

# COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT (C4IM) SERVICES LIST (UNCLASSIFIED FOUO)

Version 6, October 2015 for FY16 Implementation

**List of Network Enterprise Center (NEC)/Directorate of Information Management (DOIM) and Cyber Centers C4IM Services**

- The C4IM Services List pertains to NEC/DOIM and Cyber Center provided services and managed infrastructure. There will be only one physical plant on the installation with one NEC/DOIM network and multiple mission networks.
- The USAR treats all reserve Facilities as a single virtual installation. The USAR provides all services listed in the C4IM Services List which have a listed provider as either "NEC" or "Cyber Center" to its facilities off Army installations. It adheres to Baseline and MF categories, but may utilize different funds for providing specific services.
- Baseline Services - These services are specifically designated as "Baseline" in the C4IM Services List. Installation NEC/DOIMs will provide baseline IT services to Army activities on a non-reimbursable basis.
- Enhanced Services - These services are "Baseline" services with "Enhanced" performance measures that exceed one or more of the standards listed in the C4IM Services List. Army Activities desiring "Enhanced" IT services will request and obtain these services from the installation NEC/DOIM on a reimbursable basis. Army activities and the NEC/DOIM will enter into support agreements for "Enhanced" Services.
- Mission Funded Services - These services are specifically designated as "Mission Funded" in the C4IM Services List, Army activities will reimburse the NEC/DOIM for these services unless the NEC/DOIM determines that the NEC/DOIM operations cannot reasonably provide the required services. Army activities and the NEC/DOIM will enter into support agreements for "Mission Funded" Services.
- **NEC does not make Mission Partner Acquisitions or process their GOAL 1 Waivers.**

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	Response Time	PERFORMANCE STANDARDS			Workload
							Reliability	Resolution	Capacity	
<b>Service 700.0 - Automation</b> - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development .										
<b>Primary Service Category (PSC) 700.1 - Mail Messaging (E-mail/OMS) and Storage Services</b> - Provide electronic messaging and directory support and electronic messaging application system development and maintenance support. Provide administration of common-user storage. Includes touch labor support for this PSC.										
<b>Function - 700.1.1 - E-mail Service (Unclassified and Classified up to Secret)</b>										
700.1.1.1	Provide the capability to: send, store, process, sign/encrypt, and receive e-mail and multi-media e-mail attachments, with interoperability across the Army, within the DoD.	DISA	MSNS	B	E-mail services 24x7 (less scheduled down time)		After escalation by NEC/Cyber Center, GISMC will resolve outages and degradations within two hours; corrupt mailboxes repaired within four hours.			OWA Users 512MB mailbox size; Business Class Users 4GB mailbox size
700.1.1.2	Provide e-mail services including directory replication, access to public folders, connector services, internet mail, and calendar service.	DISA	MSNS	B	E-mail services 24x7 (less scheduled down time)					
700.1.1.3	Provide archiving, searching, and retrieval of e-mail anytime from anyplace IAW IA policy.	DISA	MSNS	B	E-mail services 24x7 (less scheduled down time)					
700.1.1.4	Provide email account management (involves creating, deleting, supporting/guiding to connect with new cards, PCS moves, general troubleshooting, and serving as a liaison to DISA).	DISA	MSNS	B	0700-1700 daily on non-holiday workdays		New accounts requested within 2 business days of request			

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700.1.1.9	Provide backup/Archival Storage, consisting of local and remote replication, ability to efficiently support Exchange Mailbox Enclave backup and recovery requirements currently based on 90 days after deletion retention -- and the ability to efficiently support various NetOps enclave backup and recovery requirements.	DISA	MSNS	B	0700-1700 daily on non-holiday workdays	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				
700.1.1.10	Support local clusters for Tier 1 APC users that include one active/one passive located at APC #1 and a hot backup cluster of one active/one passive located at APC # 2.	DISA	MSNS	B	24X7					
700.1.1.11	Perform or support full email/ Exchange system backups at least once per week for each provisioned Exchange enclave and supported NEC/ DOIM Installation Local Processing Center.	DISA	MSNS	B	0700-1700 daily on non-holiday workdays	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)	Ensure 98.9% of backups/ archives are current within established timelines for each supported element, and backups/ archives are useable when restore is required			
700.1.1.12	Provide the ability for disaster recovery in prioritized order in the event of an active Performance Optimized Data center (POD) failure.	DISA	MSNS	B	24x7					
700.1.1.14	Provide security administration by creating client policy.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
700.1.1.15	Provide Enterprise Email Service Request/Trouble Ticket Resolution for managed service infrastructure.	DISA	MSNS	B					Outages and degradations resolved according to Army-DISA SLA; corrupt mailboxes repaired according to Army-DISA SLA	
<b>Function - 700.1.2 - Organizational Messaging Service (OMS) / Automated Message Handling System (AMHS)</b>										
700.1.2.1	Provide the capability for users to compose, format, transmit, and receive formal organizational e-mail messages at individual workstations. Provide classified and sensitive but unclassified (SBU) and classified organizational messaging capabilities.	NEC	QOIM	B	E-mail services 24x7 (less scheduled down time)		Meet 99% reliability			Mailbox size 100MB with attachment size determined by local IA policies
700.1.2.2	Operate, maintain, and manage the Local Control Center (LCC).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					

