BY ORDER OF THE COMMANDER AIR EDUCATION AND TRAINING COMMAND

AIR FORCE INSTRUCTION 21-101

AIR EDUCATION AND TRAINING COMMAND Supplement

ADDENDUM B

5 NOVEMBER 2018

Maintenance

AIRCRAFT AND EQUIPMENT MAINTENANCE MANAGEMENT (REMOTELY PILOTED AIRCRAFT)

COMPLIANCE WITH THIS INSTRUCTION IS MANDATORY

ACCESSIBILITY: Publications and forms are available on the e-Publishing website at **www.e-Publishing.af.mil** for downloading.

RELEASABILITY: There are no releasability restrictions on this publication.

OPR: 19 AF/LGPP

Certified by: 19 AF/LG
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Pages: 25

This addendum implements AFI 21-101_AETCSUP, *Aircraft and Equipment Maintenance Management*. This addendum prescribes policies and procedures governing aerospace equipment maintenance management of Remotely Piloted Aircraft (RPA) for Air Education and Training Command (AETC). Air National Guard/Air Force Reserve Command personnel assigned to Classic Associate Units will comply with the guidance provided within this addendum. RPA units will use this addendum in conjunction with AFI 21-101_AETCSUP; if a conflict exists between the AETC supplement and this addendum, the addendum will take precedence. The authorities to waive wing/unit level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following the compliance statement. See AFI 33-360, *Publications and Forms Management*, for a description of the authorities associated with the Tier numbers. Submit requests for waivers through the chain of command using AF Form 679, *Air Force Publication Compliance Item Waiver Request/Approval* to the appropriate Tier waiver approval authority, or alternately, to the publication Office of Primary Responsibility (OPR) for non-tiered compliance items. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) AFMAN 33-363, *Management of*

Records, and disposed of IAW Air Force Records Information Management System Records Disposition Schedule. Refer recommended changes and questions about this publication to the OPR using the AF Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional chain of command. This publication may be supplemented at any level, but all Supplements must be routed to the OPR of this publication for coordination prior to certification and approval.

Chapter 1

MANAGEMENT PHILOSOPHY AND POLICY

1.2. Organization. RPA units will organize IAW AFI 38-101, *Manpower and Organization*. In order for a unit to establish an Aircraft Communication Maintenance Squadron (ACMS)/Aircraft Communications Maintenance Unit (ACMU), units will require an approved Organization Change Request. **(T-2).**

1.3. Maintenance Concept. The Remotely Piloted System (RPS) will not receive a status as a complete unit. Each RPA/Ground Control System (GCS) will receive a status as "A" type equipment and communication link equipment will receive a status as "C" or "R" type equipment per Technical Order (TO) 00-20-2, *Maintenance Data Documentation*. GCS tail number is synonymous with aircraft tail number when documenting the Maintenance Information System (MIS). **(T-2).**

1.6.3. **(Added)** Maintenance personnel shall not perform flight operations.

1.20. (Added) Common Terminology. Common terminology is defined in **Attachment 1**.

Chapter 2

GENERAL RESPONSIBILITIES FOR COMMANDERS AND KEY LEADERS

2.3. Wing Vice Commander (WG/CV) Responsibilities.

2.3.1. Ensure local and Remote Split Operation (RSO) debrief procedures are established. **(T-2).**

2.4. Maintenance Group Commander (MXG/CC) Responsibilities.

2.4.61. **(Added)** Establish procedures to ensure uninterrupted power is available to GCS and related communications equipment in the event of a primary power outage. **(T-2).** Consider establishing recurring inspection(s) based upon manufacture recommendations.

2.4.61.1. **(Added)** Ensure an annual back up power automatic switching operational check is performed. **(T-2).**

2.4.62. **(Added)** Ensure a Service Level Agreement (SLA) exists between the host/local Communication Squadron (CS), base Civil Engineer, and MXG. **(T-2).** Note: See **Attachment 22** for template.

