

**BY ORDER OF THE COMMANDER  
AIR COMBAT COMMAND UNITED  
STATES AIR FORCES IN EUROPE AND  
PACIFIC AIR FORCES**



**AIR FORCE INSTRUCTION 21-101**

**COMBAT AIR FORCES**

**Supplement**

**ADDENDUM\_C**

**11 SEPTEMBER 2013**

**Maintenance**

**AIRCRAFT AND EQUIPMENT  
MAINTENANCE MANAGEMENT**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This addendum implements AFI 21-101, *Aircraft and Equipment Maintenance Management*. This supplement prescribes policies and procedures governing aerospace equipment maintenance management of Remotely Piloted Aircraft (RPA) aircraft for Air Combat Command (ACC), Pacific Air Forces (PACAF), and United States Air Forces in Europe (USAFE). The Air National Guard (ANG) or Air Force Reserve Command (AFRC) can adopt this addendum, as required, to supplement their MAJCOM supplement to AFI 21-101; however, ANG/AFRC personnel assigned to Classic Associate Units supporting CAF units will comply with the guidance provided within this addendum. Maintenance units will use this addendum in conjunction with the CAF supplement to AFI 21-101; if a conflict exists between the CAF supplement and this addendum the addendum will take precedence. This publication may be supplemented at any level, but all direct Supplements must be routed to the OPR of this publication for coordination prior to certification and approval. Requests for waivers must be submitted through chain of command to the OPR listed above for consideration and approval. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual 33-363, *Management of Records*, and disposed of IAW Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). Contact supporting records managers as required. Send

comments, questions, and suggested improvements to this publication on AF Form 847, *Recommendation for Change of Publication*, through channels to HQ ACC/A4QM, 130 Douglas Street, Suite 210, Langley AFB, VA 23665-2791.

## Chapter 1

### MANAGEMENT PHILOSOPHY AND POLICY

**1.1. Common Terminology.** For the purpose of this publication the following terms will be used.

1.1.1. Ground Control Station (GCS) will be used when referring to Mission Control Element (MCE), Launch Recovery Element (LRE), or any separated ground element that controls a RPA as applicable.

1.1.2. Communication link (Comm Link) refers to any communication equipment used to establish a link between the RPA and GCS (e.g., SATCOM terminal, tactical antenna, etc).

1.1.3. Remotely Piloted system (RPS): Refers to the RPA, GCS, and Comm link utilized together for operational purposes.

1.1.4. Remote Split Operation (RSO): RSO refers to a concept of operational employment whereby the launch/recovery GCS and crew are geographically separated from the mission GCS and crew.

1.1.5. For a more thorough discussion of concepts, refer to AFTTP 3-3, *Aircraft Maintenance*.

**1.2. Maintenance Concept.** The RPS will not receive a status as a complete unit. Each RPA/GCS will receive a status as "A" type equipment per AFI 21-103, *Equipment Inventory, Status and Utilization Reporting*. The communication link will receive a status as "C" or "R" type equipment per AFI 21-103.

**1.3. Maintenance Resource Management (MRM).** All military personnel with a maintenance/munitions AFSC (including 3DXXX working in an aircraft maintenance related field) assigned to a maintenance duty position are required to receive MRM training. Government civilians working in maintenance/munitions are required to have MRM training. Civilian contractors should be offered the opportunity to receive MRM training, but it is not mandatory. (See AFI 21-101, Paragraph 1.16.2)

**Chapter 2**

**SAFETY**

**2.1. No additional guidance for RPA aircraft maintenance.**

## Chapter 3

### GENERAL RESPONSIBILITIES FOR COMMANDERS AND KEY LEADERS

#### 3.1. Maintenance Group Commander Responsibilities.

3.1.1. The MXG/CC (or equivalent) will:

3.1.1.1. Establish procedures to ensure uninterrupted power is available in the event of a primary power outage.

3.1.1.2. Ensure a Service Level Agreement (SLA) exists between the host/local CS (Service Provider), base CE, and the MXG.

