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Communication and Information

**AIR FORCE MATERIEL COMMAND VIDEO
TELECONFERENCNG (VTC)**

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This policy directive (PD) prescribes uniform procedures for managing VTC facilities and their maintenance, procedures, and support. The PD applies to all base VTC operations assigned to Air Force Materiel Command. It applies to all other organizations and contractors residing on an AFMC base or geographically separated unit.

The policy is contained in the following five chapters which cover:

- (1) VTC Support;
- (2) Classified VTC Facilities;
- (3) AFMC Reservation Management Procedures;
- (4) Communications Security (COMSEC); and
- (5) VTC Facility Maintenance.

SUMMARY OF REVISIONS

This revision more clearly defines VTC Facilitator duties, scheduling procedures and updates new COMSEC Management guidelines.

Chapter 1

VIDEO TELECONFERENCING (VTC) SUPPORT

1.1. HQ AFMC.

1.1.1. Provides the Major Command (MAJCOM) VTC Program Management Office (PMO) responsible for all centrally funded video teleconferencing resources in the AFMC VTC Community of Interest (COI).

1.1.2. Reservation desk will serve as the command's primary focal point to assist field locations with reservation issues, i.e., coordinating short notice changes, cancellations with the service provider and automated reservation system support.

1.1.3. Will establish MAJCOM policy and procedures for the AFMC COI.

1.1.4. Will appoint a VTC Community of Interest (COI) Representative/Network Manager in accordance with Defense Information Systems Agency (DISA) Circular, Jan 98.

1.2. HQ AFMC VTC COI Representative/Network Manager.

1.2.1. Is the single COI focal point and liaison to DISA and Air Force Communications Agency (AFCA).

1.2.2. Identifies requirements and is responsible for acquisition and implementation of Defense Video Services – Global (DVS-G) services for their COI.

1.2.3. Assists DISA in developing DVS policies and procedures, Concept of Operations (CONOPS), and evaluation of new technical products.

1.2.4. Interprets, disseminates and enforces DOD and DVS VTC policy and procedures to all users within the AFMC COI.

1.2.5. Develops, implements, enforces adherence to MAJCOM supplements, policies and procedures.

1.2.6. Oversees the overall operational management of AFMC VTC facilities and systems.

1.2.7. Monitors, reviews, and analyzes AFMC network performance and ensures effective conflict resolution.

1.2.8. Serves as AFMC COI Contracting Officer's Technical Representative (COTR) for the DISN/DVS-G Network (IAW DISA Circular, Jan 98) to represent AFMC VTC contractual issues and policy for the Command.

1.2.9. Conducts inspections and accepts services specified on the DVS-G services contract, and centrally funded VTC maintenance contract, including approval of each DD Form 250 for the AFMC COI.

1.2.10. Interfaces directly with all facility managers and customers to provide policy interpretation and operational and technical guidance.

1.2.11. Actively participates in the DISA COI Representative Working Group, DISA VTC Advisory Board, and the Air Force VTC Integrated Process Team (IPT).

1.3. HQ AFMC VTC Operations.

1.3.1. HQ AFMC VTC facilities and reservations desk in building 262 is the AFMC focal point for scheduling and day-to-day coordination of command-wide reservations and requires full time manning to support the commander, senior staff, headquarters personnel and AFMC COI in accordance with procedures outlined in this document.

1.4. Base Level Support for AFMC Field Operations. All AFMC VTC facility-managing organizations will:

- 1.4.1. Provide fully trained facility support manpower to schedule, operate and provide user training.
- 1.4.2. Provide project support personnel to assist with MAJCOM upgrade initiatives.
- 1.4.3. Submit facility changes/enhancement requests to the VTC Network Manager/ COTR for approval to ensure system integrity, AFMC standards and network interoperability are maintained.
- 1.4.4. Provide facility personnel that must be prepared to work flexible hours to meet customer requirements and be available during out of normal duty hours for emergency VTC requirements.
- 1.4.5. Develop local VTC Customer Guide to aid customers in the development of a successful VTC.
- 1.4.6. Provide required accounting data to the AFMC Network Manager for VTC Product Line Reporting when required.
- 1.4.7. Appoint a VTC Communications Security (COMSEC) account custodian to manage VTC COMSEC account in secure facilities.
- 1.4.8. Provide for control of cryptographic hardware and cryptographic key material through the local COMSEC Office.
- 1.4.9. Provide for maintenance of cryptographic equipment provided as Government Furnished Equipment.
- 1.4.10. Direct all unresolved issues, i.e., maintenance contract support, network support, or reservation policy to AFMC VTC Network Manager.

