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**Public Affairs
VISUAL INFORMATION SUPPORT**

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SUMMARY OF CHANGES

This revision supersedes and updates information from Headquarters Operating Instruction (HOI) 33-12, *Obtaining Graphic Arts, Television Services, Presentations, and Photographic Support*, 1 July, 2009.

Overview and Background

This instruction explains how Headquarters Air Force (HAF) offices obtain visual information support through the facilities of the Media Services Division. This visual information support includes graphics products, television production, media duplication, distribution, technical services, photographic services, presentation services, multimedia equipment support, editorial services, reprographics and special projects support. This publication subordinate to the guidance in AFI 35-109, *Visual Information*.

1. Services and Products Provided by the Media Services Division. The Media Services Division (SAF/AAIM) provides the HAF (and, when directed, other DOD Components and Federal Agencies) with a broad range of visual information services and products. It aids staff

and managerial elements in planning, producing and delivering briefings, reports and other presentations and publications to selected audiences at decision-making levels. To accomplish this mission, the division is organized into the following functional areas: graphics, television, photography, presentations, reprographics and special projects.

1.1. Graphics Branch SAF/AAIM: Pentagon, Room 5D950: This branch comprises a full-service in-house graphics design facility capable of fulfilling a wide variety of visual communications requirements in accordance with AFI 35-109. This center operates an internal digital graphics production network with output ranging from high resolution and large format printers to 3D Routers and laser engravers. Traditional techniques of oil, acrylics, watercolor, pastels, pen & ink and graphite are utilized to incorporate original art with the latest techniques and technology available to the graphics industry.

1.1.1. Project Development: Analysis and concept is the comprehensive investigation of the customers' requirements. This initial study allows the customer to view various solutions based on time, effort and costs, giving the customer the best forum from which to choose.

1.1.2. Digital Design: Graphics, illustration, image manipulation is a key component of the facility. Technology has widened the latitude of choices available to today's designer; but as stewards of Air Force (AF) policy, we must adhere to the policy and guidance in AFI 35-109.

1.1.3. Desktop Publishing: Describes the full array of pamphlets, brochures, charts, posters, training aids, interactive CDs and DVDs, audio files, artist concepts, etc. that are produced daily by this facility. Though not a print house, the Graphics Branch does create the pre-press repro-mechanical that is used by the printer for production. Actual press production of printed materials is handled by the Reprographics Branch (see §1.5).

1.1.4. 2D and 3D animation: Expands our illustration assets by combining technology and traditional techniques to produce a wide array of state-of-the-art imagery to aid customers in the explanatory nature of any process or program. This work may be quite time-intensive and ample planning must be allotted to design and produce requested imagery.

1.1.5. Web design: Covers the look and feel of an organization's page and/or site internet presence. The Graphics Branch is well versed in all aspects of web page and site design.

1.1.6. Displays and Exhibit Design: Encompasses the full assortment of full-scale onsite design and construction of educational, informational and historical presentations. Door signage, as prescribed by the Pentagon Renovation, is handled exclusively by SAF/AAIM. Hallway announcement signage, i.e. congratulations, promotions, award winners are now handled by the Pentagon InfoNet system through the SAF/AAIM Graphics Branch.

1.1.7. In-house Production: Capabilities include: maps, charts, posters, training aids, interactive CDs and DVDs, audio files, artist concepts, fine art pieces, and projected visuals using the latest techniques and media. Large format printing is also available in-house, as well as, 3D routing and laser engraving.

1.1.8. **Certificates and Programs:** Official promotion, retirement and award certificates and programs are prepared by this office and are being standardized for production. Submissions for these job types should be made at the Graphics website: <https://safmedia.hq.af/mil>

1.1.9. **Traditional Fine Arts:** Original art is created by this office in such mediums as: oil, acrylics, watercolor, pastels, pen & ink and graphite to produce pieces of museum quality art.

1.2.1. **Television Branch,** Pentagon, Room 1E782: The HAF Television Center operates as a full-scale video production facility. The TV Center utilizes a secure studio complex equipped with broadcast-quality cameras, recording systems and control room. The center also maintains state-of-the-art non-linear editing systems and has a remote recording capability to document live or staged events at off-site locations.