3.1.1.3. Establish frequency de-confliction procedures.

#### 3.2. Maintenance Operations Officer (MOO)/Maintenance Superintendent (MX SUPT) Responsibilities.

3.2.1. Ensure MIS and GCS forms are documented IAW TO 00-20-1, *Aerospace Equipment Maintenance Inspection, Documentation, Policies, and Procedures*.

3.2.2. Coordinate RPA network requirements with local communications squadron.

3.2.3. Ensure local procedures are established to provide guidance on compliance with applicable maintenance and network instructions.

3.2.4. Ensure the climbing program is conducted IAW AFI 91-203, *Air Force Consolidated Occupational Safety Instruction*.

#### 3.3. .

3.3.1. The Section NCOIC will:

3.3.1.1. Promote cross-talk with applicable maintenance units to obtain information on system/component repeat, recur and CND trends.

3.3.1.2. Ensure Periodic Inspections are performed.

#### 3.4. Production Superintendent (Pro Super).

3.4.1. Determine, track, and report GCS status, including ETIC, IAW AFI 21-103 and MAJCOM/local directives for unit owned GCS.

3.4.2. Pro Supers who only manage GCSs will not perform CDDAR Program activities, flightline munitions, or propulsion flight coordination activities. These functions are performed by aircraft/flightline Pro Supers.

## Chapter 4

### AIRCRAFT/HELICOPTER MAINTENANCE SQUADRON (AMXS/HMXS)

**4.1. General.** RPA units will organize IAW AFI 38-101, *Manpower and Organization*.  
**Exception:** Aircraft Communication Maintenance Squadron (ACMS) will organize per approved OCR.

4.1.1. ACMS services, inspects, and maintains assigned GCSs and Comm Link equipment. Additionally, ACMS oversees the operational readiness of the communication infrastructure supporting the RPA mission at a particular site.

4.1.1.1. ACMS will contain a Systems Maintenance Unit (SMU) and a Sustainment Flight (SF). The unit may include Communications, Network Management and Radio Frequency (RF) technicians (AFSC 3D1X2/X3) and may consist of the following sections: Production, Debrief, Systems Maintenance, RF Transmission, Supply, Support, Network Operation Center, and Plans and Programs.

### 4.2. AMU/SMU OIC/Superintendent Responsibilities.

4.2.1. Monitors climbing certification program IAW AFI 91-203 and Chapter 14.

### 4.3. Production Superintendent.

4.3.1. Aircraft and GCS Exceptional Release (ER) will be tracked separately on the SCR. (See AFI 21-101, Paragraph 4.5.1.)

4.3.2. The following additional responsibilities apply for GCS management:

4.3.2.1. Develop maintenance communications plans.

4.3.2.2. Coordinate with OPS to schedule available LOS frequency usage and/or satellite time. **Note:** The Production Superintendent will NOT acquire LOS frequencies and/or satellite assets.

4.3.2.3. Ensure C-E (communications equipment) forms and/or MIS documentation is complete, accurate and accomplished. Ensure C-E status is accurately reflected in the maintenance forms and/or the MIS. Ensure local tracking/updating of deferred C-E PMIs IAW TO 00-33A-1001, *General Communications Activities Management Procedures and Practice Requirements*.

### 4.4. Flight Line Expediter.

4.4.1. ACMS Communication Expediter. Ensures maintenance is accomplished and coordinates on all GCS and/or C-E maintenance actions. Communication expeditors work for the production superintendent and manage, control and direct resources. The Communication Expediter replaces the Flightline Expediter within the ACMS. Responsibilities identified in AFI 21-101, paragraph 4.6. (aircraft is synonymous with GCS/C-E) apply unless specifically addressed in this addendum.

