

**BY ORDER OF THE COMMANDER
AND PRESIDENT AIR UNIVERSITY
(AETC)**

**AIR UNIVERSITY INSTRUCTION
16-502
7 JUNE 2022**



Operations Support

**AIR UNIVERSITY INFORMATION
TECHNOLOGY/LEARNING
TECHNOLOGY STANDARDIZATION
PROCESS**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements policy contained in AFI 17-110, *Information Technology Portfolio Management and Capital Planning and Investment Control*, and AUI 36-2602, *Command, Governance, and Administration Policy*. This instruction implements the Enterprise Information Technology/Learning Technology (IT/LT) Standardization process and establishes the operating procedures for the Air University (AU). It applies to all AU directorates as well as the Air Force Institute of Technology (AFIT), AF Research Institute, Barnes Center for Enlisted Education, Eaker Center for Professional Development, Holm Center for Officer Accessions and Citizenship Development, LeMay Center for Doctrine Development and Education, Air War College, Air Command and Staff College, Squadron Officer School, International Officer School, Graduate Professional Military Education Center, School of Advanced Air and Space Studies, and 42d Air Base Wing (42 ABW). This publication also applies to Air Force Reserve and Air National Guard members assigned to the AU staff and units. (See **Attachment 1** for a glossary of references and supporting information used in this publication.) This publication may be supplemented at any level, but all supplements that directly implement this instruction must be routed to the Office of Primary Responsibility (OPR) of this publication for coordination prior to certification and approval. The authorities to waive wing or 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 DAFI 90-160, *Publications and Forms Management*, for a description of the authorities associated with the Tier numbers. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the Publication 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 AFI 33-322, *Records Management and Information Governance Program*, and disposed of in accordance with the Air Force Records Information Management System Records Disposition Schedule. Compliance with the attachments in this publication is mandatory.

SUMMARY OF CHANGES

This rewrite incorporates the former Air University Guidance Memorandum (AUGM) 2017-17-01, *Implementing Enterprise IT Standardization*. It also changes “cyber” technology references to “information” and “learning” technology. The process changes have been made, removing the Cyber Technology Corporate Board and Cyber Technology Corporate Council.

1. Overview : This instruction implements AUI 36-2602, *Command, Governance and Administration Policy*, and the SAF/CN’s *MFR Migration Guidance for Department of the Air Force Enterprise Cloud Services* for AU’s Enterprise IT/LT systems and architecture. This instruction establishes AU’s oversight of command, governance, and administration processes for Enterprise IT/LT systems and architecture to standardize resource support (fiscal, systems, software, and hardware). Enterprise systems include AU’s: Student Information System, Learning Management System, Institutional Management System, On-line Survey Tool, Commercial Internet Services (AMNet at Maxwell/Gunter Campus), Service Desk tools, collaborative tools (AU M365) and software approved for enterprise use. Hardware, software, or services approved for specific school use are not considered enterprise systems. It implements local policy and procedures for all personnel in Air University’s enterprise. The policy applies to AU personnel who utilize information technology and systems on Maxwell AFB, Maxwell-Gunter Annex, Wright Patterson AFB, or commercially hosted government furnished networks (e.g., NIPR, SIPR, AMNet, stand-alone, AFIT network (e.g., AFITCIS, AFITEDU, stand-alone)); reference AUI 36-2602, paragraph 2.8 in this instruction for mandated systems and tools for use by AU schools, programs, and courses to support AU’s educational mission. It also establishes the review process for AU to address enterprise technology solution(s) development and approval in support of the AU education mission throughout the AU enterprise—Maxwell AFB, Maxwell-Gunter Annex, Wright-Patterson AFB, and other geographically separated units.

2. Purpose:

2.1. To develop a University-wide system capability and data integration to enable real-time identification of shortfalls and solutions, expand Air Force-wide access to AU learning material, and strengthen a culture of educational innovation. This environment must be effectively established, maintained, and continuously improved to support AU’s information systems requirements and to accommodate new learning technology innovations’ development and implementation. The AU Capability Development Lifecycle Process (CDLP) (see [Attachment 2](#)) facilitates the creation of an enterprise IT environment that is suitable to meet these objectives.

2.2. AU/A6 manages the Learning Technology Working Group (LTWG). Through this working group, the LTWG Chairperson facilitates the CDLP, which codifies, from start to finish, the method for AU schools/centers to request IT/LT capabilities required to meet the educational mission. For enterprise-wide requests, AU/A6 performs the analysis, assessment/design, and implementation/deployment of these capabilities and incorporates them into the AU enterprise IT/LT standard and AU Portfolio.

