

**BY ORDER OF THE COMMANDER
MACDILL AIR FORCE BASE (AMC)**

**MACDILL AIR FORCE BASE
INSTRUCTION 33-150**



28 OCTOBER 2013

Communications and Information

CYBER REQUIREMENTS PROCESS

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RELEASABILITY: There are no releasability restrictions on this publication.

OPR: 6 CS/SCXP

Certified by: 6 CS/CC
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Pages: 12

This instruction defines the procedures to submit Cyber requirements. It applies to units assigned or attached to MacDill Air Force Base. This instruction implements Air Force Policy Directive (AFPD) 33-1, *Information Resources Management*; TO 00-33A-1001, *Methods And Procedures General Communications Activities Management Procedures And Practice Requirements*; TO 00-33D-3003, *Methods and Procedures Managing the Cyberspace Infrastructure with the Cyberspace Infrastructure Planning System (CIPS)*; AFI 33-101, *Commanders Guidance and Responsibilities*, and *SAF/XC Air Force Digital Printing and Imaging Program memorandum 28 August 2008*. All records created as a result of processes prescribed in this publication must be maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records* and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at https://www.my.af.mil/afirms/afirms/afirms/rds/rds_series.cfm. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF 847, *Recommendation for Change of Publication*; route AF 847s from the field through the appropriate functional chain of command. For purposes of this instruction and to clarify terminology used in numerous source documents, Communications and Information system requirements, Command, Control, Communications, Computer Systems (C4) requirements, Information Technology (IT) requirements, and Cyber requirements are all synonymous.

1. The Cyber Requirements Process. All cyber requirements must process through the 6th Communications Squadron and receive approval from the Communications and Information Systems Officer (CSO). The cyber requirements process enables requesting customer organizations to obtain new cyber capabilities with the assistance of the CSO. The customer's unit Telephone Control Officer (TCO) is responsible for submitting cyber requirements via the Work Order Management System (WOMS). The 6 CS assists TCOs in defining requirements and developing technical solutions. Customers may also request CSO assistance with implementing technical solutions. In some instances, the CSO must involve the Base Cyberspace Systems Integrator (CSI-B), the lead command, spectrum management, information assurance (IA) activities, and others to assist in developing technical solutions. The Base CSO is the final approval authority for cyber systems operating on MacDill AFB.

2. Types of Cyber Requirements (TO 00-33D-3003).

2.1. **Trouble Ticket (TT).** A current capability that has stopped working. For example, the telephone worked yesterday and today there is no dial tone. TTs are reported by individual users to the Enterprise Service Desk at 813-828-2666 or DSN 945-2900.

2.2. **Work Order (WO).** An enhancement to a current capability that can be funded and accomplished at the base level generally in less than 30 days in the form of a maintenance task.

2.3. **Infrastructure Requirement (REQ).** A new capability in the form of a new system, asset, or a change to the network/cyberspace infrastructure configuration. Generally, the capability cannot be funded or accomplished at the base level.

2.4. **Note:** Only WOs and REQs are addressed in this publication.

3. Submitting Requirements.

3.1. The Cyberspace Infrastructure Planning System (CIPS) Work Order Management System (WOMS) is the Air Force approved Automated Information System (AIS) used to submit cyber requirements to the 6 CS.

3.2. TCOs will establish a "Work order submitter" (WOS) account in WOMS via the CIPS website at <https://cipsaf.tinker.af.mil/cips>

3.2.1. TCO's telephone control accounts must be current for approval of a WOMS WOS account and to submit work order requests.

3.3. TCOs will follow guidance contained in the WOMS work order submitter manual available on the CIPS website under CIPS User Information.

3.4. TCOs will submit cyber requirements to 6 CS via WOMS.

4. Technical Solution & Costing (TS&C).

4.1. TS&C estimates are developed from validated requirements and provide detailed information to fulfill the cyber requirement and estimate the cost of implementation.

4.2. Equipment and material funding is the financial responsibility of requesting units. If 6 CS workload allows, organic 6 CS labor and materials (if available) may be used to reduce customer costs.

4.3. When a technical solution is beyond the scope of the 6 CS, Project Managers (PM) will assist TCOs in coordinating third party solutions. In most cases, requesting units will be responsible for funding third party efforts.

5. Requirements Processing Procedures. Unit commanders must ensure only valid cyber requirements are submitted and that they are necessary for mission accomplishment.