2.4.63. **(Added)** Ensure RPA communication systems and network infrastructures remain accredited with current authority to operate certification. **(T-2).**

2.9. Maintenance Supervision Responsibilities.

2.9.20. **(Added)** Coordinate RPA network requirements with local CS. **(T-2).**

2.9.21. **(Added)** Ensure the climbing program is conducted IAW AFI 91-203, *Air Force Consolidated Occupational Safety Instruction* and **Chapter 11** of this instruction. **(T-2).**

2.13. (Added) GCS Maintenance

2.13.1. **(Added)** Aircraft Communications Flight/Section/Unit/Squadron. 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 GCS Expediter coordinates maintenance priorities with the Production Superintendent and Flightline Expediters. **(T-2).** Note: If authorizations do not warrant Unit or Squadron construct, Flight or Section may be incorporated into Aircraft Maintenance Squadron (AMXS) or Maintenance Squadron (MXS).

2.13.1.1. **(Added) Aircraft Communications Flight/Section/Unit/Squadron Supervision:** in addition to the common responsibilities in **Chapter 3** of this instruction, the Aircraft Communications Flight/Section/Unit/Squadron Supervision Chief/Superintendent/NCOIC will:

2.13.1.1.1. **(Added)** Promote cross-talk with applicable maintenance units to obtain information on system/component repeat, recur and could not duplicate trends. **(T-2).**

2.13.1.1.2. **(Added)** Manage the climbing certification program IAW AFI 91-203 and **Chapter 11**. **(T-2).**

2.13.1.2. **(Added)** GCS Production Superintendent.

2.13.1.2.1. **(Added)** The GCS Production Superintendent position applies to ACMU/ACMS organizational construct. The duties outlined below are performed by the Flightline Production Superintendent if there is no ACMU/ACMS and organizational structure has an Aircraft Communication Maintenance Flight or Section incorporated into AMXS/MXS. **(T-2).**

2.13.1.2.2. **(Added)** Determine, track, and report GCS status, including expected time in commission, IAW AFI 21-103, *Equipment Inventory, Status and Utilization Reporting* and MAJCOM/local directives for unit owned GCS(s). **(T-2).**

2.13.1.2.3. **(Added)** Production Superintendents who only manage GCSs will not perform Crash Damaged, or Disabled Aircraft Recovery (CDDAR) Program activities, Flightline Munitions, or Propulsion Flight coordination activities. These functions are performed by Flightline Production Superintendents. **(T-2).**

2.13.1.2.4. **(Added)** The following additional responsibilities apply for GCS management:

2.13.1.2.5. **(Added)** De-conflict dedicated maintenance and operations C-Band/Ku-Band frequency use to preserve safety of flight during flying hours. **(T-2).**

2.13.1.2.5.1. **(Added)** For daily MQ-9 operations, coordinate with operations scheduling personnel to schedule available Line of Sight frequency usage and/or satellite time. **(T-2).**

2.13.1.2.6. **(Added)** Ensure Communications Equipment (C-E) forms and/or MIS documentation is complete, accurate and accomplished. Ensure local tracking/updating of deferred C-E Preventative Maintenance Inspections IAW TO 00-33A-1001, *General Cyberspace Support Activities Management Procedures and Practice Requirements.* **(T-2).**

2.13.1.2.7. **(Added)** Production Superintendent responsibilities outlined in Chapter 3 of AFI 21-101 and AETC Supplement also apply. **(T-2).**

2.13.1.3. **(Added)** GCS Expediter. Use of GCS Expediter is optional in RPA units.

2.13.1.3.1. **(Added)** Ensures maintenance is accomplished and coordinates all GCS and/or C-E maintenance actions. The GCS Expediter works for the Production Superintendent and manages, controls and directs resources. The GCS Expediter replaces the Flightline Expediter within the unit. Responsibilities identified in AFI 21-101, paragraph 3.6. (aircraft is synonymous with GCS/C-E) apply unless specifically addressed in this addendum. **(T-2).**

2.13.1.3.2. **(Added)** Coordinate the maintenance effort with the Maintenance Operations Center (MOC) and other expediters/squadrons (as applicable) for support. **(T-2).**

2.13.1.3.3. **(Added)** Maintain and have access to copies of the following: flying schedule, emergency action and functional checklists, base grid map with cordon overlay, In-Process Inspection (IPI) listings, Minimum Essential Subsystem List, Quick Reference List (if developed), and tracking device for GCS status. **(T-2).**

