

**BY ORDER OF THE COMMANDER
439TH AIRLIFT WING**

**439TH AIRLIFT WING INSTRUCTION
33-111**



9 SEPTEMBER 2015

Communications and Information

**COMMUNICATIONS WORK ORDER
PROCESS**

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Certified by: 439 MSG/CD
(Lt Col Kelly E. Hosey)

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This instruction implements Air Force Policy Directive (AFPD) 33-1, *Information Resources Management*. It outlines IRM Information Technology (IT) goals for improving productivity, efficiency and effectiveness of operations through appropriate and effective use of IT. It applies to all organizations assigned to Westover ARB and tenant organizations who request support from the 439th Communications Squadron (439 CS). Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847 to 439 CS/SCX, 250 Jenkins Street, Westover ARB, MA 01022-1634.

SUMMARY OF CHANGES

This revision changes the System Telecommunication Engineering Manager – Base (STEM-B) to Cyberspace System Integrator – Base (CSI-B) and updates the e-mail address for 439 CS/SCX. Deletes the requirement for the cost center manager to identify funds availability. Removes the telephone control officers (TCO) requirement to annually validate telephone extensions. Changes the responsibility of paying and reviewing the monthly cellular telephone invoice from 439 CS to each Group Government Purchase Card (GPC) holder and adds personnel wireless communications systems (PWCS) managers approval for plan changes. Deletes the requirement to reset call timers on cellular telephones.

1. General.

1.1. The Computer Systems Officer (CSO (439 CS/SC)) is designated as final approval when reviewing and identifying user needs from Work Order Submitter. Communication Squadron Functional Managers will make recommendations for technical solutions when feasible, or request a technical solution from the CSI-B as necessary.

1.2. The 439th Mission Support Group Deputy Commander (439 MSG/CD) and the Chief, Plans and Programs Flight (439 CS/SCX) are designated as alternate approval authorities during the absence of the CSO.

2. Unit Responsibilities.

2.1. The Unit Commander or Designated Representative will appoint a Telephone Control Officer (TCO), Information Technology Equipment Custodian (ITEC) and Land Mobile Radio (LMR) Manager (where applicable) and forward appointment letters to the Communications Squadron Plans Flight (SCX) by e-mail to 439cs.scx@us.af.mil. The unit may appoint more than one alternate TCO or ITEC to meet mission requirements.

2.2. The Unit TCO will:

2.2.1. Request by e-mail to 439cs.scx@us.af.mil to schedule Cyberspace Infrastructure Planning System (CIPS) - Work Order Management System (WOMS) and TCO training. The customer will be scheduled for a training session within 3 business days of request.

2.2.2. Create an account in CIPS as Work Order Submitter role. Letters of Appointment will be validated from TCO accounts prior to accounts being approved.

2.2.3. Submit a WOMS request for communications technical solutions as soon as an operational need exists for all communications commodities or software. A minimum of three weeks processing time is required for technical solution and internal coordination; however, technical solutions that require coordination outside of the 439 CS could take an additional two months and will be converted to a CIPS requirement for addition to the base blueprint.

2.2.4. Obtain all staffing signatures via e-mail and attach in the WOMS request and indicate whether request is funded or unfunded. Before submitting a WOMS request, the TCO must obtain approval from the unit Commander or Designated Representative. The submission of a WOMS ticket indicates that the request has been certified by the unit Commander or Designated Representative as a necessary requirement for mission accomplishment or enhancement.

2.2.5. Submit requirements for end of year fallout funding to the 439 CS and attachments with concurrence from Unit Cost Center Manager (CCM) and Commander or Designated Representative NLT 15 June, or earlier as directed by 439 AW for fiscal year needs.

2.2.6. Submit requests electronically for commercial long distance PIN to 439cs.scx@us.af.mil. The TCO will maintain a signed copy of completed PIN in continuity folder. The TCO will notify 439 CS/SCX of any changes in accordance with the current instructions given in the TCO briefings and training.

3. ITEC Responsibilities.

3.1. Unit ITEC will:

3.1.1. Request by e-mail to 439cs.scx@us.af.mil to schedule Cyberspace Infrastructure Planning System (CIPS) - Work Order Management System (WOMS) and ITEC training. The customer will be scheduled for a training session within 3 business days of request.

3.1.2. Create an account in CIPS as Work Order Submitter role. Letters of Appointment will be validated from ITEC accounts prior to accounts being approved.