1.5. VTC Facilitator Duties.

- 1.5.1. Maintain a thorough knowledge and understanding of DOD, AF, and AFMC VTC policies and procedures.
- 1.5.2. Operate VTC facilities in accordance with the policies in [1.5.1](#) as well as other appropriate organizational regulations.
- 1.5.3. Research availability and schedule all customer required VTC facilities in the automated reservation system.
- 1.5.4. Prepare VTC room for each individual conference. The facilitator may be required to perform both technical and scheduling functions.
- 1.5.5. Power up the VTC system at duty start time and leave the system powered up until after the last VTC of the day. Facilitator will not turn the system off between calls.
- 1.5.6. Be in the VTC facility 30 minutes before the 1st VTC of the day, and 15 minutes before point to point and multi-point VTCs to assist the network service provider in bringing up the call and be prepared for the video and audio checks performed by the chairing location.

- 1.5.7. At the start of a multi-point VTC, the chairing site will check with each location to ensure VTC facilities and systems are operating properly, i.e., audio/video checks with each site **before** customers arrive.
- 1.5.8. When a conference is in session, at least one facilitator will be in the facility to operate equipment, assist participants, and troubleshoot possible technical problems.
- 1.5.9. Announce to all locations prior to the start of the VTC when the customer has a requirement to video tape the VTC and will ask if anyone has objections. If one or more locations object, the VTC will not be recorded. Tapes will be furnished by the customer.
- 1.5.10. Do not allow cell phones or other wireless transmitting devices into VTC facilities as they may introduce risk of compromise.
- 1.5.11. Chairing facilitator is responsible for switching to all locations when participants are talking.
- 1.5.12. Provide briefing support to customers. Instruct customers they must brief from the same location where the charts are located.
- 1.5.13. Ensure VTC is muted at all times unless customer is speaking. Will instruct audio add-on participants to maintain mute on their phones until they speak.
- 1.5.14. Utilize the audio add-on feature when requested and not use local operator assisted meet me lines due to possible vulnerabilities.
- 1.5.15. Enforce command policy on VTC facilities designated as "No Smoking" areas. No food or beverages are permitted in the VTC facility or equipment room(s).

Chapter 2

CLASSIFIED VIDEO TELECONFERENCING FACILITIES AND SUPPORT

2.1. Managing Secure Video Conferences and Facilities.

2.1.1. All VTC facilitators must understand and use appropriate security guides, such as NTISSI No. 3013 “Operational Security Doctrine for the STU III,” and DISA’s “Key Management Plan for Defense Information System Network Video Services.”

2.1.2. A secure VTC will not be conducted unless all local security instructions are enforced prior to the start of the VTC sessions.

2.1.3. Electronic devices of any type, such as tape recorders, radios, beepers, cell phones etc., are not permitted in the VTC rooms during a classified briefing unless approved by the appropriate security office. Any introduction of a specifically approved electronic device must be brought to the attention of all participating facilities.

2.1.4. The loss or compromise of any classified information or keying material at a VTC must be promptly reported through appropriate security channels.

2.1.5. Access Control – The facility is normally comprised of four distinct rooms; the VTC room, the foyer, the equipment room, and the utility (air conditioning/power) room. All of these rooms must be secured while in a secure mode and when the encryption devices are loaded.

2.1.6. A facilitator must remain in the VTC studio when a classified VTC is in session.

2.1.7. Keep the VTC dialogue at or below the level of security classification allowed. Users are fully accountable for what they say and visual presentations.