2.13.1.3.4. **(Added)** The GCS Expeditor does not perform munitions accountability, Oil Analysis Program or CDDAR functions. These functions are completed by the Flightline Expediter at locations with aircraft assigned. The GCS Expediter will only coordinate Aerospace Ground Equipment requirements in support of GCS and related C-E. **(T-2).**

2.13.1.3.5. **(Added)** GCS Expediters should not perform production inspections (e.g., sign off "Red Xs" and perform IPIs). **(T-2).**

2.13.1.4. **(Added)** GCS Technician **(T-2).**

2.13.1.4.1. **(Added)** Perform Periodic Inspections. **(T-2).**

2.13.1.4.2. **(Added)** Perform scheduled document reviews/records checks using applicable MIS and GCS 781-series forms IAW **Chapter 15**. **(T-2).**

2.13.1.4.3. **(Added)** Coordinate GCS downtime for scheduled and unscheduled maintenance with pro supers and expediters. **(T-2).**

2.13.1.4.4. **(Added)** Manage deferred discrepancies. **(T-2).**

2.13.1.4.5. **(Added)** Ensure Due-In from Maintenance assets within their control are turned in to Logistics Readiness Squadron. **(T-2).**

2.13.1.4.6. **(Added)** Document Reviews will be completed on all GCS IAW AFI 21-101, Chapter 15. **(T-2).**

2.13.1.5. **(Added)** GCS Debrief **(T-2).**

2.13.1.5.1. **(Added)** For organizations/locations without an AMXS (Mission Control Element (MCE) only) Aircraft Communications Flight/Section/Unit/Squadron will ensure an adequate number of debrief qualified personnel and will follow the debrief procedures outlined in paragraph **3.7.** Aircrew and Maintenance Debrief Section. **(T-2).**

Chapter 3

AIRCRAFT MAINTENANCE SQUADRON (AMXS)

3.4. AMU OIC/Chief Responsibilities.

3.4.5. **(Added)** For AMUs with Aircraft Communications Maintenance Flight/Section, monitor climbing certification program IAW AFI 91-203 and **Chapter 11** of this instruction. **(T-2).**

3.7. Aircrew and Maintenance Debrief Section.

3.7.12. **(Added)** Debrief section will coordinate with local database managers to use screen 578 "Build Custom Standard Reporting Designator Table" to build the ID-on-ID relationships. **(T-2).**

3.7.13. **(Added)** RPS Debrief Procedures: Launch Recovery Element (LRE)/MCE landing status and mission capable status will be tracked separately from aircraft landing status and mission capable status. Aircraft and LRE/MCE will retain separate aerospace vehicle 781 series forms binders. **(T-2).**

3.7.13.1. **(Added)** For sortie generation, each aircraft will be given a specific line number with a single sortie modifier (Mod 01). For LRE/MCE debriefs, a single specific line number will be generated for each LRE/MCE per day with sortie modifiers used to capture specific events occurring during the flying window (Mod 01 – Mod n). **(T-2).**

3.7.13.1.1. **(Added)** A sortie modifier is a subset of a line number and represents the period of time an aircrew operated an aircraft and LRE/MCE. Sortie modifiers beyond Mod 1 will only be used when debriefing LRE/MCE elements. **(T-2).**

3.7.13.1.2. **(Added)** Each sortie modifier will be debriefed by aircrew that flew the portion of the sortie represented by the modifier. **(T-2).**

3.7.13.1.2.1. **(Added)** For each LRE/MCE, debriefs will occur for each segment of the mission they controlled. For example, an LRE is scheduled to launch four aircraft and recover four aircraft. The LRE will have a single with sortie modifiers 01 through 08. Each modifier will correlate with the time the LRE was in control of a single aircraft. Mod 1 might reflect time from 0900 to 0930, Mod 2 might reflect the second launch of the day from 0945 to 1000. Recovery operations follow the same format. For MCEs, each MCE would have a single line number for the day with multiple modifiers (if they controlled more than one aircraft). The times for the MCE would begin when they assume control from an LRE and end when they transfer control to a recovery LRE, transfer to another MCE or change aircrews. If the MCE begins control of any additional aircraft, those operations would be debriefed as additional sortie modifiers (i.e. Mod 02/03/n). **(T-2).**