3.1.3. Follow all instructions from **paragraphs 2.2.3 – 2.2.6**

3.1.4. Coordinates with the 439 CS (SCOS) to transfer equipment to the ITEC account prior to equipment leaving 439 CS. Provides a signed copy of the transfer form to the ADPE shop and provide copy to Base ECO.

4. LMR Manager Responsibilities.

4.1. Unit LMR Manager will:

4.1.1. Request by e-mail to 439cs.scx@us.af.mil to schedule CIPS-WOMS and LMR Manager training. The customer will be scheduled for a training session within 3 business days of request.

4.1.2. Follow all instructions from **paragraphs 2.2.3 – 2.2.6**

4.1.3. Coordinate with Base LMR manager to update equipment in Asset Inventory Management System (AIMS) prior to receipt of property.

4.1.4. Prepare AF Form 1297 (Prepare Temporary Issue Receipt) for all equipment that is being shipped off base for maintenance. The LMR manager will complete all fields on AF 1297. Provide a brief description of the fault with the LMR, Console, Base Station, Mobile (vehicle mounted radio). Provide LMR account and Serial Number of all equipment leaving station for repair.

5. 439 CS Plans Flight Responsibilities.

5.1. 439 CS/SCX – Plans and Resources Flight will:

5.1.1. Process WOMS Work Orders upon receipt and assign a technician for the commodity being requested.

5.1.2. Process the work order in accordance with applicable Technical Orders and Air Force Instructions and this publication. This shall include staffing the work order through functional areas to ensure the proposed technical solution complies with local, Air Force and Department of Defense architectures.

5.1.3. Electronically transmit in WOMS Pending Customer Action (PCA) any submission requiring additional information from the customer, to include questionnaire.

5.1.4. Obtain CSO approval or disapproval after the functional area review.

6. IT Equipment Purchases.

6.1. All purchases for IT equipment less than \$25,000.00 must be purchased on a Government Purchase Card (GPC). All IT purchases greater than \$3,000.00 and less than \$25,000.00 will be purchased on the IT GPC card if three GSA bids are obtained.

6.1.1. All software regardless of cost will be purchased with the IT GPC.

6.1.2. All hardware requirements exceeding \$500.00 will be purchased with the IT GPC.

6.1.3. Personal Wireless Communications Systems (PWCS) that interface with the Local Area Network (LAN) must be approved by Unit Commander or Designated Representative with final approval by 439 AW/CC or Designated Representative during absence.

6.1.3.1. Requests for cellular telephones (CT) require approval from the Unit Commander or Designated Representative. Concurrence is required from MSG/RA and MSG/CC prior any CT equipment being purchased or when monthly cost is incurred from the CT.

6.1.3.2. Requests for personal data assistants (PDA; i.e., Blackberry) must be approved by Unit Commander or Designated Representative with final approval by 439 AW/CC or Designated Representative during absence.

7. Cellular Telephone Billing.

7.1. CT bills are reviewed monthly (on or about 25th day of each month) and paid by each designated Group GPC cardholder. GPC cardholder will validate calls and report any misuse to the 439 CS/SCX. If misuse is identified, units will direct members to reimburse the government IAW AFI33-106_439AWSUP_1 paragraphs 4.9.3.1 and 4.9.3.2., where appropriate.

7.1.1. Reviews shall include minutes exceeded by the contractual agreement. Calling plan changes shall occur to obtain most cost effective plan The PWCS manager must approval any plan changes.

7.1.2. Directory Assistance calls are billed at a flat rate of \$1.25 per inquiry. Alternate means should be used to obtain calling information at unit level. Cellular users should contact their unit to obtain directory assistance, or use electronic white pages or local telephone books to avoid directory assistance cost.

ALBERT V. LUPENSKI, Colonel, USAFR
Commander

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

- AFI33-106 439AWSUP 1, *Managing High Frequency Radios, Personal Wireless Communications Systems, and the Military Affiliate Radio System*, 20 September 2012
- AFI33-108, *Compatibility, Interoperability, & Integration of Comm and Info Systems*, 14 July 1994
- AFM33-153, *Information Technology (IT) Asset Management* 19 March 2014
- AFI33-150, *Management of Communications Activities*, 30 November 2011
- AFI10-712, *Telecommunications Monitoring and Assessment Program (TMAP)*, 8 June 2011
- AFI33-332, *Privacy Act Program and Civil Liberties Program*, 5 June 2013
- AFI33-364, *Records Disposition-Procedures and Responsibilities*, 22 December 2006
- AFI33-590, *Radio Management*, 8 April 2013
- T.O. 00-33A-1001, *General Communications Activities Management Procedures and Practice Requirements*
- T.O. 00-33D-3003, *Managing the Cyberspace Infrastructure Utilizing the Cyberspace Infrastructure Planning System*

