COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

This supplement implements and refines the guidance of AFMAN17-1203 and details the standard operating procedures for the 844 Communications Group (844 CG). If guidance in this supplement conflicts with AFMAN17-1203_AFGM2020-01, use the more restrictive guidance unless otherwise noted. This supplement applies to all Air Force District of Washington (AFDW) organizational components and organizations conducting business for and on behalf of 844 CG when using information technology (IT) assets. The instruction applies to hardware (H/W) and software (S/W) in the operational IT environment and does not supersede any applicable Air Force directive, or existing management agreement. Refer recommended changes and questions about this instruction to the Office of Primary Responsibility (OPR) using the AF Form 847, Recommendation for Change of Publication; route AF Forms 847 through the appropriate chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Instruction (AFI) 33-322, *Records Management and Information Governance Program*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS).

1.1.1. **(Added)** This instruction provides supplemental guidance to AFMAN17-1203_AFGM2020-01 as the governing framework for the 844 CG enterprise Information Technology Asset Management (ITAM) process to manage all hardware and software assets efficiently. This guidance also offers execution-level procedures for the ITAM process, balancing

responsiveness to the needs of customers (e.g. end user, unit/organization, requirement owners), while minimizing risk to ongoing operations.

1.1.2. **(Added)** The 844 Communications Group provides support to three primary missions – National Military Command Center (NMCC), Executive Travel support worldwide to senior Department of Defense and Air Force officials, and Information Technology Services (ITS) for the Air Force National Capital Region (AFNCR).

1.3. (Added) Scope.

1.3.1. **(Added)** The ITAM process is an organizational core competency providing the 844 CG the ability to effectively adapt to the ever-changing IT environment. The goal of the ITAM process is for individuals to embrace accountability for and the safeguarding of the Government property in their possession, and the organization to effectively account for that property and report it accurately and efficiently, with no impact on productivity. The ITAM process applies to all AFDW organizational components and organizations conducting business for and on behalf of the 844 CG when using or possessing Government property.

1.3.2. **(Added)** ITAM covers all IT assets, hardware and software that are under the direct responsibility of the 844 CG and subordinate squadrons that meet the criteria defined within Air Force Manual (AFMAN) 17-1203, or constitute assets of special interest to the 844 CG Commander for Configuration Management (CM) purposes.

2.1.3. **(Added)** The ITAM process provides a consistent and effective management methodology to guide stakeholders through the life cycle phases of hardware property, ensuring an enterprise perspective is maintained.

2.1.4. **(Added)** Based on best practices, the ITAM process allows for tailoring to accommodate specific circumstances and considers the risk to the operational environment (e.g., customer base unique needs, nonstandard H/W or S/W). The tailoring strategy must justify and identify the specific element(s) of the life cycle needing tailoring.

2.1.5. **(Added)** All hardware assets will be tracked by the IT Services (ITS) Contractor's Hardware Asset Management (HAM) staff, who will provide the services of the Property Custodian (PC, f.k.a. ITEC) on behalf of the Unit Accountable Property Officer (APO, i.e. Unit Commander/equivalent) in accordance with (IAW) the terms and conditions of the AFNCR ITS contract. In fulfilling the role of the PC, they track day to day changes to the inventory in the 844 CG Enterprise IT Service Management System (EITSM, i.e. Remedy). "Accountable" asset types are reported to the Base Equipment Control Officer (BECO) for reporting in the Approved Property System of Record (APSR, currently DPAS).

2.1.6. **(Added)** For units/organizations that opt-out of the ITS provided PC service, the Unit APO must request exclusion from the program in writing, which must be approved by the Host APO (i.e. base CS/CC (or equivalent)). Upon approval, they are obligated to appoint PCs IAW AFMAN17-1203. Upon opt-out Base ECOS will provide monthly reports to the ITS HAM team so that the EITSM CMDB can accurately reflect the inventory of deployed and/or available inventory. Units/org are not eligible for reimbursement for the pro-rated cost of providing the PC function as a service from the funding provided to sustain the ITS contract.

2.2.3. **(Added)** The list of common asset types can be found in **Table 2.2** Day to day tracking will be done in the EITSM/Remedy and only those assets that meet the accountability definition

IAW the AFMAN will be subsequently reported into the APSR/DPAS. The table indicates which of the systems assets are reflected in by an "X" in the column under the system name. Changes to the list will be addressed during the annual review process or as submitted via an AF Forms 847 submitted to the OPR for this instruction and routed through the appropriate chain of command.

Table 2.2. (Added-AFDW) Hardware Asset Types - Tracked in the Following System.

Equipment Cat	Equipment Type (Tier 3)	Tracked in:		
		EITSM (Remedy)	APSR (DPAS)	Other (e.g. CA/CRL)
End User Devices	Desktop	X	X	
	Laptop (to include convertible)	X	X	
	Monitor	X		
	Tablet	X	X	
	Thin Client	X	X	
Shared Use/Peripheral	Digital Sender	X		
	Printer (to include MFDs)	X	X	
	Projectors and SMART or network capable televisions (e.g. video walls and VTC displays)	X		
	Removable Storage (i.e. USB HDD, Flash Drive)			By approved waiver process only (HBSS)
	Scanner	X		
	SMART/Network Capable TVs & Displays	X	X	
	VTC CODEC	X	X	
	VTC Components (e.g. mic/camera)			Site configuration diagram/EIP
	Desktop KVM	X		
Installation Processing Node (IPN)/Server Room Equipment	Blade Chassis	X	X	
	Data Storage\Disk Array (e.g. EMC)	X	X	
	Network KVM Switch	X*		
	Server (Physical (i.e. "bare metal") and blade servers)	X	X	
	Server (Virtual)	X		
	Storage Array	X	X	
	UPS and HVAC/environmental monitors	X*		
Network Infrastructure	Bulk encryption devices (e.g. TACLANES)			CA/CRL
	Hardware Security Module	X	X	

Equipment Cat	Equipment Type (Tier 3)	EITSM (Remedy)	Tracked in: APSR (DPAS)	Other (e.g. CA/CRL)
	Routers	X	X	
	Switch (all, to include hubs)	X	X	
	Wireless Access Points	X		
Voice Services	Fax machine			Not tracked
	Land Mobile Radio (LMR)	X	X	
	Non-secure Plain Old Telephone (POTS) and ISDN Phone			Not tracked
	Personal Wireless Communication Services (PWCS, e.g. Smartphones)	X	X	
	Secure Phones (STE, ViPer, STU)			CA/CRL
	Telephony (legacy POTS, ISDN) Infrastructure (i.e. phone switches/modules)	X		
	Voice over IP (VOIP) telephony (to include VOSIP)	X		SVOIP on CA/CRL?
Operation Center (e.g. NMCC, RCP, etc…) Multimedia	AV Patch Panel	X	>$5K only	
	Clock	X	>$5K only	
	Equalizer	X	>$5K only	
	Mixer	X	>$5K only	
	RGB Scaler	X	>$5K only	
	Video Distribution	X	>$5K only	
NMCC DRSN	Circuit	X	>$5K only	
	ITS phone	X		
	Modem	X	>$5K only	
	Rectifier Assembly	X	>$5K only	
	UMUX	X	>$5K only	

2.3.1.1. **(AFDW)** Operates as a component of the Cyberspace Capabilities Center (CCC) within ACC (ACC), providing guidance and support to MAJCOMS, FOAs, and DRUs. Coordinates with SAF/CN and tracks the appointment of Functional Command Equipment Control Officers (FECOs).

2.3.3.4. **(Added)** Command liaison appointed by AFDW/A6 that facilitates and maintains the list of Base Equipment Control Officers (ECO) and ensures compliance with AFMAN 17-1203.

2.3.3.5. **(Added)** Resolves compliance issues when resolution is not possible at the Host/Tenant Accountable Property Officer (APO) level and provides reports to inspection teams upon request.

2.3.5. **(AFDW)** Host/Tenant Accountable Property Officer (APO) for Hardware

2.3.5.1. **(AFDW)** Is appointed by 844 CG/CC and will serve as the accountable officer for all IT hardware under their control as reflected in DPAS and ensure all assets are accounted for throughout their lifecycle.