3.7.13.1.2.2. **(Added)** During debriefing if a discrepancy exists, the aircrew will determine if the discrepancy(s) are either mission contributing or mission essential per the applicable Mission Design Series (MDS) specific operating procedures. **(T-2).**

3.7.13.1.2.3. **(Added)** Prior to aircrew departing maintenance debrief, the designated aircraft and communications maintenance representative will validate discrepancy(s) annotated by aircrew. **(T-2).**

3.7.13.1.2.4. **(Added)** System capability codes will be applied to the LRE/MCE and aircraft as appropriate. If aircrew determines the LRE/MCE or aircraft can continue its mission/sortie, the discrepancy will be entered as a code 2 discrepancy. For equipment resets where no maintenance action was required, cap code 9 will be used. **(T-2).**

3.7.13.1.2.5. **(Added)** When debriefing the LRE/MCE in Integrated Maintenance Data System (IMDS), input the aircraft tail number in the "Equipment ID for System ID" field on screen 355. If more than one LRE/MCE controlled an aircraft, (launch, mission, etc.) input the aircraft tail number in the "Equipment ID for System ID" field on screen 355 for each GCS. **(T-2).**

3.7.14. **(Added)** RPS RSO Debrief Responsibilities:

3.7.14.1. **(Added)** Main operating bases will establish procedures to communicate RSO information to each deployed/forward operating locations. **(T-2).**

3.7.14.2. **(Added)** Launch LRE Debrief:

3.7.14.2.1. **(Added)** Use a debrief checklist to debrief the launch LRE aircrew. Debrief checklist will include the following: pilot names, date, time, flight time, flight effectiveness, LRE/MCE tail number with landing code, and aircraft tail number with landing status. **(T-2).**

3.7.14.2.2. **(Added)** Annotate aircraft or LRE 781 forms and IMDS at the conclusion of each sortie modifier (if aircraft forms are available). **(T-2). Note**: Aircraft/LRE IMDS can be annotated during flight.

3.7.14.2.3. **(Added)** Aircraft/LRE 781 Series Forms and IMDS will be reconciled at the end of the sortie. **(T-2).**

3.7.14.2.4. **(Added)** Ensure aircraft information is forwarded to the mission MCE IAW unit established procedures. **(T-2).**

3.7.14.2.5. **(Added)** Ensure the aircraft tail number is loaded in the "Equipment ID for System ID" field on IMDS screen 355. **(T-2).**

3.7.14.3. **(Added)** Mission MCE debrief:

3.7.14.3.1. **(Added)** Use a debrief checklist to debrief the Mission MCE aircrew. Debrief checklist will include the following: pilot names, date, flight time, flight effectiveness, and MCE tail number. **(T-2).**

3.7.14.3.2. **(Added)** Annotate aircraft or MCE 781 forms and IMDS at the conclusion of each sortie modifier (if aircraft forms are available). **(T-2). Note:** Aircraft/MCE IMDS can be annotated during flight.

3.7.14.3.2.1. **(Added)** Aircraft/MCE 781 Series Forms and IMDS will be reconciled at the end of the sortie. **(T-2).**

3.7.14.3.3. **(Added)** Review MCE forms after final aircraft hand back or mission complete. **(T-2).**

3.7.14.3.4. **(Added)** Ensure aircraft information is forwarded to the recovery LRE IAW unit established procedures. **(T-2).**

3.7.14.3.5. **(Added)** Ensure the aircraft tail number is loaded in the "Equipment ID for System ID" field on IMDS screen 355. **(T-2).**

3.7.14.4. **(Added)** Recovery LRE Debrief:

3.7.14.4.1. **(Added)** Use a debrief checklist to debrief the Recovery LRE aircrew. Debrief checklist will include the following: pilot names, date, flight time, flight effectiveness, LRE/MCE tail number with landing code, and aircraft tail number with landing status. **(T-2).**

3.7.14.4.2. **(Added)** The aircraft pro super at the recovery location will review sortie modifiers and determine the overall landing status of the aircraft. **(T-2).**

3.7.14.4.3. **(Added)** Annotate aircraft/LRE 781 forms and IMDS at the conclusion of the post mission debrief. **(T-2).**

3.7.14.4.3.1. **(Added)** When debriefing the Recovery LRE in IMDS, input the aircraft tail number in the "Equipment ID for System ID" field on IMDS screen 355. **(T-2). Note:** Launch and recovery LRE may be the same.

