minor impact and lack the seriousness to meet the criteria for a critical or major error.

A2.6. Determining Results.

A2.6.1. Results are based on overall task performance.

A2.6.2. Evaluators must:

A2.6.2.1. Document all errors during the progress of the evaluation and brief the work center supervisor and the evaluated operator or technician upon completion.

A2.6.2.2. Determine the category of each error, using the above criteria.

A2.6.2.3. Rate each task as satisfactory or unsatisfactory. If the sum of all the errors indicates the operator or technician cannot satisfactorily perform the task unsupervised, an unsatisfactory rating is required.

A2.6.2.4. Brief the work center supervisor, certifying official, and the trainer as soon as possible when an unsatisfactory task performance occurs.

Table A2.1. Task Performance Evaluation.

RULE	If the individual Committed	AND	AND	Then the result is
One	No Category I errors	Two or less category II errors	The accumulation of Cat III errors did not detract from overall satisfactory job performance	SAT
Two	No Category I errors	Two or less category II errors	The accumulation of Cat III errors caused Unsatisfactory performance	UNSAT
Three	No Category I errors	Three or more category II errors	N/A	UNSAT
Four	One or more category I errors	N/A	N/A	UNSAT