2.1.8. Doors to the VTC studio will be secured when the studios are unattended.

2.1.9. Only authorized personnel are permitted entry into the VTC equipment room.

2.1.10. Personnel without security clearances must be escorted at all times while in the VTC facility.

2.1.11. Non-secure and secure VTC facilities must be certified and accredited (C & A) by local Designated Approval Authority (DAA). A copy of the System Security Authorization Agreement (SSAA) must be on file and available for review, if required.

2.2. Secure VTC Setup Procedures .

2.2.1. For point to point VTCs the connectivity will be established in a non-secure mode to ensure the connection is properly established prior to engaging the encryption device. At this time the appropriate switches will be put in the secure position.

2.2.2. For multi-point VTCs the connection is established in the secure mode. After secure connectivity is confirmed the facilitator will ensure secure VTC indicator light in the VTC studio is on and also post a sign either on the outside of the VTC facility door, outside of the controlled area, or both, to warn that a secure VTC is in session.

2.2.3. At the VTC chairing location, the conference chairperson (customer) should poll each site to confirm that identities of all participants have been verified and compared against their attendance lists. Attendance lists will be transmitted to other sites by the conference chairperson if required.

2.2.4. The conference chairperson should announce the security level of the meeting prior to starting any discussions.

2.2.5. The conference chairperson who requests a secure VTC (customer) has the overall responsibility for security clearance verification of all attendees prior to the VTC.

2.2.5.1. The VTC conference chairperson ensures that the point of contact at each location obtains the proper clearance verifications for the attendees at their respective locations in accordance with established procedures. The chairperson is responsible for ensuring all participants invited to attend VTC are cleared at the appropriate level when conference is classified and is not the facilitator's responsibility to maintain clearances on file.

2.2.6. Facilitators must have a security clearance equal to the level of the COMSEC key at the particular facility. Secret is a minimum requirement.

2.3. Physical Security.

2.3.1. Each local organization will ensure that their facility meets all local requirements for initially operating at the Secret level.

2.3.2. VTC facilities will not be used to store customer's classified materials. The customer must provide all classified materials required for a VTC and all materials brought in or generated during the VTC must be removed by the customer from the facility immediately following the VTC.

2.3.3. At the end of a classified conference, the facilitator will ensure that the VTC room is properly sanitized of all classified materials, including any electronically stored images/information.

2.3.4. The using organization will provide personnel for additional physical security when required.

Chapter 3

AFMC RESERVATION MANAGEMENT PROCEDURES

3.1. Reservations.

3.1.1. The AFMC VTC facilities are available for use by all DOD government organizations on a first come-first serve basis; however, AFMC related VTCs have priority over non-AFMC VTCs.

3.1.2. Only the AFMC Commander, Vice Commander, and Executive Director may preempt all previously scheduled VTCs. AFMC field commanders may only preempt previously scheduled VTCs involving their VTC facility. The following sequence applies:

3.1.2.1. The VTC reservation office will notify the preempted conference chairperson. At that time the reservationist will offer another date/time for the conference.

3.1.2.2. Customers at the requesting site must have a conference chairperson who will make the reservation request when the need and time for a VTC is determined. The conference chairperson is responsible for organizing, scheduling, and conducting the meetings.

3.1.2.3. The preempted conference chairperson shall notify all participants of the revised schedule.

3.1.2.4. When using the DISA automated reservation system, the local reservation office will assist the conference chairperson in choosing available dates and times. When the chairperson selects a preferred time, the reservationists will enter the information in the automated reservation system. A confirmation number confirms each scheduled VTC.

3.1.2.5. The following information is required to schedule a VTC by the conference chairperson:

3.1.2.5.1. Requested date of conference

3.1.2.5.2. Time and duration of conference

3.1.2.5.3. Other locations to participate

3.1.2.5.4. Points of contact with telephone numbers at all locations (customers)

3.1.2.5.5. Subject of conference

3.1.2.5.6. Visual presentation requirements

3.1.2.5.7. Security level of conference

3.1.2.5.8. Names of participating General Officers

3.1.2.6. The conference chairperson has the responsibility to contact their participants at all locations to inform them of the VTC.

