

**15 JUNE 1998**



**Communications and Information**

**SERVICE LEVEL POLICY**

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Pages: 11

Distribution: F, X, HQ AMC/SC.1

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This instruction implements Air Force Policy Directive 33-1, *Command, Control, Communications and Computer (C4) Systems* and Air Force Instruction (AFI) 33-1 15, *Networks Management*. It implements the policy for and provides guidance on the working relationship between the 89th Communications Squadron (89 CS) Network Control Center (NCC) and all supported organizations. It applies to organizations assigned to the 89th Airlift Wing (89 AW).

**1. General.** The 89 AW is the host unit for Andrews AFB. The 89 CS/SCBN (from hereon referenced as the NCC) will provide network support to 89 AW customers based on this instruction. Services provided to tenant organizations by the NCC will be documented by a service level agreement. This instruction defines network service availability rates, fault response times, NCC dispatch responsibilities, configuration change procedures, customer escalation procedures, and other NCC-provided services. Additionally, this instruction specifies the responsibility and obligations of the supported organization. The NCC and supported units will review and update this document by 1 September for implementation by 1 October each year. Based on some support agreements, some organizations will have to provide monetary support to receive NCC services.

**2. Responsibilities of the NCC.** The NCC is the single point of contact for small computer and network-related issues and conducts network operations for the 89 AW. The NCC manages performance, configuration, accounting and security of base command, control, communications and computer information systems and analyzes customer requirements and provides technical solutions and implementation strategies. The NCC interfaces with the unit via the organizational computer manager (OCM).

**2.1. Outages:**

**2.1.1. Scheduled Outages.** NCC will notify and coordinate any scheduled outages that affect organizations (through the OCM) at least 24 hours prior to the event.

2.1.2. **Unscheduled Outages.** If possible, NCC personnel will attempt to notify the customers affected prior to the system going off-line. The NCC help desk will immediately notify customers via E-mail once the affected system is back on-line. It is important for the customer to immediately read and adhere to any E-mail from the NCC help desk or system administration.

2.2. **System Restoral and Work Order Prioritization.** The NCC will:

2.2.1. Provide system and circuit restoral in the following priority for the customer:

Defense Information Systems Network (DISN)/Air Force Internet (AFIN)

Special Air Missions Management System (SAMMS)

Command and Control Information Processing System (C2IPS)

Local Area Network (LAN) Backbone

Electronic mail (E-mail)

DCP-40

Andrews network applications

Remote servers

2.2.2. Use the following criteria for establishing work order priority:

2.2.2.1. **Priority One.** Includes computers and laptops for the wing commander and staff, group and squadron commanders and staff, contingency computers, mission-critical computers and computers infected with viruses. NCC response time: no longer than 5 hours.

2.2.2.2. **Priority Two.** Includes computers and laptops that have a significant mission impact, but are not mission critical (e.g., one mission-critical computer cannot print, but all other mission-critical computers in the office can). NCC response time: no longer than 3 duty days.

2.2.2.3. **Priority Three.** All other computers and laptops. NCC response time: no longer than 5 duty days.

2.3. **Network Equipment.** All network equipment in direct support of the NCC is required to be listed on the NCC's equipment account. All equipment directly supporting the unit will be placed on the organization's equipment account. This equipment includes, but is not limited to:

Servers

Switches

Routers

Hubs

Uninterrupted power supplies

CD towers

Network faxes

Network scanners

**NOTE:** Any work or replacement of this equipment must be coordinated through the OCM, and at no time will this equipment be removed without the OCM and ADPE account custodian being notified.

2.4. NCC Managed Systems. The NCC is responsible for the following systems:

2.4.1. Andrews AFB LAN. Upon connection to the LAN, the customer receives the following capabilities:

E-mail

File Transfer Protocol

Remote network access (as required)

Access to common use software (Air Force Publications, Early Bird, AFAS, InfoConnect, etc.,)

Access to the AFIN and the Defense Megacenter located in San Antonio, Texas

Data storage on file servers

2.4.1.1. The NCC divides the LAN into two categories: overall network and E-mail. Benchmark standard for overall network is an on-line rate of 98% and an on-line rate of 95% for E-mail.

