



Service Level Agreement
Between
Fort X
Director of Information Management (DOIM)



And

Tenant X

Effective Date: 01 October 2002

SLA Number: _____



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1. Purpose of the Service Level Agreement (SLA)

DA PAM 25-1-1 defines Service Level Agreements (SLAs) as: “contracts between a data or telecommunications provider and service user.” This agreement goes much further than data or telecommunications services alone. It encompasses the entire spectrum of Information Technology (IT), Information Management (IM), and Information Resources Management (IRM) services provided by Network Enterprise Technology Command (NETCOM) and its sub-elements (see paragraph 7 for definitions of IT, IM, and IRM). This SLA documents the services provided and the means to measure performance.

2. Definitions and Objective

The Service Level Agreement (SLA) is an agreement between two or more parties, which have a customer/supplier relationship. It defines the obligations and expectations that each have with the other, how they will be monitored, and how deviations will be rectified.

The objective of this agreement is to provide the customer with a concise and clearly defined work standard, which the provide will strive to deliver. These levels will be negotiated, and if the customer decides to upgrade their level of service, the standard of that service will be discussed and documented. The Provider shall deliver the services set forth in this document in accordance with the level of services indicated for each of them.

3. FY03 SLAs

This SLA will define the services and performance measures that will be implemented in FY03. The Army will

implement a modified industry best practice Service Level Management (SLM) approach. Where commercial industry typically implements a totally reimbursable concept, the Army will centrally fund, manage, and provide a core base level of service for service requirements identified by the Army Chief Information Officer (CIO) convened Army Enterprise Infostructure Management Steering Group (AEIMSG). NETCOM will develop service requirements and coordinate funding with the Army CIO, the Assistant Chief of Staff for Installation Management (ACSIM), and other Army business lines.

4. Parties to the Agreement and Duration

This support agreement is between the US Army Signal Activity – Fort X (the Provider), and the XXXXXXXX (the Customer). This SLA is in force for a one-year period from 01 October 2002 to 30 September 2003 or for a one-year period effective as of the date of the signatures below. This agreement will be reviewed annually on the anniversary date for currency, correctness, and continued applicability. It can be modified within 30 days at the request of either signatory to incorporate additions, deletions, or amendments necessitated by changes in policy, regulations, or law.

5. Levels of Service (LOS)

NETCOM will provide baseline services to Army customers in three levels of service (LOS): Basic, Mission Support, and Mission Critical, depending on their role or mission in the Army. All baseline services will be delivered on a non-reimbursable basis and will be centrally funded. All services above baseline will be delivered on a reimbursable

basis and will be funded by the customer(s) mission funds.

6. Description of Services Covered by the Agreement

- a. Information Management (IM): The management of information resources and IT is applicable to all service providers, whether performed through competitive sourcing, government resources, or combination of the two.
- b. Information Resources (IR): Refers to all resources and activities employed in the acquisition, development, collection, processing, integration, transmission, dissemination, media replication, distribution, use, retention, storage, retrieval, maintenance, access, disposal, security, and management of information. Information resources include doctrine, policy, data, equipment, and software applications and related personnel, services, facilities, and organizations.
- c. Information Technology (IT): Refers to any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data information by the Federal Government/Department of Defense. IT includes computers, ancillary equipment, software, firmware and other similar procedures, services (including support services), and related resources.

7. Pre-Conditions

Both parties agree that nothing in this agreement will take precedence over prescribing directives such as DoD, Army, or local Regulations, Statutes, Acquisition rules and other guidance that may impact on

the management or delivery of IM/IT services in the Federal government.

8. Exclusions

- a. New or Changing Technology or Mission Requirements: Those IM/IT related services or matters not specifically described in the agreement are not automatically excluded from being performed, managed, or reviewed by the service provider prior to having it performed outside this agreement. Those matters either inadvertently excluded or necessitated by changing technology or mission requirements impact on the agreement and the customer must first consult the service Provider to determine if the required service can be added to this agreement.
- b. Duties/Services Performed by Activity Information Management Officers (IMO): Each activity within the garrison should have a designated Information Management Officers (IMO) appointed in writing. The activity IMO is not an independent IM/IT resource able to perform duties not specifically designated below. They are an extension of the service provider and will coordinate their activities, when necessary, with the supporting Director of Information Management (DOIM). IMO duties could be designated as collateral or full-time duties and they must be reflected in their position descriptions.
 - 1. The term Information Management Officer/Office will be a designation given to a person or group of people coordinating Command, Control Communications and Computers Information Management (C4IM) requirements and / or execution with the supporting installation DOIM. An IMO is designated to support mission

applications and associated databases. The IMO is the installation DOIM's primary interface with the supported organizations.

2. Specific duties and responsibilities will include, but not limited to:
- a. Assisting in the development and identification of future IT needs (e.g. Capability Requests (CAPRS)).
 - b. Implementing, developing, and establishing IT policies/procedures for their activity, consistent with the higher headquarters guidance and existing laws.
 - c. Acting as the activity's first-line point of contact (POC) for the troubleshooting of equipment and software failures.
 - d. Monitoring the use of the administrative telephone service within the activity.
 - e. Acts as the activity's focal point for all other IT responsibilities not specifically delegated to the IMO, e.g. Printing Control Officer, Freedom of Information Act Officer, Telephone Control Officer, Publications Control Officer, etc.

9. Re-Negotiation Arrangements – Agreement Modification

This agreement will remain in effect for one year unless changes need to be made as a result of changing standards, missions, technology, or other external factors. At a minimum, the agreement will be reviewed semi-annually and changes will be made as a result of negotiations between the service provider and the customer.

Parties to the review must have the authority to make decisions on behalf of their organizations. Out-of-cycle changes must be requested in writing and can only be changed by mutual agreement of all parties.

10. Termination

This SLA is in force for a one-year period as stated above. Normally terminations should be made bilaterally and with sufficient advance notification to allow for appropriate resource adjustments. Termination of this SLA or portions of service covered by this SLA can be initiated unilaterally by the Customer at any time during the term of this SLA by giving written notice. Written notification, at least 180 days prior to the effective date of the termination will limit Customer liability. In the event that either party reorganizes or merges with another organization, or otherwise operates under new organizational control, this agreement shall apply to the succeeding organization(s) unless amended or terminated in writing.

11. Termination Costs

All provisions of this SLA, including those related to payment services, shall remain in full force and effect until the date of termination. The customer is responsible for paying all bills related to services prior to termination as well as the termination costs specified below.

a. 180 Days or More

In the event this SLA is terminated with 180 days or more notice, the customer may be liable to pay any remaining depreciation on capital investments purchased to meet customer-unique requirements or purchased by the DOIM on behalf of the customer.

b. Less than 180 Days

In the event this SLA is terminated with less than 180 days notice, the customer will be liable for all reasonable costs associated with such termination. These costs may include, but are not limited, to the following:

1. The costs associated in paragraph 11 and 11a above.

2. The physical removal and disposal of the above investments (if necessary)
3. The reconfiguration of the space dedicated to customer-required capacity or otherwise impacted by customer-driven requirements.
4. The reconfiguration of other information processing resources and network support elements impacted by customer-unique requirements or customer-driven processing requirements.
5. Indirect and overhead costs allocated to customer-driven requirements until such costs can be allocated to and budgeted for by other customers.
6. The unrecovered portion of all obligations, such as civilian pay, hardware/software maintenance, and contractor support, incurred by the provider for a period not to exceed 180 days. The aforementioned obligations are limited to those incurred for the purpose of meeting the provisions of this SLA.
7. The specific liabilities and associated costs attendant to termination of services by either customer or provider will be formally negotiated when written notice of intent to terminate is issued to the other party.

12. Problem Resolution and Arbitration

Every attempt will be made to rectify problems between the respective parties. However, in the event of failure of the two parties to agree, they shall refer the matter jointly to the appropriate arbitrator.

13. Service Level Agreement Signatures/Authentication

All the parties who are subject to the SLA must sign the agreement. Signature of the

SLA provides formal acceptance of the SLA between the customer and the service provider.

14. Services/Products Covered

These definitions are based on the Army's Working Group on BASOPS support. Costs for these services are identified based on historical data and usage. The IMO Handbook specifies the standard processes that are used to request or order services under this agreement. The handbook provides examples of required forms and discusses the requirements needed to request IM/IT services and products.

a. Communication Systems and System Support (1.0)

Provide switch-based and wireless communications to facilities and/or activities of an installation, which are designated by the installation commander to be critical to accomplishing his mission. Provide the cable infrastructure, networks, and external network access necessary to deliver electronic information to, from, and among mission-critical facilities/activities. As required by the mission, provide information technology for the operation of battlefield simulation centers, distance learning centers, and telemedicine centers, where available infrastructure is capable of meeting throughput requirements. Provide communications support for fire alarms, intrusion alarms in arms room, and other safety/security systems specifically directed by DA or local regulations.

b. Automation (2.0)

Provide software and hardware components necessary to process and store data, as well as the management services needed to maintain them. Automation can exist with or without external communications or

networking (i.e. connected vs. stand-alone systems).

c. Information Assurance (3.0)

Provide necessary infrastructure and management services to protect information and information systems from unauthorized access and to protect the data within the systems. Support covers Communications Security (COMSEC) and Computer Security (COMPUSEC) requirements; includes network security features such as intrusion detection and controlled access, standard workstation security tools such as virus detection software, advice and assistance for accreditation documentation, security training, analysis of computer security incidents, and Information System Security monitoring.

d. Document Management (4.0)

Manage information from creation to final disposition according to federal laws and Army records keeping requirements. Provide official electronic forms and official publications. Support formal files/records management programs, and archive official records via electronic and hard copy.

e. Visual Information Systems (5.0)

Provide customers with visual information products and services to include: graphic art, photography, motion imagery, multimedia, audio, exhibits, training device fabrication, consultation, media/equipment/training device loan/issue, broadcasts and presentation services, and video teleconferencing (VTC).

15. Support Hours and Service Unavailability

Unless identified under specific service or product line item, the hours of operation for services are as follows:

Help Desk	0700-1630
Photo Lab	0730-1600
TASC	0730-1600
Mail and Distribution	1000-1500
DOIM Admin Operations	0730-1630

Note: Services after regular hours, during holidays or other limited operations days will be provided as “on call”. After hours and “on-call” rosters are available and on file with the provider.

16. Response Time

Standard response times are shown under the specific service heading. If the customer requires a higher level of service it must be stated in this paragraph.

17. Monitoring and Reporting of Service Level Agreement

Every service provided will state how it is going to be measured. A sample Customer Evaluation Program, similar to those used for commercial contracts can be developed as the mechanism by which adherence to this SLA is monitored, measured and reported.

Recipients of services will appoint a Customer Service Evaluator, preferably the activity IMO, who will receive all reports and comments from their activities and review the provider’s performance monthly with the customer service representative. Any service found not to meet the established standard will be noted and a plan to correct the deficiency and/or bring the service or item back to its proper operating level will be established. Either party can invoke this procedure for extraordinary action when the obligations of the SLA have not been met. If the customer is not satisfied

with the response of the supplier he/she will contact the supporting DOIM who will try and resolve the problem. If unable to resolve the problem it will be referred to the appropriate ITOC Director and if necessary to the ASA-MDW CIO for final resolution.

changes, the number of users, or changes in mission that may impact on things like postage, copies, etc., as soon as possible in order to ensure adequate support is provided.

18. Problem Escalation Procedure

Service call problems will be escalated as indicated at Appendix H.

19. Service Warranty and Limitations

All work carried out by the supplier is guaranteed to meet current industry, government or army standards. No new software, systems or other equipment may be fielded without the review of their DOIM.

20. Timeliness of Customer Action

Accurate and timely information from the customer is critical for effective IT management. Occasionally, data calls, information regarding proprietary systems or general information may be required by the DOIM. The customer agrees to meet the stated timeframes for each project/data call as necessary.

21. Provisions of Information by Customer

Frequently information regarding the number, types and characteristics of PCs may be requested, and/or other IT equipment such as cell phones. Initially, at the start of this agreement and annually thereafter, each customer supported must provide information regarding all supported systems within their activity. A sample annual report is attached. Other types of information may be requested, such as user

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.1 Wireline Services (Telephone)
1.1.1 Single Line Telephone Service

Service Level Agreement (SLA) Template 1.1.1: Telephone and Special Purpose Service.

Service Description:

- Service includes furnishing all necessary end user telephone equipment and provide all classes of available DTMF telephone access (A, B, C, D) to all facilities and/or activities of the Post, Camp, Station and Installation on a 24 x 7 basis.
- **Class A-** Provides telephone lines that permit access to central offices, toll trunks, Government-furnished telephone systems and services, and the Defense Switched Network.
- **Class B-** Provides unofficial telephone service connected to an Army switch installed for use by military housing occupants and other unofficial subscribers. This is usually on a fee for services basis (reimbursable).
- **Class C-** Provides telephone lines for transacting official Government business on Army installations but it does not provide direct access to off-post trunking.
- **Class D-** Provides official special service as required throughout an Army installation for special classes of service such as fire alarms, guard alarms, crash alarms etc.
- Provide user with local and long distance trunking (toll) access, direct inward and outward dialing with the ability to send and receive calls within and outside of the domain.
- Provide the user with the required number of telephone directories. This includes on-post, local commercial, major metropolitan, DSN, and Governmental Agencies etc.
- Provide user with connectivity to fulfill all requirements for point-to-point sole user special purpose voice, video or data circuits. This will include Field and Range Mag lines for administrative and emergency use.
- Provide the preauthorized classes of service access to PSTN, FTS2001, toll free and DSN service. With proper switch certification and software, this will include the optional Multi-Level Precedence and Preemption (MLPP) for DSN service when available.
- Procure all necessary Calling Cards required to support the customer's mission. This includes those for FTS2001, AT&T (Crossover Vendor), GETS, and prepaid commercial cards.
- Provide those authorized users access to remote Dial- In Services such as TSACS etc.
- Provide other switch features, which include Caller Identification, Call Forward, Call Transfer, Conference Calling, Speed Dialing, Last number redial etc. when available.
- Provide access lines to support ISDN, DSL, Facsimile and Modem line requirements.

- Provide access to PIN protected Voicemail services when available. Telephone set will advertise waiting messages visually and or audibly.
- Provide all classes of service access to enhanced 911 and 311 services when available.
- Provide connectivity and maintenance services to support all remote alarm, intercom and other safety/ security systems as directed by DA or local regulations within areas of responsibility.
- Provide call blocking for Numbering Plan Area (NPA) 900, 700, and NPA-976. Block 10-10 dialing access. Block Commercial 411 Directory Assistance Call Completion, 0, 00 and 555-1212.
- Block all Third Party Billing and Call Return.
- Provide service disconnect with voice recorded referral service (the referral service shall be for a maximum 30 day time period) after a customer has been moved, changed, or disconnected.
- Provide three levels of service: standard, mission support (customers with customer interface), and mission critical (Army operational mission/ War fighter).