4.4.2. Coordinate the maintenance effort with the MOC and other expeditors/squadrons (as applicable) for support.

4.4.3. Maintain and have access to copies of the following: Flying schedule, emergency action and functional checklists, base grid map with cordon overlay, IPI listings, Minimum Essential Subsystem List (MESL), Quick Reference List (QRL) (if developed), and tracking device for GCS status.

4.4.4. Communications Expediter does not perform munitions accountability, OAP, CDDAR or AGE functions. These functions are completed by the flightline Expediter.

#### **4.5. Aircrew and Maintenance Debrief Section.**

4.5.1. Remotely Piloted System (RPS) Debrief Procedures: RPS reporting will use standard Air Force landing status codes. Mission/Launch/Recovery GCS status will be reported separately from aircraft landing status (i.e., Aircraft Code 1, Mission GCS Code 1, Launch GCS Code 1). Aircraft, Mission GCS and Launch/Recovery GCS will retain separate 781 forms binders. Mission capable status will also be tracked separately.

4.5.1.1. For sortie generation, the Launch GCS, Mission GCS(s), Recovery GCS and aircraft will be assigned mission line number(s) based on established procedures. In some instances, the Launch GCS and Recovery GCS will be different.

4.5.1.2. Once the mission is complete and the post-mission debrief is completed, the 781 forms and IMDS will be annotated.

4.5.1.2.1. When debriefing the aircraft in IMDS, debrief personnel will input the SATCOM terminal ID (leave blank if not used) in the mission number field on screen 163.

4.5.1.2.2. When debriefing the Launch GCS and/or Mission GCS in IMDS, input the aircraft tail number in the mission number field on screen 163.

4.5.2. RPS Remote Split Operations (RSO) Debrief Responsibilities:

4.5.2.1. Units must establish procedures to communicate RSO information to each location.

4.5.2.2. Launch GCS Debrief.

4.5.2.2.1. Use a debrief checklist to debrief the Launch GCS aircrew. Debrief checklist will include, at a minimum, the following: pilot names, date, time, flight effectiveness, GCS tail number with landing status code, and aircraft tail number with landing status.

4.5.2.2.2. Annotate 781 forms and IMDS at the conclusion of the post-mission debrief.

4.5.2.2.2.1. Ensure the aircraft tail number is loaded in the mission number field on IMDS screen 163.

4.5.2.3. Mission GCS debrief.

4.5.2.3.1. Review GCS forms after final aircraft hand back or mission complete.

4.5.2.3.2. Enter GCS discrepancies into IMDS and load the aircraft tail number in the mission number field on IMDS screen 163.

4.5.2.3.3. Ensure aircraft information is forwarded to the recovery GCS IAW unit established procedures.

4.5.2.3.4. Do not enter aircraft discrepancies in IMDS; this is accomplished during the Recovery GCS debrief process.

#### 4.5.2.4. Recovery GCS Debrief.

4.5.2.4.1. Use a debrief checklist to debrief the Recovery GCS aircrew. Debrief checklist will include, at a minimum, the following: pilot names, date, time, flight effectiveness, GCS tail number with landing status code, and aircraft tail number with landing status.

4.5.2.4.2. Annotate aircraft/GCS 781 forms and IMDS at the conclusion of the post-mission debrief.

4.5.2.4.2.1. When debriefing the aircraft in IMDS, debrief personnel will input the SATCOM terminal ID (leave blank if not used) in the mission number field on IMDS screen 163.

4.5.2.4.2.2. When debriefing the Recovery GCS in IMDS, input the aircraft tail number in the mission number field on IMDS screen 163. **Note:** Launch and recovery GCS may be the same.

**4.6. Aircraft Section.** Repairs, functionally checks, and inspects aircraft fuel systems, fuel tanks, and related components. The aircraft section NCOIC will:

4.6.1. Establish controls to prevent unauthorized entry into fuel cell and repair areas.

4.6.2. Provide required qualification training (to include safety training) to all personnel who enter aircraft fuel tanks or open fuel tank areas to perform maintenance or provide assistance.

