

**BY ORDER OF THE COMMANDER
AIR EDUCATION AND TRAINING
COMMAND**



**DEPARTMENT OF THE AIR FORCE
INSTRUCTION 21-101**

**AIR EDUCATION AND TRAINING
COMMAND
Supplement
ADDENDUM B
29 JANUARY 2025**

Maintenance

**AIRCRAFT AND EQUIPMENT
MAINTENANCE MANAGEMENT
(REMOTELY PILOTED AIRCRAFT)**

COMPLIANCE WITH THIS PUBLICATION 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/A4PP

Certified by: 19 AF/A4
(Mr. Jay C. Hennette)

Supersedes: AFI 21-101_AETCSUP_ADDENDUM B, 5
November 2018

Pages: 27

This addendum implements Department of the Air Force Instruction (DAFI) 21-101_AETCSUP, *Aircraft and Equipment Maintenance Management*. This addendum prescribes policies and procedures governing aerospace equipment maintenance management of Remotely Piloted Aircraft (RPA) and Ground Control Stations (GCS) for Air Education and Training Command (AETC). Air National Guard and Air Force Reserve Command personnel assigned to Classic Associate Units will comply with the guidance provided within this addendum. Maintenance units will use this addendum in conjunction with the AETC supplement to DAFI 21-101; if a conflict exists between the AETC supplement and this addendum, the addendum will take precedence. This publication does not apply to the United States Space Force. Ensure all records generated as a result of processes prescribed in this publication adhere to AFI 33-322, *Records Management and Information Governance Program*, and are disposed in accordance with (IAW) the Air Force Records Disposition Schedule, which is located in the Air Force Records Information Management System. Refer recommended changes and questions about this publication through your Major Command (MAJCOM) to the Office of Primary Responsibility (OPR) using the DAF Form 847,

Recommendation for Change of Publication. Units may publish a single supplement to consolidate local policies mandated by the DAFI and this addendum. Supplements must be written IAW DAFI 90-160, *Publications and Forms Management*. The authorities to waive wing and unit level requirements in this publication are identified with a Tier (“T-0, T-1, T-2, and T-3”) number following the compliance statement. See DAFMAN 90-161, *Publishing Processes and Procedures*, for a description of the authorities associated with the Tier numbers. Submit requests for waivers on DAF Form 679, *Department of the Air Force Publication Compliance Item Waiver Request/Approval*, through the chain of command to the appropriate Tier waiver authority, or alternately, to the publication OPR for non-tiered compliance items. Waivers/recommended changes must be approved by the group commander (or squadron commander, if not assigned to a group) before forwarding to 19th AF Logistics Directorate (19 AF/A4) for action by 19th AF Maintenance Policy and Procedures Branch (19 AF/A4PP).

SUMMARY OF CHANGES

This document has been revised and must be completely reviewed. The revision updates office symbols, paragraph numbering and headings throughout the document.

Chapter 1

MANAGEMENT OVERVIEW, SUPPORTING CONCEPTS AND REQUIREMENTS

1.2. Organization. RPA units will organize IAW AFI 38-101, *Manpower and Organization*. (T-2) 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*. (T-2) GCS tail number is synonymous with aircraft tail number when documenting the Maintenance Information System (MIS). (T-2)

1.6. Maintenance Discipline.

1.6.4. (Added) Maintenance personnel shall not perform flight operations. (T-2)

Chapter 2

ROLES AND RESPONSIBILITIES

2.3. Wing Deputy Commander (WG/CD) Responsibilities.

2.3.4. **(Added)** Establish local and Remote Split Operation (RSO) maintenance debrief procedures based on this addendum and AFMAN 11-2MQ-9V3, *MQ-9-Operations Procedures*. **(T-2)**

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

2.4.3.37. **(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)**

2.4.3.37.1. **(Added)** Ensure an annual back up power automatic switching operational check is performed. **(T-2)** Consider establishing recurring inspection(s) based upon manufacture recommendations.

2.4.3.38. **(Added)** Ensure a Service Level Agreement (SLA) exists between the host/local Communication Squadron (CS), base Civil Engineering Squadron, and the MXG. **(T-2)** **Note:** See **Attachment 25** for template.

2.4.3.39. **(Added)** Establish Command and Control (C2) frequency de-confliction procedures. **(T-2)**

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

2.9. Maintenance Supervision Responsibilities.

2.9.22. **(Added)** Coordinate RPA network requirements with local Communications Squadron (CS). **(T-2)**

2.9.23. **(Added)** Maintain a climbing program IAW DAFMAN 91-203, *Air Force Occupational Safety, Fire, and Health Standards* and **Chapter 11** of this instruction. **(T-2)**

2.13. **(Added)** GCS Maintenance.