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.1 Wireline Services (Telephone)
1.1.2 Defense Red Switch Network (DRSN)

Service Level Agreement (SLA) 1.5.1: Defense Red Switch Network (DRSN)

Service Description: The DRSN is a multilevel security, digital telecommunications system developed for military command and control facilities and critical to the National Military Command Authority. Service includes 24 x 7 on-site support including scheduled, unscheduled, preventive, and corrective maintenance, to include moderate installation. Command and Control Switching System (CCSS) equipment consists of Raytheon's Original Equipment Manufactured (OEM) line of secure switches, and associated equipment (e.g. cryptographic equipment, IDNX, channel bank). The continuing availability of this service is considered mission critical (Army operational mission).

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.1 Wireline Services (Telephone)
1.1.3 Other Wireline Services

Appendix A – Customer SLAs

1.0 Communications Systems and System Support

1.2 Wireless Services

1.2.1 Cellular/PCS/Satellite/PDA

1.2.2 Pager Service

Service Level Agreement (SLA) 1.2.1 – 1.2.2: Cellular, Personal Communications Services (PCS), Satellite, Personal Digital Assistants (PDA), and Pager Services

Service Description: Provide authorized customers with cellular, PCS, satellite, PDA, and Pager services for official purposes.

Service Provider and Customer: The DOIM will provide wireless services to authorized Army organizations (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Cellular, PCS, and satellite phones; PDA's; and pagers

Non-Reimbursable Support Level: The following services will be provided on a non-reimbursable basis:

- 1) Cellular and PCS: Provide for contract support, and review and process phone bills.
- 2) Iridium: Provide user representative support, order keys, and key instruments.
- 3) PDA: Provide for contract support, and operate and maintain Blackberry Enterprise Server and ensure proper communications between the Exchange site and the wireless provider.
- 4) Pager: Provide for contract support, review and process pager bills, and operate and maintain internal organizational pagers.

Reimbursable Support Level: The following services will be provided on a reimbursable basis:

- 1) Cellular, PCS, and Iridium phones
- 2) PDA (i.e. Blackberry, Palm, etc)
- 3) Pager

Appendix A – Customer SLAs

1.0 Communications Systems and System Support

1.2 Wireline Services (Telephone)

1.2.3 Non-Tactical Trunked Radios (NTTR)

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.2 Wireline Services (Telephone)
1.2.4 Non-Trunked Radios

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.2 Wireline Services (Telephone)
1.2.5 Spectrum Management

Service Level Agreement (SLA) 1.2.5: Spectrum Management Services

Service Description: Provide authorized customers installation spectrum management duties outlined in AR 5-12.

Service Provider and Customer: The DOIM will provide spectrum management services to authorized Army organizations (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points:

Non-Reimbursable Support Level: The following services will be provided on a non-reimbursable basis:

- 1) Provide operational and training spectrum resources that are authorized for such use on the installation.
- 2) Process new requests for frequencies.
- 3) Educate the installation and tenant activities on Army spectrum management procedures, doctrine, and policy.
- 4) Perform limited technical analysis.
- 5) Report or resolve interference problems IAW AR 5-12, Chapter 3.
- 6) Validate the installation's information and functional area requirements necessary to accomplish the installation's assigned mission.
- 7) Through coordination with the installation commander, the MACOM DCSIM, and the USACESO, identify and forward to the installation resource manager budgeting requirements for procurement of Army-approved automated hardware and user-friendly software to perform base-level spectrum management and technical analysis functions (e.g., sustaining base information services software).
- 8) Determine wartime communications equipment, spectrum resource, and computer system requirements and obtain sufficient capabilities as appropriate to the installation (e.g., increased mobilization and/or training base requirements) to ensure system compatibility.
- 9) Coordinate with other installation directorates to ensure that frequency-dependent equipment being developed or procured by or for use on the installation are fully spectrum supportable. studies for developing and evolving Army systems and equipment developed by the MACOM and all subordinate commands.

- 10) Assure that spectrum authorizations used within their areas of responsibility are valid.
- 11) Ensure that garrison spectrum emitters operate within geographical and technical parameters to promote electromagnetic compatibility among equipment.
- 12) Serve as the point of contact for spectrum and non-tactical call sign requirements and usage within the installation, including tenant activities and units conducting training on the installation. to the Commander, TRADOC, as required.
- 13) Keep records on the types of equipment, locations of equipment, and use of the spectrum and non-tactical call signs assigned to the installation.
- 14) Process and forward requests for spectrum and call sign assignment, which cannot be met from authorized resources, to the supporting AFC.
- 15) Review all spectrum assignments at least every five years or sooner.
- 16) Program, budget, and coordinate with the Installation Commander and appropriate directorates for financial resources for executing assigned spectrum management responsibilities.
- 17) Perform other duties as assigned by AR 25-1.

Reimbursable Support Level: Funds for the research, development, production, procurement, modification/production improvement, and lease or use of spectrum dependent equipment not approved via DD Form 1494.

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.3 Operator Services
1.3.1 Operator Service

Service Level Agreement (SLA) 1.3.1: Operator Services

Service Description: Provide authorized customers automated or attended operator service on a 24 x 7 basis. Three levels of service are provided; standard, mission support (customers with customer interface), and mission critical (Army operational mission).

Service Provider and Customer: The DOIM will provide operator services to Army organization (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Single Line and wireless telephones

Performance Category 1: Availability (Automated)

Performance Metric: The availability of the automated operator when the user attempts to call the operator.

An outage begins when the telephone switch performance monitoring software or third party software detects an outage and ends when the operator service is restored to normal operating performance. Outages include all unscheduled and scheduled operator service outages, except for scheduled pre-agreed outages. Level of service standards will apply on a 24 x 7 basis.

<u>Level of Service</u>	<u>Cumulative Total Outage Time per Month</u>
Standard	99.7% (131 min)
Mission Support	99.7% (131 min)
Mission Critical	99.7% (131 min)

How Measured: Cumulative outage time is recorded monthly by the telephone switch performance monitoring software or by third party software. The software/DOIM collates the outage minutes and determines the percentage from the following formula: $[(\# \text{ of minutes in a month} - \# \text{ of outage minutes}) / (\# \text{ of minutes in a month})] \times 100$. The DOIM reports both the outage minutes and percentages on a consolidated monthly report within 5 working days after the end of the month to the NETCOM database and to customers.

Performance Category 2: Availability (Attended)

Performance Metric: The availability of the attended operator when the user attempts to call the operator.

An outage begins when the telephone switch performance monitoring software or third party software detects an outage and ends when the operator service is restored to normal operating performance. Outages include all unscheduled and scheduled operator service outages, except for scheduled pre-agreed outages. Level of service standards will apply on a 8 x 5 basis.

<u>Level of Service</u>	<u>Cumulative Total Outage Time per Month</u>
Standard	99.7% (131 min)
Mission Support	99.7% (131 min)
Mission Critical	99.7% (131 min)

How Measured: Cumulative outage time is recorded monthly by the telephone switch performance monitoring software or by third party software. The software/DOIM collates the outage minutes and determines the percentage from the following formula: $[(\# \text{ of minutes in a month} - \# \text{ of outage minutes}) / (\# \text{ of minutes in a month})] \times 100$. The DOIM reports both the outage minutes and percentages on a consolidated monthly report within 5 working days after the end of the month to the NETCOM database and to customers.

Performance Category 3: Problem Resolution

Performance Metric: Service will be available on a 24 x 7 basis at the DOIM Help Desk and RNOSC (after normal Help Desk hours). For the individual customer, restoration time begins when a trouble call is received by the Help Desk or RNOSC and ends when e-mail service is restored to normal operating performance. Level of service restoration time standards will apply to two periods: 1) 0700-1700 hours during regular work days and 2) weekends, federal holidays, and the remaining hours during regular work days. Outages include all unscheduled and scheduled e-mail service outages, except for scheduled pre-agreed outages.

<u>Level of Service</u>	<u>0700-1700 Hrs Work Day Restoration Time</u>	<u>Remaining Work Day Hrs, Weekends, & Holidays Restoration Time</u>
Standard	60 min	120 min
Mission Support	60 min	120 min
Mission Critical	30 min	60 min

How Measured: All outages, restoration times, and individual customer data are recorded monthly by the DOIM Help Desk or RNOSC mechanized trouble ticket system. In addition, the operator services performance monitoring software or by third party software will provide outage and restoration times. The DOIM software compiles the data from both sources and reports each outage (date & time), restoration time, outage cause, and whether the level of service standards were met. The DOIM reports the level of service information within 5 workdays after the end of the month to the NETCOM database and to customers.

Performance Reviews: Performance reviews will be conducted every six months for the first year and annually thereafter. NETCOM meets with RCIO, RCIO meets with DOIM, and DOIM meets with customers.

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.3 Operator Services
1.3.2 Directory Service

Service Level Agreement (SLA) 1.3.2: Directory/Post Locator Services

Service Description: Provide authorized customers on-post and off-post directory services on an 8 x 5 basis. The Post Locator Service will provide the organization and the telephone number for both military and civilian personnel. Three levels of service are provided; standard, mission support (customers with customer interface), and mission critical (Army operational mission).

Service Provider and Customer: The DOIM will provide directory services to Army organization (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Single Line and wireless telephones

Performance Category 1: Availability

Performance Metric: The availability of the directory service operator when the user attempts to call the operator to request directory assistance.

An outage begins when the telephone switch performance monitoring software or third party software detects an outage and ends when the directory service is restored to normal operating performance. Outages include all unscheduled and scheduled directory service outages, except for scheduled pre-agreed outages. Level of service standards will apply on an 8 x 5 basis.

<u>Level of Service</u>	<u>Cumulative Total Outage Time per Month</u>
Standard	99.7% (131 min)
Mission Support	99.7% (131 min)
Mission Critical	99.7% (131 min)

How Measured: Cumulative outage time is recorded monthly by the telephone switch performance monitoring software or by third party software. The software/DOIM collates the outage minutes and determines the percentage from the following formula: $[(\# \text{ of minutes in a month} - \# \text{ of outage minutes}) / (\# \text{ of minutes in a month})] \times 100$. The DOIM reports both the outage minutes and percentages on a consolidated monthly report within 5 working days after the end of the month to the NETCOM database and to customers.

Performance Category 2: Response Time

Performance Metric: The amount of time it takes to provide the user with the requested directory information. The response time begins when the user places a call requesting directory services. An outage begins when the telephone switch performance monitoring software or third party software detects an outage and ends when the directory service is restored to normal operating performance. Outages include all unscheduled and scheduled operator service outages, except for scheduled pre-agreed outages. Level of service standards will apply on a 8 x 5 basis.

<u>Level of Service</u>	<u>Cumulative Total Outage Time per Month</u>
Standard	99.7% (131 min)
Mission Support	99.7% (131 min)
Mission Critical	99.7% (131 min)

How Measured: Wait time from the time a customer dials the operator until requested assistance is provided.

Performance Category 3: Problem Resolution

Performance Metric: Service will be available on an 8 x 5 basis. For the individual customer, restoration time begins when a trouble call is received by the Help Desk or RNOSC and ends when e-mail service is restored to normal operating performance. Level of service restoration time standards will apply to two periods: 1) 0700-1700 hours during regular work days and 2) weekends, federal holidays, and the remaining hours during regular work days. Outages include all unscheduled and scheduled e-mail service outages, except for scheduled pre-agreed outages.

<u>Level of Service</u>	<u>0700-1700 Hrs Work Day Restoration Time</u>	<u>Remaining Work Day Hrs, Weekends, & Holidays Restoration Time</u>
Standard	60 min	120 min
Mission Support	60 min	120 min
Mission Critical	30 min	60 min

How Measured: All outages, restoration times, and individual customer data are recorded monthly by the DOIM Help Desk or RNOSC mechanized trouble ticket system. In addition, the operator services performance monitoring software or by third party software will provide outage and restoration times. The DOIM software compiles the data from both sources and reports each outage (date & time), restoration time, outage cause, and whether the level of service standards were met. The DOIM reports the level of service information within 5 workdays after the end of the month to the NETCOM database and to customers.

Performance Reviews: Performance reviews will be conducted every six months for the first year and annually thereafter. NETCOM meets with RCIO, RCIO meets with DOIM, and DOIM meets with customers.

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.4 Video Conferencing (VTC)
1.4.1 VTC Services

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.5 Service Management
1.5.1 Help Desk

SLA Number _____
Service Level Agreement Between Fort _____ and Customer _____

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.5 Service Management
1.5.2 Service Orders (MACs)

Appendix A – Customer SLAs
1.0 Communications Systems and System Support
1.5 Service Management
1.5.3 Customer Quality Control

Appendix A – Customer SLAs

2.0 Automation

2.1 Electronic Messaging

2.1.1 Email Services

Service Level Agreement (SLA) 2.1.1: Electronic Mail (e-mail) Service

Service Description: E-mail service includes creating, sending, receiving, processing, and storing e-mail messages and attachments on a 24 x 7 basis. Three levels of service are provided; standard, mission support (customers with customer interface), and mission critical (Army operational mission).

Service Provider and Customer: The DOIM will provide e-mail service to Army organization (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Desktop personal computers, lap tops, PDAs (personal digital assistants), and workstations connected to the network and e-mail system.

Performance Category 1: Availability

Performance Metric: The availability of mailbox servers, connector/bridgehead servers, and attached storage is measured. The availability of anti-virus, web, TSACS, CD, blackberry, proxy, FAX, and other servers where e-mail service is a non-primary function are not measured. Likewise, individual user connections and network connections are not measured.

An outage begins when the mail servers, connector servers, or attached storage units detect an outage and ends when e-mail service is restored to normal operating performance. Outages include all unscheduled and scheduled e-mail service outages, except for scheduled pre-agreed outages. Level of service standards will apply on a 24 x 7 basis.

<u>Level of Service</u>	<u>Cumulative Total Outage Time per Month</u>
Standard	99.7% (131 min)
Mission Support	99.7% (131 min)
Mission Critical	99.7% (131 min)

How Measured: Cumulative outage time is recorded monthly by the mail server performance monitoring software or by third party software. The software/DOIM collates the outage minutes and determines the percentage from the following formula: $[(\# \text{ of minutes in a month} - \# \text{ of outage minutes}) / (\# \text{ of minutes in a month})] \times 100$. The DOIM reports both the outage minutes and percentages on a consolidated monthly report within 5 working days after the end of the month to the NETCOM database and to customers.

Performance Category 2: Problem Resolution

Performance Metric: Service will be available on a 24 x 7 basis at the DOIM Help Desk and RNOSC (after normal Help Desk hours). For the individual customer, restoration time begins when a trouble call is received by the Help Desk or RNOSC and ends when e-mail service is restored to normal operating performance. Level of service restoration time standards will apply to two periods: 1) 0700-1700 hours during regular work days and 2) weekends, federal holidays, and the remaining hours during regular work days. Outages include all unscheduled and scheduled e-mail service outages, except for scheduled pre-agreed outages.