2.3.5.3. **(AFDW)** Appoint at least one primary and one alternate Equipment Control Officer (ECO), and provide a copy (with acknowledgement) to the FECO.

2.3.6.8. **(Added)** Will process the receipt, transfer and disposition of all Information Technology (IT) assets in the Approved Property System of Record (APSR, a.k.a. DPAS) and partner with the AFNCR ITS contractor for day to day tracking of asset.

2.3.6.9. **(Added)** Resolve issues between the ITS Contractor services acting as PC and unit APOs.

2.3.7.3. **(AFDW)** Will ensure PC inventories IT hardware and PWCS assets annually.

2.3.7.10. **(Added)** Will partner with the Base ECO and ITS contractor providing the PC as a service to ensure full accountability for all IT assets assigned to the Unit/Organization.

2.3.7.11. **(Added)** If optioning out of the ITS contract PC as a service, shall ensure full compliance with all requirements of AFMAN17-1203.

2.3.8.10. **(Added)** Unless otherwise directed and approved in writing, will be the AFNCR ITS contractor, who will perform IAW the Terms & Conditions of the ITS contract.

2.4. (AFDW) Accountability Rules of IT Hardware Assets HAM Process Flow.

2.4.1.5. **(Added)** The following paragraphs and figures **2.3** and **2.4** provide the overall process flow describing the phases of IT Asset Management for H/W. Starting at the initial requirement for a capability, through the procurement process, sustainment and final disposal of the asset.

Figure 2.3. (Added-AFDW) HAM Process Flow.
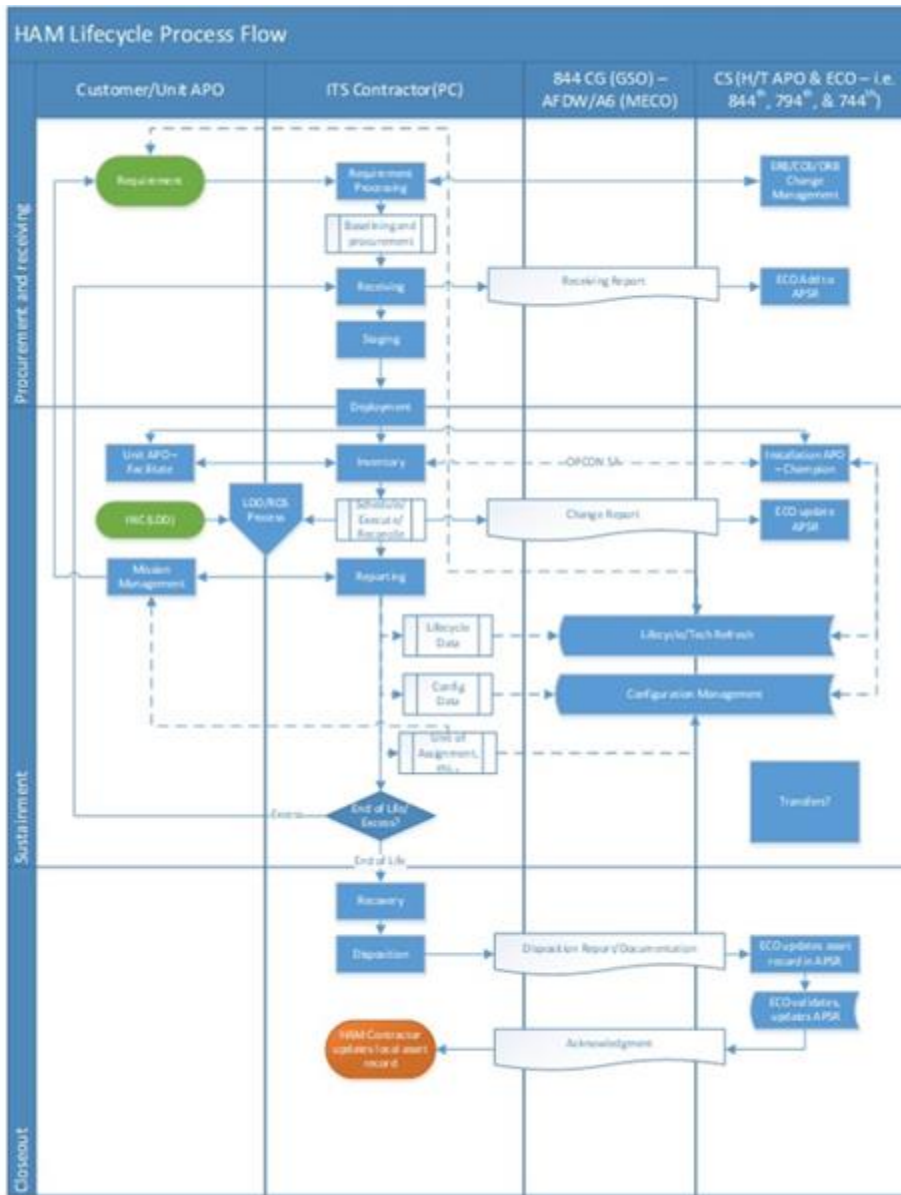
2.4.8. **(Added)** HAM Process Flow Narrative - Requirements Processing, Procurement, and Receiving.

2.4.8.1. **(Added)** Requirement Processing. Requirements are those requests submitted by or on behalf of the customer and will follow the Enterprise Change Management Governance Plan and Requirements Management processes. For details on those processes, please refer to the AFNCR Change Management Governance Plan.

2.4.8.2. **(Added)** Lifecycle Management requirements are those actions taken to perform disciplined and scheduled replacement of assets that met the end of their useful life. Please refer to the end of life recommendations below in **Table 2.3** – EoL Recommendations for common asset types, or the system Lifecycle Management plan for PMO and "PMO-Like" systems.

2.5.2.6. **(Added)** For requirements that result in a purchase, procurement shall occur IAW AFMAN 17-1203, i.e. via AF Way (AFWay), Second Generation Information Technology (2GIT), or other approved sources.

2.5.2.7. **(Added)** All purchases of IT equipment must be shipped and delivered to the 844 CG warehouse for inclusion in the EITSM so as to enable proper accounting and reporting to the APSR. Specific process instructions and POCs can be found on 844th COMM411.

2.5.2.8. **(Added)** Any asset not delivered to the warehouse must be documented via a service request in 844th COMM411 for processing IAW the Enterprise Change Management OI and transported to the centralized warehouse for tagging and processing into the inventory before being made operational.

2.6.4. **(Added)** All deliveries of new IT equipment will be processed and loaded to the CMDB in a timely manner, and all key supporting documentation (KSD, e.g., Packing Slip, Receiving Report, etc.) for inclusion in the APSR will be provided to the ECO within 7 working days of receipt and acceptance (AFMAN 17-1203, para. 2.6.1.1.2).

2.6.5. **(Added)** Notification of the receipt of IT equipment will be made as soon as possible. Any equipment that cannot be traced to a specific customer, project manager, or other designated point of contact (POC) (i.e. 'Frustrated Cargo') will be secured and reported to 844 CG/SCXX for vetting against outstanding requests and assignment to the appropriate subordinate SCX for resolution.

2.6.6. **(Added)** In the event a delivery cannot be traced to an approved requirement or remains unclaimed for 60 days, the item(s) become property of 844 CG to use as project stock or tech refresh stock, with sufficient documentation to substantiate the attempts to determine the final intended destination for the property.

2.6.7. **(Added)** Scheduling of deliveries (upon receipt of location, POCs, and available transportation) shall be negotiated with the customer upon completion of receiving activities.

2.6.8. **(Added)** Staging:

2.6.8.1. **(Added)** Delivery reports will be maintained by the HAM Service Provider and/or Logistics personnel so as to maintain an auditable chain of custody.

2.6.8.2. **(Added)** All individual-use workstations (i.e. desktops, laptops, and tablets) will be delivered to imaging stations/Desktop Support (DTS) workbench for imaging and configuration using the most current version of the Standard Desktop Configuration (SDC) image and the necessary patch loads to ensure system does not introduce unnecessary vulnerabilities to the enterprise network.

