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Communications

STANDARD LEVEL OF SERVICE

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This instruction gives direction and sets policy for the procurement, maintenance, operation and management of computer network services and equipment on Vandenberg Air Force Base (AFB). It implements and expands the guidance in Air Force Instruction (AFI) 33-115, Volume I, Network Management. It outlines responsibilities and sets up operational procedures for all 30th Space Wing (30 SW) units, tenant and contractor organizations, using Vandenberg Unclassified Campus Area Network (VULCAN) resources. This instruction applies to all 30 SW units, tenant units, and contractor organizations.

1. Responsibilities:

1.1. The 30 th Communications Squadron (30 CS):

- 1.1.1. Provide and maintain all VULCAN network connectivity to include network and infrastructure equipment.
- 1.1.2. Inform Workgroup Managers (WM) of command, control, communications, and computer (C4) applicable infrastructure changes or modifications through the Technical Working Group.
- 1.1.3. Use network sniffers, password cracking, and antivirus software to protect C4 infrastructure resources from unauthorized access, monitoring or tampering.
- 1.1.4. Notify the Unit Computer Security (COMPUSEC) Manager (UCM) of any planned outages of connectivity, equipment, or electricity.
- 1.1.5. Coordinate service degradation and failure correction, and keep unit commanders informed of service restoration status, through the unit WM via E-mail and/or telephone call.
- 1.1.6. Provide end users with instructions to minimize procedural errors, such as security incident prevention and related issues.

1.1.7. Provide customer service support Monday through Friday, during normal duty hours (0730-1630) via the Network Control Center (NCC). The Help Desk (HD) is manned 24 hours/day and 7 days/week to accept and appropriately disseminate trouble calls.

1.1.8. Provide network availability metrics to unit WM on a monthly basis.

1.1.9. Provide classroom instruction via the Technical Support for Computer Services Contract on Commercial Off-the-Shelf products. Computer-based training courses are available through 30 CS and functional area classes, e.g., Workgroup Manager, Automated Data Processing Equipment Custodian, and UCM Training will be provided as needed.

1.1.10. Provide electronic and/or hard copy surveys to base customers to monitor customer satisfaction.

1.2. 30 SW Units, Tenant Units and Contractor Organizations:

1.2.1. Establish and train end-users on internal procedures for network use, assistance calls, security tool use, and incident reporting.

1.2.2. Coordinate with service provider on any major configuration changes (e.g., network installation/expansion, TCP/IP port requirements, change in topology, system upgrades, relocation, etc.).

1.2.3. Notify end-users of planned outages of connectivity, equipment or electricity via E-mail, telephone, or verbal contact.

1.2.4. Provide, upon request, equipment layout, network schematic, network connectivity (attached via backbone or standalone), and their exact location.

1.2.5. Submit regular customer feedback to the service provider to improve service, as encouraged, through E-mail reminders from 30 CS.

1.2.6. Provide 30 CS with continual access to equipment electronically and physical access as necessary.

1.2.7. Perform the certification/accreditation effort and comply with 30 SW security policy.

1.2.8. During a trouble call, the end user will:

1.2.8.1. Contact Unit WM first, if available. If Unit WM is not available, contact the alternate WM or the UCM.

1.2.8.2. Describe, at a minimum, user name, organization, location, telephone number, equipment number, userID, E-mail address, and any information requested by 30 CS or WM.

1.2.8.3. Provide service provider with a description of problem, its priority, and potential mission impact.

1.2.8.4. Work with the service provider during the fault isolation process, as needed.

2. Customer Escalation Procedures: If the customer is not satisfied with the service provided and needs to escalate the issue for problem resolution, parties agree to the following procedures listed below.

Table 1. Customer Escalation Procedures.