2.4.2. Message Distribution Terminal (MDT). MDT provides all Automatic Digital Network message traffic for Andrews AFB. This includes both classified and unclassified traffic. Benchmark standard is 98% on-line first time. The LAN is able to host the unclassified messaging portion of this system.

2.4.3. SAMMS. The Air Force Vice Chief of Staff Special Air Missions (CVAM) utilizes this specialized computer network application which integrates all agencies that coordinate information on Special Air Missions flown by the 89 AW. A system administrator is on call 24 hours a day and a back-up of all SAMMS data is completed daily. A remote dial-in capability is provided to the White House Military Office Director of Airlift Operations, CVAM, and remote dial-in customers. Benchmark standard is 98% on-line time.

2.4.4. DCP-40. The NCC maintains three DCP-40s for those units unable to access the mainframe via the LAN. Benchmark standard for this system is 98% on-line time. These devices will only be maintained through FY98, and all units still utilizing them should be working with the NCC to develop alternatives for Defense Megacenter access.

2.4.5. C2IPS. The NCC provides system management support for the C2IPS. The system is used extensively by base organizations for flight information.

2.5. Configuration Management Board (CMB). This board meets quarterly to discuss information technology issues that directly affect the base community. This board will prioritize and oversee projects dealing with proposed changes to the network infrastructure and provide the necessary information to the base population to ensure all computer systems interoperate. The board is chaired by the 89 Communications Group (89 CG) deputy commander and consists of unit OCMs and 89 CS representatives. Meeting minutes are distributed to all attendees and unit commanders.

### 3. Services Provided by the NCC:

3.1. Base Central Test Facility (BCTF). The NCC will:

- 3.1.1. Provide installation and maintenance of base network backbone infrastructure (wiring and network communications equipment) and ensure that it meets the requirements of all base customers.
  - 3.1.2. Provide technical solutions for approved maintenance for all base backbone infrastructure requirements, oversee the implementation and accomplish the maintenance for all base backbone infrastructure.
  - 3.1.3. Provide installation support for new network customers, to include network software installation and interface card configuration.
  - 3.1.4. Dispatch personnel to troubleshoot all network connectivity problems after the OCM have attempted to fix the problem (e.g., is the cable connected?).
  - 3.1.5. Coordinate with NCC network engineering to ensure the base has adequate inbound and outbound communication circuits to meet all user requirements.
  - 3.1.6. Assign and maintain a global record of all Internet Protocol (IP) addresses.
- 3.2. System Administration. The NCC will:
- 3.2.1. Provide proactive and reactive management of command, control, communications and computer by monitoring and controlling the network, available bandwidth and distributed software resources.
  - 3.2.2. Install, administer, and maintain the base network control servers (domain controllers).
  - 3.2.3. Install, maintain and administer the base E-mail system and enforce existing E-mail policies and regulations. Perform regular E-mail system back-ups.
  - 3.2.4. Maintain global access and control of all servers connected to the base LAN.
  - 3.2.5. Administer, maintain and perform daily back-ups of the SAMMS server.
  - 3.2.6. Administer, maintain and perform daily back-ups of servers providing base-wide applications.
  - 3.2.7. Back up critical data on primary Andrews AFB LAN servers as requirements dictate.
  - 3.2.8. Provide standard base-level computer administration and support as dictated by customer requirements.
- 3.3. Telecommunications Center (TCC) Support. The NCC will provide support in one of three ways:
- 3.3.1. Floppy disk picked up at the TCC by the customer.
  - 3.3.2. Direct electronic delivery of classified and unclassified messages via backside connection.
  - 3.3.3. Direct delivery of unclassified messages via the LAN; outgoing traffic not supported.
- 3.4. Help Desk Support. The NCC will:
- 3.4.1. Act as a central repository for technical advice and solutions for network systems, software applications assistance, automated data processing equipment (ADPE) accountability support and hardware exchange and repair service support.

3.4.2. Operate from 0600-1 800, Monday through Friday. If an emergency exists outside these hours, customers will contact 89 CS Job Control at 2-2300. Job control will notify the proper NCC personnel to effect repair.