4.6.3. Perform safety inspections on facilities to ensure open tank repair areas, and equipment used for open fuel tank maintenance meet MDS-specific TOs and TO 1-1-3, *Inspection and Repair of Aircraft Integral Tanks and Fuel Cells* requirements.

4.6.4. Manage and document non-grounding fuel leaks according to TO 1-1-3, and MDS-specific TOs. Coordinate with PS&D to schedule aircraft with non-grounding fuel leaks through the fuel systems repair facility to prevent further deterioration.

4.6.5. Establish notification procedures to inform the base fire department when open fuel tank maintenance is in progress and when maintenance is complete.

4.6.6. Establish a Confined Space Entry Program IAW TO 1-1-3 and AFI 91-203, Chapter 23.

#### 4.7. Weapons Section.

4.7.1. Weapons Section Chief will:

4.7.1.1. Coordinate with WWM to determine the number of required load crew CTKs. (See AFI 21-101, Paragraph 4.11.1.20.)

**4.8. Ground Communications Section/Systems Maintenance Section.** This section is responsible for GCS and Network Management systems troubleshooting, on-equipment repairs, component removal and replacement, classified item management, servicing, and cleaning. The

section may include Communications and Network Management technicians. When used, the communication section expediter coordinates maintenance priorities with the Production Superintendent and Flightline Expediters or ACMS Production Superintendent and Communications expediter.

4.8.1. In addition to the common responsibilities in **Chapter 3** of this instruction, the Communication Section/System Maintenance NCOIC will:

4.8.1.1. Promote cross-talk with applicable maintenance units to obtain information on system/component repeat, recur and CND trends.

4.8.1.2. Manage the climbing certification program IAW AFI 91-203 and Chapter 14.

4.8.2. GCS Technician Responsibilities.

4.8.2.1. Perform Periodic Inspections.

4.8.2.2. Perform scheduled document reviews/records checks using applicable MIS and GCS 781-series forms IAW **Chapter 7**.

4.8.2.3. Coordinate GCS downtime for scheduled and unscheduled maintenance with production superintendents and expediters.

4.8.2.4. Manage deferred discrepancies.

4.8.2.5. Ensure Due-In from Maintenance (DIFM) assets within their control are turned into LRS.

**Chapter 5**

**MAINTENANCE SQUADRON (MXS)**

**5.1. No additional guidance for RPA aircraft maintenance.**

## Chapter 6

### MAINTENANCE OPERATIONS SQUADRON

#### 6.1. Maintenance Operations Flight (MOF).

##### 6.1.1. MOF/CC/Chief (MOF/SUPT).

6.1.1.1. The AEF subsystem in IMDS is not used because RPAs do not deploy under the AEF concept. Aircraft and equipment are normally staged out of the deployed locations. (See AFI 21-101, Paragraph 6.2.1.8.)

##### 6.1.2. Maintenance Operations Center (MOC).

6.1.2.1. Visual aids will also show status of assigned GCS and Communications Link. (See AFI 21-101, Paragraph 6.2.2.1.)

6.1.2.2. 3DXXX DAFSCs may be assigned to the MOC. (See AFI 21-101, Paragraph 6.2.2.21.)

##### 6.1.3. Engine Management (EM) Section.

6.1.3.1. For MXGs that do not have a propulsion flight, Wing PS&D tracks and monitors engine data. (See AFI 21-101, Paragraph 6.2.3.)

6.1.3.2. MQ-1 engines are non-tracked items and not loaded in CEMS. Track MQ-1 engines in ES-S/IMDS and on a local developed spreadsheet. (See AFI 21-101, Paragraph 6.2.3.1.)

6.1.3.3. MQ-1 engines are LRUs; tracking is not performed for engine/module inspections/TCIs tracked by EOT, calculated cycles (CCY), total accumulated cycles (TAC), etc. (See AFI 21-101, Paragraph 6.2.3.6.)