<u>Individual Customer Level of Service</u>	<u>0700-1700 Hrs Work Day Restoration Time</u>	<u>Remaining Work Day Hrs, Weekends, & Holidays Restoration Time</u>
Standard	60 min	120 min
Mission Support	60 min	120 min
Mission Critical	30 min	60 min

How Measured: All outages, restoration times, and individual customer data are recorded monthly by the DOIM Help Desk or RNOSC mechanized trouble ticket system. In addition, the mail server performance monitoring software or by third party software will provide outage and restoration times. The DOIM software compiles the data from both sources and reports each outage (date & time), restoration time, outage cause, and whether the level of service standards were met. The DOIM reports the level of service information within 5 work days after the end of the month to the NETCOM database and to customers.

Performance Category 3: Transfer Time

Performance Metric: The average time the e-mail system keeps a message in its system before depositing in the user's mailbox (on server) for incoming mail and before delivering to the Internet or other network domain for outgoing mail. This excludes the time the e-mail is queued into the user's local out-going message box (if that capability exists) before transmitting to the mail server. Level of service standards will apply on a 24 x 7 basis.

<u>Level of Service</u>	<u>Average Transfer Time</u>
Standard	<= 30 seconds 98% of the time
Mission Support	<= 30 seconds 98% of the time
Mission Critical	<= 30 seconds 98% of the time

How Measured: Continuous monitoring and collection will be provided by an automated e-mail performance monitor tool. The "time-in-spool" data is collected for each e-mail message and averaged to produce a daily average. All data for the month is averaged to produce a monthly average. (The daily averages are not averaged to arrive at a monthly average.) The DOIM reports the daily and monthly averages, as well as, the percentage that meets the 30 second standard within 5 work days after the end of the month to the NETCOM database and to customers.

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Service Level Agreement Between Fort _____ and Customer _____

Performance Reviews: Performance reviews will be conducted every six months for the first year and annually thereafter. NETCOM meets with RCIO, RCIO meets with DOIM, and DOIM meets with customers.

Appendix A – Customer SLAs

2.0 Automation

2.1 Electronic Messaging

2.1.2 Defense Messaging System (DMS)

Service Level Agreement (SLA) 2.1.2: Defense Message System (DMS) Messaging Service

Service Description: DMS is designed to provide a timely, accurate, and secure writer to reader electronic messaging system for both organizational and individual users. DMS replaces the Automated Digital Network (AUTODIN) messaging service. DMS allows DoD and Federal Agency users to compose, format, transmit, and receive formal organizational and individual e-mail messages at their individual workstation. It utilizes the X.400 protocol for e-mail services and the X.500 protocol for directory services. It works with AUTODIN, commercial SMTP e-mail, and other legacy messaging systems for non-DOD Federal and Allied organizations. In separate enclaves it provides classified (Secret, TS/Collateral, and TS/SCI) and sensitive but unclassified (SBU) messaging capability. DMS encrypts/decrypts at the writer/reader locations.

To process organizational messages (classified and SBU) DMS High Grade Service (HGS) uses modified commercial e-mail software (user agent and server), priority/precedence, Directory System Agent (DSA) for directory services, and the MISSI FORTEZZA card for signature and encryption. A PCM/CIA card reader is required for each user workstation configured with the DMS user agent software.

To process individual messages (classified and SBU) DMS uses DoD Medium Assurance Public Key Infrastructure (PKI) Class 3 (Common Access Card (CAC)) certificate for digital signature and encryption. For secure messaging, a sender uses a recipient's public key to encrypt a message. Upon receipt of the message the receiver will use its own private key to decrypt the message. The DoD Medium Assurance PKI Root certificate is used to validate the origin of the certificates. For SBU messaging, a sender uses his private key to digitally sign a document or e-mail message (for identity assurance). The recipient uses the sender's public key and the DoD Medium Assurance PKI Root certificate to validate the sender's identity.

Appendix A – Customer SLAs

2.0 Automation

2.2 Web Access Services

2.2.1 Internet/Intranet Web Sites

Service Level Agreement (SLA) 2.2.1: Web Access Services - Internet/Intranet Web Sites

Service Description: Service includes 24 x 7 availability. Monitor systems for disk usage, disk performance, and system performance. Configure operating system and web application services. Manage user access controls. Perform regular full and incremental system backups. Restore system operating system and application files as needed. Apply current operating system patches as well as security patches. Ensure Information Assurance directives are completed, such as registry hacks. Create and manage Intranet web pages.

Appendix A – Customer SLAs
2.0 Automation
2.2 Web Access Services
2.2.2 Installation Proxy and Caching Service

Service Level Agreement (SLA) 2.2.2: Web Access Services – Installation Proxy and Caching Service

Service Description: Service includes 24 x 7 availability. Monitor systems for disk usage, disk performance, and system performance. Configure operating system and web application services. Manage user access controls. Perform regular full and incremental system backups. Restore system operating system and application files as needed. Apply current operating system patches as well as security patches. Ensure Information Assurance directives are completed, such as registry hacks.

Appendix A – Customer SLAs

2.0 Automation

2.2 Web Access Services

2.2.3 Server Support, Application /File Servers / Print Servers & Technical Support

Service Level Agreement (SLA) 2.2.3: Web Access Services – Server Support, Application and File Servers and Print Servers & Technical Support

Service Description: Service includes 24 x 7 availability. Monitor systems for disk usage, disk performance, and system performance. Configure operating system and web application services. Manage user access controls. Perform regular full and incremental system backups. Restore system operating system and application files as needed. Apply current operating system patches as well as security patches. Ensure Information Assurance directives are completed, such as registry hacks. Provide customer assistance to specific server applications such as web services or database management systems.

Appendix A – Customer SLAs
2.0 Automation
2.2 Web Access Services
2.2.4 SIPRNET

Service Level Agreement (SLA) Template 2.2.4: SIPRNET

Service Description:

- DOIM will provide LAN based connectivity to the nearest SIPRNET hub facility location. If LAN based connectivity is not available then FTS2001 will be used where available. Commercial vendors will only be used as a last alternative.
- DOIM will prepare all necessary RFS actions required by DISA to provide connectivity from the customer's equipment to the assigned secure SIPRNET backbone router and to the SIPRNET cloud.
- DOIM will ensure that any secure operating facility has been inspected by the DAA and received the required IATO/ATO authorization letter.
- DOIM will provide needed customer support to install all required SIPRNET hardware and software.
- DOIM will ensure that all SIPRNET circuits maintain the mandatory Security Accreditation IATC required by DISA.
- DOIM will provide Dial-up SIPRNET access when direct connectivity to the SIPRNET backbone is not economically practicable.
- DOIM will provide all necessary Secure Telephone Equipment (STE) required to provide connectivity to the nearest Dial-up SIPRNET router facility.
- DOIM will procure and issue the required individual Fortezza Cards that are for user access with the STE's by authorized customers.
- DOIM will provide SIPRNET service to all authorized facilities and/or activities of the Post, Camp or Station on a 24 x 7 basis except for scheduled downtime for periodic maintenance.
- Three levels of service are provided; standard, mission support (customers with customer interface), and mission critical (Army operational mission).

Appendix A – Customer SLAs

2.0 Automation

2.3 Other Automation Services

2.3.1 Desktop Software Services

Appendix A – Customer SLAs

2.0 Automation

2.3 Other Automation Services

2.3.2 Software Development

Appendix A – Customer SLAs

2.0 Automation

2.3 Other Automation Services

2.3.3 Applications Support

Appendix A – Customer SLAs

2.0 Automation

2.3 Other Automation Services

2.3.4 Computers and Hardware

Appendix A – Customer SLAs

2.0 Automation

2.3 Other Automation Services

2.3.5 IT Training

Appendix A – Customer SLAs

2.0 Automation

2.3 Other Automation Services

2.3.6 IT Purchase Requests

Appendix A – Customer SLAs

2.0 Automation

2.3 Other Automation Services

2.3.7 Continuity of Operations (COOP) Services

Appendix A – Customer SLAs
3.0 Information Assurance (IA)
3.1 IA Services

Service Level Agreement (SLA) 3.1: Information Assurance Services

Service Description: Provide necessary infrastructure and management services to protect information and information systems from unauthorized access and to protect the data within the systems. Support covers Communications Security (COMSEC) and Computer Security (COMPUSEC) requirements; includes network security features such as intrusion detection and controlled access, standard workstation security tools such as virus detection software, advice and assistance for accreditation documentation, security training, analysis of computer security incidents, and Information System Security monitoring.

Service Provider and Customer: The DOIM will provide Information Assurance services to authorized Army organizations (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Desktop personal computers, lap tops, PDAs (personal digital assistants), and workstations connected to the network and e-mail system.

Non-Reimbursable Support Level: Information Assurance services will provide necessary infrastructure and management services to protect information technology systems from unauthorized access and to protect the integrity of data within the system.

Performance Category 1: 3.1 Defense in Depth

Provide Defense in Depth for the total network to include intrusion detection, firewalls, proxy servers, and desktop and server anti-virus programs. This includes the engineering, furnishment, installation, testing, operation and maintenance, and the monitor and review the incidence activity logs for the firewalls and intrusion detections systems.

Reimbursable Support Level: Reimbursable services include but are not limited to installation and maintenance of intrusion detection systems on end-user workstations and workgroup servers/systems.

Performance Category 2: 3.2 Local Network Security Policy

Develop and publish the Local Network Security Policy. Provide guidance to customers concerning local network security.

This security policy will: (1) ensure compliance with regulatory and statutory requirements, (2) be consistent with service and agency regulations, and (3) provide a “risk-based” approach to information security. Topics covered in the manual are:

- General policy
- Software security
- Hardware security
- Physical security
- Procedural security (e.g., reporting and accountability, password control)
- Personnel security requirements
- AIS media protection
- Network security
- Deployable (laptop, portable, and deployable type systems) AIS
- Internet security
- AIS accreditation
- Communications security
- Risk management

Performance Category 3: 3.3 Security Awareness Training Program

Establish a Security Awareness Training Program for end users.

Performance Category 4: 3.4 IA Certification Programs

Monitor and assist the Information Assurance certification programs for Network Managers, Systems Administrators, and Information Technology Professionals.

The ISSM for each automated information system (AIS) is required to hold an accreditation statement authorizing the system to operate. An accreditation is valid for three years or until the system is modified in a way that affects system security. At the end of the three-year period, or when changes affecting the security of the system are made, the system must be reaccredited. It is the responsibility of the ISSM to ensure that all systems under his/her management hold a current accreditation.

Reimbursable Support Level: Reimbursable services include but are not limited to contractor support for performing a thorough review of the customer organization's system(s) and create the certification package.

Performance Category 5: 3.5 Secure Remote Access Policy

Provide a secure remote access policy to the installation's network in accordance with ARMY, MACOM, and Local Network Security Policy parameters.

Performance Category 6: 3.6 Malicious and Unauthorized Activities

Detect and report malicious and unauthorized activities. A malicious or unauthorized activity begins when the technicians monitoring the networks determine that suspicious activity is occurring, they determine the originating IP address and reprogram the router to block or deny any further access to the network from that IP address. After a suspicious activity has been identified and an IP address denied, a response process begins. The maximum time to report malicious and unauthorized activities is 24 hours.

Performance Category 7: 3.7 Installation Network Security DMZ Provide an installation network security DMZ to protect installation assets.

Performance Category 8: 3.8 IAVA Program

Implement and manage the Information Assurance Vulnerability Alert (IAVA) program for all installation and tenant activities.

Performance Category 9: 3.9 DoD Public Key Infrastructure (PKI) Service

Provide DoD PKI services to include directory support, registration (operation of Local Registration Authority (LRA) workstations), Certification Authority (CA) functions, interface to related Army systems, hosting of PKI-enables servers and required key management services, and solutions for email, web applications, file transfers, and Virtual Private Networks (VPN).

Performance Category 10: 3.10 Personal Identification Number (PIN) and Password Control Management

Issue, maintain, and delete PIN or password for long distance, DSN, TSACS, and other end user devices.

Performance Reviews: The Security Program Review (SPR) is designed to evaluate and assess customer Information Systems Security Program (ISSP) and to provide feedback on the customer's level of satisfaction with security services.

The SPR considers two major AIS areas, security policy (including system accreditation) and training. In short, these areas are reviewed in five phases:

1. Documentation Review - e.g., AIS accreditation, security incidents, training reports, and malicious logic report history.
2. Vulnerability Assessment - to identify compliance with technical policies/profiles.
3. Site Visit – An SPR team, representing separate system specialties, to evaluate the customer's ISSP and to assess the organization's level of satisfaction with customer service.
4. After Action Review - the SPR Team's written report, forwarded to the organization's ISSM/ISSO.
5. Appraisal Follow-up - deficiencies of immediate security impact are reported to the DAA.

Once the SPR is complete, the organization's representative (ideally the ISSO) is provided with an SPR questionnaire, assessing the SPR team's performance, which is to be completed and returned to the SPR team leader. Further, AIS end users are provided with questionnaires that are used by the SPR team as part of the organization's evaluation.

According to the SPR Procedure document, an SPR may be prompted via (1) request from an ISSM or ISSO, (2) detection of an inordinate number of security incidents, or (3)

SLA Number _____
Service Level Agreement Between Fort _____ and Customer _____

mere determination of the DAA. Currently, however, SPR is a voluntary participation program, promoted more as an assistance activity than as an inspection.

Appendix A – Customer SLAs
3.0 Information Assurance (IA)
3.2 COMSEC Operations

Appendix A – Customer SLAs
4.0 Document Management
4.1 Records Management

Service Level Agreement (SLA) 4.1: Documents Management (Records Management)

Service Description: Service is available 40 hours per week. Perform correspondence & records management. Manage the Modern Army Record Keeping System (MARKS) Program. Individual services consist of:

Perform records holding services. Review Standard Forms 135 for records to be shipped or received for storage. Maintain a list of organization RMC and personnel authorized to access the Records Holding Area. Arrange for shipment or destruction of records according to disposition instructions. Update records storage inventory/location report. Manage the MARKS program and provide guidance and classes on files management, correspondence management, records disposition, records utilization, and records holding area management. Assist in creating files lists and approve completed lists annually. Conduct records management surveys once every 3 years. Provide assistance with preparation of correspondence. Publish local records management procedures. Approve office symbols and make changes to staff directory. Change distribution lists as required. Publish lists, office symbols, and staff directory electronically. Manage the vital records and emergency duplicate files system IAW AR 340-6. Review and make recommendations on the purchase of electronic document management systems.

Appendix A – Customer SLAs

4.0 Document Management

4.2 Freedom of Information Act (FOIA) and Privacy Act (PA)

Service Level Agreement (SLA) 4.2: Document Management – Freedom of Information Act (FOIA) and Privacy Act (PA) Services

Service Description: Service is available 40 hours per week. Manages the FOIA and Privacy Act (PA) programs. Receive and process FOIA and PA requests. Logs in FOIA requests to database. Provide guidance to requesters and action officers. Assign FOIA and PA requests to the appropriate office with a suspense date. Coordinate with the office of the Staff Judge Advocate, Initial Denial Authorities, and higher headquarters. Provide written response to users. Submit annual FOIA report in October. Collect fees for the U.S. Treasury from requesters. Prepare cash collection vouchers and submit to resource management personnel.

