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SECRETARY OF THE AIR FORCE**



**HEADQUARTERS OPERATING
INSTRUCTION 33-15**

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Communications and Information

**ACQUIRING INFORMATION
TECHNOLOGY CAPABILITIES AND
SERVICES**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This publication provides procedures for Headquarters Air Force (HAF) organizations acquiring Information Technology (IT) capabilities and services and implements provisions of AFMAN 33-152, User Responsibilities and Guidance for Information Systems. It details the responsibilities all Headquarters Air Force personnel have when requesting IT capabilities to support their operational requirements. 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 Forms 847 through appropriate chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of IAW the Air Force Records Disposition Schedule (RDS) in the Air Force Records Information Management System (AFRIMS).

SUMMARY OF CHANGES

This document has been revised to update organizational names and minor requirement procedure changes. The overall requirement process has not changed, but the method to submit requirements through StoreFront and the holding period waiting for funds were added for clarification. The process flow chart (Attachment 2) has been updated to clarify products/services provided by external organizations like DISA (DoD) and AFNIC (AFNet).

1. Overview of the Information Technology Requirements Process. The Information Technology (IT) requirements process enables HAF organizations (users) to obtain IT capabilities and services with the assistance of the 844th Communications Group (844 CG) and the Headquarters Air Force Information Management Office (SAF/AAI). SAF/AAI Director has the Chief Information Officer (CIO) responsibilities for the HAF. The process for all HAF IT related requirements begins when a user identifies a need (in functional terms) that potentially requires a solution(s) involving IT capabilities and services. Users submit their requirements to the 844 CG using the AFNCR ITS StoreFront at https://52tayz-ws-005v/kinetic/DisplayPage?name=Storefront_Home. HAF IT capabilities and services are grouped in two categories: enterprise-wide (centrally funded) and functionally unique (user funded).

1.1. **Enterprise-wide requirements** are those currently supported by the HAF or AFNet as standard products and services, such as laptops/desktops and peripherals, secure and non-secure voice, infrastructure and communications, and standard enterprise software. Enterprise-wide requirements will be satisfied using current HAF and AFNet supported capabilities and thus will have no impact on HAF or AFNet IT infrastructure, architecture, standards, or policies. They are centrally funded by SAF/AAI and purchased/maintained by 844 CG. When sufficient funding is not available, users will provide funding for these purchases. Funded enterprise-wide requirements may be processed directly by 844 CG without SAF/AAI involvement.

1.2. **Functionally unique requirements** are those user-funded IT capabilities used by a limited number of organizations in the HAF to satisfy unique mission requirements. They are capabilities and/or services not currently part of the standard products and services supported by the HAF, AFNet or DoD. Requirements that potentially involve servers or server-based applications are automatically categorized as functionally unique requirements. Functionally unique requirements must be evaluated for their potential impact on the HAF and AFNet's IT infrastructure, architecture, standards, and policies. Each requesting organization is responsible for funding the functionally unique requirements and their sustainment.

1.3. All functionally unique requirements, as well as unfunded enterprise-wide requirements, require SAF/AAI involvement and approval. In some cases, they may require AFNet involvement and approval. If these requirements are approved, but not funded, they will be held pending funds sourcing for up to 30 days. Once funding is secured, approved IT solutions will be acquired, implemented, and sustained by the 844 CG.

2. Responsibilities. The HAF organization (requesting user) shall identify its requirements in functional terms with the assistance of their organization's Unit Information Technology Requirements Officer (UITRO). The requirement statement must describe the needed capability, and not a solution or product. The requirement statement should indicate when a secure capability is required. When necessary, include special requirements, such as accommodations for users with special needs, special operating conditions, manpower, training, and maintenance. If specific equipment is required, a justification must be provided.

2.1. **The UITRO** is the interface between the user and 844 CG. Each HAF 2-Ltr organization (including Direct Reporting Units and Field Operating Agencies that receive 844 CG support) must designate two UITROs; a primary and an alternate. The UITROs

must be familiar with their organization's IT-enabled business processes. The UITRO assists in submitting and approving requirements, reviewing and evaluating recommended technical solutions, ensuring the final capability or service meets the requirement, and cancelling or closing requirements when necessary. Organizations submit UITRO appointment memorandum to 844 CG/SCX (usaf.pentagon.844cs.mbx.844cs-requirements-processing@mail.mil).

2.2. **The 844 CG**, as the HAF's IT provider and systems integrator, is responsible for ensuring IT solutions address architecture compliance, information assurance, interoperability, maintenance, and supportability standards. The 844 CG is also responsible for the solution development, planning and implementation, and for maintenance of the implemented solution within the HAF IT infrastructure.