1.2.1. **Video productions and documentation:** Coverage of live events is scheduled based on the availability of personnel, equipment and facilities. Requests for production support can be made by contacting the Television Center and completing a DD Form 1995, *Visual Information (VI) Production Request and Report*. The Television Center Manager coordinates requests for Air Force productions and validates the DD Form 1995 with the Air Force Public Affairs Agency (AFPAA). The Public Affairs Agency manages the Air Force Visual Information Production program and approves or coordinates on all productions intended for Air Force-wide or DOD-wide distribution. The TV Center:

1.2.1.1. Advises on program treatment.

1.2.1.2. Establishes a mutually acceptable production schedule.

1.2.1.3. Assists with script development.

1.2.1.4. Assists with the accomplishment, creation or location recording of support visuals.

1.2.1.5. Provides the technical resources or assists in the contracting of those resources and personnel to produce the product.

1.2.1.6. Identifies appropriate duplication resources.

1.2.2. **Television Facility Support:**

1.2.2.1. **Studio Recording:** Utilizes cameras, lights, microphones and teleprompter to record interviews or “talking head” presentations.

1.2.2.2. **Remote Recording:** Portable cameras and ancillary portable equipment can be taken to remote locations to record segments that can be incorporated into more complex productions or to document live action events.

1.2.2.3. The Television Center is linked by fiber to the Pentagon Auditorium and has the

capability to stream live events to a select number of pre-identified locations in the NCR. Events can also be videotaped and transferred to DVD or CD for later viewing.

1.2.2.4. **Editing:** Edit suites are available to edit footage videotaped by in-house camera crews or to edit clips from “client supplied” videotape.

1.2.2.5. **Duplication:** The Television Center can reproduce (dub) videotapes or visual information products. Duplication requests are limited to 75 copies.

1.2.2.6. **Standards Conversion:** Foreign videotape formats can be converted to American standards.

1.2.2.7. **Off-Air Recordings:** The Television Center has the capability to record programs off-air from the major broadcast networks. Appropriate copyright laws must be adhered to if the requesting organization wishes to reproduce, distribute or maintain off-air recordings.

1.2.2.8. **File Conversion:** Computer generated briefings or images can be transferred directly to videotape. Video images can also be imported into a computer based editing systems for incorporation into visual information products.

1.2.2.9. **Audiovisual Communication with Other Commands:** The Television Center can distribute and exchange recorded material with other video production facilities and coordinate distribution by the Defense Media Activity, Tobyhanna, PA.

1.2.2.10. **Consultation Services:** Television Center personnel are available for consultation on technical and production issues and can provide state-of-the-art expertise on the production, editing, duplication and distribution of visual information products.

1.2.2.11. **Self-Help Video Equipment Checkout:** Mini-DV and digital prosumer cameras and accessories are available for loan and can be used to document retirements, promotions, awards or other ceremonies that cannot be documented by the Television Center. Equipment can be reserved by contacting SAF/AAIM, Room 1E782, 703-695-7317, aftelevision@pentagon.af.mil, and/or by submitting an official work request at <https://safmedia.hq.af.mil> under Television Services.

1.3. Photography Services and Products Branch: The HAF Photographic Center, Room 1E958, Pentagon, provides direct still photographic support for the SECAF, CSAF, and HAF agencies.

1.3.1. **Still Photographic Services** (original photographic requirements): The HAF Photographic Center maintains a staff of professional photographers to respond to photographic requirements. All photography made by staff photographers is Air Force property and may be retained for possible inclusion in the United States Air Force holdings at the Air Force Still Media Accessioning Center.

1.3.1.1. **Studio Services:** Studio photography services are available by appointment in Room 1E958 from Monday through Friday, 0800 to 1630 hours. Due to the number of personnel served, appointments are necessary and walk-in service is not available. Call (703) 695-2603. Exceptions to the posted hours will be considered.

1.3.1.2. **Location Photography:** To schedule ceremony or event photography call (703) 695-2603 between 0800 and 1530. Requests for services for events on weekends or holidays must be submitted in writing. All requests are reviewed for official AF need then scheduled using a priority system. Should a request be considered officially necessary but a photographer is not available, self-help equipment and processing will be offered.