Appendix A – Customer SLAs
4.0 Document Management
4.3 Official Mail and Distribution

Service Level Agreement (SLA) 4.3: Document Management – Official Mail (Incoming, Outgoing & Redirect), Distribution and Courier Service, Child Support Locater Service

Service Description: Service includes 8 x 5 for processing/distributing mail. Three levels of service are provided; standard, mission support (customers with customer interface), and mission critical (Army operational mission).

Provide official mail and distribution services IAW AR 25-51, Official Mail and Distribution Management; United States Postal Service (USPS) Domestic Mail Manual; USPS International Mail Manual; DoD 4525.6-M Volumes I and II, DoD Postal Manual; DoD 4525.8-M, DoD Official Mail Manual; USPS Publication 38A, Guidelines for Providing Postal Services on Military Installations; and AR 600-8-3, Unit Postal Operations. Recommend policies and procedures in coordination with the USPS and unit mailroom personnel. Prepare and maintain official mail and distribution reports including the semiannual Positive Accountability Postage Administration System report.

Incoming Mail: sort, process, and deliver all classes of incoming official mail, distribution, and parcels. Pick up and sign for accountable mail at the USPS and from private carriers.

Outgoing Mail: Receive, pick up, process, and dispatch outgoing regular, accountable, and classified official mail IAW DoD 4525.8-M, AR 25-51, and AR 380-5. Process and deliver expedited mail services. Reduce mailing expenses by consolidating mail to certain military addresses (“pouch mail”). Operate metering equipment and compute postage and fees for outgoing official mail and process through USPS. Monitor meter readings and postage funds. Ensure outgoing mail is properly prepared and the cheapest rate is used to meet the sender’s requirements. Process bulk mail in a timely manner.

Redirect mail: Research addresses for mail without a unit designation. Re-address mail. Return mail with unidentifiable addresses to the USPS. Proponent for Personnel Locator System (PERSLOC) Installation Support Module. Approve requests for access to PERSLOC from unit mail rooms.

Classified messages: Pick up and deliver classified messages. (This is going away on 30 Sep 02 because AUTODIN is being turned off and messages will be received electronically via DMS.)

Process publication pieces: Break down boxes of publications received and distribute them as addressed to account holders.

Child Support Locator Service: Provide locator service to any Child Support Enforcement Office.

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Inspect unit mailrooms quarterly. Train and test unit mail clerks.

Perform courier service – as required.

Appendix A – Customer SLAs
4.0 Document Management
4.4 Copier Management Support Program

Service Level Agreement (SLA) 4.5: Document Management – Copier Management Support Program

Service Description: Prepare and analyze copier statistics. Coordinate with contracting personnel to provide copier service contract. Input and monitor meter readings. Coordinate for copiers to be turned into the Defense Marketing and Reutilization Office for disposal. Monitor copier usage and moving of copiers. Coordinate to issue and turn in of government-owned copiers through the customers' supply channels. Provide guidance and make recommendations on various copier features to customers.

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Service Level Agreement Between Fort _____ and Customer _____

Appendix A – Customer SLAs
4.0 Document Management
4.5 Defense Automated Printing Services (DAPS)

Appendix A – Customer SLAs
4.0 Document Management
4.6 Forms and Publications Management)

Service Level Agreement (SLA) 4.6: Document Management – Forms and Publications Management

Service Description: Service is available 40 hours per week. Provide written guidance on local policies and procedures for administrative publications. Assist proponents in choosing medium, staffing, and obtaining approval by proper authority. Edit publications. Maintain index of administrative command publications and publish annually. Publish policies and procedures. Answer questions from publications control officers on establishing an account or ordering publications. Review DA Forms 12. Review and approve requests for new or revised forms. Design, create, and edit forms for electronic generation. Ensure forms do not duplicate higher echelon (DoD or Army) forms. Conduct annual forms review and publish forms index. Operate and maintain a stockroom for publications and blank forms.

Appendix A – Customer SLAs
4.0 Document Management
4.7 Bulletin

Service Level Agreement (SLA) 4.8: Document Management – Bulletin

Service Description: Prepare and edit a weekly bulletin.

Appendix A – Customer SLAs
4.0 Document Management
4.8 Installation Telephone Directory

Service Level Agreement (SLA) 4.9: Document Management – Installation Telephone Directory

Service Description: Prepare and update the annual installation Official Telephone Directory.

Appendix A – Customer SLAs
5.0 Visual Information (VI) Services
5.1 VI Activities

Service Level Agreement (SLA) 5.1: Training/Visual Information Support Activities

Service Description: Provide authorized customers with design, creation, and preparation of two and three-dimensional visual products for official purposes. T/VI activities create, record, store, manipulate, reproduce, distribute, broadcast or acquire VI products (e.g., original photography, audio, graphic art, etc.) and/or provide customers with services (e.g., loan VI products and/or equipment; or presentation support).

Service Provider and Customer: The DOIM/Training/Visual Information Activity will provide visual information activities services to authorized Army organizations (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Authorized VI activities IAW AR 25-1 and DA PAM 25-91.

Performance Measure: All units of measure are based on official work requests (FA Form 3903-R-E, 4104-R-E, 2062, or electronic facsimiles). Priorities for VI support will be established with consideration to mission, timeliness, cost effectiveness, quality and quantity of products, and services available.

Non-Reimbursable Support Level: All VI activities are authorized and managed within the context of AR 25-1 and DA Pam 25-91. The types of Army VI activities are shown in Appendix A (Table 5.2) of the VI SLA.

Each VI activity is assigned a Department of Defense Visual Information Activity Number (DVIAN). DA Form 5697 identifies the various capabilities/functions for which that common support activity is authorized. All authorized VI activities will have a copy of this form on file. All capabilities/functions listed on the DA Form 5697 will be provided to authorized customers without charge.

VI activity services include the following:

- 1) Visual Information Library - Authorized VI activities may provide a central library (physical or digital) of distributed and local multimedia/VI productions and imagery and provide customer support to locate and obtain Video Productions through DAVIS and VI Web Page.
- 2) Visual Information Consultation: VI activities will provide customer consultation services in support of official requirements for customer and professionally developed VI products and services.
- 3) Visual Information Property Book Functions: As the DA VI functional proponent, CIO/G-6 prepares a consolidated Army-wide VI requirement

statement based on MACOM VI To ensure maximum use of available VI products and equipment, VI managers will control the use of procured items by managing their portion of the installation property book. Nonexpendable property is accounted for per AR 710-2. Procedures in DA PAM

710-2-1 apply except:

- a) Nonexpendable VI equipment will be loaned using the hand receipt, DA Form 2062, for extended loan, or DD Form 1150 for loans of 30 days or less.
 - b) To obtain relief from responsibility for lost or destroyed VI equipment and products, Reports of Survey covering accountable items may be initiated and processed per AR 735-5 and MACOM or FOA procedures.
 - c) Military intelligence property accountability is governed by a different set of regulations. Use AR 381-143(C) when accounting for VI equipment owned by military intelligence activities.
- 4) Visual Information Service Orders/ Work Requests: Associated completed forms or automated records will be retained by the VI manager per AR 25-400-2.
- a) Requests for motion picture, still photography, audio or video recording, graphic art, presentation support, and other VI services, except loan and issue, will be submitted using DA Form 3903-R (Visual Information Work Order). This form provides an audit trail and costing data for each product provided. Reproducible copies of this form are provided in AR 25-1.
 - b) When an oral, written, or electronic request is submitted, DA Form 3903-R will be initiated by the VI activity. The requester must justify all work as an official requirement. The completed DA Form 3903-R will be attached to the letter or copy of the electronic request, and the requester will acknowledge receipt of products and services on the completed form. The completed form will be retained by the VI activity for record and accounting purposes.
 - c) If copies of classified documents or original VI products of classified subjects are required, the requester must provide classification data and the authority for reproduction. The requester will validate clearances for personnel to enter restricted or classified areas to provide the requested service.
 - d) Requests for intelligence support will be submitted through intelligence channels to the supporting VI activity.
 - e) Requests for operational support will be submitted through operations channels to the supporting VI activity.
 - f) Requests for support of command information, community relations, or public information will be submitted through the public affairs officers to the supporting VI activity.
 - g) Requests for support of all other functions will be submitted to the VI activity designated to provide the support requested.

Reimbursable Support Level: 1) When funding permits, VI activities will be staffed and equipped to operate at average projected workloads. Installation VI managers will establish a standard level of support document that identifies the customers and capabilities for which they are resourced. Requirements above this standard level and/or support to customers will be satisfied on a reimbursable basis in accordance with current Army reimbursable policy or will be referred to the MACOM VI manager for support.

2) VI activities may be authorized to fabricate and/or manage training devices. These functions will be resourced separately.

3) Fee-for-service or industrially funded VI activities will recover their full cost of support.

4) VI activities will establish and maintain a list of current charges for standard products and services. All customers that pay for VI products and services will use this list as a basis of payment.

5) Reimbursable services include but are not limited to:

- a) Support requiring overtime, TDY, special outsourcing, etc.
- b) Training on newly acquired equipment is available to equipment users for the first year after receipt of the equipment.
- c) All capabilities other than those listed on DA Form 5697 are reimbursable services.

Performance Reviews: The Annual Workload and Cost Data Report (RCS: CSIM-59) provides information about a VI activity's organization, expenditures, personnel, equipment, facilities, and funding. All Army VI activities must annually complete these forms, and forward submissions through the proper VI channels to the Network Enterprise Technology Command (NETCOM) National Capital Region (NCR) VI office. The VI Annual Report must be completed and submitted to NETCOM NCR VI office not later than 45 days after the end of the fiscal year. Data for this report will be collected by Training Support Automated Management Software – Enhanced (TSAMS-E).

Appendix A – Customer SLAs
5.0 Visual Information (VI) Services
5.2 Graphic/Electronic Imaging Services

Service Level Agreement (SLA) 5.2: Graphic/Electronic Imaging Services

Service Description: Provide authorized customers with design, creation, and preparation of two and three-dimensional visual products for official purposes.

Service Provider and Customer: The DOIM/Training/Visual Information Activity will provide graphic services to authorized Army organizations (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Authorized VI activities IAW AR 25-1 and DA PAM 25-91.

Performance Measure: All units of measure are based on official electronic imaging work requests (DA Form 3903-R-E, or electronic facsimiles). Priorities for VI support will be established with consideration to mission, timeliness, cost effectiveness, quality and quantity of products requested.

Non-Reimbursable Support Level: All VI activities are authorized and managed within the context of AR 25-1 and DA Pam 25-91. The types of Army VI activities are shown in Appendix E (Table 5.2) of the VI SLA.

Each VI activity is assigned a Department of Defense Visual Information Activity Number (DVIAN). DA Form 5697 identifies the various capabilities/functions for which that common support activity is authorized. All authorized Training/VI activities will have a copy of this form on file. All capabilities/functions listed on the DA Form 5697 will be provided to authorized customers without charge.

Electronic imaging services include the following manual and computer-generated products and services used for official purposes:

- 1) Conceptualization, design and production of professional quality overhead transparencies, 35 millimeter slides, briefing charts, graphs, and flipcharts.
- 2) Artwork for photographic reproduction VI productions, animation, virtual representation, or other imaging technologies .
- 3) Camera-ready art and illustrations, including desktop layout, for technical and field manuals, circulars, regulations, booklets, posters, and official brochures. This pamphlet excludes fully automated publishing systems.
 - a) Poster quantity not to exceed 10 copies.
 - b) Poster DPI not to exceed 600.
- 4) Self-service graphics may be provided to allow customers to prepare quick turnaround, official graphics for products not requiring professional expertise.

Miscellaneous requirements for products such as calendars and picture frames are not provided by the Training/VI activities, customers may be obtained from self-service supply centers or local purchase.

- 5) Graphical elements that go into the production of web pages to include clip art, music, sound, photo's, text, designs utilizing professional graphics/photo software.
- 6) Multimedia productions/compilations/collections.

Reimbursable Support Level: When funding permits, Training/VI activities will be staffed and equipped to operate at average projected workloads. Installation VI managers will establish a standard level of support document that identifies the customers and capabilities for which they are resourced. Requirements above this standard level and/or support to customers will be satisfied on a reimbursable basis in accordance with current Army reimbursable policy or will be referred to the MACOM VI manager for support.

- 1) VI activities may be authorized to fabricate and/or manage training devices. These functions may be resourced separately.
- 2) Fee-for-service or industrially funded VI activities will recover their full cost of support.
- 3) VI activities, utilizing TSAMS-E will establish and maintain a list of current charges for standard products and services. All customers that pay for VI products and services will use this list as a basis of payment.
- 4) Reimbursable services include but are not limited to:
 - a) Support requiring overtime, TDY, special outsourcing, complexity, non-standard quantities/formats/sizes, or script writing, etc.
 - b) Custom picture framing and double matting of images, documents, or articles. Only items of historical significance for public display and special requests will be provided custom frames with matting.
 - c) Graphic artwork for individual or unofficial meetings and gatherings such as office parties, birthday celebrations, advertisements, or office beautification projects.
 - d) Scanning, printing, transferring images from or to 35mm slides and/or film.
 - e) Quantities exceeding 250 sheets will be produced by the Defense Printing Services or commercial vendors.
 - f) Research to acquire imagery not available in the Clipart Library.
 - g) Postage-free artwork and posters available from government resources (websites)
 - h) All capabilities other than those listed on DA Form 5697 are reimbursable services.

Performance Reviews: The Annual Workload and Cost Data Report (RCS: CSIM-59) provides information about a VI activity's organization, expenditures, personnel, equipment, facilities, and funding. All Army VI activities must annually complete these forms, and forward submissions through the proper VI channels to the Network Enterprise Technology Command (NETCOM) National Capital Region (NCR) VI office. The VI Annual Report must be completed and submitted to NETCOM NCR VI office not later

SLA Number _____
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than 45 days after the end of the fiscal year. Data for this report will be collected by Training Support Automated Management Software – Enhanced (TSAMS-E).

Appendix A – Customer SLAs
5.0 Visual Information (VI) Services
5.3 Photographic/Still Imagery Services

Service Level Agreement (SLA) 5.3: Photographic/Still Imagery Services

Service Description: Provide authorized customers with black and white, and color still imagery products in studio and field environments in support of official requirements.

Service Provider and Customer: The DOIM/Visual Information Activity will provide still imagery services to authorized Army organizations (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Authorized VI activities IAW AR 25-1 and DA PAM 25-91.

Performance Measure: All units of measure are based on official work requests (FA From 3903-R-E, or electronic facsimiles). Priorities for VI support will be established with consideration to mission, timeliness, cost effectiveness, quality and quantity of products requested.

Non-Reimbursable Support Level: All VI activities are authorized and managed within the context of AR 25-1 and DA Pam 25-91. The types of Army VI activities are shown in Appendix A (Table 5.2) of the VI SLA.

Each VI activity is assigned a Department of Defense Visual Information Activity Number (DVIAN). DA Form 5697 identifies the various capabilities/functions for which that common support activity is authorized. All authorized VI activities will have a copy of this form on file. All capabilities/functions listed on the DA Form 5697 will be provided to authorized customers without charge.