2.3. **The HAF Information Management Directorate** (SAF/AAI) provides strategic direction and oversight for HAF IT investments. SAF/AAI must ensure HAF IT investments are compatible with DoD, Air Force, and HAF enterprise architectures, and that they are compliant with all governing IT standards.

2.4. **The HAF Resources Directorate** (SAF/AAR) provides final funding decisions on HAF IT investments and advocates for funding through the AF Corporate Structure.

2.5. **The Information Technology Management Board** (ITMB), co-chaired by SAF/AA and AF/CVA, with membership from all HAF 2-Ltrs, is the senior management forum for information resource management (IRM) within the HAF. The ITMB provides information technology (IT) vision to improve the mission performance of the HAF.

2.6. **The Information Technology Management Board Working Group** (ITMB-WG), chaired by SAF/AAI, consists of O-6 or GS-15 level members representing each HAF 2-Ltr member of the ITMB. The ITMB WG supports and deliberates on behalf of their ITMB in matters pertaining to HAF IT investments.

3. Identifying Requirements, Coordination, and Processing. The HAF IT capabilities and services acquisition process (Attachment 2) starts when a user identifies an IT requirement to support their mission.

3.1. The UITRO first determines if non-materiel solutions will satisfy the requirement. In some instances, enterprise-wide capabilities may exist which support some, if not all, of the user's requirements. The UITRO can contact 844 CG for assistance in understanding current capabilities.

3.2. If an enterprise-wide capability is not available to address the requirement, the user, with the guidance and approval of the UITRO, can request the assistance of the 844 CG to evaluate their requirements and recommend a functionally unique technical solution.

3.2.1. The UITRO's principal criteria for requirements approval should be: (1) mission required; (2) non-duplicative and cost effective; (3) significantly enhance mission outcomes; (4) satisfy a validated need for improvement.

3.2.2. All HAF IT investments (e.g., programming and/or budgeting for new capabilities, developmental evaluations, system modernization, and sustainment) must be requested via the AFNCR ITS StoreFront website (https://52tayz-ws-005v/kinetic/DisplayPage?name=Storefront_Home.) This is true regardless of

whether these requirements have been pre-approved for funding by the Air Force Corporate Structure, and include capabilities and services to be hosted outside the HAF. New requirements in StoreFront must be approved by the UITRO within 7 calendar days.

3.2.3. All IT related requests must be coordinated with 844 CG, via the StoreFront, even if 844 CG will not be providing the requested capabilities or services. This coordination must be accomplished prior to soliciting a contract, transferring funds for purchase, or making a purchase via a government purchase card. This must be done to ensure IT solutions address architectural, information assurance, interoperability, follow-on maintenance, and supportability standards.

3.3. Prior to assessing possible technical solutions, 844 CG will validate and categorize the requirements as enterprise-wide (including DoD or AFNet services) or functionally unique based on the criteria outlined in section 1.1 - 1.2.

3.3.1. 844 CG will involve SAF/AAI on all functionally unique requirements to determine if these requirements comply with all laws, regulations, and policies including AFI 10-601, Operational Capability Requirements Development.

3.3.2. SAF/AAII will assess and present recommendations to SAF/AAI for consideration. SAF/AAI will assess the requirement and will notify the user, the UITRO, and the 844 CG of the final decision. Approved requirements are forwarded to the 844 CG to develop and implement a technical solution.

3.4. The 844 CG will process and implement all HAF funded enterprise-wide requirements and all approved and funded functionally unique requirements.

4. Developing a Technical Solution.

4.1. For unique and/or non-standard requirements, the 844 CG completes a Technical Assessment and Cost Estimate (TACE) for the user's approved requirement. If needed, 844 CG may request SAF/AAII assistance regarding policies, standards, and architecture compliance of potential solutions. The summary of potential solutions and the 844 CG's recommended course of action to satisfy the requirement will then be presented to the 2-Ltr UITRO and user for evaluation. The customer has 30 days to review and fund or request changes to the TACE.

4.2. The user reviews the solution to ensure it satisfies the requirement and addresses any outstanding issues with the 844 CG project manager. If modifications are needed to the selected solution, the 844 CG will ensure these modifications have no impact to the AFNet and HAF IT infrastructure, architecture, standards, and policies.

5. Implementing the Technical Solution.

5.1. The 844 CG will take the required steps to meet HAF enterprise-wide requirements.

5.2. The 844 CG will develop a plan to implement approved functionally unique and/or non-standard requirements. This plan and other necessary documents will follow all required standards, policies, and architectures. The 844 CG project manager will contact SAF/AAII if there are potential issues/concerns.