1.3.1.3. **Air Force Still Photography Laboratory Service:** The HAF Photographic Center processes all still photographic requests for duplication, reproduction, or photographs of official materials. Customers must provide funding for any requested TDYs. Assistance is available to help with all requests at (703) 695-2603.

1.3.1.3.1. Requests are completed within periods of time specified by the prevailing lab processing contract in place at that time. Requests requiring shorter suspense dates prompt additional charges.

1.3.1.3.2. Duplication or reproduction work must meet the following criteria: securely wrapped, original material must be of good, reproducible quality; proper security markings must appear within the body of the material; and glass, frames, staples, etc., must be removed.

1.3.1.3.3. The HAF Photographic Center is not authorized to mount or frame photographic products.

1.4. **Presentations Branch:** Presentations section personnel provide direct audiovisual support to the SECAF, CSAF and limited support to Secretariat and Air Staff Offices in the Pentagon.

1.4.1. **Facilities and Equipment:** Section personnel located in room 5D950 schedule, equip and maintain the SECAF and CSAF Conference Rooms and the Air Force Council Room, MC800. Presentations media includes electronic briefings, digital files, DVDs, CDs, etc. A limited number of electronic projectors may be signed out for self-help briefing requirements.

1.4.2. **MC800:** Secure facility with briefing capability to Top Secret and Secure Multipoint VTC capability to Secret. It is available for functions attended by general officers and/or SES equivalents. SECAF, CSAF and two-letter HAF offices have priority use of MC800. Any other users of the facility will be pre-empted in the event that the SECAF or CSAF require use of the room.

1.4.2.1. Customers are responsible for maintaining the cleanliness of the facility during use. No food or drinks are allowed in the conference room with the exception

of water in sealed containers.

1.4.3. Visual Information Equipment Operators: Provides qualified AV technicians (when necessary and available) to load and run computer files, videotapes, DVDs, other media types and limited audio support within the Pentagon. Due to limited manning, offsite support is provided only for special/unique events scheduled by the SECAF or CSAF.

1.4.3.1. Provides direct support for the SECAF, CSAF and MC800 conference rooms for all functions hosted by a two-letter or above. Setup and self-help training will be provided to host operators in support of lower-level events in the MC800 facility.

1.4.3.2. Provides offsite AV support for annual and one-time unique official events hosted by a two-letter or above within the Pentagon. Provide offsite AV coordination support in conjunction with other military installations outside the Pentagon only for official events hosted by the SECAF or CSAF (limited operations support may be provided to augment installation capabilities if manpower is available).

1.4.1.4. AF Liaison for Pentagon Cable Television Service (Pentagon CATV): managed by the US Army Information Technology Agency (USAITA). Services provided by USAITA include the recording of down linked signals via satellite antennae and the transmission of these signals and other video materials through the CATV system. As the AF liaison, all requests for service should be submitted to SAF/AAIM for approval. SAF/AAIM (or trusted agents) will provide approved television receivers for connection to the Pentagon CATV system in accordance with current policy. CATV converter boxes are the property of the Army's Information Technology Agency and must not be moved or disconnected by the customer. All requests for moves, adds, changes to service must be submitted to SAF/AAIM.

1.4.1.5. Self-Help Audio/Video Editing Suite: Provides non-broadcast quality video and audio editing equipment for self-help projects to produce special presentations for, or to document retirements, promotions, awards or other official ceremonies. No more than three videotapes or three DVDs will be made at this location. For broadcast quality or larger duplication requirements, contact SAF/AAIM Television. Customer must provide all consumable materials i.e. VHS videotape, DVDs, CDs, etc.

1.4.1.6. Visual Information Installation and Design: For HAF offices, the 844th Communications Group (844 CG) provides the program management function for design and installation of VTC equipment for conference rooms. Presentations personnel provide Visual Information installation and design consulting services as needed.

1.5. Reprographics Branch: The Reprographics Branch operates the Air Force Copy Center in the Pentagon. The copy center provides a wide range of on-site reprographic support to the

Secretariat and Air Staff offices, to include high-speed black & white (110 p/m) and color (40 p/m) duplication capability up to Secret classification. This branch also serves as the Air Force interface with DLA (Defense Logistics Agency, formerly DAPS- Document Automation & Production Service), which provides printing support for reports, pamphlets, brochures, and other printing products. The branch also manages the HAF Copier Program with management and oversight responsibility for over 450 multifunction devices (MFD) located in Air Force offices in the Pentagon and offsite locations. The Reprographics Branch is located in Room 1A938A, Pentagon, and can be contacted at (703) 697-8607.