Photographic products and services include but not limited to:

- 1) Official Photos
 - a) DA Photos (for Military Personnel Files and IAW with AR 640-30)
 - b) Passport and identification images.
 - c) Official Portraits for civilian personnel grades GS-15 and above, officer personnel 06 and above, and students of Senior Service colleges regardless of rank.
 - 1.
 - d) Awards, promotions, enlistment, and similar ceremonies, but are subject to the availability of resources.

- 2) Documentation of Significant Military Events (historical/technical/operational) as defined by DoDI 5040.6.4) Other Official Photography to include:
 - a) Crime scenes, criminal investigations, emergencies, accidents
 - b) Aerial images (customer must coordinate flight arrangements)
 - c) Medical or forensic
- 3) Large Format Images for Public Display
 - a) Quantity – One each. (Additional quantities must be approved by the Visual Information Manager)
 - b) Images must not exceed 600 DPI.
- 4) Standard Images
 - a) Not to exceed 4”x6”
 - b) Maximum of 2 each
 - c) 1 each photo CD or electronic delivery

Reimbursable Support Level: 1) When funding permits, Training/VI activities will be staffed and equipped to operate at average projected workloads. Installation VI managers will establish a standard level of support document that identifies the customers and capabilities for which they are resourced. Requirements above this standard level and/or support to customers will be satisfied on a reimbursable basis in accordance with current Army reimbursable policy or will be referred to the RCIO VI manager for support.

2) VI activities may be authorized to fabricate and/or manage training devices. These functions will be resourced separately.

3) Fee-for-service or industrially funded VI activities will recover their full cost of support.

4) VI activities will establish and maintain a list of current charges for standard products and services. All customers that pay for VI products and services will use this list as a basis of payment.

5) Reimbursable services include but are not limited to:

- a) Film processing.
- b) Support requiring overtime, TDY, special outsourcing, complexity, non-standard quantities/formats/sizes.

Performance Reviews: The Annual Workload and Cost Data Report (RCS: CSIM-59) provides information about a VI activity’s organization, expenditures, personnel, equipment, facilities, and funding. All Army VI activities must annually complete these forms, and forward submissions through the proper VI channels to the Network Enterprise Technology Command (NETCOM) National Capital Region (NCR) VI office. The VI Annual Report must be completed and submitted to NETCOM NCR VI office not later than 45 days after the end of the fiscal year. Data for this report will be collected by Training Support Automated Management Software – Enhanced (TSAMS-E).

Appendix A – Customer SLAs
5.0 Visual Information (VI) Services
5.4 Media/Equipment Loan Services

Service Level Agreement (SLA) 5.4: Media/Equipment Loan Services

Service Description: Provide authorized customers with audiovisual products and services in support of official requirements.

Service Provider and Customer: The DOIM/Training/Visual Information Activity will provide audiovisual services to authorized Army organizations (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Authorized VI activities IAW AR 25-1 and DA PAM 25-91.

Performance Measure: All units of measure are based on official work requests (DA 4104-R-E, 2062, or electronic facsimiles). Priorities for VI support will be established with consideration to mission, timeliness, cost effectiveness, quality and quantity of products, and services available.

Non-Reimbursable Support Level: All VI activities are authorized and managed within the context of AR 25-1 and DA Pam 25-91. The types of Army VI activities are shown in Appendix A (Table 5.2) of the VI SLA.

Each VI activity is assigned a Department of Defense Visual Information Activity Number (DVIAN). DA Form 5697 identifies the various capabilities/functions for which that common support activity is authorized. All authorized Training/VI activities will have a copy of this form on file. All capabilities/functions listed on the DA Form 5697 will be provided to authorized customers without charge.

Media/Equipment Loan services include but not limited to:

- 1) Short-term equipment/systems/device loans (not to exceed 30)
- 2) Media loan/issue
- 3) Self-Help equipment training
- 4) Equipment loans up to 12 months with a 6-month renewal.
- 5) Equipment/systems/device loans to Guard, Reserve, and ROTC units
- 6) Maintain equipment on VI hand receipt.
- 7) Setup, operation, and/or break down of VI equipment/systems (e.g., public address systems, audio systems, visual displays, language translation equipment, etc.)

Reimbursable Support Level: 1) When funding permits, Training/VI activities will be staffed and equipped to operate at average projected workloads. Installation VI managers

will establish a standard level of support document that identifies the customers and capabilities for which they are resourced. Requirements above this standard level and/or support to customers will be satisfied on a reimbursable basis in accordance with current Army reimbursable policy or will be referred to the RCIO VI manager for support.

1) VI activities may be authorized to fabricate and/or manage training devices. These functions will be resourced separately.

2) Fee-for-service or industrially funded VI activities will recover their full cost of support.

3) VI activities will establish and maintain a list of current charges for standard products and services. All customers that pay for VI products and services will use this list as a basis of payment.

4) Reimbursable services include but are not limited to:

- a. Rental of equipment to support customer requirements
- b. Support requiring overtime, TDY, special outsourcing, complexity, non-standard quantities/formats/sizes, script writing, professional narrators or actors, etc.

Performance Reviews: The Annual Workload and Cost Data Report (RCS: CSIM-59) provides information about a Training/VI activity's organization, expenditures, personnel, equipment, facilities, and funding. All Army VI activities must annually complete these forms, and forward submissions through the proper VI channels to the Network Enterprise Technology Command (NETCOM) National Capital Region (NCR) VI office. The VI Annual Report must be completed and submitted to NETCOM NCR VI office not later than 45 days after the end of the fiscal year. Data for this report will be collected by Training Support Automated Management Software – Enhanced (TSAMS-E).

Appendix A – Customer SLAs
5.0 Visual Information (VI) Services
5.5 Television Services

Service Level Agreement (SLA) 5.5: Television Services

Service Description: Provide authorized customers with cable, closed circuit, and master antenna television services in support of official requirements.

Service Provider and Customer: The DOIM/Training/Visual Information Activity will provide television services to authorized Army organizations (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Authorized VI activities IAW AR 25-1 and DA PAM 25-91. VI activity authorization for type H (broadcasting) must be requested by the installation VI manager through VI channels to AVIMO prior to awarding a franchise.

Performance Measure: All units of measure are based on official work requests (FA Form 3903-R-E, or electronic facsimiles). Priorities for VI support will be established with consideration to mission, timeliness, cost effectiveness, quality and quantity of products, and services available.

Non-Reimbursable Support Level: All VI activities are authorized and managed within the context of AR 25-1 and DA Pam 25-91. The types of Army VI activities are shown in Appendix A (Table 5.2) of the VI SLA.

Each VI activity is assigned a Department of Defense Visual Information Activity Number (DVIAN). DA Form 5697 identifies the various capabilities/functions for which that common support activity is authorized. All authorized VI activities will have a copy of this form on file. All capabilities/functions listed on the DA Form 5697 will be provided to authorized customers without charge.

Television services include but not limited to:

- 1) Broadcast Services
 - a) Cable Television (CATV) – Command channel(s)
 - b) Closed Circuit Television (CCTV)
 - c) Video streaming, and multicast
- 2) Motion Imagery Products
 - a) Recording of significant events (historical, operational, or technical as defined by DoDI 5040.6).
 - b) Production and reproduction of motion imagery (includes briefings, news clips, “stand-alone” motion imagery segments with or without sound.
 - c. Creation of local and non-local VI productions.

- d. Video reports (e.g., talking heads, briefings, seminars, classroom instruction, etc.).
- e. Audio recordings, duplications, and distribution.
- f. Compliant with Section 508 guidance.

Reimbursable Support Level: 1) When funding permits, Training/VI activities will be staffed and equipped to operate at average projected workloads. Installation VI managers will establish a standard level of support document that identifies the customers and capabilities for which they are resourced. Requirements above this standard level and/or support to customers will be satisfied on a reimbursable basis in accordance with current Army reimbursable policy or will be referred to the RCIO VI manager for support. 2) Support requiring overtime, TDY, special outsourcing, complexity, non-standard quantities/formats/sizes, script writing, professional narrators or actors, etc.

Performance Reviews: The Annual Workload and Cost Data Report (RCS: CSIM-59) provides information about a VI activity's organization, expenditures, personnel, equipment, facilities, and funding. All Army Training/VI activities must annually complete these forms, and forward submissions through the proper VI channels to the Network Enterprise Technology Command (NETCOM) National Capital Region (NCR) VI office. The VI Annual Report must be completed and submitted to NETCOM NCR VI office not later than 45 days after the end of the fiscal year. Data for this report will be collected by Training Support Automated Management Software – Enhanced (TSAMS-E).

Appendix A – Customer SLAs
5.0 Visual Information (VI) Services
5.6 Training Services

Service Level Agreement (SLA) 5.6: Training Services

Service Description: Provide authorized customers with training services to include but not limited to support and management of training devices, Community Relations Displays, and Official military and civilian recognition awards..

Service Provider and Customer: The DOIM/Training/Visual Information Activity will provide exhibit services to authorized Army organizations (including Reserve & National Guard) and selected DOD installation customers (military enclave) (excludes AAFES Post Exchange, Commissary, non-governmental organizations, and separate networks).

Service Delivery Points: Authorized VI activities IAW AR 25-1 and DA PAM 25-91.

Performance Measure: All units of measure are based on official work requests (FA From 3903-R-E, 4104-R-E, 2062, or electronic facsimiles). Priorities for VI support will be established with consideration to mission, timeliness, cost effectiveness, quality and quantity of products, and services available.

Non-Reimbursable Support Level: All VI activities are authorized and managed within the context of AR 25-1 and DA Pam 25-91. The types of Army VI activities are shown in Appendix A (Table 5.2) of the VI SLA.

Each VI activity is assigned a Department of Defense Visual Information Activity Number (DVIAN). DA Form 5697 identifies the various capabilities/functions for which that common support activity is authorized. All authorized VI activities will have a copy of this form on file. All capabilities/functions listed on the DA Form 5697 will be provided to authorized customers without charge.

Training services include but not limited to:

- 1) Support for training devices, e.g., fabrication, duplication, and maintenance and repair of training aids.
- 2) Training device management
 - a. MILES
 - b. Weaponeer
 - c. Simulators
 - d. Other authorized training devices
- 3) Exhibits which include Command Information and Community Relations Displays
 - a. In-house promotional exhibits

b. Command initiated requests based on availability of resources

Reimbursable Support Level: 1) When funding permits, Training/VI activities will be staffed and equipped to operate at average projected workloads. Installation VI managers will establish a standard level of support document that identifies the customers and capabilities for which they are resourced. Requirements above this standard level and/or support to customers will be satisfied on a reimbursable basis in accordance with current Army reimbursable policy or will be referred to the RCIO VI manager for support.

2) VI activities may be authorized to fabricate and/or manage training devices. These functions may be resourced separately.

3) Fee-for-service or industrially funded VI activities will recover their full cost of support.

4) VI activities will establish and maintain a list of current charges for standard products and services. All customers that pay for VI products and services will use this list as a basis of payment.

5) Reimbursable services include but are not limited to:

a) Off-post customers

1. ROTC/JROTC

2. Civilian law enforcement

b) Exhibit construction and installation

6) Support requiring overtime, TDY, special outsourcing, complexity, non-standard quantities/formats/sizes, etc.

Performance Reviews: The Annual Workload and Cost Data Report (RCS: CSIM-59) provide information about a Training/VI activity's organization, expenditures, personnel, equipment, facilities, and funding. All Army VI activities must annually complete these forms, and forward submissions through the proper VI channels to the Network Enterprise Technology Command (NETCOM) National Capital Region (NCR) VI office. The VI Annual Report must be completed and submitted to NETCOM NCR VI office not later than 45 days after the end of the fiscal year. Data for this report will be collected by Training Support Automated Management Software – Enhanced (TSAMS-E).

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Service Level Agreement Between Fort _____ and Customer _____

Appendix B – Additional Customer Requirements

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.1 Wireline Services (Telephone)
1.1.1 Transmission Operations Services

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.1 Wireline Services (Telephone)
1.1.2 Integrated Services Digital Network (ISDN)

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.1 Wireline Services (Telephone)
1.1.3 Digital Subscriber Line

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.1 Wireline Services (Telephone)
1.1.4 Telephone Switch Operation Services

Service Level Agreement (SLA) Template 1.1.4: Telephone Switch Operation Services

Service Description:

- Operate, maintain, repair and upgrade Telephone Switches and Remote Switch Nodes with the latest version of operating software available.
- Clear all switch alarms within 1 hour.
- Perform work management functions; work reception, prioritization, classification, categorization, documentation, scheduling, and closeout.
- Provide any updated records and as-built drawings within 5 working days after the completion of Switch upgrade projects to NETCOM.
- Provide the customer with the required number of telephone directories. This includes on-post, local commercial, major metropolitan, DSN, and Governmental Agencies etc.
- Process Communications work orders within 3 working days after receipt (program switch, update assignments and extend service to customer).
- Prepare necessary RFS actions required by DISA to support all customer requirements for Long Haul data, voice and video circuits.
- Process repair Trouble Tickets within 1 working day (operate test desk, troubleshooting and repair).
- Process reimbursable billing and provide requested call detail report within 3 working days of cutoff.
- Process commercial telephone contract billings and Billing Validation Abuse Detection reports within 10 working days after cutoff.
- Procure all necessary Calling Cards required to support the customer's mission. This includes those for FTS2001, AT&T (Crossover Vendor), GETS, and prepaid commercial cards.
- Update/maintain TCO database monthly. Report any changes, additions or deletions to NETCOM, ESTA-ATD, BaseCom Division.
- Report any suspension of telephone service monthly to the RCIO.
- Process TCO signature cards within 3 working days of receipt.
- Service includes providing all classes of telephone service available to all facilities and/or activities of the Post, Camp or Station on a 24 x 7 basis.
- Three levels of service are provided; standard, mission support (customers with customer interface), and mission critical (Army operational mission).

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.1 Wireline Services (Telephone)
1.1.5 Transmission Operations Services

Service Level Agreement (SLA) Template 1.1.5: Transmission Operations Services

Service Description:

- Provide the customer with internal and external cable and wiring installation, removal, relocation and upgrade services.
- Provide all necessary internal and external cabling and wiring to support all customer wire communications requirements.
- Provide the Post, Camp, Station or Installation all necessary equipment and connectivity in support of the Community Bugle/ Public Address System to include any required repairs, maintenance or modifications.
- Perform internal and external cable and wiring maintenance and repairs as required.
- Maintain an electronic and hard copy of all cable distribution systems and plant-in-place drawings for the Camp, Post, Station and installation as outline in DA PAM 25-1-1.
- Inspect and maintain underground cable enclosures to include manholes, pull points and vaults etc.
- Ensure all Test Measurement Diagnostic Equipment (TMDE) is maintained in proper working order, which includes keeping the calibration requirement up to date.
- Review and revalidate all Communications Facilities Memorandum's of Agreement (Formerly Cable Leaseback Agreement) on an annual basis.
- Three levels of service are provided; standard, mission support (customers with customer interface), and mission critical (Army operational mission).