5.3. SAF/AAII will review these documents for standards, policies, and architecture compliance; and will cross-reference them with current capabilities to avoid potential

duplication. If changes are required, SAF/AAI will forward its findings to the 844 CG project manager.

5.4. Upon SAF AAI's approval, and user fund committed (transferred), the 844 CG project manager will proceed to the implementation of an accepted solution based on compliance with all policies, standards, and architecture.

6. Post Implementation.

6.1. Upon completion of the implementation of the approved solution, the 844 CG will notify the user that the solution is in production and available for use.

6.2. Using documented performance measures and expected improvements, the user will validate that deliverables meet the user requirement. If the expected features and functionalities are not delivered by the final solution, the user will contact 844 CG for resolution.

6.3. Resolution of issues on systems/solutions not delivered or managed by 844 CG will require the user, with 844 CG involvement, to contact the respective vendor/integrator or organization.

7. Funding.

7.1. Funding Sources. Funding sources for IT solutions include the user, the HAF enterprise, and the lead command/component in the case of Service or Department-wide programs. IT requirements may also be endorsed by SAF/AAI and compete for funding through the SAF/AAR to the Air Force Corporate Structure.

7.2. User-funded Requirements. Upon approval of the requirement and associated solution, funds are transferred to 844 CG to purchase the solution (product and/or service). Prior to acquisition, the user will ensure funds are available and approved. In some cases, the user will be responsible for the yearly sustainment cost and must ensure out-year funds are available and approved.

7.3. Funds Hold. If funds are not available for the solution and 844 CG services do not cover the requirement, the user is responsible for the funding with the requirement being placed on funds hold. Generally, funding must be identified within 30 days or the requirement will be closed. The 844 CG project manager will notify the user that the requirement is being closed before reaching the 30-day limit. If funds become available after the requirement is closed, the user can resubmit the requirement, and a new tracking number will be assigned.

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ATTACHMENT 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFI 10-601, *Operational Capability Requirements Development*, 6 November 2013

AFMAN 33-152, *User Responsibilities and Guidance for Information Systems*, 1 June 2012

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

Prescribed Forms

No prescribed forms.

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

844 CG —844th Communications Group

CIO —Chief Information Officer

HAF – Headquarters, Department of the Air Force

IT – Information Technology

ITMB —Information Technology Management Board

ITMB-WG —ITMB Working Group

NCR —National Capital Region

SLA —Service Level Agreement

UITRO —Unit Information Technology Requirements Officer

Terms

Enterprise—wide Products and Services include all sustainment services, and all standard products and services (IT Capabilities) approved by the ITMB for use across the HAF; these may include DoD or Air Force (AFNet) provided products and services.

Enterprise—wide Requirement is one that can be satisfied by an enterprise-wide product or service (IT Capabilities).

Functionally Unique Products and Services —include all sustainment services, and all products and services (IT Capabilities) that must be satisfied by a unique IT capability used by only one or a limited number of HAF 2-Ltr offices.

Functionally Unique Requirement —is one that cannot be satisfied by an enterprise-wide product or service and must be satisfied by a unique IT capability used by only one or a limited number of HAF 2-Ltr offices.

Headquarters, Department of the Air Force (HAF) —in the context of this HOI encompasses Secretariat and Air Staff organizations to include offices of the Secretary of the Air Force, the

Undersecretary of the Air Force, Chief of Staff of the Air Force, Vice Chief of Staff of the Air Force and Assistant to the Vice Chief of Staff of the Air Force.

Information Assurance (IA) —consists of 100 percent accreditation of HAF information systems and requires the design and implementation of effective risk management.

Mission Unique Software —is software purchased by a customer organization for their mission specific needs; it is tested by 844 CG prior to deployment to ensure proper operation with the SID.

New Requirements —are requests for capabilities (usually satisfied by hardware or software) not in the existing 844 CG operations and maintenance baseline that must be procured through the IT requirements (AFNCR ITS StoreFront) process.

Service Level Agreement (SLA) —is a documented agreement that establishes a common understanding of service support to be provided and defines mutual responsibilities between its signatories (HAF Directorates (i.e., 2-Ltr Offices) and the 844 CG for example.

Sustainment Services —are those needed to maintain and repair present capabilities, enhance performance, ensure HAF IT keeps pace with technology advancement, and secure our information.

Unit Information Technology Requirements Officer (UITRO) —serves as manager and liaison for all requirements and IT capabilities of their HAF Directorate.

User —is a HAF Organization or IT customer.

ATTACHMENT 2

HAF IT CAPABILITIES AND SERVICES ACQUISITION PROCESS

A2.1. **Figure A2.1** outlines the HAF IT Capabilities and Services Acquisition Process.

Figure A2.1. HAF IT Capabilities and Services Acquisition Process Flow.