3.4.3. Respond to trouble calls in the following manner:

3.4.3.1. Assess the reported system problems and provide on-the-spot resolution via telephone, if possible.

3.4.3.2. Open a trouble ticket and elevate the problem to the subject matter specialist for resolution. Provide customer with an estimated response time, i.e., when a maintenance person will arrive to effect repairs or when the customer can expect a telephone call from a subject matter specialist.

3.4.3.3. Track and update problems. Furnish the customer with trouble ticket number and estimated repair time. Provide status updates. Give the customer a final resolution callback to confirm, provide information and close out the trouble ticket.

3.4.3.4. Maintain a historical database associated with problem resolution.

3.4.3.5. Perform periodic surveys to monitor customer satisfaction.

3.5. Computer Maintenance Support. The NCC will:

3.5.1. Provide maintenance on any standard small computer hardware item not covered by warranty and properly accounted for in the ADPE system. This includes:

Intel x86 & Pentium personal computers (PC)

Monitors

Printers: laser, ink jet and dot matrix

Scanners

CD-ROM drives

Removable hard drives

3.5.2. Provide OCMs with procedures for obtaining warranty maintenance.

3.5.3. Maintain a library of software that either has not entered service or is no longer required by an organization.

3.6. Circuit Support. The NCC will:

3.6.1. Provide data circuit support in accordance with established Air Force guidelines.

3.6.2. Ensure connectivity for required service is established to the customer; perform end-to-end testing assuring the reliability of the path and coordinate with the customer for circuit activation upon receipt of a telecommunications service order (TSO) from the Defense Information Systems Agency (DISA).

3.6.3. Finalize the request for service process for FTS-2000 and DISN requirements and submit them through the appropriate telecommunications control office to DISA for action as necessary.

3.7. ADPE Support. The NCC will:

3.7.1. Process ADPE requirements upon receipt of a valid AF Form 3215, C4 Systems Requirements Document (CSR D), and provide certified technical solutions for approved requirements.

3.7.2. Coordinate on the use of International Merchant Purchase Authorization Card (IMPAC) when unit desires to purchase ADPE equipment or software. Unit must:

3.7.2.1. Have a letter requesting use of IMPAC card for ADPE purchases.

3.7.2.2. Have an approved/validated CSR D for requested equipment.

**NOTE:** Use of IMPAC card for ordering from Desktop V contract is authorized up to \$25,000.

3.7.3. Inventory, update items into the PC-information processing management system under the proper ADPE account and produce the AF Form 992, ADPE Identification Labels, prior to issuing the property to the equipment custodian (EC).

3.7.4. Provide guidance on account management and an EC handbook, which the supported unit will follow in support of ADPE management. The base equipment control officer (ECO) will ensure the organization EC conducts an account inventory every 12 months.

3.7.5. Provide the following hours for EC coordination with the ECO:

0800-1100 - Appointment only--no walk-ins

1230-1400 - Equipment deliveries only

1400-1630 - Walk-ins only

3.7.6. Establish a required inventory date for the unit. Unit is required to complete the inventory within 30 days of notification.

3.7.7. Provide excess equipment control. Organization will report all excess ADPE to the squadron OCM. The OCM will reallocate the equipment or notify the group OCM of excess. If the group OCM cannot reallocate the equipment then the OCM will notify the ECO. The ECO will coordinate disposition instructions and provide ADPE excess procedures to those units whose ADPE accounts are managed by the NCC. Upon completing necessary paperwork, the NCC will take control of excess equipment to reallocate to fulfill outstanding CSR Ds.

3.8. Information Protection. The NCC will:

3.8.1. Provide security for all NCC-managed network systems and ensure the integrity of the single network access point is maintained.

3.8.2. Educate network customers on the policies/procedures developed for network security and ensure compliance with established base, AMC and Air Force guidance.

3.8.3. Publish procedures, implement hardware and software security tools and establish access controls for network systems.

#### **4. Supported organization will:**

4.1. Appoint, in writing by the unit commander, a primary and alternate OCM. This individual is the primary interface between the NCC and the organization. Primary responsibilities are listed in AFI 33-112, *Automated Data Processing Equipment (ADPE) Management*. Organization may appoint

multiple OCMs (e.g., group, squadron). Unit is required to update the OCM letter annually or when the OCM changes, whichever comes first.