2.2.1. The IT/LT process is designed to advance the AU mission through standardization of agile University-wide information technology acquisition processes IAW applicable AU, US Air Force, Department of Defense, and Joint Services guidance. It is focused on information or learning technologies which enhance learning through appropriate technology usage or increase AU's reach to the totality of Airmen (i.e., technology solutions that would enhance curriculum delivery, research, outreach, and faculty development). The primary path of incorporating new technology is to prepare the requirement, design/discover a prototype/small scale solution, test and evaluate the prototype, deliver evaluation results to AU/CIO for approval, and lastly, incorporate the technology into operational use.

2.2.2. The LTWG also provides the forum for AU schools and centers to share information on IT/LT solutions that could potentially prove viable for incorporation into AU's enterprise IT/LT standard environment and Service Portfolio, furthering AU's educational innovation initiatives.

2.2.3. The LTWG is chaired collaboratively by AU/CIO and AU/CAO to support the adoption of technology across the AU enterprise.

3. Enterprise Environment Oversight Responsibilities:

3.1. AU/A6 will:

3.1.1. Follow the approved AU CDLP to review new IT/LT capability requests (educational software/hardware and services).

3.1.2. Coordinate with AU/CAO for their review of new IT/LT capability requests (learning technology related software/hardware and services) to ensure requests follow established University business processes and align with the standardized learner environment.

3.1.3. Coordinate with the 42d Communications Squadron (42 CS) to follow their established Communications Systems Requirements Document (CSRSD) process to review and approve (as needed) NIPR/SIPR hardware/LAN-drops and software requests. These routine requests will be reviewed within 5 business days. AFIT organizations will coordinate with AFIT/SC to follow their established CSRSD process for NIPR/SIPR capabilities.

3.1.4. Provide financial oversight/approval of all AU IT/LT software/hardware purchases and ensure adherence to approved enterprise IT standards. This includes validating all AU IT/LT unfunded purchase requests prior to submission to the Financial Management Corporate process.

3.2. AU/CAO is the primary advisor to the AU/CC on education. AU/CAO will:

3.2.1. Review all IT/LT capability requests (learning technology related software/hardware and services) within 5-7 business days to ensure requests follow established University business processes and align with the standardized learner environment.

3.3. AU Commanders will:

3.3.1. Follow the approved AU CDLP to request new IT/LT capabilities (educational software/hardware and services).

3.3.2. Coordinate all IT/LT hardware/software requests via the CDLP and oversee submission of Information Technology Capability Requests (ITCR) to the AU Service Desk for business (AU/CAO) and security (AU/A6) validation, assessment and approval. ITCRs must be submitted NLT 90 days prior to requested hardware/software implementation to enable the CDLP.

3.3.3. Submit all ITCRs to AU/A6 prior to submitting an unfunded or POM request to AU/FM for inclusion in the Financial Management Corporate process.

3.3.4. AFIT Commanders will follow the process as outlined in [paragraph 3.4](#).

3.4. **AFIT:** Will be delegated the flexibility to execute IT operations to meet AFIT mission needs.

3.4.1. Users will request new IT/LT capabilities by submitting an ITCR to the AU Service Desk.

3.4.2. Requests for Enterprise solutions, per [paragraph 1](#) above, will be assigned to A6 ITCR Agents to process.

3.4.3. Requests for non-Enterprise solutions, per [paragraph 1](#) above, will be reviewed and processed by AFIT ITCR Agents at AFIT/SC.

3.5. The 42 CS/CC will:

3.5.1. Perform duties IAW Maxwell AFB Instruction 33-114, *Software Management*, specifically regarding AU capability requests. **Note:** AFMAN 17-1203_MAXWELLAFB SUP, *Information Technology Asset Management*, will supersede Maxwell AFB Instruction 33-114, *Software Management*.

3.5.2. Coordinate with AU/A6 to ensure this policy is followed by referring any non-AU/A6 approved IT/LT requests from AU schools/units to AU/A6.

3.6. **The 42 CONS will:** Coordinate with AU/A6 to ensure this policy is followed by referring any non-approved IT/LT requests to AU/A6, prior to processing AU financial/contract requests for IT purchases. AFIT customers will use Wright-Patterson AFB contracting services to process contracts and/or GPC requests IAW [paragraph 3.4](#) in this instruction.

3.7. **AU/FM will:** Prior to processing AU financial requests, to include unfunded requests for IT/LT purchases, coordinate with AU/A6 and AU/CAO to ensure this policy is followed by referring any non-approved IT requests to AU/A6. This includes requests from Maxwell-Gunter and AFIT campuses.