Figure 2.4. (Added-AFDW) Procurement and Receiving Phase.
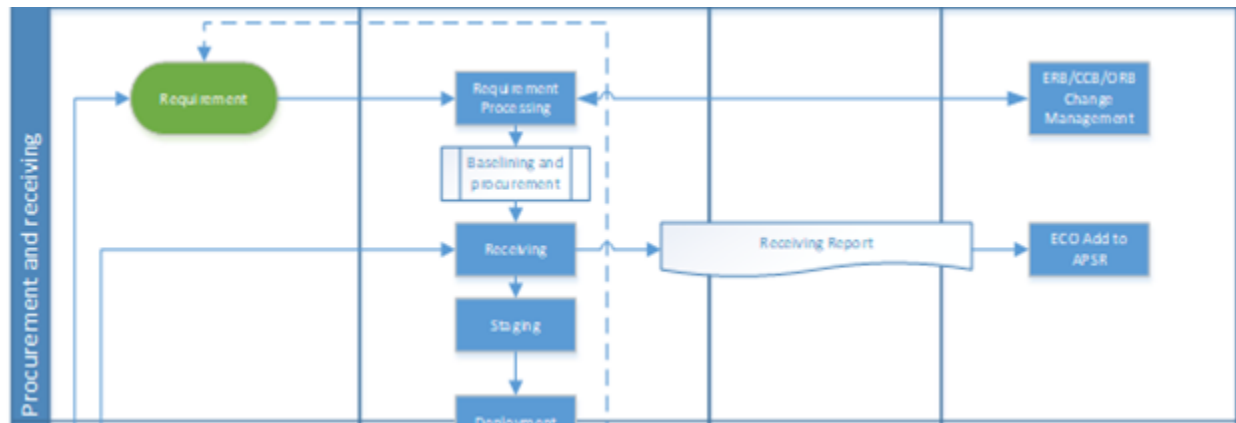
2.6.9. **(Added)** Deployment:

2.6.9.1. **(Added)** A hand receipt is required upon delivery of a piece of IT equipment to its final deployed location.

2.6.9.2. **(Added)** To the maximum extent possible, electronic documents or automated solutions will be leveraged and will include all accountable equipment (i.e. laptop & monitor) being deployed.

2.6.9.3. **(Added)** In the event that a hand receipt cannot be completed, delivery will be rescheduled until such time as a hand receipt can be completed at delivery or deployment.

2.6.9.4. **(Added)** Individual use equipment (e.g., desktop, laptop, and monitor) shall be signed for by the individual to which the equipment is being assigned.

2.6.9.5. **(Added)** If that individual is not available or is unable to sign, a first line supervisor or equivalent responsible person can sign and assume the liability for the asset .

2.6.9.6. **(Added)** If neither individual is available to sign, delivery is to be rescheduled for a time that they are available.

2.6.9.7. **(Added)** If an individual cannot be held responsible for an asset (e.g. contractor), either a duly appointed Governmentt representative (e.g. UAPO/CO/COR) or contract company representative (e.g. PgM) shall sign on the individual's behalf in accordance with the contract's terms and conditions.

2.6.9.8. **(Added)** Shared equipment shall be signed for by the first level manager or equivalent person responsible for the office to which the equipment is being assigned.

2.6.9.9. **(Added)** Infrastructure equipment deployed outside a centralized facility (e.g. switch in a building's equipment room/communications closet, router at a Service Delivery Point (SDP)) will be signed for by the organization that maintains access control to the location where the equipment is located (e.g. SCO Network Management, not Facility Manager).

2.6.9.10. **(Added)** Data center equipment shall be signed for by the Data Center Manager, Facility Manager, or a System Owner Representative (for hosted Program Management Office (PMO) or "PMO-Like" equipment/systems) and copies of the documentation will be provided to the system owner for inclusion in system Assessment and Authorization (A&A) packages.

2.7.1.4. **(Added)** Host/Installation APO will champion ITAM technician inventory activities on their installation irrespective of the organizational alignment of the asset within the APSR and will be the first line advocate with the Unit APO.

2.7.1.5. **(Added)** Unit APOs shall ensure that the HAM Service Provider's Inventory Team is granted access to their organization and facilities to the maximum extent possible and all IT assets are made available to be inventoried.

2.7.1.5.1. **(Added)** Where access cannot be granted (i.e. where security restrictions prevent, e.g. Sensitive Compartmented Information Facility (SCIF)/Vault or other Special Access Programs (SAP)), a representative for that organization will accept the inventory documentation, execute the inventory, and provide the results (to include any documentation on changes to the inventory) to the HAM team.

2.7.1.5.2. **(Added)** Where items cannot be accounted for, the Unit APO or their representative will work with the PC to reconcile the inventory, e.g. contact members on Leave/Temporary Duty (TDY)/Deployment, identify assets moved during unit reorganizations, members transferred to another duty location, etc.

2.7.1.5.3. **(Added)** If an item is determined to be lost, damaged, or destroyed, the Unit APO will initiate the process to inquire, research, and investigate the causes of the loss, damage, destruction, or theft of government property via a Report of Survey (ROS) IAW DoD 7000.14-R FMR Vol 12, Ch. 7. See also **Chapter 4** – Loss Prevention and Management.

2.7.1.6. **(Added)** ITAM Technicians

2.7.1.6.1. **(Added)** The ITS Contractor's HAM staff, providing the services of the PC on behalf of the Unit APO will schedule the physical inventories of each Unit to ensure all assets are inventoried at least annually and partner with the Base ECOs and Unit APOs to ensure the inventory requirements in DPAS are met.

2.7.1.7. **(Added)** Unit APOs will review and sign all inventories upon completion.

2.7.1.7.1. **(Added)** Any discrepancies will be thoroughly resolved prior to signature in partnership with the ITS contractor to ensure 100% accountability.

2.7.1.7.2. **(Added)** Any discrepancy that cannot be resolved will be reported in accordance with the Loss Prevention/Management Processes described in **Chapter 4**.

2.7.1.8. **(Added)** Base ECOs will reconcile all updates provided by the ITS Contractor and/or PCs to ensure the inventories completed match the signed inventories and reflect accurately in the APSR.

2.7.1.9. **(Added)** Reporting requirements

2.7.1.9.1. **(Added)** Routine installations, moves, adds, and changes will be tracked day-to-day by the ITS contractor and reflected in the CMDB and will be reported IAW the terms and conditions of the ITS contract (minimum monthly) to the Base ECO.

2.7.1.9.2. **(Added)** Base ECOs will partner with the ITS contractor in their role as the PC and the Unit APOs to action all reports and input those changes reported to DPAS to ensure both data sets match and report any identified discrepancy to the ITS contractor to resolve the discrepancy.

2.7.1.10. **(Added)** Unit of assignment (UoA) and mission management support

2.7.1.10.1. **(Added)** Host/Installation APO will serve as the champion to ensure assets are accounted for throughout their lifecycle.

2.7.1.10.2. **(Added)** Unit APOs will ensure they have sufficient IT equipment and assets to fulfill mission requirements. In the event a new mission requirement is discovered, they will identify the operational need to the requirements process described in the AFNCR Change Management Governance Plan.

2.7.1.11. **(Added)** Configuration Management

2.7.1.11.1. **(Added)** To the maximum extent possible, HAM technicians will ensure that assets conform to the required security requirements (e.g. COMSEC/Tempest) for the location that they are deployed to or in and partner with Security and Cyber personnel to ensure any potential vulnerabilities related to an asset are documented/mitigated.

2.7.1.11.2. **(Added)** The record for all assets will conform to the Configuration Item (CI) definitions and will include all required data elements, including but not limited to:

2.7.1.11.2.1. **(Added)** Part number

2.7.1.11.2.2. **(Added)** Description (i.e. make/model/manufacturer)

2.7.1.11.2.3. **(Added)** Unique ID (i.e. serial number, asset tag, etc…)

2.7.1.11.2.4. **(Added)** Purchase/acquisition date

2.7.1.11.2.5. **(Added)** Purchase cost

2.7.1.11.2.6. **(Added)** Location data

2.7.1.11.2.7. **(Added)** Status/condition (see **Table 6** - *Status to Condition Code Crosswalk*)

2.7.1.11.2.8. **(Added)** Other data elements as needed/appropriate to ensure full understanding of the Cyber terrain

2.7.1.11.3. **(Added)** All changes to an asset record/CI will be made as soon as possible to maintain the accuracy of the data set to maintain the integrity of the CMDB for Lifecycle Management and Technical Refresh activities.