4.1.1. Ensure the OCM attends the quarterly CMB meeting. Additionally, the OCM is responsible for briefing the unit and its leadership as to issues or developments stemming from the CMB.

4.2. Place all network equipment that operates on the base LAN on the NCC's equipment account Z5Q; whether purchased by NCC or by the organization. OCM will ensure equipment is properly protected and undisturbed and not altered or reconfigured by anyone without prior approval of the NCC.

4.2.1. Submit a letter to the NCC identifying priority one and priority two ADPE resources. No more than 10% will be identified as priority one and no more than 15% as priority two. The letter will be updated as needed and should include:

Computer and laptop: (PLN/Component ID)

Rank and name of user

Serial number of equipment

Building and room number where equipment is housed

4.2.2. Provide a written request and justification for priority processing of work orders. If the unit has a recurring unique requirement not consistent with the priority plan established by the NCC, it will be added to this agreement as an addendum.

4.3. BCTF. Supported organization will:

4.3.1. Request, via CSRD, any network services required. This request is sent to 89 CS/SCBN. A tracking number will be provided to the CSRD when dropped off. The unit will provide the following information along with the CSRD:

Type of connection required

Types of network services

Configuration of equipment to connect

Current versions of software installed

Exact location of connections (referenced to a map)

Number of connections

Any unique requirements

4.4. System Administration. Supported organization will:

4.4.1. Notify the NCC, via CSRD, when new requirements arise or when changes in current services are necessary.

4.4.2. Establish global (Domain) user accounts (via OCM) for all network customers in accordance with existing policy.

4.4.3. Provide the help desk (via OCM) the following information in specific format when requesting an account:

Name

Rank

Organization & office symbol

Telephone number

FAX number

Duty title

System which access is requested

4.4.3.1. The account holder will come to the NCC help desk to pick up the account password and sign for his/her account.

4.4.4. Ensure assigned personnel comply with all rules (IAW AAFBI 33-1 15, *Local Area Network Policy*, and AFI 33-1 19, *Electronic Mail Management and Use*) concerning E-mail accounts (both organizational and individual).

4.4.5. Ensure assigned personnel comply with rules (IAW AFI 33- 129, *Transmission of Information Via the Internet*) concerning the transmission of information via the Internet.

4.4.6. Ensure unit-assigned personnel keep the size of their mailboxes below the authorized level (10MB). If the user allows the authorized level to grow above 10 MB, the user will receive a warning message. In addition, the user will not be able to send messages until the mailbox size is reduced. If personnel are going TDY, they must notify the help desk before leaving Andrews AFB.

4.4.7. It is the responsibility of the unit to ensure personnel follow E-mail procedures and close out their E-mail accounts upon reassignment, retirement or separation of service through the NCC help desk. E-mail accounts may remain active for no longer than 2 weeks after final out-processing through the help desk.

4.5. System Restoral. Supported organization will:

4.5.1. Notify the NCC, via the OCM, if there are any changes or unique additions to the NCC restoral plan.

4.5.2. Use the following escalation procedure if unsatisfied with service:

4.5.2.1. Reinitiate contact with NCC help desk to inquire about job status, providing help desk technician with job number and other pertinent information.

4.5.2.2. Contact help desk NCOIC (2-9610) to inquire about job status, providing job number and other pertinent information.

4.5.2.3. Contact NCC engineering OIC (2-95 16) to inquire about job status, providing job number and other pertinent information.

4.5.2.4. Contact NCC chief (2-3967) to inquire about job status, providing job number and other pertinent information.

4.5.2.5. Contact information systems flight chief (2-5 159) to inquire about job status, providing job number and other pertinent information.

4.6. Outages. Supported organization will notify the NCC help desk immediately via telephone when a planned outage conflicts with one of their missions.

4.7. Telecommunications Center Support. Semiannually or as required by departure of guidelines on message dissemination. Supported organization will provide a message pick-up letter at least personnel. Unit will comply with locally established and Air Force.