3.8. Aircraft Section. For MQ-9: repairs, functionally checks, drains, purges, and inspects aircraft fuel systems, fuel tanks, and related components.

3.8.3. **(Added)** The aircraft Section Chief will:

3.8.3.1. **(Added)** Establish controls to prevent unauthorized entry into fuel cell and repair areas. **(T-2).**

3.8.3.2. **(Added)** 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. **(T-2).**

3.8.3.3. **(Added)** perform safety inspections on facilities to ensure open tank repair areas, and equipment used for open fuel tank maintenance meets MDS-specific TOs and TO 1-1-3, *Inspection and Repair of Aircraft Integral Tanks and Fuel Cells* requirements. **(T-2).**

3.8.3.4. **(Added)** Establish notification procedures to inform the base fire department when open tank maintenance is in progress and when maintenance is complete. **(T-2).**

3.8.3.5. **(Added)** Establish a Confined Space Entry Program IAW TO 1-1-3 and AFI 91-203, Chapter 23.

3.8.3.6. **(Added)** Provides temporary storage for external fuel tanks. **(T-2).**

3.8.3.6.1. **(Added)** Maintain serial number inventory accountability for all removable external fuel tanks IAW AFI 21-103. **(T-2).**

3.9. Specialist Section. [AETC DEV] Use of Specialist Section Expediter is optional in RPA Units.

Chapter 4

MAINTENANCE SQUADRON (MXS)

4.1. General. No additional guidance for RPA maintenance.

Chapter 5

MAINTENANCE OPERATIONS

5.2.2. **Maintenance Operations Center (MOC).**

5.2.2.1.1. Visual aids will include status of assigned GCS and Communications Link. **(T-2).**

5.2.2.2. 3DXXX DAFSCs may be assigned to the MOC.

5.2.5. **Maintenance Management Analysis (MMA).**

5.2.5.5. **(Added)** Units will track deployed equipment IAW AFI 23-101, *Air Force Material Management.* **(T-2).**

Chapter 6

QUALITY ASSURANCE (QA)

6.1. General. No additional guidance for RPA maintenance.

Chapter 7

IMPOUNDMENT PROCEDURES

7.2. Specific Guidance. Impoundment of one element of an RPS does not indicate impoundment of the entire system. The impoundment authority will consider any known failures and determine which elements warrant impoundment (ex. Ground Data Terminal failure, material/mechanical failure on the aircraft, rack lock up, Environmental Control Unit failure, or intentional ditch of aircraft). If there are no known factors causal to the incident, the impoundment authority may consider impounding the entire RPS. **(T-2).**

7.5. Mandatory Impoundments.

7.5.12. **(Added)** Simultaneous unintended and unrecoverable loss of all GCS links. **(T-2).**

7.5.13. **(Added)** Unplanned/unexplained interruption of GCS power. **(T-2).**

Chapter 8

TOOL AND EQUIPMENT MANAGEMENT

8.1. Tool and Equipment Management. No additional guidance for RPA maintenance.

Chapter 9

MATERIAL MANAGEMENT SUPPORT

9.1. General. No additional guidance for RPA maintenance.

Chapter 10

MUNITIONS POLICY AND WEAPONS LOAD CREW PROGRAM

10.1. AF Munitions Policy. No additional guidance for RPA maintenance.

Chapter 11

ADDITIONAL MAINTENANCE REQUIREMENTS AND PROGRAMS

11.3. Special Certification Roster (SCR).

11.3.5.2. Exceptional Release (ER) authority for the GSC and the aircraft will be separately tracked on the SCR. Mandatory SCR Item Title: GCS Exceptional Release. Use course code 002321 to track/update GCS ERs in the MIS. **(T-2).**

11.8. Foreign Object Damage (FOD) Prevention Program.

11.8.3.11.2. **(Added)** GCS compound/areas are not considered aircraft parking areas/ramps; therefore, they do not require a daily FOD walk. **(T-2). Note:** This does not preclude appropriate FOD prevention practices within the GCS, or during maintenance on exterior GCS components.