1.6. Special Projects Branch: The Special Projects Branch operates the secure facility in ME815 in the Pentagon co-manned with Air Force Intelligence Analysis Agency, Media and Presentations division (AFIAA/MSP) (AF/A2). The branch provides exclusive handling of classified materials for Air Force Crisis Action Team (AF CAT) and contingency operations. The Special Projects Branch, in concert with the Graphics Branch, offers full-service graphic arts/presentations capability for classified visual communications needs in accordance with AFI 35-109. The Special Projects Branch is located in Room ME815, Pentagon, and can be contacted at (703) 697-8251.

2. Availability of Visual Information Services

8.1. **Priorities:** SAF/AAIM Media Services Division will give top priority to servicing diverse requirements of the SECAF, CSAF, Secretariat and Air Staff offices, and upon request, the SECDEF. Other DOD and AF customers are supported on a space-available basis in accordance with AFI 35-109 *Visual Information* and local policies. Priorities will be shifted in the event of an AF CAT and/or contingency operations; co-manned with AFIAA/MSP. All AF CAT and/or contingency operations requests will be submitted through Pentagon Room 5D950, 703-697-8251, or saf.aaim.afgraphics@pentagon.af.mil.

8.2. **Access:** Primary entry point for all requirements up to and including SECRET//NOFORN is via Room 5D950; unclassified requirements may also use the Visual Information Services Request (SMARTS) website: <https://safmedia.hq.af.mil> or by visiting Room 5D950. For requirements TOP SECRET and above, contact AFIAA/MSP, Room 5E660, 703-697-7478.

3. Obtaining Graphics Services.

3.1. **Submitting a Request**, call 703-697-8251, e-mail saf.aaim.afpresenta@pentagon.af.mil your request, go to our website <https://safmedia.hq.af.mil> or visit the Graphics Branch at Pentagon, Room 5D950.

3.1.1. Depending upon requirements, the Accounts Manager will enter your job into the database, route the job to a design team and provide a confirmation job number for reference. Design, production or installation coordination must have their due dates negotiated with an Art Director. Turnaround time depends on the project type and complexity.

3.1.2. **Level of Execution.** When submitting a graphics requirement, keep in mind that the amount of lead-time necessary is governed by the complexity of the finished product. To minimize data-related errors, submit project information in typed form (electronic preferred, i.e. MS Word). Images to be included should be of the highest digital resolution available (color photographs preferred for in-house scanning).

4. Obtaining Television Support.

4.1. **Production:** Complete a DD Form 1995 in person and submit it to the Television Center, Room 1E782 or online at our website <https://safmedia.hq.af.mil>, to request video production support. Requests for other services can be made by contacting the TV Center directly. The television staff can provide guidance regarding effective methods for producing your production or visual information product.

4.2. **Television Services:** To arrange for tape duplication, standards conversion, or off-air recording, visit the Television Center, Room 1E782, or call (703) 695-7317. Explain your requirement in detail.

4.2.1. No more than 75 copies of your product will be reproduced at the Television Center. Larger requests should be forwarded to the Defense Media Activity at Tobyhanna, PA or reproduced commercially. The Television Center can provide contact information for these resources.

4.2.2. The TV Center requires at least 30 minutes advance notice to arrange for an off-air recording. Submit requests for off-air recordings after normal duty hours to the TV Center no later than 1600 hours on the recording date. Certain news programs are recorded regularly regardless of a specific request; contact the Center for a list of these programs.

4.3. **Classified Materials:** The TV Center is a secure facility capable of storing Secret material and producing and duplicating video materials classified up to and including Top Secret. For information regarding a specific support request involving classified materials, contact the Center at (703) 695-7317.

5. Obtaining Presentations Services.

5.1. **Production:** Complete an official work request at <https://safmedia.hq.af.mil> under Television Services or visit the Television Center located in Room 1E782, to request video production support. Requests for other services can be made by contacting the TV Center directly at 703-695-7317, aftelevision@pentagon.af.mil. The television staff can provide guidance regarding effective methods for producing your production or visual information product.