4.8. Help Desk Support. Supported organization will, via the OCM, immediately notify the NCC help desk of any network/system outages, providing all information necessary to facilitate rapid return to service. When calling the help desk, customers will provide the following information:

Name

Organization

Trouble location

Telephone number

Equipment number/circuit ID #

System affected

Description of trouble

4.9. Computer Maintenance Support. Supported organization will (via OCM):

4.9.1. Coordinate warranty support for all ADPE resources under warranty.

4.9.2. Provide NCC personnel with access to equipment, both electronically and physically, as needed.

4.9.3. Identify and coordinate any requirement for maintenance of nonstandard systems.

4.9.4. Properly identify which equipment requires maintenance and any unique preventive maintenance criteria.

4.9.5. Uninstall software that is no longer required and provide this software, along with associated reference material and original packaging (if possible), to the NCC.

4.9.6. Not install any computer operating system or network software on a PC connected to the network unless approved by the NCC. The OCM is authorized to reinstall existing software as required for corrective maintenance. The unit may load operational software that doesn't require any unique network configuration.

4.9.7. Not modify or reconfigure existing transmission control protocol (TCP)/IP software nor install new TCP/IP software on any network PC unless instructed to do so by the NCC. Network privileges may be revoked if modifications are discovered.

4.9.8. Not install unauthorized software or copy unauthorized files onto any PC. If use of unauthorized software causes system problems, maintenance of that system may be delayed or denied. The organization commander may be notified if the unauthorized software/file(s) violates existing base and Air Force guidance.

4.9.9. The OCM is the fast line of defense concerning any of the organization's computer systems. If there is a problem the OCM cannot resolve, please contact the NCC help desk.

4.10. Circuit Support. See section 4.3.

4.11. ADPE Support. Supported organization will:

4.11.1. Provide a valid CSRD for any ADPE equipment purchased for Andrews AFB. Upon notification of equipment arrival, the unit EC will arrange for pick-up of equipment within 3 duty days.

4.11.2. Appoint in writing a primary and alternate EC for each of its accounts annually. The NCC requires the unit to renew this letter when the annual physical inventory is conducted.

4.11.3. Notify, in writing, any change to the EC. When the EC changes, the outgoing and incoming ECs will jointly conduct complete physical inventory of all ADPE equipment.

4.11.4. Ensure any newly appointed EC receives training from the ECO.

4.11.5. Complete their annual physical ADPE inventory within 30 days of notification. Notification will be based on the inventory schedule established by the ECO.

4.11.6. Notify the ECO, through their EC, prior to moving any ADPE equipment.

4.11.7. Properly identify any equipment for excess turn-in.

4.11.8. Ensure all ADPE hardware and software deliveries (not replacement parts) are made to the following address (this will ensure ADPE accountability and tracking):

DODAAC-FU4402

89 CSSCBNA (NCCECO)

1535 Command Drive Suite EE219

Andrews AFB MD 20762-7002

4.11.9. Not purchase any ADPE-related items without NCC ECO approval.

4.12. Information Protection. Supported organization will follow all security procedures established by the 89th Communications Group (IAW AAFBI 33-1 15 and AAFBI 33-208, *Andrews Air Force Base Information Protection Operations*).

## 5. Critical Circuits:

5.1. The NCC will respond and restore Defense Communications System (DCS) circuits having a command communications service designator from a DISA-generated TSO IAW the telecommunications service priority specified in the TSO. These circuits will be restored before a non-DCS circuit of any priority. The fact that a circuit is a DCS circuit identifies it as one that passes vital information affecting national security or emergency preparedness.

5.2. The NCC will respond in the following manner to non-DCS circuits and restore IAW the stated circuit priority. The supported organization will identify any unique restoral requirement and request restoral priority via a CSRD. Circuits identified will be listed in an addendum to this agreement:

DCS circuits

DISN, Defense Data Network, weather, DISA circuits

Andrews Office Network Backbone circuits  
SBLC circuits

*NOTE:* This priority is only used if multiple outages exist; no job is deferred no matter what the priority.

ARTHUR J. LICHTER, Brigadier General, USAF  
Commander