5.1. Cyber requirements are submitted by TCOs via WOMS as soon as TCOs learn of the requirement.

5.1.1. Cyber requirements will not be processed for TCOs whose TCO account is not current.

5.1.2. All new cyber requirements are automatically routed to 6 CS/SCXP (Plans and Projects).

5.1.3. Requests for installation or movement of IT equipment must be accompanied by a detailed a floor plan layout, listing of MAC addresses, and telephone numbers. The floor plan layout must include current and desired wall jack locations. Identify the MAC address and telephone number to be connected to each wall jack. New telephone numbers will be provided by the technician.

5.1.4. Requests with a required completion date of less than 30 calendar days from the date of submittal must be accompanied by a commander's mission impact statement (MIS) See attachment 3 for MIS template.

5.1.5. If allied support from the 6th Civil Engineer Squadron is required, e.g., conduit, power poles, electrical outlets, facility grounding, etc., the requester must submit an AF Form 332, Base Civil Engineer Work Request, to the Base Civil Engineer. A completed copy of the AF Form 332 with work order number must be provided to the PM.

5.2. 6 CS/SCXP validates requirements and assigns Project Managers (PM) to liaison with TCOs.

5.3. PMs work with TCOs to further define requirements, gather necessary information, conduct site surveys, provide cost effective options to meet mission requirements, and manage workflow to provide predictable, visible scheduling.

5.4. When the requirement is detailed and the necessary information gathered, PMs coordinate with the CSI-B and applicable work centers to develop a TS&C and Estimated Delivery Date (EDD). Development of TS&Cs can take a few days to months depending on complexity.

5.5. PMs present TS&C/EDDs to TCOs for approval and funding.

5.5.1. If funds are not available, PMs may transfer the WO to a REQ in CIPS and to an unfunded status for potential funding.

5.5.2. If funds are available, TCOs determine if the EDD is acceptable.

5.5.2.1. A Mission Impact Statement must be processed if the EDD is not acceptable. See attachment 3 for MIS template. The MIS routing process is as follows:

5.5.2.1.1. The PM routes the work order back to the TCO via WOMS requesting a MIS.

5.5.2.1.2. The TCO submits a MIS signed by the requesting organization's unit commander to the PM via WOMS.

5.5.2.1.3. The PM routes the MIS to the applicable 6 CS flight leadership for review and coordination.

5.5.2.1.4. The applicable flight leadership either provides a written response to the PM or engages directly with the 6 CS/CC. The 6 CS/CC approves or disapproves the MIS and provides direction.

5.5.3. After determining funding and EDD PMs initiate implementation and monitor progress. The following steps apply:

5.5.3.1. PMs ensure 6 CS Quality Assurance personnel inspect installations as required.

5.5.3.2. PMs ensure Base Records Manager reviews documentation used to survey electronic data or records in AF Information Systems and proposed disposition of system from OPRs and Program Manager.

5.5.3.2.1. The AFTO 747 is routed to the installation, operating, maintaining, and inspection activities and base supply, Civil Engineering, 6 CS Quality Assurance, and 6 CS Plans and Projects for acceptance. The AFTO 747 documents the system is accepted as planned in IAW established standards. The system may be accepted with minor discrepancies.

5.5.3.2.2. The AFTO 747 is routed to the CSO and using activity for certification to document that all discrepancies have been corrected.

5.5.3.3. Upon completion of work for routine work orders the PMs forward the requirement to the WOS via WOMS for acceptance. Work orders not replied to within 72 hours will be considered complete and the work order will be closed.

5.5.3.4. Upon completion of project requirement, PMs route the AFTO Form 747, *Communications and Information Systems Acceptance Certificate*, to the applicable stakeholders for project acceptance and certification as detailed below:

6. Responsibilities.

6.1. Unit Commanders:

6.1.1. Make IT purchases IAW attachment 2 of this instruction and AFI 33-112, *Information Technology Hardware Asset Management*.

6.1.2. Appoint in writing to 6 CS/SCOI (Base Telephone Control Officer), a Primary and Alternate Telephone Control Officer and ensure TCOs accomplish assigned tasks.

6.1.3. Validate requirements and ensure proper coordination within their units prior to submission.

6.1.4. Ensure cyber requirements are submitted through their TCO to the CSO as outlined in this instruction.

6.1.5. Provide funding for requirements that exceed standard equipment configurations.

6.1.5.1. Telephone services provided at no cost include the most common features such as; call transfer, 3-way conferencing, ring again, last number redial, and voice mail.

6.1.5.2. Computer services provided at no cost include network connectivity.

6.1.6. Approve technical solutions and verify funds availability within 10 calendar days of TS&C receipt. Requirements that cannot be funded at the Base level will be added to CIPS as a REQ and will compete for funding at higher level.

6.2. 6 CS Commander (6 CS/CC).