2.13.1. **(Added)** **Aircraft Communications Flight, Section, Unit, or 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 Expeditors. **(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 Maintenance 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 DAFMAN 91-203 and **Chapter 11**. **(T-2)**

2.13.1.2. **(Added) GCS Production Superintendent.** The GCS Production Superintendent position applies to ACMU/ACMS organizational construct. The GCS Production Superintendent will: **Note:** The Flightline Production Superintendent assumes these responsibilities when an Aircraft Communication Maintenance Flight or Section is incorporated into the AMXS/MXS. **(T-2)**

2.13.1.2.1. **(Added)** Determine, track, and report GCS status, including Estimated Time in Commission (ETIC), IAW DAFI 21-103, *Equipment Inventory, Status and Utilization Reporting* and MAJCOM/local directives for unit owned GCS(s). **(T-2)**

2.13.1.2.2. **(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. **(T-2)** These functions are performed by Flightline Production Superintendents.

2.13.1.2.3. **(Added)** De-conflict dedicated maintenance and operations C2-frequency use to preserve safety of flight during flying hours. **(T-2)**

2.13.1.2.3.1. **(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)**

2.13.1.2.4. **(Added)** Ensure forms and/or MIS documentation is complete, accurate and accomplished. Ensure equipment status is accurately reflected in the maintenance forms and/or the MIS. Ensure local tracking and updating of deferred Preventative Maintenance Inspections IAW TO 00-33A-1001, *General Communications Activities Management Procedures and Practice Requirements*. **(T-2)**

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

2.13.1.3. **(Added) Ground Control System (GCS) Expediter.** Use of GCS Expediter is optional in RPA units. If GCS Expediter is not used, GCS Expediter duties will be accomplished by the GCS Production Superintendent. **(T-3)** The GCS Expediter reports to the GCS Production Superintendent and manages, controls and directs maintenance actions and resources. The GCS Expediter is equivalent to the Flightline Expediter within the ACMU/ACMS. Responsibilities identified in DAFI 21-101, paragraph 3.6 (aircraft is synonymous with GCS) apply unless specifically addressed in this addendum. The GCS Expediter will:

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

2.13.1.3.2. **(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)**

2.13.1.3.3. **(Added)** The GCS Expediter will not perform munitions accountability, Oil Analysis Program or CDDAR functions. **(T-2)** 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 Communications Equipment (C-E). **(T-2)**

2.13.1.3.4. **(Added)** GCS Expeditors will not perform production inspections (e.g., sign off “Red Xs” and perform IPs) unless authorized by the MXG/CC. **(T-3)**

2.13.1.4. **(Added) GCS Technician.** GCS Technicians will:

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

2.13.1.4.2. **(Added)** Perform scheduled document reviews/records checks on all GCS using applicable MIS and GCS 781-series forms IAW DAFI 21-101, Chapter 14. **(T-2)**

2.13.1.4.3. **(Added)** Coordinate GCS downtime for scheduled and unscheduled maintenance with pro supers and expeditors. **(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)**

2.13.1.5. **(Added) GCS Debrief.** 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 are assigned and will follow the debrief procedures outlined in **paragraph 3.7**. Aircrew and Maintenance Debrief Section. **(T-2)**

Chapter 3

AIRCRAFT MAINTENANCE SQUADRON (AMXS)/GENERATION SQUADRON

3.4. AMU OIC/SUPT Responsibilities.

3.4.5. **(Added)** For AMUs with Aircraft Communications Maintenance Flight/Section, monitor climbing certification program IAW DAFMAN 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 MIS 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)/Mission Control Element (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 AFTO 781 Series Forms Binders. **(T-2)**

3.7.13.1. **(Added)** For sortie generation, each aircraft, LRE, and MCE will use separate line numbers. **(T-2)**

3.7.13.1.1. **(Added)** Line numbers will be matched in a way that allows correlation. Example: Aircraft line 901 will correspond to LRE launch line 301, LRE recovery line 501, and MCE line 401. **Note:** Line numbers do not have to be designated by 100s. **(T-2)**

3.7.13.1.2. **(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 during a flying period.

3.7.13.1.2.1. **(Added)** An LRE will have a separate line number for each launch and recovery event when a maintenance action such as a TH, BPO, or PR is accomplished in between. **(T-2)**

3.7.13.1.2.2. **(Added)** An MCE may use multiple sortie modifiers when aircrew changes are performed during the duration of a sortie.