3.1.3. Under normal operating condition, preempting of scheduled VTCs will not be permitted. Emergency or high priority situations may arise that will require preempting existing conferences.

3.1.4. Changes can only be made to an existing conference by the conference chairperson at the site that initially established the scheduled conference (chairing site).

- 3.1.4.1. All changes must be made more than 48 hours prior to conference start time. No changes can be made after that time, i.e., adding/dropping sites, extending/changing conference time, etc. Exceptions will be considered for high level, i.e., flag/SES level VTC's only.
- 3.1.5. When cancellations occur, the conference chairperson must provide immediate notification to the reservation office.
- 3.1.6. The conference chairperson is responsible for contacting all participants to inform them of the cancellation.
- 3.1.7. Normal operating hours for each facility is 0730 – 1700 but will vary depending on the respective time zones.
- 3.1.8. The AFMC VTC network is a command and control C2 network and under no circumstances will be scheduled for training of any kind.
- 3.1.9. During normal duty hours, base level reservation desks must be manned at all times. If manning shortages prevent this, voice mail should be provided with a pager number or cell phone number where the facilitator can be reached immediately.
- 3.1.10. Information concerning scheduled VTCs is considered privileged information and will not be given to anyone other than the known participants.
- 3.1.11. Frequent cancellations by an organization will be documented and may result in monitoring of future requirements.
- 3.1.12. Organizations will not forfeit confirmed conference timeslots to other organizations unless coordinated with the VTC office.
- 3.1.13. All VTC reservations will be referenced as Eastern Standard or Eastern Daylight Time.
- 3.1.14. A VTC can be scheduled at quarter hour intervals, i.e., on the quarter hour, half hour, three quarter hour or hour but will be limited to 2 hours.
- 3.1.15. AFMC will accept reservations for regularly scheduled VTCs (i.e., weekly, monthly, and quarterly). Requests for regularly scheduled VTCs will be submitted in writing or by e-mail with required information.
- 3.1.16. Reservations can be made up to 6 months in advance.
- 3.1.17. All scheduled VTCs must be initiated by a government organization. Contractors in support of their contract may schedule a VTC through and be accompanied by their government sponsor.

Chapter 4

COMMUNICATIONS SECURITY (COMSEC)

4.1. COMSEC Management.

4.1.1. DISA is the controlling authority for all DOD VTC keying materials for the KG-194 and the KIV-7 HS. Keying material is assigned to the local COMSEC account.

4.1.2. Keying material will be authorized by DISA after the facility has been certified and accredited by the DAA and an Access Approval Document has been submitted which verifies that your DAA has accredited your site.

4.1.3. Keying material will be maintained by either the local VTC facilitator or the local COMSEC Responsible Officer (CRO) who will be responsible for its security.

4.1.4. When the encryption device is keyed, the CRO or VTC facilitator must be physically present within the security perimeter of the VTC room at all times.

4.1.5. Encryption equipment at each facility is assigned to the local supply account.

4.1.6. The encryption device will be keyed up prior to the first secure VTC for the day. It will remain keyed up and in the full operational mode through the last secure VTC for the workday with the following exceptions:

4.1.6.1. Unescorted and uncleared personnel in the area.

4.1.6.2. Facility vacated for any reason.

4.1.6.3. If circumstances outlined in paragraphs 4.1.7.1. or 4.1.7.2. exist, the encryption device will be zeroized. When the condition returns to normal, the encryption device will be re-keyed and set to fully operational. The encryption device will be zeroized before the room is shut down for the day.

4.1.7. Load encryption devices in accordance with DISA procedures. These procedures can be located on the DISA VTC website at <https://disa.dtic.mil/disnvtc/>.

Chapter 5

VTC FACILITY MAINTENANCE

5.1. Maintenance Responsibilities.

5.1.1. VTC facilitators are required to report all maintenance problems to the contracted maintenance provider in accordance with established procedures.

5.1.1.1. Facilitators should receive appropriate trouble ticket number from maintenance contractor so trouble can be tracked.

5.1.2. VTC facilitators are required to provide limited technical support to analyze and isolate equipment problems.

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