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.2 Other Wireless Services
1.2.1 Special Circuits

Appendix C – Provider SLAs

1.0 Communications Systems and System Support

1.2 Other Wireless Services

1.2.2 Long Haul and Commercial Circuits

Appendix C – Provider SLAs

1.0 Communications Systems and System Support

1.3 Data Networks

1.3.1 Wide Area Network (WAN)

Service Level Agreement (SLA) Template 1.3.1: Wide Area Network (WAN) Service

Service Description: A WAN is an arrangement of transmission facilities that provides communications across a broad geographic area. A WAN typically connects campus area networks (CANs) and Local Area Networks (LANs) over long distances. It provides connection to data and telephony networks, to include: Non-Secure IP Router Network (NIPRNET), Internet, Secure IP Router Network (SIPRNET), FTS-2001 (long distance telephone), Public Switched Telephone Network (PSTN) (local calls and circuits), Defense Switched Network (DSN), and other networks.

Appendix C – Provider SLAs

1.0 Communications Systems and System Support

1.3 Data Networks

1.3.2 Campus Area Network (CAN) and Local Area Network (LAN)

Service Level Agreement (SLA) 1.3.2 Campus Area Network (CAN) and Local Area Network (LAN) Service

Service Description: A LAN interconnects computers and associated devices for a specific user group within a small geographic area (e.g. within a building or several buildings). The LAN provides data communications, sharing of network attached devices (servers, computers, printers, plotters, disk drives, etc.), and sharing of software programs and files.

A CAN interconnects LANs and computer resources within a limited geographic area usually a military installation. The CAN provides backbone transport, using protocols like Ethernet, ATM, Frame Relay, and ADSL, across the installation and sharing of computer resources. The transport includes switching, routing, firewall, web proxy, and caching. The CAN also provides access to the Wide Area Network (WAN) and the top level architecture (TLA) beyond the installation. The firewall marks the start of the CAN.

The installation and maintenance of transport cabling (copper & fiber) between equipment, terminals, and other interconnection devices will be covered by Transmission Operations Services SLA. The performance of the servers attached to the Server Farm will be covered by the Server Services SLA (except the e-mail and DMS servers).

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.3 Data Networks
1.3.3 Network Support

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.3 Data Networks
1.3.4 Internet Protocol (IP) Management

Service Level Agreement (SLA) Template 1.3.4: IP (Internet Protocol) Management Service

Service Description: Maintain the IP database, manage the static IP assignments to users and network devices, and respond to TCP/IP Protocol issues and questions. Develop and implement an IP address assignment scheme that supports customer requirements, provides for organizational definition and distribution of authority, adapts to changing backbone technology, and supports applications fielded by various commands. Develop and configure networks to include but not limited to routing protocols, VLANs (virtual local area networks), and tagging configurations to support the IP address assignment scheme.

Maintain Domain Name Server (DNS) tables, maintain records of registered DNS registrations, and set standard naming conventions

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.3 Data Networks
1.3.5 DISN Node Maintenance and Operations

Service Level Agreement (SLA) Template 1.3.5: Defense Information Systems Network (DISN) Node Operations and Maintenance Service

Service Description: Operate and maintain DISN nodes (e.g. SIPRNET, NIPRNET, IDNX, and ATM etc.) IAW DISA Circular 310-70-1, Section 9, Paragraph 9.5. The nodes will be in continuous operation 24-hours per day, 7-days per week. Troubleshoot and resolve circuit problems upon notification from DISA or Regional Network Operations and Security Center (RNOSC). Rekey / OTAR in house DISA circuits prior to expiration. Update circuits daily. Conduct DISA inventory.

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.3 Data Networks
1.3.6 Continuity of Operations (COOP)

Appendix C – Provider SLAs

1.0 Communications Systems and System Support

1.3 Data Networks

1.3.7 Storage Area Networks (SAN)

Service Level Agreement (SLA) Template 1.3.7: Storage Area Network (SAN) Service

Service Description: A SAN is composed of storage devices such as DLTs and RAID arrays connected to many kinds of servers via a high speed interconnection, such as Fibre Channel. (Fibre Channel supports data rates of 133MBps or 133Mbytes/sec, 266MBps, 532MBps and 1.0625GBps. The technology supports distances up to 10 kilometers.) This setup allows for any-to-any communication among all devices on the SAN. It also provides alternate paths from server to storage device. A SAN also makes it possible to mirror data, making multiple copies available. The high speed interconnection that links servers and storage devices essentially creates a separate, external network that's connected to the CAN but acts as an independent network. Fibre Channel adapters connect server systems and storage devices to a network. Larger SANs incorporate Fiber Channel switches and hubs.

There are a number of advantages to SAN's and the separate environments they create within a network. SANs allow for the addition of bandwidth without burdening the main LAN. SANs also make it easier to conduct online backups without users feeling the bandwidth pinch. And, when more storage is needed, additional drives do not need to be connected to a specific server; rather, they can simply be added to the storage network and can be accessed from any point. All the devices can be centrally managed. Instead of managing the network on a per-device basis, storage can be managed as a single entity, making it easier to deal with storage networks that could potentially consist of dozens or even hundreds of servers and devices.

A SAN provides more options for network storage, faster access, and handles larger volumes of data than Network Attached Storage (NAS). Ability to store and manage large amounts of information in a high-performance environment.

Appendix C – Provider SLAs

1.0 Communications Systems and System Support

1.3 Data Networks

1.3.8 Network Attached Storage (NAS)

Service Level Agreement (SLA) Template 1.3.8: Network Attached Storage (NAS) Service

Service Description: NAS is designed to provide fast data response times, easy installation and monitoring, open standards based interface to data, and high reliability. NAS can be readily scaled by adding capacity up to multiple terabytes or by adding multiple NAS appliances on the network. NAS makes storage resources more readily available and helps alleviate the bottlenecks commonly associated with access to storage devices.

NAS is composed of disk arrays, servers, and other storage devices connected to the CAN (Campus Area Network) usually through an ethernet interface. NAS devices provide a file level interface to the outside, and use a block level interface to either tightly coupled or loosely coupled storage subsystems. The file system resides in the NAS appliance. NAS systems are typically more efficient when serving files while database engines and large block I/O operations typically utilize block interfaces.

Customers that require faster access, larger volumes of data, and more options should upgrade to a Storage Area Network (SAN).

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.4 Systems Management
1.4.1 Network Operating Center

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.4 Systems Management
1.4.2 Network Support

Appendix C – Provider SLAs

1.0 Communications Systems and System Support

1.4 Systems Management

1.4.3 Network Management

Appendix C – Provider SLAs

1.0 Communications Systems and System Support

1.4 Systems Management

1.4.4 Real Time Events Management

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.4 Systems Management
1.4.5 Configuration Management

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.4 Systems Management
1.4.6 Information Management Support Council (IMSC)

Appendix C – Provider SLAs

1.0 Communications Systems and System Support

1.4 Systems Management

1.4.7 CAPR Management

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.4 Systems Management
1.4.8 Video Surveillance Support

Appendix C – Provider SLAs
1.0 Communications Systems and System Support
1.4 Systems Management
1.4.9 Local Policy Development

Appendix C – Provider SLAs

2.0 Automation

2.1 Other Automation Services

2.1.1 Database Administration

Appendix C – Provider SLAs

2.0 Automation

2.1 Other Automation Services

2.1.2 IT Projects

Appendix C – Provider SLAs

2.0 Automation

2.1 Other Automation Services

2.1.3 Acquisition and Life Cycle Replacement of Automation Equipment

Appendix C – Provider SLAs

2.0 Automation

2.1 Other Automation Services

2.1.4 IT Equipment Maintenance Requirements Contracts

Appendix C – Provider SLAs

2.0 Automation

2.1 Other Automation Services

2.1.5 Material Handling, Transportation, and Storage

Appendix C – Provider SLAs

2.0 Automation

2.1 Other Automation Services

2.1.6 Mainframe Services

Appendix C – Provider SLAs

2.0 Automation

2.1 Other Automation Services

2.1.7 Server Services

SLA Number _____
Service Level Agreement Between Fort _____ and Customer _____

Appendix D - Additional Provider Requirements

Appendix E - Visual Information Activities Authorization

Each Activity is assigned a Department of Defense Visual Information Activity Number (DVIAN). DA Form 5697 is used to assign the DVIAN and to identify various capabilities/functions for which that activity is authorized.

VI Activities
Table 5.2

Type	Primary Function	Description of Capabilities	Level of Approval
A	VI Support Center	Provides VI support services to all organizations on an installation or within a defined geographical area.	MACOM (FOAs must be authorized by CIO/G-6)
		NOTE: Activities should list their specific capabilities here, e.g., still photography, motion picture, linear and/or digital video, audio recording, graphic equipment loan, maintenance, presentation support, art, VI media and/or digital photography, chemical processing, etc.)	
B	VI Production (Local)	Includes production, reproduction and distribution of local multimedia/VI productions to support an individual organization, installation or a defined geographic area.	MACOM
C	VI Production (Non-Local)	Includes all functions of Type 'B' activities, plus production of VI productions (video and multimedia) for use outside of the local installation or defined geographic area.	CIO/G-6
D	VI Production (Contracting)	Provides commercial contracting, purchase, or rental of VI productions.	CIO/G-6
E	VI Records Centers	Central management and storage facility for VI products.	OASD(PA)
F	Component Accessioning Point	Central point for VI imagery screening and for forwarding imagery to the VI Records Center.	CIO/G-6
H	VI documentation	Recording of technical and non-technical events.	CIO/G-6
		NOTE: Activities should list their specific types of VIDOC being recorded here.	
I	Production Distribution	Central VI product distribution activity.	OASD(PA)
J	VI Management	Includes staff functions and management and administration of VI activities.	
1	HQDA		OASD(PA)
2	MACOM or FOA		CIO/G-6
3	Common Support		
4	Dedicated		
K	VI Support Center (Dedicated)	Provides VI support to a specific organization or organizational element only (also see Type A above).	CIO/G-6 or MACOM
		NOTE: Activities should list their specific capabilities here, e.g., still photography, motion picture, linear and/or digital video, audio recording, graphic art, VI media and/or equipment loan, maintenance, presentation support, digital photography, chemical processing, etc.)	
Q	Broadcast	Includes closed-circuit television support to a defined area.	MACOM
		NOTE: Activities should specify their type of broadcast capability (e.g., CCTV, master/community antenna, command channel(s), etc.)	
R	Regional VI Activities	Provides VI support to a specifically designated region.	CIO/G-6
		NOTE: Activities should list the specific types of regional support being provided, e.g., chemical processing, VI production (videotape and/or multimedia), etc.	
S	Public Affairs	Includes photojournalism, HQDA journalism, electronic photojournalism, and other VI media to support public affairs (command information, news gathering, and community relations) for TOE/MTOE public affairs units only.	CIO/G-6

(Ref: AR 25-1 Table 7.1)

Appendix F - System Certification

1. In order to better serve the automation needs of the installation and to document the number and types of systems and data supported each activity that has a system supported by or riding the Army's infrastructure must complete the following annually.
2. This annual certification will be kept by the Directorate of Information Management (DOIM) for record and planning purposes. Changes need only be reported when submitting the next annual certification. Certification will be submitted NLT the last day of February each calendar year.

<i>SYSTEMS INFORMATION</i>

System Name:

Systems Administrator's Name:

Address/Zip +4 Code:

Phone Number:

Description of System's Application or Function:

Proponent:

Version Number:

Date of Current Version:

Operating System Required:

Configuration of Server(s):

Current Number of Users:

Future Planned Upgrades or Replacement:

Date of Planned Upgrades/Replacement:

Certified By:

Date:

Appendix G - Customer Evaluation

Introduction: The provider strives to function as a proactive, forward-thinking, strategically oriented partner who assists the customer to develop information management strategies for the management of Information Technology and Information Services. The provider provides support for various tasks throughout the IT life cycle including systems planning, analysis, design, development, service delivery, acquisition, maintenance and much more.

Provider Name		Customer Satisfaction Survey				
Customer Information						
Customer Name: _____		Phone No: _____		Date: _____		
Task Name: _____						
Would you like a CS representative to contact you? [<input type="checkbox"/>] Yes [<input type="checkbox"/>] No						
Instructions						
Please provide the Directorate Of Information Management (DOIM) with feedback on the services that you were provided. Our goal is to provide you with the best service. We value your opinions and suggestions about our services. Enter a <u>NUMERIC SCORE</u> for each of the applicable categories listed below, attach comments on separate page. Upon completion mail to: DOIM, Ft. XXXXX.						
Evaluation Categories						
OVERALL CUSTOMER SATISFACTION						
Consider: the quality & availability of assistance; the flexibility & responsiveness of changing requirements & priorities, as well as sensitivity to the customers schedule; responsiveness to feedback; and the effectiveness & timeliness of communication.						
Overall Rating:	Excellent (91 - 100)	Good (81 - 90)	Standard (80)	Fair (71 - 79)	Marginal (61 - 70)	Unsatisfactory (0 - 60)
QUALITY OF PROJECT PERFORMANCE:						
Consider: the extent to which the work was error free; completeness of detail; accomplishment of overall objectives; demonstration of improvements to the basic work requirement; the effective, efficient conduct of work; quality and timeliness of guidance; and the extent to which proposed solutions reflect a thorough understanding of the requirement.						
Overall Rating:	Excellent (91 - 100)	Good (81 - 90)	Standard (80)	Fair (71 - 79)	Marginal (61 - 70)	Unsatisfactory (0 - 60)
TIMELINESS OF PROJECT COMPLETION:						
Consider: The acceptance of completion dates by the provider; the realism of proposed date; timeliness of reporting completion of scheduled work; quality of response to urgent work requirements; submission of recommendations concerning work in time to effect changes to schedules; and whether proposed solutions were submitted in a timely manner.						
Overall Rating:	Excellent (91 - 100)	Good (81 - 90)	Standard (80)	Fair (71 - 79)	Marginal (61 - 70)	Unsatisfactory (0 - 60)

UTILIZATION OF RESOURCES:						
Consider: Estimation of resources within tolerance for completion of work; accurate estimation of manpower and equipment resources; assignment of competent and qualified personnel in sufficient numbers to accomplish work requirements; recommendations for more effective and efficient approaches to accomplish the work; and the effectiveness of resource adjustments due to changes in priorities.						
Overall Rating:	Excellent (91 – 100)	Good (81 – 90)	Standard (80)	Fair (71 - 79)	Marginal (61 - 70)	Unsatisfactory (0 - 60)
COMPLETENESS/QUALITY OF DOCUMENTATION						
Consider: Effectiveness and efficiency of documentation; completeness and accuracy of documentation; adherence to standards and guidelines for various document types; adherence to format requirements; technical adequacy; internal consistency throughout the document and understanding for the intended audience.						
Overall Rating:	Excellent (91 – 100)	Good (81 - 90)	Standard (80)	Fair (71 - 79)	Marginal (61 - 70)	Unsatisfactory (0 - 60)
INNOVATION						
Consider: Creative, pertinent and constructive technical support; technical proposals which improve methods of implementing established requirements; technical approaches which demonstrate savings in hardware and/or software development costs; and the development and utilization of capabilities and resources which significantly improve performance, process control problems and quality control.						
Overall Rating:	Excellent (91 – 100)	Good (81 - 90)	Standard (80)	Fair (71 - 79)	Marginal (61 - 70)	Unsatisfactory (0 - 60)

CUSTOMER SATISFACTION - SUMMARY MATRIX							
Customer Satisfaction Measures							
Task	Overall Customer Satisfaction	Quality of Project Completeness	Timeliness of Project Completeness	Utilization of Resources	Completeness / Quality of Documentation	Innovation	Overall Task Score
Task 1							
Task 2							
Task 3							
Task 4							
Task 5							
Overall Score Average / Category							
Reporting Period: _____							Customer Satisfaction Index

Appendix H - Problem Management: Priorities and Escalation Procedures

This appendix is used to measure the response and effectiveness of the supplier's response to key IT systems problems and/or failures, e.g. automated systems, telephones, and the like.