3.7.13.1.2.3. **(Added)** Aircraft will not use multiple sortie modifiers. **(T-2)**

3.7.13.1.3. **(Added)** If sortie modifiers are used, each sortie modifier will be debriefed by the aircrew that flew the portion of the sortie represented by the modifier. **(T-2)**

3.7.13.1.3.1. **(Added)** For each line number that utilizes multiple sortie modifications, debriefs will occur with each crew for each segment of the mission they controlled. **(T-2)**

3.7.13.1.3.2. **(Added)** Each MCE will have a single line number for the duration of a sortie. Multiple modifiers will be used for each aircrew change. Overall line times begin when handover from LRE is complete, and end when handover back to LRE is complete. **(T-2)**

3.7.13.2. **(Added)** During debriefing, the aircrew will provide information on discrepancies annotated in the AFTO 781 forms by aircrew during the sortie. **(T-2)**

3.7.13.3. **(Added)** Prior to aircrew departing maintenance debrief, the designated aircraft and communications maintenance representatives, in conjunction with the Production Superintendent, will validate discrepancy(s) annotated by aircrew. **(T-2)**

3.7.13.4. **(Added)** System capability codes will be applied to the LRE/MCE and aircraft as required, IAW DAFI21-101_AETCSUP, Table 3.2. For equipment resets where no maintenance action was required, cap code 9 will be used. **(T-2)**

3.7.13.5. **(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 will:

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, GCS tail number with landing status code, and aircraft tail number with landing status. **(T-2) Note:** GCS landing status in this paragraph refers to the status of the launch GCS after the handover to MCE.

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

3.7.14.2.3. **(Added)** Reconcile aircraft/LRE AFTO 781 Series Forms and MIS at the end of 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 Mission Design Series (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 DAFMAN 91-203, Chapter 23.

3.8.3.6. **(Added)** Provide 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 DAFI 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)/GENERATION SQUADRON

4.1. General. No additional guidance for RPA maintenance.

Chapter 5

MAINTENANCE OPERATIONS (MXO)

5.2. Maintenance Operations.

5.2.5. Maintenance Operations Center (MOC). 3DXXX DAFSCs may be assigned to the MOC.

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

5.2.8. Maintenance Management Analysis (MMA). Units will track deployed equipment IAW DAFI 23-101, *Materiel Management Policy*. **(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

MATERIEL 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. MAJCOM/ANG Special Certification Rosters (SCR).

11.3.5.2. **(Added)** 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.

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

11.8.3.10. 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.

11.10. Aircraft Structural Integrity Program (ASIP).

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

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

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

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

11.47.3. **(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)**

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

11.47.5. **(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.

11.48. (Added) Climbing Certification Program.

11.48.1. **(Added)** Track climbing certification in MIS. Use IMDS Course Codes 029030 "Climbing Instructor" and 029027 "Climbing, Antenna". **(T-2)**

Chapter 12

MAINTAINING COMMERCIAL DERIVATIVE AIRCRAFT (CDA)

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

Chapter 13

CENTRALIZED REPAIR FACILITIES (CRF)

13.1. Introduction. No additional guidance for RPA maintenance.

Chapter 14**MAINTENANCE PLANS, SCHEDULING AND DOCUMENTATION (PS&D)**

14.1. Responsibilities: No additional guidance for RPA maintenance.

Chapter 15

AIRCRAFT SUNSHADE MANAGEMENT

15.1. Purpose: No additional guidance for RPA maintenance.

Chapter 16**AIRCRAFT AND EQUIPMENT MAINTENANCE CONTRACT SURVEILLANCE**

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

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

AFMAN 11-2MQ-9V3, *MQ-9-Operations Procedures*, 12 January 2023

DAFI 21-101, *Aircraft and Equipment Maintenance Management*, 20 December 2023

DAFI 21-103, *Equipment Inventory, Status and Utilization Reporting*, 1 November 2022

DAFI 23-101, *Materiel Management Policy*, 22 October 2020

AFI 33-322, *Records Management and Information Governance Program*, 23 March 2020

AFI 38-101, *Manpower and Organization*, 29 August 2019

DAFI 90-160, *Publications and Forms Management*, 14 April 2022

DAFMAN 90-161, *Publishing Processes and Procedures*, 18 October 2023

DAFMAN 91-203, *Air Force Occupational Safety, Fire, and Health Standards*, 25 March 2022

TO 00-20-2, *Maintenance Data Documentation*, 23 August 2023

TO 00-33A-1001, *General Cyberspace Support Activities Management Procedures and Practice Requirements*, 23 May 2024

TO 1-1-3, *Inspection and Repair of Aircraft Integral Tanks and Fuel Cells*, 8 October 2024

DAFI 21-101, AETCSUP, *Aircraft and Equipment Maintenance Management*, 8 October 2024

Prescribed Forms

None

Adopted Forms

DAF Form 679, *Department of the Air Force Publication Compliance Item Waiver Request/Approval*