6.2.1. Serves as the Base CSO and assumes responsibility for all technical solutions provided.

6.2.2. Is responsible for fulfilling the installation's cyber mission needs, including tenant units, and geographically separated units not receiving support from another host wing, command, or Service.

6.3. 6 CS Chief, Plans and Projects (6 CS/SCXP).

6.3.1. Serves as the focal point for processing cyber requirements.

6.3.2. Validates cyber requirements, ensures submitter's TCO account is current, and assigns PMs to coordinate the implementation of solutions.

6.3.3. Serves as the focal point for the installation's cyber architecture and integration.

6.3.4. Coordinates implementation of funded cyber requirements.

6.3.5. Is the approval authority for WOMS Work order submitter (WOS) accounts and will:

6.3.5.1. Verify with the Base TCO program manager that TCOs are trained, appointment letters are up to date, and account inventories are current prior to approving WOMS WOS accounts.

6.3.5.2. Remove the TCO's WOMS WOS account and disable their ability to submit work orders upon notification from the Base TCO program manager that an appointed individual no longer performs TCO duties (removal, PCS, PCA, separation, etc.) or that TCO program requirements are not current (appointment letter, training, inventory, etc.).

6.3.5.3. Perform a monthly reconciliation with the Base TCO program manager to identify and remove WOS accounts of individuals who no longer perform TCO duties or are not current on TCO responsibilities.

6.4. 6 CS Project Managers (6 CS/SCXP).

6.4.1. Liaison with TCOs to define cyber requirements and gather supporting documentation.

- 6.4.2. Coordinate development of technical solutions and forwards to TCOs.
- 6.4.3. Coordinate implementation and complete cyber projects.
- 6.4.4. Process project acceptance and certification using AFTO Form 747.
- 6.4.5. Provide WOMS training to unit TCOs when requested.
- 6.5. 6 CS Quality Assurance (6 CS/SCQ).**
 - 6.5.1. Conducts quality assurance inspections as applicable.
 - 6.5.2. Validates testing and acceptance via the AFTO Form 747.
- 6.6. Wing Information Assurance (6 CS/SCXS).**
 - 6.6.1. Assists TCOs in defining secure telephone requirements and formulating other requirements involving secure/COMSEC equipment and/or material.
 - 6.6.2. Provides advice to TCOs in the development of Authority to Connect/Authority to Operate submissions to Higher Headquarters.
- 6.7. Unit TCOs.**
 - 6.7.1. Serve as their unit's focal point for reviewing and submitting cyber requirements.
 - 6.7.1.1. The submission of a work order indicates the request has been certified by the unit commander as necessary for mission accomplishment or enhancement.
 - 6.7.2. Ensure cyber requirements are submitted as soon an operational need exists.
 - 6.7.3. Submit cyber requirements for end of year funding as directed by 6 AMW.
 - 6.7.4. Receive formal TCO training from 6 CS/SCOI upon appointment of position and request refresher WOMS training as needed from 6 CS/SCXP.
 - 6.7.5. Maintain a WOMS account and use WOMS to submit new cyber requirements and track and manage work orders.
 - 6.7.6. Liaison with 6 CS Cyber PMs as needed throughout project lifecycles.
 - 6.7.7. Provide their unit commander with status of open work orders.

SCOTT V. DeTHOMAS, Colonel, USAF
Commander

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

AFI 33-101, *Commanders Guidance and Responsibilities*, 18 November 2008

AFI 33-112, *Information Technology Hardware Asset Management*, 7 January 2011

AFI 33-150, *Management of Cyberspace Support Activities*, 30 November 2011

AFMAN 33-145, *Collaboration Services and Voice Systems Management*, 5 September 2012

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

Air Force Policy Directive (AFPD) 33-1, *Information Resources Management*, 9 August 2012

Technical Order (TO) 00-33D-3003, *Methods and Procedures Managing the Cyberspace Infrastructure with the Cyberspace Infrastructure Planning System (CIPS)*

Technical Order (TO) 00-33A-1001, *Methods and Procedures General Communications Activities Management Procedures and Practice Requirements*

Forms Prescribed

None

Forms Adopted

AF Form 847, *Recommendation for Change of Publication*

AFTO Form 747, *Communications and Information Systems Acceptance*

Abbreviations and Acronyms

AFI—Air Force Instruction

AFMAN—Air Force Manual

AFPD—Air Force Policy Directive

AFWAY—Air Force Way

C&I—Communications and Information

C4—Command, Control, Communications, Computer Systems

CFP—Communications Focal Point

CIPS—Cyberspace Infrastructure Planning System

COMSEC—Communications Security

CS—Communications Squadron

CSO—Communications and Information Systems Officer

IT—Information Technology

MAJCOM—Major Command

PM—Project Manager

REQ—Requirement

RRB—Requirements Review Board

TCO—Telephone Control Officer

TS&C—Technical Solution and Costing

WO—Work Order

WOMS—Work Order Management System

Terms

CSO— At base-level, this is the 6 CS/CC responsible for carrying out base communications and information systems responsibilities.