Problem Priority	First Feedback	Feedback Frequency	Resolution Time
0	20 mins	Every 20 mins	Utmost speed
1	30 mins	Every hour	4 hours
2	1 hour	Every 2 hours	4 hours
3	2 hours	Every 2 hours	1 day
4	1 day	Daily	2 days
5	3 days	Every 3 days	1 week
6	5 days	As agreed with user	As agreed with user

If Resolution Time is not met, the Help Desk will escalate to the successive levels of I.T. management at each feedback frequency: the I.T. manager to whom the problem has been escalated will advise and liaison with successive levels of customer management.

The following is a list of examples and application problems and their relevant priorities, which can be used as a guideline in reporting problems to the Help Desk.

Priority 0

To be used only for major disaster: e.g. loss of data center, mission-critical LAN or widespread loss of telephone or radio communications.

Priority 1

No access to any live service.
 Line service not available at the agreed start to the on-line day.
 Non-availability of any live service for whatever reason.
 Multiple reports of response times exceeding Service Level by over 20%.
 Environmental faults in computer or telecommunications centers.

Priority 2

Crash/no access to/non-availability of a stand-alone server computer.
 Breakdown in PSS lines and/or corporate network.
 Any controller down.
 More than 1 dialogue not accessible/workable.

Live stationery problems/output handling that will impact service to company's customers.

Users are being prevented from serving company customers.

Data being lost/corrupted.

Priority 3

LANs down.

One dialogue not accessible/workable.

Problem appears to be related to a security breach.

Users being prevented from serving internal customers.

System constantly producing incorrect results.

Priority 4

Local and confined PC problems.

Local printer problems.

User is unable to process a particular type of service but has work around

User prevented from performing low priority work.

Priority 5

One user affected.

System produces incorrect results in a known and isolated set of circumstances, which can be worked around.

Priority 6

Manual/instruction problems.

Error message text is incorrect causing confusion.

Cosmetic changes required.

Appendix I - Points of Contact

Points of Contact. Unless notified otherwise, the provider shall direct all matters not specifically identified below to the customer’s primary contact for services specified in paragraph b.1 of this Appendix. Likewise, unless notified otherwise, the customer shall direct all matters not specifically identified to the provider’s representative, specified in paragraph a.1 of this Appendix.

a. The Provider’s Points of Contact

(1) Fort XX DOIM

PRIMARY	ALTERNATE
(Specify the name, organization, organizational code, address, DSN and commercial telephone numbers, FAX number and E-mail address)	(Specify the name, organization, organizational code, address, DSN and commercial telephone numbers, FAX number and E-mail address)

(2) Amendments, modifications, and renewals of this agreement

PRIMARY	ALTERNATE
(Specify the name, organization, organizational code, address, DSN and commercial telephone numbers, FAX number and E-mail address)	(Specify the name, organization, organizational code, address, DSN and commercial telephone numbers, FAX number and E-mail address)

b. The Customer's Points of Contact

(1) Fort XX Tenant

PRIMARY	ALTERNATE
(Specify the name, organization, organizational code, address, DSN and commercial telephone numbers, FAX number and E-mail address)	(Specify the name, organization, organizational code, address, DSN and commercial telephone numbers, FAX number and E-mail address)

(2) Amendments, modifications, and renewals of this agreement

PRIMARY	ALTERNATE
(Specify the name, organization, organizational code, address, DSN and commercial telephone numbers, FAX number and E-mail address) (Note: For SLAs negotiated at the major command level, this block will contain the name of the representative of that major command. Otherwise, it will contain the name of the local customer's authorized representative.)	(Specify the name, organization, organizational code, address, DSN and commercial telephone numbers, FAX number and E-mail address)

(Note: Whenever the primary and secondary POC for a specified subject are the same POCs for another subject, so state in the appropriate blocks. It is not necessary to repeat all of the data regarding those POCs.)

2. **Additional Points of Contact.** As necessary, additional points of contact may be requested by either party. The party of whom request is being made shall respond to the requesting party within ten (10) working days of such a request.

3. **Changes to Points of Contact.** Written notification shall be given if either the provider or the customer makes changes to the specified points of contact. An amendment to the SLA is NOT required each time a POC is changed.

Appendix J - Acronyms

ADAS Automated Director Attendant System	COTS Commercial off-the-shelf
ADP Automatic data processing	DA Department of the Army
AEA Army Enterprise Architecture	DD Form Department of Defense Form
AOMM Army Official Mail Manager	DMATS Defense Metropolitan Area Telephone System
APO Army Post Office	DMS Defense Message System
AR Army regulation	DoD Department of Defense
AUTODIN Automatic digital network	DMM Domestic Mail Manual
BASOPS Base operations	DOIM Director of Information Management
BPR Business process reengineering	DSN Defense Switched Networks
BRM business reply mail	DVTC Desktop Video Teleconferencing
C2 Protect Command and control protection	E-Mail Electronic Mail
CATV Cable television	EA Enterprise architecture
CD-ROM Compact disk-read only memory	FAR Federal Acquisition Regulation
CIO Chief Information Officer	FOIA Freedom of Information Act
COMSEC Communications security	FTS2001 Federal Telecommunications System 2001

<p>FY Fiscal year</p> <p>GPO Government Printing Office</p> <p>GPRA Government Performance and Results Act of 1993</p> <p>IA Information assurance</p> <p>IM Information management</p> <p>IMO Information management officer</p> <p>IMSC Installation Information Management Support Council</p> <p>IRM Information Resource Management</p> <p>ISA Interservice Support Agreement</p> <p>ISM Installation Support Modules</p> <p>ISP internet service provider</p> <p>IT Information technology</p> <p>ITA IT Architecture</p> <p>ITOC Information Technology Operations Center</p> <p>ITM</p>	<p>Information Technology Management</p> <p>JCP Joint Committee on Printing</p> <p>JTA Joint Technical Architecture</p> <p>JTA-A Joint Technical Architecture Army</p> <p>LAN Local area network</p> <p>LCD Liquid Crystal Diode</p> <p>LCM Life Cycle Management</p> <p>LSR Local Service Request</p> <p>MACOM Major Army command</p> <p>MARKS Modern Army Recordkeeping System</p> <p>MCA Major construction Army</p> <p>MDEP Management Decision Evaluation Package</p> <p>MSC Major subordinate command</p> <p>MWR Morale, Welfare, and Recreation</p> <p>NAF Nonappropriated Fund</p> <p>NCR National Capital Region</p>
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NIPRNET

Unclassified but sensitive Internet protocol router network

OA

operational architecture

OF

Optional Form

OMA

operations and maintenance, Army

O&M

operations and maintenance

OMCCP

Official Mail Cost Control Program

OMDC

Official Mail and Distribution Center

OMDMP

Official Mail and Distribution Management Program

OMM

official mail manager

OPA

other procurement, Army

PA

Privacy Act

Pam

pamphlet

PC

end-user microcomputer (personal computer)

PDA

Personal Digital Assistant

PIN

Personal identification number

PMO

Provost Marshall Office

RDD

required delivery date

RFS

Request for Service

RHA

Records Holding Area

SA

system architecture

SCIF

sensitive compartmented information facility

SF

standard form

SIPRNET

Secret Internet protocol router network

SLA

Service Level Agreement

SOP

standard operating procedures

STAMIS

Standard Army Management Information Systems

STE

Secure Telephone Equipment

STU-III

SPECATS

Special Category (Messages)

TCC
Telecommunications Control Center

TCO
Telephone Control Officer

TDA
Tables of Distribution and Allowances

TDD
Telephone Devices for the Deaf

TDY
Temporary Duty

TSACS
Terminal Server Access Controller
System

USAR
United States Army Reserve

USARC
United States Army Reserve Command

USC
United States Code

USPS
United States Postal Service

VI
visual information

VTC
video teleconferencing

WAN
wide area network

WWW
World Wide Web

Appendix K - Directives and Guides

AR 5-12

Army Management of the Electromagnetic Spectrum

AR 25-1

Army Information Management

AR 25-30

The Army Integrated Publishing and Printing Program

AR 25-50

Preparing and Managing Correspondence

AR 25-51

Official Mail and Distribution

AR 25-55

The Department of the Army Freedom of Information Act Program

AR 25-400-2

The Modern Army Recordkeeping System (MARKS)

AR 215-1

Nonappropriated Fund Instrumentalities and Morale, Welfare, and Recreation Activities

AR 310-25

Dictionary of United States Army Terms

AR 310-50

Authorized Abbreviations and Brevity Codes

AR 335-15

Management Information Control System

AR 340-21

The Army Privacy Program

AR 380-5

Department of the Army Information Security Program

AR 380-19

Information Systems Security

AR 380-67

Department of the Army Personnel Security Program

AR 415-15

Army Military Construction, Program Development and Execution

AR 640-30

Photographs for Military Personnel Files

AR 710-2

Inventory Management Supply Policy Below Wholesale Level

DA Pamphlet 25-1-1 (DRAFT)

Installation Information Services

DA Pamphlet 25-30

Consolidated index of Army Publications and Blank Forms

DA Pamphlet 25-40

Administrative Publications: Action Officers Guide

DA Pamphlet 25-51

The Army Privacy Program—System Notices and Exemption Rules

DA Pamphlet 25-91

Visual Information Procedures

DAP-25-TCC

Government Performance and Results Act of 1993

Appendix L - Glossary

Action office

The Army element that takes action on a communication.

Activity

Any DOD organization such as headquarters, agency, depot, or unit.

Application

The system or problem to which a computer is applied. Reference is often made to an application as being of the computational type, wherein arithmetic computations predominate, or of the data processing type, wherein data handling operations predominate.

Appropriated fund postage

Postage paid for with funds appropriated by the United States Congress. The postage must be prepaid.

Architecture

The structure of components, their interrelationships, and the principles and guidelines governing their design and evolution over time.

Army Enterprise Architecture (AEA)

A disciplined, structured, comprehensive, and integrated methodology and framework that encompasses all Army information requirements, technical standards, and systems descriptions regardless of the information system's use. The AEA transforms operational visions and associated required capabilities into a blueprint for an integrated and interoperable set of information systems that implements horizontal Information technology insertion, cutting across the functional stovepipes and Service boundaries. The AEA is the combined total of all the Army's operational, technical, and system architectures.

Army Recordkeeping Systems Management

Cost-effective organization of Army files and records contained in any media so that records are readily retrievable, ensures that records are complete, facilitates the selection and retention of permanent records, and accomplishes the prompt disposition of non-current records in accordance with National Archives and Records Administration approved schedules.

Automated information system (AIS)

A combination of computer hardware and software, telecommunications information technology, personnel, and other resources that collect, record, process, store, communicate, retrieve, and display information. Excluded are computer resources, both hardware and software, which are physically, part of, dedicated to or essential in real-time to the mission performance of weapon systems. An AIS can include computer software only, computer hardware only, or a combination of the above.

Benchmark

A procedure, problem or test that can be used to compare systems, components, processes, etc, to each other or to a standard.

Benchmarking

A method of measuring processes against those of recognized leaders to establish priorities and targets leading to process improvement.

Broadcast

The transmission of radio, television and data signals through the air waves or fiber optic cable.

Business reply mail

A method whereby a business reply permit holder may authorize individuals and organizations outside the Army to send First-Class matter back to the permit holder and have the postage and fees paid by the permit holder.

Cable Television (CATV) System

A facility consisting of a set of closed transmission paths and associated signal generation, reception, and control equipment that is designated to provide cable service which includes, both audio and video programming and which is provided to multiple subscribers.

Classes of mail

- a.* Express mail. The class of mail afforded the highest Priority in handling. This is the most costly method of mailing. Use only to prevent mission failure or financial loss.

- b.* First-Class. Any mailable item weighing less than 11 ounces. First-Class is sealed against inspection and is covered by the private express statutes. Its use is mandatory for correspondence of a personal nature, completed forms, test results and grades, completed certificates, bills or statements of account, and handwritten or typed letters or post/postal cards.

- c.* Priority. Any mailable items meeting the requirements for First-Class matter but weighing over 11 ounces, but less than 70 pounds. It must be marked Priority.

- d.* Fourth-Class. " Parcel Post. " For packages 1 to 70 pounds.

Classes of Telephone Service

- a.* Class A (Official). Telephone service authorized for the transaction of official business of the Government on DoD/military installations and which requires access to commercial telephone company central office and toll trunks for the proper conduct of official business.

b. Class B (Unofficial). Telephone service installed on or in the immediate vicinity of a DoD/military installation served through a military PBX or CENTREX system through which the conduct of personal or unofficial business is authorized. This telephone service has access to commercial telephone company central office and toll trunks.

c. Class C (Official-Restricted). Telephone service authorized for the transaction of official business of the Government on a DoD/military installation, and without access to Telephone Company central office or toll trunks.

d. Class D (Official-Special). Telephone service installed on military installations for official business of the Government and restricted to special classes of service, such as fire alarm, guard alarm, and crash alarm.

Command and Control

Exercise of authority and direction by a properly designated commander over assigned forces in the accomplishment of the mission. These functions are performed through an arrangement of personnel, equipment, communications, facilities, and procedures, which are employed by a commander in planning, directing, coordinating, and controlling forces and operations in the accomplishment of the mission.

C2 Protect

Command and control protection program. Maintain effective command and control of own forces by turning to friendly advantage or negating adversary efforts to deny information to, influence, degrade, or destroy the friendly C2 system.

Command and Control System

Any system of facilities, equipment (including hardware, firmware, and software), communications, procedures, and personnel available to commanders at all echelons and in all environments, which is essential to plan, direct, and control operations conducted by assigned resources.

Communications

See telecommunications.

Correspondence

Typed, handwritten, printed, or copied material prior to being postmarked or delivered to the USPS or an APO. Correspondence once postmarked by the OMDC is considered official mail. If postage metering equipment is not available, correspondence becomes official mail when transferred to the USPS or an MPO. Correspondence distribution operations Receiving, opening, sorting, distributing, delivering, and picking up of correspondence by messengers.

Cost effective

Describes the course of action, which meets the stated requirement in the least costly way. Cost effectiveness does not imply a cost saving over the existing or baseline situation; rather, it indicates a cost saving over any other viable alternative to attain the objective.

Database

A collection of interrelated data, often with controlled redundancy, organized according to a schema to serve one or more applications.