AFTO Form 781, *Arms Aircrew/Mission Flight Data Document*

DAF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

ACMS—Aircraft Communication Maintenance Squadron

ACMU—Aircraft Communications Maintenance Unit

AETC—Air Education and Training Command

AFI—Air Force Instruction

AFMAN—Air Force Manual

AMU—Aircraft Maintenance Unit

AMXS—Aircraft Maintenance Squadron

ANG—Air National Guard
ASIP—Aircraft Structural Integrity Program
CC—Commander
CD—Deputy Commander
CDA—Commercial Derivative Aircraft
CDDAR—Crash Damaged, or Disabled Aircraft Recovery
C-E—Communication Equipment
CR—Conditional Release
CRF—Centralized Repair Facilities
CS—Communications Squadron
DAFI—Department of the Air Force Instruction
DAFMAN—Department of the Air Force Manual
ER—Exceptional Release
ETIC—Estimated Time in Commission
FOD—Foreign Object Damage
GCS—Ground Control Station
IAW—In Accordance With
IMDS—Integrated Maintenance Data System
IPI—In-Process Inspection
IT—Information Technology
LRE—Launch Recovery Element
MAJCOM—Major Command
MCE—Mission Control Element
MDS—Mission Design Series
MIS—Maintenance Information System
MMA—Maintenance Management Analysis
MOC—Maintenance Operations Center
MXG—Maintenance Group
MXO—Maintenance Operations
MXS—Maintenance Squadron
NCOIC—Non-Commissioned Officer in Charge
OIC—Officer in Charge

OPR—Office of Responsibility

PIC—Pilot in Command

POC—Point of Contact

PS&D—Plans, Scheduling and Documentation

QA—Quality Assurance

RPA—Remotely Piloted Aircraft

RPS—Remotely Piloted System

RSO—Remote Split Operations

SATCOM—Satellite Communications

SCR—Special Certification Roster

SLA—Service Level Agreement

SUPT—Superintendent

TO—Technical Order

WG—Wing

WST—Weapons System Team

Office Symbols

19 AF/A4—19th Air Force Logistics Directorate

19 AF/A4PP—19th Air Force Maintenance Policy and Procedures

Terms (Added)

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 25 (Added)**SERVICE PROVIDER AGREEMENT TEMPLATE****A25.1. Responsibilities of the Service Provider to include.**

A25.1.1. What resources will be provided to support the mission (i.e. Common Core Services such as NIPR/SIPR, email, etc.)

A25.1.2. How they will inform the customer of infrastructure changes and new or changed service.

A25.1.3. State what security methods will be used to protect infrastructure resources from unauthorized access, monitoring, or tampering.

A25.1.4. Describe the process used to notify and coordinate with end-user organization about planned/unplanned outages of connectivity, equipment, or electricity.

A25.1.5. Explain the coordination process for service degradation or failure correction and state how customer will be kept informed of status.

A25.1.6. Describe materials that will be provided to customer to minimize procedural errors.

A25.1.7. Explain customer support performance criteria and workload limitations (e.g., hours of operation, response times, and expected maximum calls).

A25.1.8. Describe what performance data and analysis reports will be provided to the customer organization to show service quality and level of customer support provided.

A25.1.9. State what customer training is available and what role the service providers will play in customer training.

A25.1.10. State what periodic surveys will be performed to monitor customer satisfaction.

A25.2. Responsibilities of End-User Organization to include.

A25.2.1. Describe the process used to ensure end-users know procedures for getting help.

A25.2.2. 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.).

A25.2.3. How CSAs and FSAs will provide, upon request, equipment layout, network schematic, network connectivity (attached via backbone or standalone), and their location.

A25.2.4. Describe how the customer will use the performance and trend analysis data from service provider and provide feedback to improve service.

A25.2.5. Describe what end-user contingency operations plans and capabilities will be accomplished and what, if any, requirements are needed from Service Provider.

A25.2.6. Identify what resources will be a shared responsibility or transferred to the service provider.

A25.2.7. 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.

A25.2.8. 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.

A25.2.9. Coordinate with the Service Provider at least annually to discuss changes in service levels and this SLA.

A25.2.10. 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.

A25.2.11. 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.

A25.2.12. Define Outage Reporting/Trouble Call Procedures.

A25.2.13. Define the requirement and contact information to the applicable end-user POC to see if requirement or problem can be satisfied internally.

A25.2.14. Describe what minimum information will be provided (e.g. name, organization, location, telephone number, equipment number, user-id, E-mail address).

A25.2.15. Provide service provider with a description of problem, its priority, and potential mission impact.

A25.2.16. Requirement to work with the service provider during fault isolation process, as needed.

A25.2.17. How negotiation will be accomplished for increased workload/expansion for contingencies or new support.

A25.2.18. Customer Escalation Procedures.

A25.2.18.1. Escalation Level 1 (Low/Routine Requests).

A25.2.18.2. Escalation Level 2 (Medium/Priority and Unresolved Low Requests).

A25.2.18.3. Escalation Level 3 (High/Critical and Unresolved Medium Requests).