CFP— The first line of defense for all things comm on the base. Responsible for providing a helpdesk type function for communications systems outages or malfunctions. Assigns trouble tickets to maintenance work centers and briefs unit leadership on comm status.

CIPS— The United States Air Force approved automated information system for planning, installing, and managing the AF's communications infrastructure. A web-based, certified, and secure enterprise government system. CIPS allows collaboration in documenting and tracking the installation of IT on AF installations and is the official repository for planning, installation, and management records for communications infrastructure/equipment/systems on all AF installations.

Cyber— Relating to or involving computers, computer networks, and information technology.

PM— A 6 CS communications Project Manager assigned to process work orders and new requirements from cradle to grave. The PM will review, validate, and develop technical solutions, implement, and process closure of communications requirements.

RRB— Determines what work the 6 CS is responsible to accomplish and what it is not. Reviews all work order and new requirements and determines if the request meets the needs of the mission and is a work order or project.

TCO— A point of contact within any unit on base responsible to submit requirements to the base communications squadron.

TS&C— Technical Solution and Costing is developed from a validated requirement. Solutions provide the detailed information to meet the infrastructure requirement and estimate the cost of an implementation method.

WOMS— An integrated tool within CIPS that permits users to create, track, and process Work Orders and new Requirements at the base level.

Attachment 2

STANDARDIZED SOLUTIONS FOR IT EQUIPMENT

A2.1. Personal computers, laptops, and monitors. In accordance with AFI 33-112, *Information Technology Hardware Asset Management*, all personal computers and laptops must be ordered through Air Force Way (AFWAY). See the AFWAY website at <https://www.afway.af.mil> for specific ordering procedures. Equipment ordered on AFWAY will be approved by and delivered to the Wing IT Asset Management office. Equipment custodians will be notified when equipment is ready for pickup.

A2.2. Multi-function devices, printers, scanners, and digital senders. Peripheral devices are unit funded items and included in the communications requirements process. Requests for multi-function devices (MFD), printers, scanners, and digital senders must be accompanied by a current and future printer layout and will be governed by *SAF/XC Air Force Digital Printing and Imaging Program memorandum 28 August 2008*. MFDs, printers, scanners, and digital senders can be obtained only with explicit approval from the CSO. MFDs will be used to the maximum extent possible and will be located in accessible areas to ensure utilization by the maximum number of facility occupants possible with the goal of striving toward a 9:1 user to device ratio. Unneeded fax machines, printing and scanning hardware more than six years old, universal serial bus (USB) connected devices, and devices in the proximity of MFDs will not be used unless specific guidance or mission requirements dictate their use. Only CAC enabled MFDs and digital senders are authorized for use on the network. Printing devices will be default configured to print duplex and black ink unless mission dictates otherwise. Maintenance and repair of peripheral devices is the responsibility of the using organization. The 6 CS will connect only approved devices and will troubleshoot only to ensure network connectivity.

A2.3. Digging Permits. To help protect the base cable distribution, personnel will process an AF Form 103, Base Civil Engineering Work Clearance Request, and provide drawings of the proposed work site to Cable Maintenance (6 CS/SCOW) 72 hours (3 duty days) prior to any digging or action that will disturb the earth at a depth over 4 inches. If work is not started within 30 days of obtaining approval, the request must be resubmitted.

A2.4. Cable Television. Cable television is provided by Brighthouse Business Solutions via the MacDill AFB Brighthouse Franchise Agreement and is administered by the 6th Contracting Squadron. The customer TCO must contact Brighthouse Business Solutions directly at (727) 329-2633, extension 42633 to request cable TV service under the Franchise Agreement.

A2.5. IT Refresh. The replacement of end of life IT hardware is managed by 6 CS. The 6 MDG will manage thier own IT refresh program. The goal of IT refresh is to replace IT hardware when it reaches end of service life. IT hardware will be replaced IAW attachment 5.

Attachment 3

MISSION IMPACT MEMORANDUM

MEMORANDUM FOR 6 CS/CC

FROM: UNIT/CC

SUBJECT: Mission Impact Statement

1. IAW AFI MACDILLAFBI 33- 105, *Cyber Requirements Process*, request WOMS work order #####-##### be completed NLT ddmmyy.
2. Justification – provide reason(s) why this work order must be completed by requested date.
3. Timeliness – provide an explanation of why WOMS work order was not submitted earlier giving the Communications Squadron adequate time to support this requirement.
4. Mission impact – provide mission impact of denying this request.