Domain

This is an area of common operational and functional requirements. Currently, there are four domains: command, control, communications, and intelligence (C3I); weapon systems; modeling and simulation; and sustainment.

Duplicating/Copying

Production of not more than 5,000 units of a single page or not more than 25,000 units in the aggregate of multiple pages produced utilizing automatic copy-processing or copier-duplicating machines employing electrostatic, thermal, or other copying processes.

Electronic Business/Electronic Commerce

A means of performing enterprise activities that involves the use of electronic technologies, including such techniques as facsimile, electronic mail, world-wide web software, electronic bulletin boards, electronic funds transfer, purchase cards, and electronic data interchange.

Electronic Mail (E-mail)

An information dissemination and retrieval service accessed through distributed user workstations normally provided through office automation initiative.

Electronic Recordkeeping

The operation of recordkeeping systems requiring a machine interface for the human use of records. Examples of these types of records include magnetic tapes, disks and drums, video files, and optical disks.

Enterprise

The highest level in an organization; it includes all missions, tasks, and activities or functions.

Enterprise architecture

The explicit description of the current and desired relationships among business and management processes and information technology. An enterprise architecture describes the 'target' situation that the agency wishes to create and maintain by managing its IT portfolio.

Facsimile

A system of telecommunications for the transmission of fixed images with a view to their reception in a permanent form. These images include typewritten and handwritten documents, fingerprint records, maps, charts, operations overlays, sketches, and low resolution photographs.

Film or Video Clip

A limited form of visual information (VI) product. An assemblage of motion picture footage or videotape (usually documentary) in continuity, usually without editorial or optical effects, and normally without audio except that recorded during the documentation using single system sound or video recording. Simple titles may be used for identification purposes.

Government Performance and Results Act (Public Law 103-62)

A law that creates a long-term goal-setting process to improve federal program effectiveness and public accountability by promoting a new focus on results, service quality, and customer satisfaction.

Graphic Arts

Relates to the design, creation, and preparation of two- or three-dimensional visual products. Includes charts, graphics, posters and visual materials for brochures, covers, television, motion pictures, printed publications, display, presentations, and exhibits prepared manually, by machine, or by computer.

Hardware

The generic term dealing with physical items as distinguished from the capability or function such as equipment, tools, implements, instruments, devices, sets, fittings, trimmings, assemblies, subassemblies, components, and parts. The term is often used in regard to the stage of development, as in the passage of a device or component from the design stage into the hardware stage as the finished object. In data automation, the physical equipment or devices forming a computer and peripheral components. See also software.

Information

The meaning that a human assigns to data by means of the known conventions used in their representations. (JCS Pub 1) Information is a shared resource and is not owned by any organization within the restrictions of security, sensitivity, and proprietary rights.

Information Assurance Vulnerability Assessment (IAVA)

Positive control mechanism that pushes alerts and advisories on IA security vulnerabilities to IA personnel. IAVA also requires the tracking of response and compliance to the messages.

Information Management

Activities required coordinating, planning, organizing, analyzing, integrating, evaluating, and controlling information resources effectively.

IT Management Process

An end-to-end integrated process that includes the Information Management/Information Technology (IM/IT) business planning, business/functional process improvement, capital investment planning and investment control IT Management and Oversight, Acquisition of IT/C4I, fielding and prioritization.

Information Requirement

The expression of need for data or information to carry out specified and authorized functions or management purposes that require the establishment or maintenance of forms or formats, or reporting or recordkeeping systems, whether manual or automated.

Information Resources Management (IRM)

The planning, budgeting, organizing, directing, training, promoting, controlling, and management activities associated with the burden, collection, creation, maintenance, utilization, dissemination, and disposition of information regardless of media, and includes the management of information and information related resources and systems, whether manual or automated, such as records management activities, privacy and security of records, agency sharing and dissemination of information, and acquisition and use of automatic data processing, telecommunications, and other information technology.

Information Technology (IT)

a. With respect to an executive agency, IT means any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the executive agency. For purposes of the preceding sentence, equipment is used by an executive agency if the equipment is used directly or is used by a contractor under a contract with the executive agency which (i) requires the use of such equipment, or (ii) requires the use, to a significant extent, of such equipment in the performance of a service or the furnishing of a product.

b. The term 'information technology' also includes computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources.

c. Notwithstanding subparagraphs (A) and (B), the term 'information technology' does not include any equipment that is acquired by a Federal contractor incidental to a Federal contract.

IT Architecture

An integrated framework for evolving or maintaining existing information technology and acquiring new information technology to achieve the agency's strategic goals and information resources management goals.

Infrastructure

The term is used with different contextual meanings. It most generally relates to and has a hardware orientation, but it is frequently more comprehensive and includes software and communications. Collectively, the structure must meet the performance requirements of and capacity for data and application requirements. It includes processors, operating systems, service software, and standards profiles that include network diagrams showing communication links with bandwidth, processor locations, and capacities to include hardware builds versus schedule and costs.

Installation

Geographic area subject to the control of the installation commander, including Government-owned housing or supported activities outside the perimeter of the military installation which are satellite on it for support.

Installation Information Infrastructure Architecture (I3A)

The I3A is standard communications infrastructure architecture for the U.S. Army installations embracing the JTA-A for all technology implementations. The installation infrastructure objective architecture designs are 'roadmaps' for installation managers to plan, manage, budget and migrate towards.

Internet

An electronic communications network that connects computer networks and organizational computer facilities around the world.

Internet Service Provider (ISP)

A organization that provides other organizations or individuals with access to, or presence on, the Internet. Most ISPs also provide extra services including help with design, creation and administration of World-Wide Web sites, training, and administration of intranets.

Intranet

A private Internet operating on an organization's internal network; an information utility that makes organizational and departmental information accessible via the standards of the Internet: e-mail (SMTP), WWW, file transfer protocol (ftp), and other Internet services.

Joint Technical Architecture-Army (JTA-A)

The complete set of rules derived from the JTA that prescribe the technical standards for Army IT systems and enable interoperability among joint systems.

Life cycle

The total phases through which an item passes from the time it is initially developed until the time it is either consumed in use or disposed of as being excess to all known materiel requirements.

Management Decision Evaluation Package (MDEP)

An 8-year package of dollars and manpower to support a given program or function. The BIP is the first three budget and execution years of the MDEP, and the PDIP is the five program years following.

Message (Telecommunications)

Record information expressed in plain or encrypted language and prepared in a format specified for intended transmission by a telecommunications system.

Metered mail

A piece of mail on which the amount of postage has been either imprinted with postage by a postage meter or to which a postage meter tape has been fastened.

Metrics

The elements of a measurement system consisting of key performance indicators, measures, and measurement methodologies.

Mission

A group of tasks, with their purpose, assigned to military organizations, units, or individuals for execution.

Mission-Related

Processes and functions that are closely related to the mission (e.g., the mission of Direct and Resource the Force has the mission-related functions of planning, programming, policy development, and allocating of resources.

Multimedia

Multimedia is the synchronized use of two or more types of media, regardless of the delivery medium.

Official business reply mail

Business reply mail pertaining exclusively to the business of the U.S. Government that is mailed using USPS-issued commercial permits.

Official mail

Pertains solely to the business of the U.S. Government. Postage and fees are paid with appropriated funds. Official mail is addressed material in the custody of the USPS or MPO before delivery to, or after receipt from, or having been postmarked by an OMDC.

Official mail policies

The USPS shall be used only when it is the least costly transportation method which will meet the RDD, security, accountability, and Private Express Statute requirements. When mailed, official matter shall move at the lowest postage rate that meets the RDD, security, and accountability requirements. Official matter becomes official mail when it is postmarked by a distribution center or is placed under USPS control, whichever occurs first. Official matter ceases to be official mail when control passes from USPS or its representatives to the OMDC of the addressee.

Official matter

Official matter is any item belonging to or exclusively pertaining to the business of the U.S. Government.

Operational Architecture (OA)

A description (often graphic) of the operational elements, assigned tasks, and information flows required to accomplish or support a warfighting function. It defines the type of

information, the frequency of exchange, and the tasks supported by these information exchanges.

Performance management

The use of performance measurement information to help set agreed-upon performance goals, allocate and prioritize resources, inform managers to either confirm or change current policy or program directions to meet those goals, and report on the success in meeting those goals.

Performance measurement

A process of accessing progress toward achieving predetermined goals, including information on the efficiency with which resources are transformed into goods and services (outputs), the quality of those outputs (how well they are delivered to clients and the extent to which clients are satisfied) and outcomes (the results of a program activity compared to its specific contributions to program objectives).

Planning, programming, budgeting, and execution system (PPBES)

The process for justifying, acquiring, allocating, and tracking resources in support of Army missions.

Printing

The processes of composition, platemaking, presswork, and binding, including micropublishing, for the production of publications.

Process

A group of logically related decisions and activities required to manage the resources of the Army. A business process is a specific ordering of work activities across time and place, with a beginning, an end, and clearly defined inputs and outputs that deliver value to customers.

Publications

Items of information that are printed or reproduced, whether mechanically or electronically, for distribution or dissemination usually to a predetermined audience. Generally, they are directives, books, pamphlets, posters, forms, manuals, brochures, magazines, and newspapers produced in any media by or for the Army.

Publishing

Actions involved in issuing publications. Involves creating, preparing, coordinating, approving, processing, printing, and distributing or disseminating publications.

Record

All books, papers, maps, photographs, machine readable items (such as, disks, tapes, cards, printouts, aperture cards, roll microfilm, microfiche, laser disk, optical disk, optical card, other optical recording media, film slides, transparencies, or other documentary materials regardless of physical form or characteristics made or received by any entity of the Department of the Army as evidence of the organization, functions, policies,

decisions, procedures, operations, or other activities of the Department of the Army or because of the informational value of the data in them.

Records Centers

Locations established in CONUS to receive and maintain records with long-term or permanent value, pending their ultimate destruction or accession into the National Archives.

a. Federal Records Centers. Records centers operated by the National Archives and Records Administration.

b. Army Records Centers. Army-maintained records centers for intelligence, criminal investigation, and similar records.

Records management

The planning, controlling, directing, organizing, training, promoting, and other managerial activities involved with respect to information creation, information maintenance and use, and information disposition in order to achieve adequate and proper documentation of the policies and transactions of DA and effective and economical management of DA operations.

Records Management Program

A program that includes elements concerned with the life cycle management of information, regardless of media. Specific elements include the management of correspondence, reports, forms, directives and publications, mail, distribution, maintenance (use and disposition of recorded information), declassification of recorded information, and the implementation of responsibilities under the Freedom of Information and Privacy Acts.

Reproduction

Making copies from an earlier generation of materials, including all copies beyond the original or master copy.

Self-service copying

End user operated copying and reproduction using automatic copy processing or copier/reproduction devices (excluding those items capable of producing multicolor copies) having a throughput speed of 69 copies per minute or less.

Service Level Agreement (SLA)

An agreement to provide recurring IT support, the basis for reimbursement (if any) for each category of support, the billing and payment process, and other terms and conditions of the agreement.

Software

A set of computer programs, procedures, and associated documentation concerned with the operation of a data processing system (e.g., compiler, library routines, manuals, circuit diagrams); usually contrasted with hardware.

Spam

Widely posted junk mail.

Spamming

Posting or emailing unsolicited messages to a large number of mailing lists.

Still photography

The medium used to record still imagery: includes negative and positive images.

Telecommunications

Any transmission, emission, or reception of signs, signals, writings, images, and sounds or information of any nature by wire, radio, visual, or other electromagnetic systems.

Telecommunications center (TCC)

Facility, normally serving more than one organization or terminal, responsible for transmission, receipt, acceptance, processing, and distribution of incoming and outgoing messages.

Telecommuting

Telecommuting is defined as working at an alternative site via use of electronic means.

TSACS

Terminal Server Access Controller System is a service provided by the Army to provide connectivity to Army network services by dial-in connection.

User

Any person, organization, or unit that uses the services of an information processing system. Specifically, it is any Table of Organization and Equipment (TOE) or Table of Distribution and Allowances (TDA) command, unit, element, agency, crew or person (soldier or civilian) operating, maintaining, and/or otherwise applying doctrine, training, leader development, organizations, materiel, soldiers (DTLOMS) products in accomplishment of a designated mission.

User Fee

The periodic service charge paid by a subscriber to the franchisee for service.

Video

Pertaining to bandwidth and spectrum position of the signal that results from television scanning and is used to produce an electronic image.

Video teleconferencing

Two-way electronic voice and video communication between two or more locations; may be fully interactive voice or two-way voice and one-way video; includes full-motion video, compressed video and sometimes freeze (still) frame video.

Visual information (VI)

Is that aspect of information technology that pertains to the acquisition, creation, storage, transmission, distribution, and disposition of still and motion imagery, with or without sound, for the purpose of conveying information.

VI equipment

Items capable of continuing or repetitive use by an individual or organization for the recording, producing, reproducing, processing, broadcasting, editing, distribution, exhibiting, and storing of visual information. Items otherwise identified as VI equipment that are an integral part of a non-VI system or device (existing or under development), will be managed as a part of that non-VI system or device.

VI library

A VI activity which loans, issues, and maintains a inventory of motion media, imagery and/or equipment.

VI services

Those actions that:

- a. Result in obtaining a visual information product.
- b. Support the preparation of a completed VI production such as photographing, processing, duplicating, sound and video recording, instrumentation recording, film to video transferring, editing, scripting, designing, and preparing graphic arts.
- c. Support existing VI products such as distribution and records center operations.
- d. Use existing VI products, equipment, maintenance, and activities to support other functions such as projection services, operation of conference facilities, or other presentation systems.

World Wide Web (WWW)

A part of the Internet designed to allow easier navigation of the network through the use of graphical user interfaces and hypertext links between different addresses-called also web.

Appendix M - SLA Checklist

- ✓ Check to verify all headings are present, and that each paragraph addresses all required information.

Paragraph	Title	Check
1	Purpose of the Service Level Agreement	
2	Definition & Objective	
3	FY03 SLAs	
4	Parties to the Agreement and Duration	
5	Levels of Service	
6	Description of Services	
7	Pre-Conditions	
8	Exclusions	
9	Re-Negotiation Arrangements - Agreement Modifications	
10	Termination	
11	Termination Costs	
12	Problem Resolution and Arbitration	
13	Service Level Agreement - Signatures/Authentication	
14	Services/Products Covered	
15	Support Hours and Service Unavailability	
16	Response Time	
17	Monitoring and Reporting Performance on Service Level Agreement	
18	Problem Escalation Procedure	
19	Service Warranty and Limitations	
20	Timeliness of Customer Action	
21	Provision of Information by the Customer	
Appendix	Title	Check
A	Customer SLAs	
B	Additional Customer Requirements	
C	Provider SLAs	
D	Additional Provider Requirements	
E	Visual Information Activities Authorization	
F	System Certification	
G	Customer Evaluation Program	
H	Problem Management: Priorities and Escalation Procedures	
I	Points of Contact	
J	Acronyms	
K	Prescribing Directives and Procedural Guides	
L	Glossary	
M	SLA Checklist	
N	SLA Sign-off Form	