5.2. **Television Services:** To arrange for tape duplication, standards conversion, or off-air recording, complete an official work request at <https://safmedia.hq.af.mil> under Television Services; requests for services can also be made by visiting the TV Center located in Room

1E782, or contacting personnel at (703) 695-7317, aftelevision@pentagon.af.mil to make a query or explain your requirement in detail.

6. Obtaining Photography Services. To arrange for these services, call (703) 695-2603 or visit the Photography Branch located in Room 1E958.

7. Obtaining Reprographics Services: To arrange these services, call (703) 697-8607 or visit the Reprographics Branch located in Room 1A938A.

8. Obtaining Special Projects Services: To arrange these services, Visit, call, or e-mail your request to: Graphics Branch, Pentagon Room 5D950, 703-697-8251, saf.aaim.afgraphics@pentagon.af.mil.

9. Security & Policy Review: Department of Defense Directive 5230.09, *Clearance of DOD Information for Public Release*, and AF Instruction 35-102, *Security and Policy Review*, requires all information (including Visual Information products) relating to the DOD or the U.S. Government requiring public release be sent through PA channels for the appropriate clearance level for review. AFI 35-102, paragraph 5 specifically outlines what products must be submitted. See SAF/PA Security and Policy Review Program managers to complete this process, Pentagon, Room 4B912, DSN: 227-3222/3994.”

TIM BEYLAND
Administrative Assistant to
The Secretary of the Air Force

Attachment 1

Abbreviations and Acronyms

References

AFPD 33-3 *Information Management*, 8 Sep 2011
AFI 33-332, *Air Force Privacy Act Program*, 16 May 2011
AFI 35-101, *Public Affairs Responsibilities and Management*, 18 Aug 2010
DODD 5230.09, *Clearance of DOD Information for Public Release*, 22 Aug 2008
AFI 35-102, *Security and Policy Review*, 20 Oct 2009
AFI 35-109, *Visual Information*, 12 Mar 2010
AFMAN 33-363, *Management of Records*, 1 Mar 2008

Adopted Forms

DD 1995 Production Request Form and Report
AF Form 847 *Recommendation for Change of Publication*, 22 Sep 2009

Abbreviations, Acronyms, Definitions, and Terms

AF	Air Force
AF CAT	Air Force Crisis Action Team
AFIAA	Air Force Intelligence Analysis Agency
AFCC	Air Force Corridor Committee
AFMAN	Air Force Manual
CATV	(Pentagon) Cable Television
CD	Compact Disc
CD-ROM	Compact Disk Read Only Memory
CSAF	Chief of Staff, United States Air Force (JP 1-02)
DAPS	Document Automation & Production Service
HAF	Headquarters Air Force
HOI	Headquarters Operating Instruction
MM	Multimedia
MS	Microsoft
NCR	National Capital Region
NOFORN	Not Releasable to Foreign Nationals/Governments/Non-US Citizens
SECAF	Secretary of the Air Force
SECDEF	Secretary of Defense
SES	Senior Executive Service
USAITA	US Army Information Technology Agency
VI	Visual Information

Attachment 2

SUMMARY OF VISUAL INFORMATION SUPPORT AND CUSTOMER ELIGIBILITY

Table A2.1

Process	CSAF/ SecAF	GO/ SES	Org	Rank & File	IN	OUT	HOI Ref
Animation - 2D/3D	Yes	Yes	TBD	No	x		1.1.4
Announcements/story/ Promotion boards - display	Please utilize the InfoNet kiosks located at the apex of Corridors 9 & 10 on the 4th & 5th floors (Airman's Hall & AF Art Gallery) <i>Order through SAF/AAIM Graphics web site</i>					x	1.1.6 & AFCC approval
Book Covers/ Briefing books	Yes	Yes	Yes	No	x		1.1.3
Business Cards	Eliminated (Customer produced)					x	
Audio/Video Editing/Duplication Interactives (CDs/DVDs)	Yes	Yes	TDB	ATA	x		1.1.7 1.2.2.5 1.3.1.3.2 1.4.1.5
Consultation Project Analysis/ Concept Development	Yes	Yes	TDB	ATA	x		1.1.1 1.2.2.10 1.2.1 1.5
Certificates/ Retirements Awards	Ordered online - Standardized				x		1.1.8
Cubicle signs	Eliminated (Graphics may supply template)					x	
Design only: coins, logos, patches	Per Request (Heraldry ONLY)					x	1.1.2
Desktop publishing	Yes	Yes	Yes	TBD	x		1.1.3
Digital files Image Audio	Yes	TBD	TBD	ATA	x		1.1 & 1.2