11.8.3.11.3. **(Added)** Appropriate FOD prevention program requirements will be addressed for GCSs in wing plan. **(T-2).**

11.10. Aircraft Structural Integrity Program (ASIP).

11.10.1.1. MQ-9 do not have ASIP at the time of publication of this document. Direct questions to MAJCOM WST. **(T-2).**

11.37. (Added) GCS In-Mission Maintenance. Maintenance actions may be performed to repair aircrew reported discrepancies when GCS is linked to flying aircraft.

11.37.1. **(Added)** The Pilot in Command (PIC) of the GCS is the sole approving authority to allow in-mission maintenance of the GCS. **(T-2).**

11.37.2. **(Added)** The PIC will coordinate with the Production Superintendent to determine the level of maintenance to be performed. **(T-2).**

11.37.3. **(Added)** The PIC and Production Superintendent will evaluate all safety considerations prior to beginning any maintenance actions to take appropriate risk management steps. **(T-2).**

11.37.4. **(Added)** The GCS AFTO 781-series forms and MIS documentation will be accomplished at the completion of the required maintenance. **(T-2).**

11.37.5. **(Added)** After completion of appropriate maintenance documentation the PIC will accomplish a new ER/Conditional Release (CR). **(T-2). Note:** The PIC of the GCS is the only person authorized to sign an ER/CR after performance of In-Mission maintenance.

11.38. (Added) Climbing Certification Program.

11.38.1. Track climbing certification in MIS. Use IMDS Course Codes 029030 “Climbing Instructor” and 029027 “Climbing, Antenna”. **(T-2).**

Chapter 12

MAINTAINING COMMERCIAL DIRIVATIVE AIRCRAFT (CDA)

12.1. Background Information and Objective. No additional guidance for RPA maintenance.

Chapter 13

CENTRALIZED REPAIR FACILITIES (CRF)

13.1. Introduction. No additional guidance for RPA maintenance.

Chapter 14

AIRCRAFT AND EQUIPMENT MAINTENANCE CONTRACT SURVEILLANCE

14.1. Contract Surveillance. No additional guidance for RPA maintenance.

Chapter 15

MAINTENANCE PLANS, SCHEDULING AND DOCUMENTATION (PS&D)

15.1. Responsibilities: No additional guidance for RPA maintenance.

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Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFI 21-101, *Aircraft and Equipment Maintenance Management*, 21 May 2015

AFI 21-101, AETCSUP, *Aircraft and Equipment Maintenance Management*, 18 Sep 2015

AFI 21-103, *Equipment Inventory, Status and Utilization Reporting*, 16 Dec 2016

AFI 23-101, *Air Force Material Management*, 12 Dec 2016

AFI 33-360, *Publications and Forms Management, 1 Dec 2015*

AFI 38-101, *Manpower and Organization*, 31 Jan 2017

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

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

TO 00-20-2, *Maintenance Data Documentation*, 15 Mar 2016

TO 00-33A-1001, *General Cyberspace Support Activities Management Procedures and Practice Requirements*, 1 Jul 2016

TO 1-1-3, *Inspection and Repair of Aircraft Integral Tanks and Fuel Cells*, 4 Feb 2017

Prescribed Forms

This addendum does not prescribe any forms.