2.7.1.12. **(Added)** Data Management

2.7.1.12.1. **(Added)** Primary alignment of asset records as they feed up to the APSR will be along organizational lines; however, ITAM technicians will report asset distribution by geographic location in support of Host/Installation APO and/or Base ECO as needed or upon request.

2.7.1.12.2. **(Added)** DPAS PC Accounts

2.7.1.12.2.1. **(Added)** Are classified in 3 primary categories by UIC, 1 each per servicing Communications Squadrons in support of HAF, AFDW, or tenant unit/organizations.

2.7.1.12.2.2. **(Added)** To the maximum extent practicable, PC accounts will be rolled up to the highest level possible so as to minimize the complexity of reconciling an asset to the assigned unit, i.e.; 1 account per Squadron, Group, Wing, Air Staff 2-Letter, or Field Operating Agency (FOA).

2.7.1.12.2.3. **(Added)** Org/unit and DPAS PC Account mapping by AUIC/UIC and HAPO alignment (i.e. 744 CS, 794 CS, 844 CS ECO program, notional aligment depicted in **Figure 2.5**) can be found in Appendix 2d, or on the ITAM SharePoint site at:

https://usaf.dps.mil/sites/844cg/SCQ/SCQO/ITAM_GSO/Lists/ORG2ACCT_Crosswalk/All Items.aspx

NOTE: (Added) For the current list of Remedy Org/Dept to DPAS PC account numbers, go to the ITAM SPO site at:
https://usaf.dps.mil/sites/844cg/SCQ/SCQO/ITAM_GSO/Lists/ORG2ACCT_Crosswalk/All Items.aspx

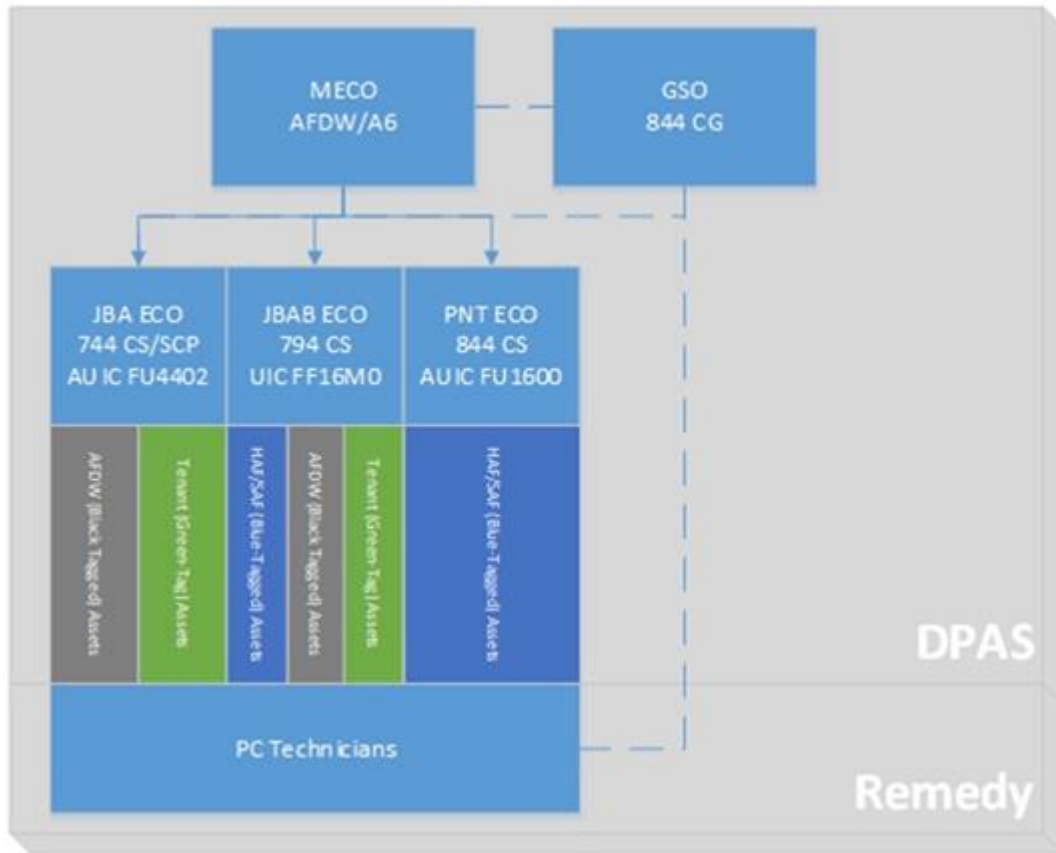**NOTE:** (Added) For the current list of Org/Dept to Funding Source, go to the ITAM SPO site at:
https://usaf.dps.mil/sites/844cg/SCQ/SCQO/ITAM_GSO/Lists/FundingGroupCrosswalk/D efault.aspx

Figure 2.5. (Added-AFDW) CMDB to APSR Diagram.

Figure 2.6. (Added-AFDW) Sustainment Phase.

2.8.2. **(Added)** End of life (EoL) or Excess Determination.

2.8.2.1. **(Added)** IAW AFI 23-111, *Management of Government Property in Possession of the Air Force*, Unit APOs are obligated to ensure their inventory of assigned assets consists of only the absolute minimum quantity needed to meet mission requirements and to ensure compliance with policy, e.g.: HAF & AFDW "1-person/1-computer policies." Any asset determined to be excess to need should be disposed of as described in **para 3.6.6** (AFDW) "Disposal Process" below.

2.8.2.2. **(Added)** EoL determinations are typically made when the useful life of an asset has been exceeded; however, could include other factors, e.g. cybersecurity requirements/policies, SDC incompatibilities. The typical lifecycle of some common assets types can be found in **Table 2.3**.

Table 2.3. (Added-AFDW) Asset Type Lifecycles.

Asset Type	Typical lifecycle
Desktop	4 years
Laptop/Notebooks	4 years
PWCS Device	Determined by service provider contract
Printer (legacy stand-alone)	5 years
MFD/ MPS Printer	Determined by MPS contract
Server	5 – 7 years (or as indicated in system LcM Plan)
Infrastructure (i.e. router/switch)	As indicated in system LcM Plan
AV/VTC Codec	7 years
Radio	As indicated in system LcM Plan

2.9.3. **(Added)** Disposition Services.

2.9.3.1. **(Added)** All disposition activities, including for those that opt-out of leveraging the ITS contractor as PC, will be facilitated by the 844 CG Warehouse. The process is initiated by selecting the Asset Turn-In service item on 844th COMM411. The warehouse staff will ensure any viable asset is made available for reutilization or disposed of IAW relative requirements.

2.9.3.2. **(Added)** Recovery (process)

2.9.3.2.1. **(Added)** For units determined to be excess to need, but retain a usable service life (e.g. <4yrs old, with >1yr remaining warranty) will be updated as "In Inventory" and made available for redeployment, if only on a short term/loaner basis.

2.9.3.2.2. **(Added)** Any asset that is damaged or exceeded its service life will be staged for disposal IAW DLADS requirements (i.e. HDD/SSD removed/sanitized, etc.).

2.9.3.2.3. **(Added)** Assess any installed and licensed software for potential recovery and reutilization

2.9.3.3. **(Added)** Disposition is accomplished at the DLA Disposition Services (DLADS, f.k.a. DRMO) servicing site located at Ft. Meade, MD.

2.9.3.4. **(Added)** Upon successful dispositioning, all KSDs will be made available to the Base ECOs and all related property records (EITSM and APSR) will be updated.