COMMANDER, RANK, USAF
Commander, Unit

1 Ind, 6 CS/CC

MEMORANDUM FOR 6 CS/SCXP

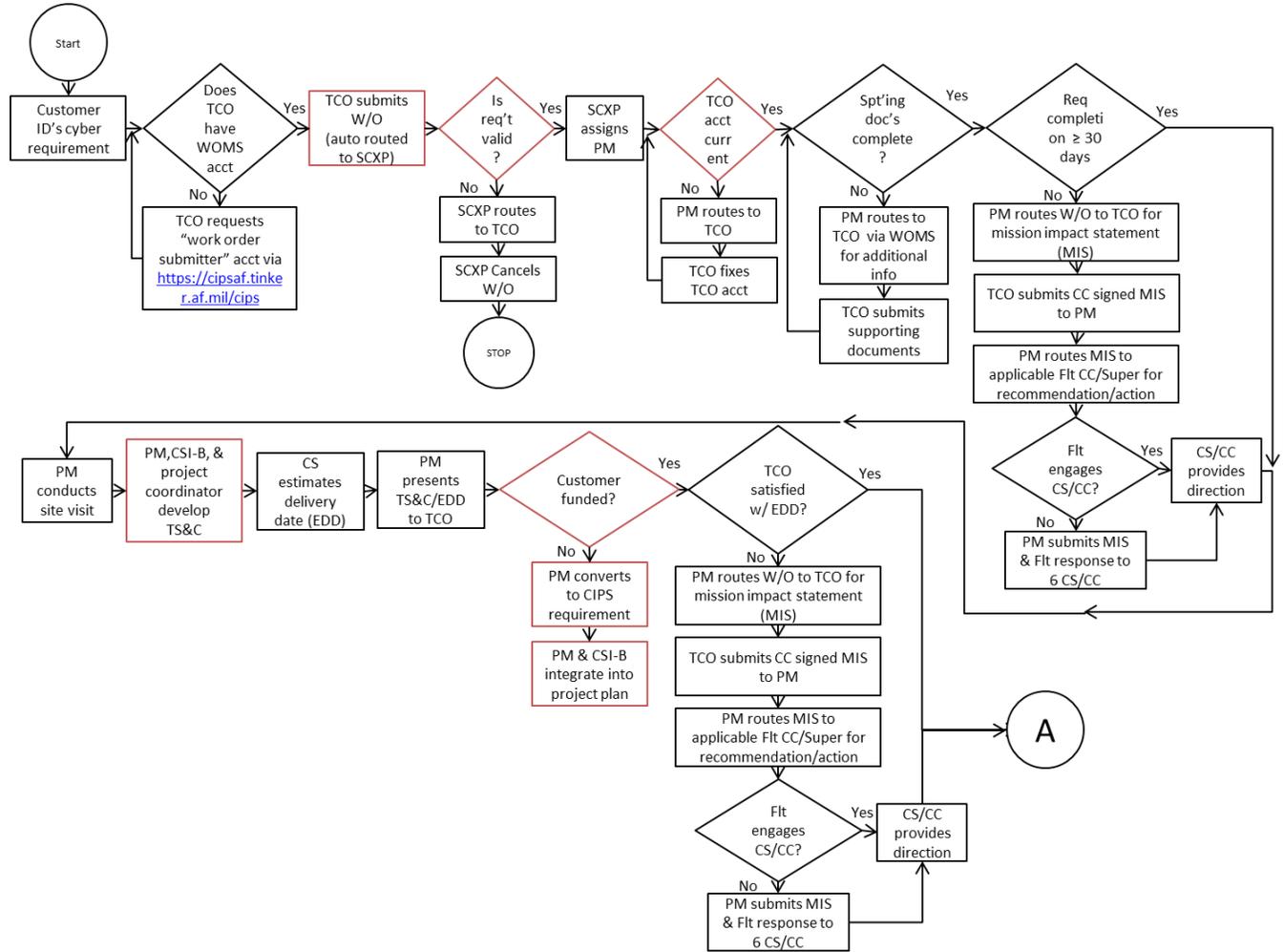
Approved/Disapproved

Commander, 6th Communications Squadron

MARLYCE K. ROTH, Lt Col, USAF

Attachment 4

CYBER REQUIREMENTS PROCESS



Attachment 5

IT HARDWARE REFRESH PROCESS