**Chapter 7****MAINTENANCE PLANS, SCHEDULING AND DOCUMENTATION (PS&D)**

**7.1. Manage the following programs for assigned aircraft and equipment using the following guidelines.**

7.1.1. Document Reviews will be completed on all GCS IAW AFI 21-101, Paragraph 7.2.1.

**Chapter 8**

**QUALITY ASSURANCE (QA)**

**8.1. No additional guidance for RPA aircraft maintenance.**

## Chapter 9

### IMPOUNDMENT PROCEDURES

#### **9.1. Reasons for Impoundment of Aircraft or Equipment. Impound aircraft or equipment.**

9.1.1. When one element of an RPS is impounded the impoundment authorities will determine if any linked elements of the RPS warrant impoundment.

9.1.2. Impoundment Authorities will determine if impoundment is warranted when:

9.1.2.1. Simultaneous unintended loss of all GCS links.

9.1.2.2. Unplanned interruption of GCS power.

**Chapter 10**

**TOOL AND EQUIPMENT MANAGEMENT**

**10.1. No additional guidance for RPA aircraft maintenance.**

**Chapter 11**

**MAINTENANCE SUPPLY SUPPORT**

**11.1. No additional guidance for RPA aircraft maintenance.**

## Chapter 12

### WING WEAPONS MANAGER AND WEAPONS STANDARDIZATION

#### 12.1. Wing Weapons Manager.

12.1.1. In coordination with the weapons section NCOIC and WS superintendent, determine the number of loading tool kits required in RPA units. (See AFI 21-101, Paragraph 12.1.11.)

12.1.2. QAE, and weapons contractor lead are encouraged to attend the monthly wing weapons meeting. (See AFI 21-101, Paragraph 12.1.20.)

#### 12.2. Documenting Load Crew Training.

12.2.1. Contracted personnel in the school year program (SYP) are not required to be coded out monthly. (See AFI 21-101, Paragraph 12.16.4.)

**Chapter 13**

**MOBILITY AIRCRAFT DEFENSIVE SYSTEMS LOADING POLICY**

**13.1. No additional guidance for RPA aircraft maintenance.**

## Chapter 14

### ADDITIONAL MAINTENANCE REQUIREMENTS AND PROGRAMS

#### 14.1. Aircraft Inlet/Intake/Exhaust Certification.

14.1.1. MQ-1 and MQ-9 will not have installed and uninstalled aircraft/engine intake/inlet/exhaust training and certification program. (See AFI 21-101, Paragraph 14.4.1.)

#### 14.2. Aircraft Structural Integrity Program (ASIP).

14.2.1. Follow the System Program Office (SPO) master plan. Direct questions to MAJCOM ASIP manager (ACC/A4V). (See AFI 21-101, Paragraph 14.6.1.)

#### 14.3. Foreign Object Damage (FOD) Prevention Program.

14.3.1. Appropriate FOD prevention program requirements will be addressed for GCSs in wing plan. (See AFI 21-101, Paragraph 14.19.)

#### 14.4. Hangar Queen Aircraft.

14.4.1. Hangar Queen management/reporting applies to aircraft and GCSs separately. (See AFI 21-101, Paragraph 14.22.1.)

14.4.2. A Hangar Queen is a unit-possessed GCS that has not established a command link for at least 30 calendar days. Determine hangar queen category per current guidance. (See AFI 21-101, Paragraph 14.22.2.1.)

#### 14.5. Special Certification Roster (SCR).

14.5.1. Exceptional Release authority for the GCS and the aircraft will be separate items tracked on the SCR. (See AFI 21-101, Table 14.1.)

14.5.1.1. Mandatory SCR Item Title: GCS Exceptional Release (ER).

14.5.1.2. Prerequisites: MSgt or higher (or civilian equivalent), approved by MXG/CC.

**14.6. GCS In-Mission Maintenance.** Maintenance actions may be performed to repair aircrew reported discrepancies when the GCS is linked to a flying aircraft.