Level 1:	30 CS/SCXQN	WM
Level 2:	30 CS/SCXQ	UCM
Level 3:	30 CS/CC	Squadron Commander
Level 4:	30 LG/CC	Group Commander
Level 5:	30SW/CC	

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Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFI 33-115V1, *Network Management*

Abbreviations and Acronyms

30 CS—30th Communications Squadron

C4—Command, Control, Communications, and Computer Systems

DAA—Designated Approval Authority

FSA—Functional System Administrator

HD—Help Desk

IA—Information Assurance

JON—Job Order Number

LAN—Local Area Network

MAN—Metropolitan Area Network

NA—Network Administration

NCC—Network Control Center

NM—Network Management

SATE—Security Awareness, Training, and Education

SLA—Service Level Agreement

Userid—User Identification

VULCAN—Vandenberg Unclassified Local Campus Area Network

WAN—Wide Area Network

WM—Workgroup Manager

Terms

30th Communications Squadron (30 CS)—As identified in AFI 33-115V1, the Network Control Center (NCC) is comprised of entities (i.e., the Help Desk and System Administrators contracted with Dynamic Concepts, Inc. (DCI); the Desktop Technical Support contracted with MCA Engineers, Inc.) that provide services under the authority of 30 CS. As the responsible government organization, 30 CS will coordinate services and problem resolution outlined in the SLA.

Designated Approving Authority (DAA)—As identified in AFI 33-202, *Computer Security*, the MAJCOM commander is the DAA for automated information systems (AIS) within the command's jurisdiction that processes information for the command. The commander may delegate this authority

entirely or on a system-by-system basis. The DAA should be in the operational chain of the organization for whom the AIS operates, has the authority to formally assume responsibility for operating an AIS or network at an acceptable level of risk, and is most affected by its failure (i.e., installation commander). The DAA for Vandenberg AFB has been delegated to the 30th Communications Squadron Commander.

Functional System Administrator (FSA) - Unit/Base Level—FSAs are not assigned to the NCC. However, as part of the network team, they still take direction from the NCC. They must thoroughly understand the customer's mission and stay completely knowledgeable of the hardware and software capabilities and limitations. The FSA's area of responsibility is from the user's terminal to the system server, but does not include the network backbone infrastructure components or network core services. FSAs ensure servers, work stations, peripherals, communications devices, and software are on line and available to support customers.

Help Desk (HD) - Base Level—The HD is the base's focal point for problem resolution and is the primary point of contact for problems that WMs or FSAs cannot resolve. The HD provides a central repository for technical advice and solutions for network systems, software applications assistance, automatic data processing support, hardware exchange, and repair service support. The HD determines the type of reported system problem, reports the status of problem resolution to the affected customer, and maintains a historical database of problem resolution.

Network Administration (NA) - Base Level—The network operator assigned to perform NA is assigned directly to the NCC and centrally manages various functional area local area networks (LAN) from the network hardware and software operating systems level. Tasks include all core services provided by the NCC to the base populace. These network operators are the base experts in systems administration and also provide technical assistance to FSAs and WMs, who provide administrative support from their servers to their end-user workstations.

Network Management (NM) - Base Level—Provides pro-active and responsive management of resources by monitoring and controlling the network, available bandwidth, hardware, and distributed software resources. NM responds to detected security incidents, network faults (errors), and user-reported outages at the time of HD referral. If NM personnel cannot resolve a customer complaint or query, the HD refers the problem to a systems specialist in the specific area support function.

Workgroup Manager (WM) - Unit Level—The WM is normally a duty supporting a functional community (e.g., work centers, flights, squadrons, organizations) and is the first line of help that customers contact to resolve problems. The WM should be a 3A0X1 (Information Manager). Information Managers receive 3-7-level training on workgroup administration, a significant part of WM duties. When a 3A0X1 is not assigned, available Air Force specialty codes or civilian occupational series can perform WM duties once trained and certified. WMs are usually not assigned to the NCC, though are logically an extension of the HD team. WMs possess developed knowledge of hardware, software, and communications principles and install, configure, and operate client/server devices. They resolve the day-to-day administrative and technical system problems users experience and contact their functional system administrator (FSA) or HD if they cannot resolve the problem.