Figure 2.7. (Added-AFDW) Closeout Phase.
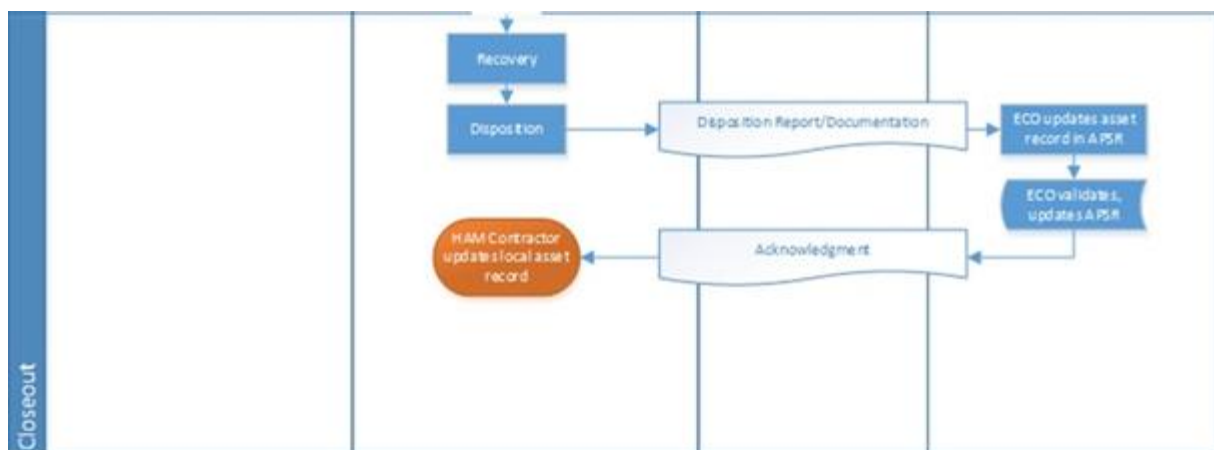
3.1.1. **(Added)** Software assets and/or Internal Use Software (IUS), e.g. Commercial Off-the-Shelf (COTS), Government Off-the-Shelf (GOTS), Enterprise, Component level software, Free to Government, and Individual Use are also covered by this OI and managed at the enterprise level. Changes to the list will be addressed during the annual review process.

3.1.2. **(Added)** ITS CTR, who will provide the services of the Unit Software License Manger (USLM) on behalf of the Unit Accountable Property Officer (APO) in accordance with (IAW) the terms and conditions of the AFNCR ITS contract. In fulfilling the role of the USLM, they track day to day changes to the inventory in the 844 CG Enterprise IT Service Management System (EITSM, i.e. Remedy). "Accountable" asset types are reported to the Base Software License Manager (BSLM) for reporting in the APSR or EITSM management system(s) as illustrated in **table 3.2**.

3.2.1. **(AFDW)** Simplified definition of "Software": A stand-alone application, or the combined software components of an information technology (IT) system that is acquired or developed to meet the entity's internal or operational needs.

3.2.2. **(AFDW)** Simplified definition of "IUS"**:** IUS is generally one component of an IT system, that can be either purchased from commercial off-the-shelf (COTS) vendors, internally developed by employees of DoD, or contractor-developed software that a DoD Component paid a contractor to design, program, install, and implement. Includes:

3.2.2.1. **(AFDW)** Used to operate an entity's programs (e.g., financial and administrative software, including that used for project management)

3.2.2.2. **(AFDW)** Used to produce the entity's goods and to provide services (e.g., maintenance work order management and loan servicing)

3.2.2.3. **(AFDW)** Developed or obtained for internal use and subsequently provided to other Federal Entities with or without reimbursement

3.2.2.5. **(Added)** Integrated (embedded) software is not IUS (e.g. the Operating System)

Table 3.2. (Added-AFDW) Software Asset Types.

Software Cat	Software Type	Tracked In:	
		EITSM (Remedy)	APSR (DPAS)
End User/Client Software	Commercial Off-the-Shelf (COTS)	X	Capital IUS only
	Government Off-the-Shelf (GOTS)	X	
	Free to Government	X	
	Freeware	X	
	Client Operating Systems (OS)	X	
	Firmware/Drivers	Not tracked discretely	
	SDC Baseline (e.g. MS Office Pro, Acrobat)	Not tracked discretely	
Data Center/Server Based	COTS Application (e.g. Remedy, SolarWinds)	X	Capital IUS only
	GOTS Application (e.g. DEAMS, DTS)	Locally developed/Capital IUS only	Locally developed/Capital IUS only
	Server Based (e.g. SQL)	X	Capital IUS only
	OS (inc. IOS)	X	
	Management Tools & Appliances (e.g. Cisco Prime, EMC Tools, Bluecoat Proxies)	X	Capital IUS only

3.4.2.1.5. **(Added)** Operates as a component of the Cyberspace Capabilities Center (CCC) within ACC (ACC), providing guidance and support to MAJCOMS, FOAs, and DRUs.

3.4.2.1.6. **(Added)** Coordinates with SAF/CN and serves as the AF-wide software requirements manager for Joint Enterprise License Agreements (JELAs) and other AF-wide licensing agreements.

3.4.2.3.1. **(Added)** Appointed by AFDW/A6 and is responsible for ensuring all COTS products are purchased using approved DoD/AF Enterprise License Agreements or approved contract vehicles.

3.4.2.5.6. **(AFDW)** Will designate primary and alternate Base Software License Managers (BSLM) to manage the software license programs to ensure accountability for all software assets throughout their lifecycle and inventoried annually.

3.4.2.5.8. **(Added)** Retained by the 844 CG/CC for the AFNCR Enterprise, to include JBA, JBAB, the Pentagon, and assigned geographically separate units (GSUs).

3.4.2.6.13. **(Added)** Will provide annual inventories to higher headquarters as required or requested in partnership with the SBA and Unit Software License Managers.

3.4.2.6.14. **(Added)** Will coordinate with external stakeholders (e.g. Cyber security, Lifecycle Management, Configuration Management) for full situational awareness of the software environment.

3.4.2.8.21. **(Added)** Unless otherwise directed and approved in writing, will be the AFNCR ITS contractor, who will perform IAW the Terms & Conditions of the ITS contract.

3.4.2.8.22. **(Added)** Develop physical inventory plans and procedures, schedule physical inventories, and assist in their completion in accordance with DoDI 5000.76.

3.6.2.3. **(Added)** SAM Process Flow. The following **figure 3.7**is a high level process flow describing the all phases of the lifecycle of a software asset.

Figure 3.7. (Added-AFDW) SAM Process Flow.

SAM Lifecycle Process Flow
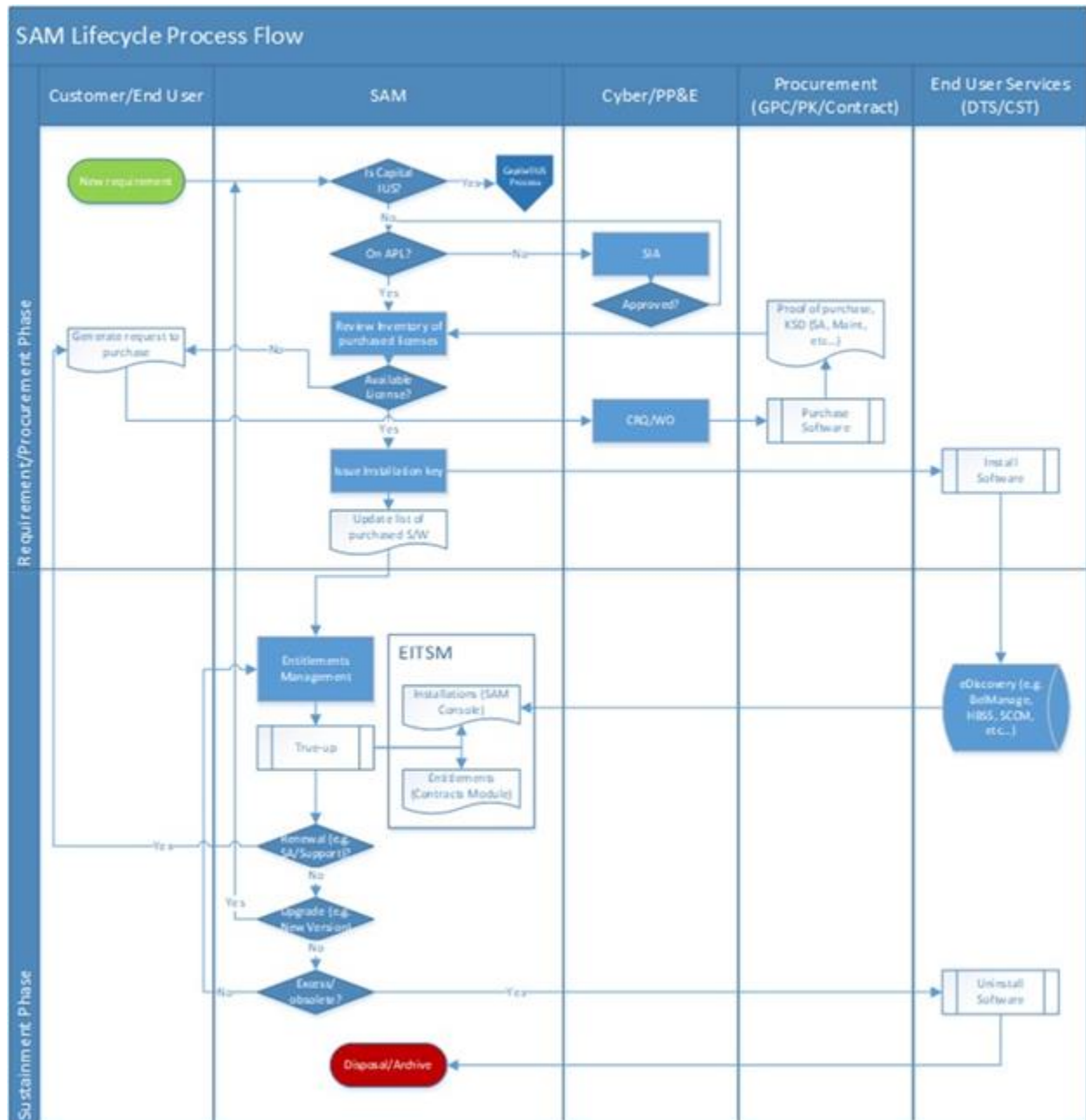
3.6.2.4. **(Added) SAM Requirement Phase.**