14.6.1. The Pilot in command of the GCS is the sole approving authority to allow in-Mission maintenance.

14.6.2. The Pilot in command will coordinate with the Production Superintendent to determine the level of maintenance to be performed.

14.6.3. The Pilot in command and Production Superintendent will evaluate all safety considerations prior to beginning any maintenance actions and take appropriate risk management steps.

14.6.4. The GCS AFTO 781-series forms and IMDS documentation will be accomplished at the completion of the required maintenance.

14.6.5. After completion of appropriate maintenance documentation the Pilot in command will accomplish a new ER/CR. NOTE: The Pilot in command of the GCS is the only person authorized to sign an ER/CR after performance of in-mission maintenance.

**14.7. Climbing Certification Program.**

14.7.1. Commanders shall establish a climbing training and certification program IAW AFI 91-203.

14.7.2. Track the following certifications:

14.7.2.1. Initial climbing certification. (IMDS-CDB)

14.7.2.2. Annual climbing certification. (SCR)

14.7.2.3. Climbing certifier; approved by Sq/CC. (SCR)

MARK A. ATKINSON, Maj Gen, USAF  
Director of Logistics

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

AFI 21-101, *Aircraft and Equipment Maintenance Management*, 11 Aug 2011

AFI 21-101, CAFSUP, *CAF: Aircraft and Equipment Maintenance Management*, 11 Jul 2012

AFI 21-103, *Equipment Inventory, Status and Utilization Reporting*, 26 Jan 2012

AFI 38-101, *Air Force Organization*, 16 Mar 2011

AFI 91-203, *Air Force Consolidated Occupational Safety Instruction*, 15 Jun 2012

AFMAN 33-363, *Management of Records*, 1 Mar 2008

AFTTP 3-3, *Aircraft Maintenance*, 4 Jan 2013

TO 00-20-1, *Aerospace Equipment Maintenance Inspection, Documentation, Policies, and Procedures*, 15 June 2011

TO 00-33A-1001, *General Communications Activities Management Procedures and Practice Requirements*, 1 Dec 2012

TO 1-1-3, *Inspection and Repair of Aircraft Integral Tanks and Fuel Cells requirements*, 1 Mar 2013

***Prescribed Forms***

This addendum does not prescribe any forms.

***Adopted Forms***

AF Form 847, *Recommendation for Change of Publication*

***Abbreviations and Acronyms***

**ACMS**—Aircraft Communication Maintenance Squadron

**AEF**—Air Expeditionary Force

**AFRIMS**—Air Force Records Information Management System

**ASIP**—Aircraft Structural Integrity Program

**CCY**—Calculated Cycles

**CDDAR**—Crash Damaged Disabled Aircraft Recovery

**CE**—Civil Engineering

**C-E**—Communication Equipment

**CND**—Could Not Duplicate

**CR**—Conditional Release

**CS**—Communication Squadron

**DIFM**—Due-In From Maintenance

**EM**—Emergency Management  
**ER**—Exceptional Release  
**FOD**—Foreign Object Damage  
**GCS**—Ground Control Station  
**LRE**—Launch Control Element  
**MCE**—Mission Control Element  
**MESL**—Minimum Essential System List  
**MOC**—Maintenance Operations Center  
**MOF**—Maintenance Operations Flight  
**MRM**—Maintenance Resource Management  
**OAP**—Oil Analysis Program  
**OCR**—Organization Change Request  
**RDS**—Records Disposition Schedule  
**RF**—Radio Frequency  
**RPA**—Remotely Piloted Aircraft  
**RPS**—Remotely Piloted System  
**RSO**—Remote Split Operations  
**SATCOM**—Satellite Communications  
**SCR**—Special Certification Roster  
**SF**—Sustainment Flight  
**SLA**—Service Level Agreement  
**SMU**—System Maintenance Unit  
**SPO**—System Program Office  
**TAC**—Total Accumulated Cycles  
**TCI**—Time Change Item

## Attachment 2

### SERVICE PROVIDER AGREEMENT TEMPLATE

#### A2.1. Responsibilities of the Service Provider to include.

A2.1.1. What resources will be provided to support the mission (i.e., Common Core Services such as NIPR/SIPR, email, etc.)