Adopted Forms

AF Form 679, *Air Force Publication Compliance Item Waiver Request/Approval*

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

ACMS—Aircraft Communication Maintenance Squadron

ACMU—Aircraft Communications Maintenance Unit

AFRIMS—Air Force Records Information Management System

AMXS—Aircraft Maintenance Squadron

CDDAR—Crash Damaged, or Disabled Aircraft Recovery

C-E—Communication Equipment

CR—Conditional Release

CS—Communications Squadron

EM—Engine Management

ER—Exceptional Release

FOD—Foreign Object Damage

GCS—Ground Control Station

IAW—In Accordance With

IMDS—Integrated Maintenance Data System

IPI—In-Process Inspection

LRE—Launch Recovery Element

MCE—Mission Control Element

MDS—Mission Design Series

MIS—Maintenance Information System

MOC—Maintenance Operations Center

MXS—Maintenance Squadron

MXG—Maintenance Group

OPR—Office of Responsibility

PIC—Pilot in Command

RPA—Remotely Piloted Aircraft

RPS—Remotely Piloted System

RSO—Remote Split Operations

SATCOM—Satellite Communications

SCR—Special Certification Roster

SLA—Service Level Agreement

TO—Technical Order

WST—Weapons System Team

Terms

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

Communication Link—Refers to any communication equipment used to establish a link between the RPA and GCS (e.g., Satellite Communications (SATCOM) terminal, Ground Data Terminal, tactical antenna, etc.).

Remotely Piloted System (RPS)—Refers to the RPA, GCS, and communication link utilized together for operational purposes.

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.

Attachment 22 (Added)

SERVICE PROVIDER AGREEMENT TEMPLATE

A22.1. Responsibilities of the Service Provider to include.

A22.1.1. What resources will be provided to support the mission (i.e. Common Core Services such as NIPR/SIPR, email, etc.)

A22.1.2. How they will inform the customer of infrastructure changes and new or changed service.

A22.1.3. State what security methods will be used to protect infrastructure resources from unauthorized access, monitoring, or tampering.

A22.1.4. Describe the process used to notify and coordinate with end-user organization about planned/unplanned outages of connectivity, equipment, or electricity.

A22.1.5. Explain the coordination process for service degradation or failure correction and state how customer will be kept informed of status.

A22.1.6. Describe materials that will be provided to customer to minimize procedural errors.

A22.1.7. Explain customer support performance criteria and workload limitations (e.g., hours of operation, response times, and expected maximum calls.

A22.1.8. Describe what performance data and analysis reports will be provided to the customer organization to show service quality and level of customer support provided.

A22.1.9. State what customer training is available and what role the service providers will play in customer training.

A22.1.10. State what periodic surveys will be performed to monitor customer satisfaction.

A22.2. Responsibilities of End-User Organization to include.

A22.2.1. Describe the process used to ensure end-users know procedures for getting help.

A22.2.2. 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.).

A22.2.3. How CSAs and FSAs will provide, upon request, equipment layout, network schematic, network connectivity (attached via backbone or standalone), and their location.

A22.2.4. Describe how the customer will use the performance and trend analysis data from service provider and provide feedback to improve service.

A22.2.5. Describe what end-user contingency operations plans and capabilities will be accomplished and what, if any, requirements are needed from Service Provider.

A22.2.6. Identify what resources will be a shared responsibility or transferred to the service provider.

A22.2.7. For equipment managed by the service provider, describe any limitations on how the service provider will gain access to equipment both electronically and physically as needed.

A22.2.8. 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.

A22.2.9. Coordinate with the Service Provider at least annually to discuss changes in service levels and this SLA.

A22.2.10. 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.

A22.2.11. 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.

A22.2.12. Define Outage Reporting/Trouble Call Procedures.

A22.2.13. Define the requirement and contact information to the applicable end-user POC to see if requirement or problem can be satisfied internally.

A22.2.14. Describe what minimum information will be provided (e.g. name, organization, location, telephone number, equipment number, user-id, E-mail address).

A22.2.15. Provide service provider with a description of problem, its priority, and potential mission impact.

A22.2.16. Requirement to work with the service provider during fault isolation process, as needed.

A22.2.17. How negotiation will be accomplished for increased workload/expansion for contingencies or new support.

A22.2.18. Customer Escalation Procedures.

A22.2.18.1. Escalation Level 1 (Low/Routine Requests).

A22.2.18.2. Escalation Level 2 (Medium/Priority and Unresolved Low Requests).

A22.2.18.3. Escalation Level 3 (High/Critical and Unresolved Medium Requests).