3.6.2.4.1. **(Added)** Requirements are those requests submitted by or on behalf of the customer and will follow the Enterprise Change Management and Requirements Management processes. For details on those processes, please go to: Enterprise Change Management OI.

3.6.2.4.2. **(Added)** For requirements that result in a purchase, procurement shall occur IAW AFMAN 17-1203, e.g. AF Enterprise License Agreements (ELA), DoD/Joint ELAs (JELA), DoD Enterprise Software Initiative (ESI) blanket purchase agreements, GSA schedules.

3.6.2.4.2.1. **(Added)** All key supporting documents (KSD, e.g. EULA, license certificate, PO) for purchased S/W shall be provided to SAM team for inclusion in the EITSM.

3.6.2.4.2.2. **(Added)** For S/W that meets the capitalization threshold (i.e. >$250K, refer to Capital IUS SoP (AFMAN17-1203_AFGM2019-01 SOP for IUS Accountability).

3.6.2.4.3. **(Added) Available**

3.6.2.4.3.1. **(Added)** For new purchases; KSDs provided via the SBA and properly registered in the EITSM will result in the issuance of media and appropriate keys to authorized technicians with elevated permissions for installation on the IT device.

3.6.2.4.3.2. **(Added)** For existing entitlements, if determined that sufficient licenses exists, or transferring from one system to another:

3.6.2.4.3.2.1. **(Added)** SAM team confirms and issue media/key to installation tech

3.6.2.4.3.2.2. **(Added)** Installation tech removes any previously installed instances, and installs s/w

3.6.2.4.3.2.3. **(Added)** Installation tech will report actions (uninstall and/or install) to SAM team

3.6.2.4.3.2.4. **(Added)** SAM team updates records in EITSM

Figure 3.8. (Added-AFDW) Requirement and Procurement Phase.
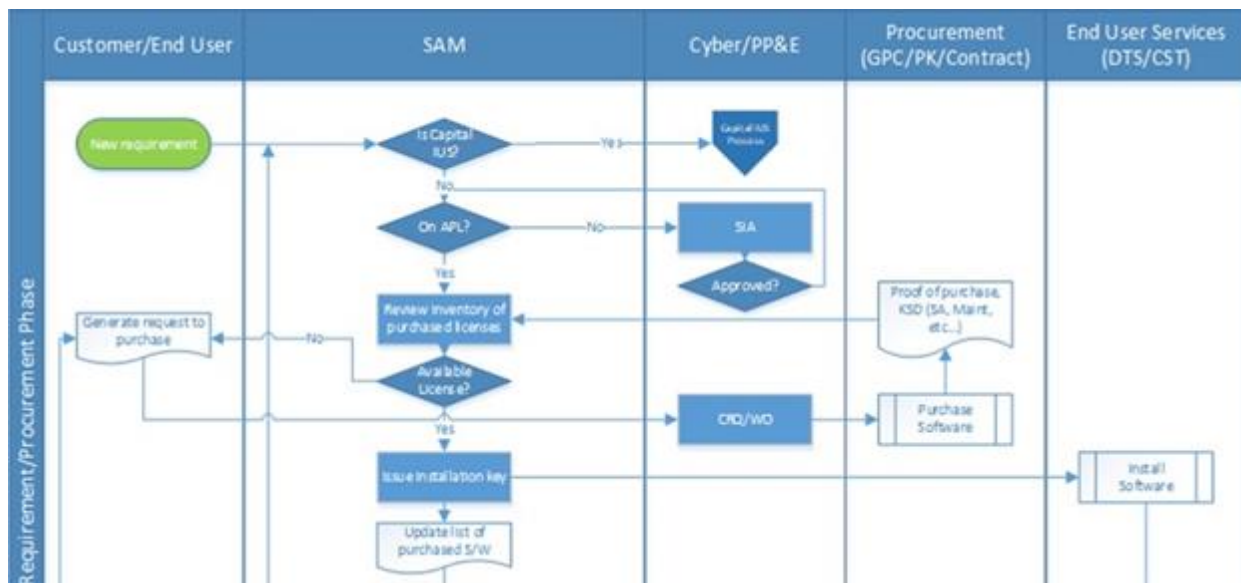
3.6.4.2. **(Added) Entitlements Management:**

3.6.4.2.1. **(Added)** SAM Team, as the USLM, will:

3.6.4.2.1.1. **(Added)** Reconcile eDiscovery data against entitlements and report discrepancies (e.g. when installations exceed entitlement)

3.6.4.2.1.2. **(Added)** Identify underutilized software

3.6.4.2.1.3. **(Added)** Support annual inventory requirements in the EITSM

3.6.4.2.1.4. **(Added)** Support periodic vendor true-up efforts in conjunction with the BSLM/SBA

3.6.4.2.2. **(Added)** Methods manage entitlements include (but are not limited to):

3.6.4.2.2.1. **(Added)** Reconciliation of entitlements (i.e. Contracts Module) vs. installations (i.e. SAM console) via eDiscovery (e.g. BelManage/TANIUM/SCCM)

3.6.4.2.2.2. **(Added)** Reconciliation of installations/entitlements against vendor clearinghouse

3.6.4.3. **(Added)** Lifecycle Management:

3.6.4.3.1. **(Added)** USLM and BSLM will partner with other stakeholders (i.e. Cyber, CM, etc.) to manage software entitlements and installations to identify when a product becomes End of Life/Service, certification to operation on an AF or DoD network is revoked, etc., and develop a mitigation strategy in coordination with other key stakeholders (e.g. ISSM, Unit APO, end-user).

3.6.4.3.2. **(Added)** USLM will track all associate support and maintenance contracts (e.g. Software Assurance) and key dependencies (i.e. upgrade licensing chains).

3.6.4.3.4. **(Added)** USLM and BLSM will engage with responsible offices for PMO and "PMO-Like" systems to ensure S/W lifecycle is documented and managed in both the EITSM and system artifacts.

3.6.4.3.5. **(Added)** Subscription-based S/W

3.6.4.3.5.1. **(Added)** Centrally funded – (e.g. CHES, i.e. Office 365) is managed by the appropriate Program Management Office IAW the approved A&A document(s).

3.6.4.3.5.2. **(Added)** Unit funded – (e.g. ColdFusion) subscriptions are to be maintained in accordance with the sustainment plan as determined by the Enterprise Change Management OI.