A2.1.2. How they will inform the customer of infrastructure changes and new or changed service.

A2.1.3. State what security methods will be used to protect infrastructure resources from unauthorized access, monitoring, or tampering.

A2.1.4. Describe the process used to notify and coordinate with end-user organization about planned/unplanned outages of connectivity, equipment, or electricity.

A2.1.5. Explain the coordination process for service degradation or failure correction and state how customer will be kept informed of status.

A2.1.6. Describe materials that will be provided to customer to minimize procedural errors.

A2.1.7. Explain customer support performance criteria and workload limitations (e.g., hours of operation, response times, and expected maximum calls).

A2.1.8. Describe what performance data and analysis reports that will be provided to the customer organization to show service quality and level of customer support provided.

A2.1.9. State what customer training is available and what role the service providers will play in customer training.

A2.1.10. State what periodic surveys will be performed to monitor customer satisfaction.

#### A2.2. Responsibilities of End-User Organization to include.

A2.2.1. Describe the process used to ensure end-users know procedures for getting help.

A2.2.2. How coordination will be accomplished with service provider on any planned and in-progress major configuration changes (e.g., network installation/expansion, TCP/IP port requirements, changes in topology, system upgrades, relocation, etc.).

A2.2.3. How CSAs and FSAs will provide, upon request, equipment layout, network schematic, network connectivity (attached via backbone or stand alone), and their location.

A2.2.4. Describe how the customer will use the performance and trend analysis data from service provider and provide feedback to improve service.

A2.2.5. Describe what end-user contingency operations plans and capabilities will be accomplished and what (if any) requirements are needed from Service Provider.

A2.2.6. Identify what resources will be a shared responsibility or transferred to the service provider.

A2.2.7. Describe any limitations on how service provider will gain access to equipment both electronically and physically as needed that is managed by the service provider.

A2.2.8. Describe the agreement to perform the certification effort and comply with Wing, INOSC, AF, and DOD (DISA) security policy. Include a listing of all equipment describing roles and responsibilities for security requirements.

A2.2.9. Coordinate with the service provider at least annually to discuss changes in service levels and this SLA.

A2.2.10. Discuss the support and resourcing of Information Technology (IT) necessary to meet agreed SLA, MOAs/MOUs. If IT cannot be resourced adequately, adjust levels downward sufficiently to ensure they can be met by the expected resource levels.

A2.2.11. Discuss an annual review requirement of the IT restoration priorities. Update missions, functions, and systems requiring IT support to ensure all IT has the restoration priority necessary to meet mission needs.

A2.2.12. Define Outage Reporting/Trouble Call Procedures.

A2.2.13. Define the requirement and contact information to the applicable end-user POC to see if requirement or problem can be satisfied internally.

A2.2.14. Describe what minimum information will be provided (e.g., name, organization, location, telephone number, equipment number, user-id, E-mail address).

A2.2.15. Provide service provider with a description of problem, its priority, and potential mission impact.

A2.2.16. Requirement to work with the service provider during fault isolation process, as needed.

A2.2.17. How negotiation will be accomplished for increased workload/expansion for contingencies or new support.

A2.2.18. Customer Escalation Procedures.

A2.2.18.1. Escalation Level 1 (Low/Routine Requests).

A2.2.18.2. Escalation Level 2 (Medium/Priority and Unresolved Low Requests).

A2.2.18.3. Escalation Level 3 (High/Critical and Unresolved Medium Requests).