4. AU IT/LT Process.

4.1. The AU IT/LT process is comprised of the AU LTWG which will route IT/LT recommendations, issues, and information to the AU/CIO.

4.2. LTWG:

4.2.1. The LTWG is a standing University-level working group which champions emerging campus-wide technology initiatives and projects to support educational programs and provides innovative learning technology recommendations to AU leadership, advancing AU's mission. The LTWG provides an environment for collaboration between AU schools/organizations and AU/A6 to validate requirements, synchronize activities, and prioritize resources to fulfill AU strategic objectives. Upon LTWG approval, IT/LT recommendations are submitted, via decision brief, to AU/CIO for final approval, funding, and AU-wide implementation. The LTWG reviews issues and decisions submitted by panels, committees, and teams. Membership is comprised of representatives from across the University as outlined in the LTWG Charter, which can be found on the .edu LTWG SharePoint or requested at Communications-LTWGExternal@au.af.edu. Sub-Working Groups, Task Forces, or Task Groups can be stood up to focus on specific IT/LT topics, issues, or tasks IAW AUI 36-2602, paragraph 2.6.11 and Attachment 2 Charter Template.

4.3. HQ AU Communications Directorate (AU/A6):

4.3.1. AU/CIO is the senior leader responsible for the University's use of technologies and communications. The AU/CIO is AU/CC's chief advisor for IT matters, serves as the principal authority on IT capabilities for the University, and advises the AU/CC on review and selection of key enterprise tools. The AU/CIO collaborates and consults with the AU/CAO on IT requirements to support the educational mission. Additionally, the AU CIO uses the AU IT/LT process to review the University's direction for all IT issues. Upon review completion and IT issue(s) validation, decisions are forwarded to the appropriate Program Element Monitors or Program Managers for inclusion with other resourcing and programming actions (e.g., corporate structure financial and programming reviews).

4.3.2. The LTWG secretariat resides in AU/A6 and provides oversight for all IT/LT activities. The secretariat's administrative actions include but are not limited to developing and releasing schedules, ensuring presentation availability prior to meetings, taking attendance, documenting board/group activities, publishing minutes, and tracking activity for open action items. All documentation is posted to LTWG collaborative site. Once posted, the recorder sends an e-mail to the appropriate workflow email boxes notifying members of this action.

5. Waivers and Changes to this Instruction. In exceptional cases, activities may need to deviate from this instruction when it is in the best interest of effective and efficient AU IT/LT operations. Submit requests for such exceptions (waivers) to the AU LTWG Secretariat who will forward it to AU/CIO for review and approval/disapproval. If a formal change to this publication is required, forward to the Secretariat via AF Form 847, *Recommendation for Change of Publication*. The Secretariat will forward appropriate waiver requests to AU/CC for review and approval.

JAMES B. HECKER, Lt Gen, USAF
Commander and President

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

AFI 17-110, *Information Technology Portfolio Management and Capital Planning and Investment Control*, 23 May 2018

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

AFMAN 17-1402, *Clinger-Cohen Act (CCA) Compliance*, 20 June 2018

AUI 36-2602, *Command, Governance, and Administration Policy*, 18 August 2021

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

DAFPD 17-2, *Cyber Warfare Operations*, 27 Oct 2020

DoD Directive 8000.01, *Management of the Department of Defense Information Enterprise*, 17 March 2016

Adopted Forms

DAF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

42 ABW—42d Air Base Wing

42 CS—42d Communications Squadron

AFIT—Air Force Institute of Technology

AU—Air University

CAO—Chief Academic Officer

CDLP—Capability Development Lifecycle Process

CSRD—Communications Systems Requirements Document

GPC—Government Purchase Card

IT/LT—Information Technology/Learning Technology

LTWG—Learning Technology Working Group

OAA—Office of Academic Affairs

OAAP—Planning and Innovation

OPR—Office of Primary Responsibility

POM—Program Objective Memorandum

SCLP—Software Configuration Lifecycle Process

Office Symbols

42 CS/CC—Commander, 42d Communications Squadron

AFIT/CC—Commandant, Air Force Institute of Technology

AFIT/SC—Air Force Institute of Technology Communications and Information Directorate

AU/A6—Air University Chief Information Officer/Director of Communications

AU/CAO—Air University Chief Academic Officer

AU/CC—Commander and President, Air University

AU/CIO—Air University Chief Information Officer/Director of Communications

AU/FM—Air University Director of Financial Management

Attachment 2

AIR UNIVERSITY CAPABILITY DEVELOPMENT LIFECYCLE PROCESS

Figure A2.1. AU Capability Development Lifecycle Process.