3.6.6. **(AFDW) Disposal Process.** At such a time as an S/W package is determined to be excess, end-of-life, or obsolete, the USLM and BLSM will dispose of S/W IAW the EULA of the software and AFMAN 17-1203.

Figure 3.9. (Added-AFDW) SAM Sustainment Phase.
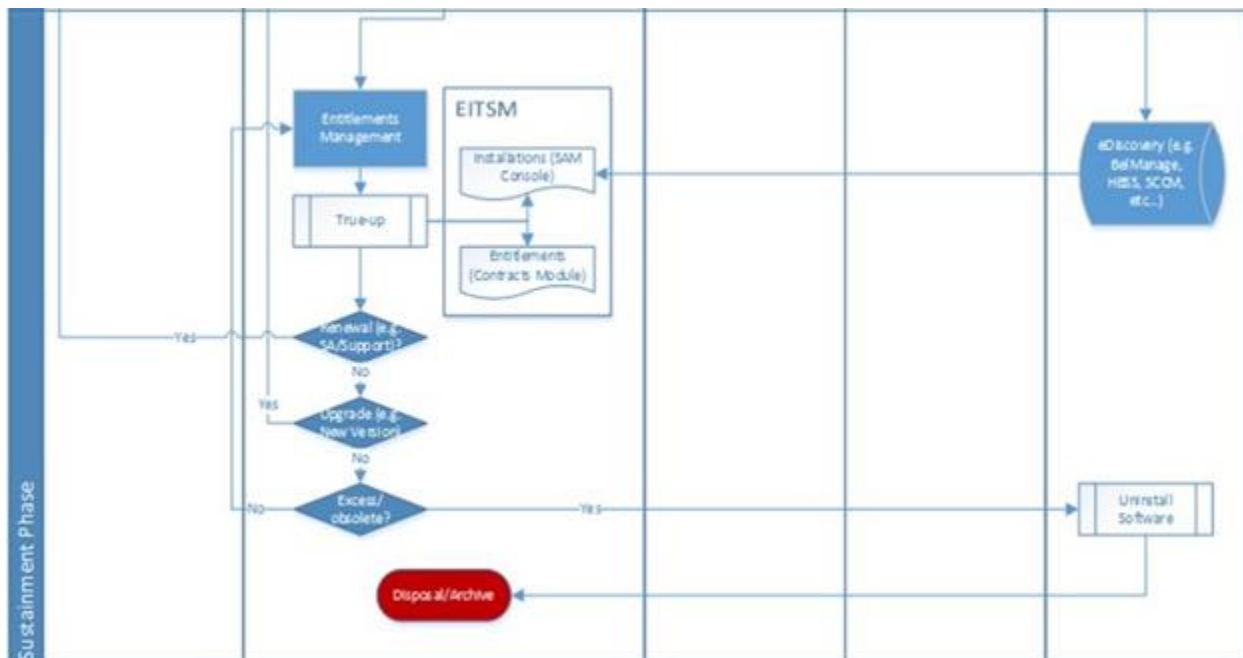
Chapter 4 (Added)

LOSS PREVENTION AND MANAGEMENT (ADDED)

4.1. (Added) Overview and Scope.

4.1.1. **(Added)** Pursuant to AFI 23-111, Commanders/Directors will "Ensure all personnel carefully and economically use and safeguard property." However, losses will inevitably occur, be it the result of fair wear-and-tear, a natural disaster/accident, contingency/warfighting operations, willful misconduct, or simple negligence on the part of the individual in possession of the IT asset (and associated S/W that might be installed on that equipment).

4.1.2. **(Added)** Every Unit APO is obligated to ensure that all members of their unit/org that are in possession of Government property are aware of their obligation to safeguard that property and to report the loss of, damage to, or destruction of said property in a timely manner. The following is a high level overview of the processes for discovering/reporting a loss, determining if a Report of Survey is required, and how/when to adjust the property record.

4.2. (Added) Lost, Damaged, Destroyed (LDD) Property Reporting.

4.2.1. **(Added) Customer reported losses** (e.g. broken device, theft of Government property, accident):

4.2.1.1. **(Added)** Upon discovery of a loss, the customer will initiate the 'Lost/Damaged/ Destroyed Asset Reporting' service item on the 844th COMM411 portal.

4.2.1.2. **(Added)** The report should be accurately input into the system and include all known, relevant details and a brief narrative as to how the loss happened.

4.2.1.3. **(Added)** Any supporting documentation (e.g. police theft/accident report) will be attached or readily available upon request.

4.2.1.4. **(Added)** The member reporting the loss then notifies their chain of command, if not done so already.

4.2.1.5. **(Added)** Upon receipt of the LDD report, the Unit APO will be notified of the loss, and they begin the Report of Survey process.

4.2.2. **(Added)** Losses Discovered via Inventory (or other means):

4.2.2.1. **(Added)** Any asset that cannot be accounted for during a normal inventory will be identified to the affected unit/org, and all reasonable efforts will be expended to account for the property, e.g.:

4.2.2.1.1. **(Added)** eDiscovery via network monitoring/management tools, e.g. BelManage, ARAD/ TANIUM, SCCM (AFNCR ITS PC)

4.2.2.1.2. **(Added)** Manual review of records (AFNCR ITS PC/Unit APO)

4.2.2.1.3. **(Added)** Unit/org validation of asset status with personnel in a telework, TDY, or leave status (Unit APO or designated POC)

4.2.2.1.4. **(Added)** Manual search in unit spaces not normally inventoried, e.g. closets, cabinets ((Unit APO or designated POC)

4.2.2.2. **(Added)** Property "Found on Base" (not to include assets previously declared lost) will require an ROS to gain the equipment into the inventory.

4.2.2.3. **(Added)** A review of any and all system records, eDiscovery profiles, etc. for any potential S/W assets installed on an LDD asset will be performed for potential recovery and/or reutilization.

4.2.3. **(Added)** For any LDD property for which there is an ongoing requirement for a replacement device, the AFNCR ITS contractor shall issue a loaner device until such time as a financial liability determination has been made (see Reports of Survey below).

4.2.3.1. **(Added)** If the LDD asset has >1yr of service life remaining, loaner/replacement device will be like-and-kind, if available; a new asset will only be issued in the event there are no available assets similar to the capabilities of the LDD asset.

4.2.3.2. **(Added)** If the LDD asset has exceeded the normal lifecycle (see **Table 3** - EoL Recommendations), the loaner/replacement will be provided out of New inventory.

4.3. (Added) Reports of Survey (ROS).

4.3.1. **(Added)** Guidelines for Determining When an ROS is required. A ROS is required when the Commander (APO) or equivalent determines:

4.3.1.1. **(Added)** There is evidence of abuse, gross negligence, willful misconduct, deliberate unauthorized use, fraud, theft, or if negligence is suspected in the case of supply system stocks or property book items.

4.3.1.2. **(Added)** Contractor held property is lost, damaged, or destroyed by Air Force military or civilian personnel.

4.3.1.3. **(Added)** Guidelines for Processing a ROS:

4.3.1.3.1. **(Added)** When it is determined that the property is lost, damaged, or destroyed by an individual or an organization the ITS contractor/Property Custodian will initiate the ROS process.

4.3.1.3.2. **(Added)** The organization that has possession of the property will notify that unit commander, or the appointing authority and appoint an investigating officer who will determine the facts in the case.

4.3.1.3.3. **(Added)** ITS contractor/Property Custodian will contact BECOs for the ROS Request document template to start process.

4.3.1.3.4. **(Added)** BECOs will direct Unit APO to the current ROS Program Manager to begin ROS process.

4.3.1.4. **(Added)** CS ECOs will "Monitor" the ROS Process from when notification is sent to Unit APO, through the key ROS timelines, to completion of the ROS.

NOTE: (Added) Please reference DoDFMR 7000.14-R, Volume 6, Chapter 7 section 070101 for the purpose of the ROS Program.

4.3.2. **(Added)** After Reports of Survey (i.e. Lost, Damaged, Destroyed).

4.3.2.1. **(Added)** If no ROS required, this determination will be provided to the AFNCR ITS contractor in writing and a permanent replacement will be provided (which may be the device that was provided as a loaner).