Attachment 2

SUMMARY OF VISUAL INFORMATION SUPPORT AND CUSTOMER ELIGIBILITY

Process	CSAF/ SecAF	GO/ SES	Org	Rank & File	IN	OUT	HOI Ref
Displays - HAF corridor committee approved AFI 32-9010 (PenRen signs)	Yes	TBD	TBD	No	x		1.1.6
Displays temporary - award winners/promo placards/etc.	Eliminated					x	
Door signs	Yes	Yes	Yes	Yes	x		1.1.6
Fine Art Portraiture, etc.	Yes	TBD	TBD	No	x		1.1.9
Graphics Design Illustration Typography Electronic/photo manipulation	Yes	Yes	Yes	TBD	x		1.1.2 1.1.3
Hard badges – Conf. badge, luggage tags with logos	Yes	Yes	TDB	ATA	x		1.1.3
Historical poster - extraordinary display projects	Yes	Yes	TDB	TDB	x		1.1.6
Photography Lab Service	Customer gets digital file for self-printing					x	1.3.1.3
Studio Photography	Yes	Yes	TBD	Yes	x		1.3.1.1
Location Photography	Yes	Yes	TDB	TDB	x		1.3.1.2
Logos - displays	Yes	Yes	TDB	TDB	x		1.1.2
Magnetic signs/tags	Eliminated					x	
Maps	Yes	Yes	TDB	TDB	x		1.1.7
Matt/frame photo - large format	Eliminated					x	

Attachment 2

SUMMARY OF VISUAL INFORMATION SUPPORT AND CUSTOMER ELIGIBILITY

Process	CSAF/ SecAF	GO/ SES	Org	Rank & File	IN	OUT	HOI Ref
Media content management	Eliminated					x	
Metal plates - unofficial	Eliminated					x	
Name tents	Eliminated					x	
Organization chart	ONLY the Air Force Organizational Chart (OPR: SAF/AARX)					x	1.1.7
Pentagon pictures	Product being phased out (supplies limited)					x	
Plaques - annual/quarterly awards	ONLY Annual and Quarterly Awards Organization supplies materials standardized by SAF/AAIM					x	1.1.8
Portal management	Eliminated					x	
Presentations Projected Visuals Facilities And Equipment MC800 MM Equipment Ops Av Support/Ops CATV Services <i>Visual Information:</i> Installation/Design	Yes	TBD	TBD	ATA	x		1.4.1
Printing Pamphlets Brochures Charts Posters Color/BW copies/prints	Yes	TBD	TBD	ATA	x		1.1.7
Standardized Programs: Retirements Promotions	Order through <i>SAF/AAIM Graphics web site</i>					x	1.1.8
Scanning - Oversized	Yes	Yes	TDB	TDB	x		1.1.2

Attachment 2

SUMMARY OF VISUAL INFORMATION SUPPORT AND CUSTOMER ELIGIBILITY

Process	CSAF/ SecAF	GO/ SES	Org	Rank & File	IN	OUT	HOI Ref
Special Projects: miscellaneous	Yes	Yes	TDB	No	x		7
Stationary	Eliminated					x	
Training aids	Yes	Yes	TBD	No	x		2.4 & 3.2.1
Television Facility Support AFI 35-109 Studio/Recording Remote Recording Streaming Video Editing/Duplication Standards Conversion Off-Air Recordings File Conversion Audiovisual Communication w/offsites Consultation Services Self-Help	Yes	Yes	TDB	No	x		1.2.2
Web Page/Site Design	Yes	Yes	Yes	ATA	x		1.1.5
	<p align="center">Legend: Yes= No Question No= According to regulations; TBD = To Be Determined (based on resources and/or priorities); ATA= As Time Allows (based on priorities)</p>						