Attachment 2**COMPLETING WORK ORDER MANAGEMENT SYSTEM (WOMS) WORK ORDER SUBMITTER**

- A2.1.** Go to [HTTPS://CIPSAF.TINKER.AF.MIL](https://CIPSAF.TINKER.AF.MIL)
- A2.2.** Open New Work Order/Trouble Ticket
- A2.3.** Click on NEXT. (Do not Skip Wizard) and click Next.
- A2.4.** Enter Title of Work Order and click Next.
- A2.5.** Enter Work Order/Trouble Type: (Use Pull Down Menu) and click Next
- A2.6.** Enter Date Needed. (Use arrows >>>, (>Current Month, >>Second Month, >>>Third Month) and click Next.
- A2.7.** Enter Work Description narrative and Work Location. Click on Next.
- A2.8.** Mission Impact: Click on Mission Critical, Required, or Enhancement. In Justification field enter your justification item or service.
- A2.9.** Enter Customer :(Who is Point of Contact).
- A2.10.** Enter Customer Org: (What Unit/What Office Symbol)
- A2.11.** Enter Customer Phone: (Enter 557-XXX). Click on Next.
- A2.12.** Click on Finish.
- A2.13.** Click on Export. Print copy for suspense copy.
- A2.14.** Add Attachments: Concur from Unit Commander, Unit Resource Advisor. Add diagram of work space where new, relocation of equipment will be installed or moved.
- A2.15.** My Work Orders: This field will show all work orders, submitted, pending, completed.

Attachment 3**REQUIREMENT MINIMUM INFORMATION**

A3.1. The “Work Order Description” block of the WOMS Work Order must contain the following information as determined by the type of requirement.

A3.1.1. Telephone Service Request

A3.1.1.1. As a minimum includes, building number, north/south side, room/suite number and telephone number (if existing).

A3.1.2. A simple floor plan sketch the location of new, existing, or relocations of equipment.

A3.1.3. Apply a Post It note where the device will be terminated in the building.

A3.1.4. Include the type of service requested: base extension, 99 – local dialing, 94 – DSN, and/or 98- FTS long distance service. A personnel identified number (PIN) must be obtained through the telephone control officer (TCO) for 98 FTS access.

A3.1.5. All telephone requests must be submitted in WOMS.

A3.2. Computer or any other IT Requests: (AFI 33-112 and AFI 33-114)

A3.2.1. For computers, state what the system will be used for.

A3.2.2. If a laptop, will wireless and LAN connectivity be required.

A3.2.3. Does the IT purchase require a LAN connection? If yes, please submit a separate WOMS Work Order request for LAN drop and attach sketch of room/suite where the LAN drop is required.

A3.2.4. Will the computer or laptop computer require any special system requirements? If so state type of software that is required to be loaded, (i.e., MICAS, LOGMOD, LOGMOD-SA, FEDLOG, G081).

A3.2.4.1. Does the computer require any additional hard drive, CD-ROM, removable hard drive (for classified) or additional memory or video cards?

A3.3. LAN Drop Requests: (AFI 33-115V1):

A3.3.1. As a minimum includes, building number, north/south side, room/suite number and telephone number (if existing).

A3.3.2. A simple floor plan sketch the location of new, existing, or relocations of equipment.

A3.3.3. Apply a post it note where termination point will be in the building.

A3.4. LMR Requests: (AFI 33-590)

A3.4.1. As a minimum, state the type of radio system required (i.e., portable, base or mobile) and submit justification from sourcing document, Allowance Source Code, Programming Plan, or other sourcing document.

A3.4.2. List what frequency bands the radio system is required to operate within.

A3.4.3. List any additional peripheral devices that are required for Homeland Security, Force Protection, CBRNE requirements, or vehicle requirements.

A3.5. Cellular Telephone Requests: (AFI 33-590)

A3.5.1. As minimum, justification for CT is support DCG, UCC, GCC. Group commanders must concur with requirement.

A3.6. Other Requirements.

A3.6.1. Other requirements not covered in this publication by these headings, contact the Communications Squadron Plans Flight at extension 557-3664 or 2865, personnel shall assist you in defining your requirement.