4.3.2.1.1. **(Added)** If "Lost", the asset record will be updated in the EITSM as no longer in the inventory and will be reported to the ECOs so that the APSR record can also be updated.

4.3.2.1.2. **(Added)** If "Damaged", every attempt will be made to restore the asset to service, return it to the member, and recover the loaner device.

4.3.2.1.3. **(Added)** If "Destroyed", the asset will be replaced, and the destroyed asset disposed of via normal DLADS processes and the records updated.

4.3.2.2. **(Added)** ROS required /complete:

4.3.2.2.1. **(Added)** Upon initiation of the ROS, the Unit APO shall provide the ROS number to the PC and the asset record in the EITSM will be updated to relate the device with the ROS for tracking purposes.

4.3.2.2.2. **(Added)** Upon successful completion of the ROS, the record will be updated as per the determinations above.

4.3.2.3. **(Added)** Unless ROS determines financial liability related to the loss, a replacement will be provided at no cost out of the centrally funded sustainment inventory.

Samantha A. Rodrigues, GS-15, DAF
Director, AFDW A6

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

(Added) 844 CG *Enterprise Change Management Governance Plan (EChMGP)*, 31 Jan 2020

(Added) AFI 23-119 *Exchange, Sale, or Temporary Custody of Non-excess Personal Property,* 5 Jun 2001

(Added) AFMAN 17-1203 *Information Technology (IT) Asset Management (ITAM),* 18 May 2018

(Added) *DoD 7000.14 R, Financial Management Regulation (FMR) Vol 4, Chapter 6, Property, Plant, and Equipment*, Jan 2016

(Added) DoDD 8000.01 *Management of the Department of Defense Information Enterprise (DoD IE)*, 27 July 2017

(Added) DoDI 8320.03 *Unique Identification (UID) Standards for Supporting the DoD Information Enterprise,* 25 Oct 2021

(Added) TITLE 48 *Federal Acquisition Regulation (FAR) 52.245-1,* 1 Sep 2021

Abbreviations and Acronyms

(Added) A&A—Assessment and Authorization

(Added) AFNCR—AF National Capital Region

(Added) AV—Audio Visual

(Added) CMDB—Configuration Management Database

(Added) DRSN—Defense Red Switch Network

(Added) DTS—Desktop Support

(Added) EoL—End of Life

(Added) FMR—Financial Management Regulation

(Added) GOTS—Government Off the Shelf

(Added) GSO—Government Service Owner

(Added) HAM—Hardware Asset Management

(Added) IAW—in accordance with

(Added) IP—Internet Protocol

(Added) ISDN—Integrated Services Digital Network

(Added) ITEC—IT Equipment Custodian

(Added) ITS—Intelligent Transport System (NEC), or Information Transport Systems (cabling)

(Added) LcM—Lifecycle Management

(Added) LMR—Land Mobile Radio

(Added) MFD—Multi-Function Device

(Added) NMCC—National Military Command Center

(Added) POTS—Plain old Telephone Service

(Added) PWCS—Personal Wireless Communication Services

(Added) RGB—Red Green Blue

(Added) SAM—Software Asset Management

(Added) SDC—Standard Desktop Configuration

(Added) SOP—Standard Operating Procedure

(Added) STE—Secure Telephone Equipment

(Added) TDY—Temporary Duty

(Added) UID—Unique Identification

(Added) UMUX—Universal Multiplexer (Raynet)

(Added) UoA—Unit of Assignment

(Added) VOIP—Voice Over IP

(Added) VTC—Video Teleconference

(Added) WI—Work Instruction

Attachment 9 (Added)

SAMPLE H/T-APO APPOINTMENT LETTER

Figure A9.1. Sample H/T – APO Appointment Letter.

DEPARTMENT OF THE AIR FORCE
844TH COMMUNICATIONS GROUP (AFDW)
JOINT BASE ANDREWS MARYLAND

MEMORANDUM FOR RECORD

FROM: 844 CG/CC

SUBJECT: Appointment of Host Accountable Property Officer (APO)

1. The following named individual is appointed Host APO for the US Air Force Pentagon in accordance with AFMAN17-1203_AFGM2020-01, Information Technology (IT) Asset Management (ITAM), paragraph 2.3.5.

Air Force Pentagon
CHAD T. WILLETTE, GS-15, DAF
Unit/Office: 844 CS/CL
Email: chad.willette.3@us.af.mil
Phone: (703) 697-4264

Signature: _____

2. The appointment as an APO, in accordance with (IAW) AFI23-111, identifies the individual above and his functional area of responsibility, that will serve as the accountable officer for IT assets, who will:
    a. Ensure all personnel carefully and economically use and safeguard property
    b. Provide adequate security, protection and storage for property
    c. Will appoint the Base Equipment Control Officer(s) (ECO) in writing for the day-to-day management of the installation program IAW AFMAN17-1203, Chapter 2 and the 844th CG INFORMATION TECHNOLOGY (IT) ASSET MANAGEMENT (ITAM) Operating Instruction.

3. Please contact Mr. Travis H. Johnson, 844 CG/SCQO at DSN 612-6286, commercial at (240) 612-6286 or Mr. David Thorpe, AFDW/A6X at DSN 612-6298, commercial (240) 612-6298 regarding any further questions.

MICHAEL A. SINKS, Col, USAF
Commander

cc:
AFDW/A6X

Delivering Effective Command and Control Across the Nation's Capital

Attachment 10 (Added)

DATA ELEMENT CROSSWALKS

Table A10.1. (Added-AFDW) - APSR to Remedy Crosswalk.

DPAS Data Field Name	Remedy Origination	Notes
Custodian Nbr	Org/Dept	*Calculated value (Ref: Appx 1.d/e)*
Item Desc	Tier 3	
Loc	Region/Site+	
Mfr Name	Manufacturer	
MFR Part Nbr	Part Number	
Mfr Model Nbr	Product Name+	
Qty	"1"	*static for serialized, bulk = "UNK"*
Serial Nbr	Serial Number	
Site Id	TBD	*AF Site, ID? Calculated value based on Org/Dept + Region? Does Custodian number have a role?*
Stock Nbr	See Appx-2F	
Sub Custodian Nbr	TBD	*Optional? Could this be how we breakout past the unit lvl, e.g. 744 CS/SCO vs 744 CS...?*
Sub Loc	Room	
Total Cost	Total Purchase Cost	
UI	"Each"	*Static value*
UIC	HAF: FU1600 JBA: FFMVK0 JBAB: FF16M0	*Calculated based on Custodian Nbr/location/org/dept?*
Yr Svc Life	TBD	*Purchase Date?*
Condition Code	Status	*Calculated (see separate crosswalk). Only SAF approved values are: A= Active in use or slotted for use J= Serviceable Spare K= Ready for turn in or Unserviceable C= Excess Serviceable and not in use*

Table A10.2. (Added-AFDW) - Asset Receiving Upload Column Crosswalk.

DPAS Data Field Name	Remedy Origination	Notes
Asset ID Prefix	N/A	
Serial Nbr	Serial Number	
Custodian Nbr	Org/Dept	Calculated value
Sub Custodian Nbr	[Optional]	Could be the sub-Org (e.g. 3-*n*-letter or flight)
Location	Region/Site	Calculated value?
Sub Location	Room?	

Table A10.3. (Added-AFDW) - Status toCcondition Code Crosswalk.

	Remedy		DPAS
Raw	**Status**		**Condition Code**
0	Ordered	=	A = Active in use or slotted for use
1	Received	=	A = Active in use or slotted for use
2	DRMO Prep	=	K = Ready for turn in or Unserviceable
3	Deployed	=	A = Active in use or slotted for use
4	In Repair	=	K = Ready for turn in or Unserviceable
5	Missing (Down)	=	K = Ready for turn in or Unserviceable
6	End of Life	=	K = Ready for turn in or Unserviceable
7	Transferred	=	A = Active in use or slotted for use
8	Delete	=	K = Ready for turn in or Unserviceable
9	In Inventory	=	J = Serviceable Spare
10	LDD	=	A = Active in use or slotted for use
11	Disposed	=	K = Ready for turn in or Unserviceable
12	ROS	=	K = Ready for turn in or Unserviceable
13	Return to Vendor	=	K = Ready for turn in or Unserviceable