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700.1.2.3	Install, configure, and maintain OMS and AMHS servers, software, and other hardware.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.1.2.4	Provide post offices, delivery systems, and backup and restore capability .	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.1.2.5	Troubleshoot OMS/AMHS problems. Elevate to next higher level (LCC/Area Control Center (ACC), Cyber Center, DISA Network Operations Center [NOC]) via Service Request if problems cannot be solved locally.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.1.2.6	Operate, maintain, and manage Certification Authority Workstation (CAW). Process X.509 certificates and create FORTEZZA cards. Post certificates to Directory Information Tree (DIT).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Create and activate FORTEZZA cards within 1 business day of request
700.1.2.7	Process and deliver messages (e.g., Organizational Messaging Service [OMS] Automated Message Handling System [AMHS]).	NEC	QOIM	B	24x7 (less scheduled down time)					
<b>Function - 700.1.3 - Directory Services</b>										
700.1.3.1	Operate and maintain classified and unclassified Installation Organizational Unit (OU).	NEC	QOIM	B	24x7 (less scheduled down time)					Meet 98% reliability
700.1.3.2	Design and manage directory synchronizations with other systems.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.1.3.3	Create utilities and scripts to synchronize directory services. Ensure information integrity. Add user functionality. Coordinate actions with other organizations.	NEC/Cyber Center	QOIM/WNET	B	0700-1700 daily on non-holiday workdays					Perform weekly updates of directory services
700.1.3.4	Operate, manage, and defend the classified and unclassified active directory forest.	Cyber Center	WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				Meet 98% reliability
700.1.3.5	Provide top-level OU administrator Management.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
700.1.3.6	Provide AD infrastructure management and monitoring .	Cyber Center	WNET	B	24x7					Meet 98% reliability
700.1.3.7	Provide AD situational awareness.	Cyber Center	WNET	B	24x7					Meet 98% reliability

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.1.3.8	Provide NEC and other customers with information regarding AD service degradation or interruptions.	Cyber Center	WNET	B	24x7	Immediate notification	Meet 98% reliability			
700.1.3.9	Maintain AD domain controllers and other NETCOM managed AD CIs; update all CI as required to meet minimum security baseline requirements.	Cyber Center	WNET	B	24x7		Meet 98% reliability			
700.1.3.10	Continuously monitor domain controllers in order to detect malfunction, intrusion attempts, and anomalies.	Cyber Center	WNET	B	24x7					
700.1.3.11	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	Cyber Center	WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = Issue daily Performance Reports				
<b>Function - 700.1.7 - Storage Services</b>										
700.1.7.1	Maintain file storage (home directories, workgroup shares). Provide 100MB per authorized user as baseline. Additional storage (along with required maintenance for additional storage) is mission-funded. Create common shared folders on a storage drive to enable a group of employees to share and work on same files.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays		Meet 98% reliability		Free disk space should be greater than 20% of disk capacity. 100MB storage per use authorized	Perform weekly backup outside of normal business hours; perform weekly scan
700.1.7.2	Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements.	NEC		MF						
700.1.7.3	Proactively monitor hardware storage space.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays	Critical: Priority 1 [Cyber Center only] = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)	Meet 98% reliability		Free disk space should be greater than 20% of disk capacity	Perform weekly scan
700.1.7.4	Provide high availability fiber channel for hosted application data storage.	Cyber Center	WNET	B	24x7		Meet 98% reliability			
700.1.7.5	Provide IP data paths for hosted application data storage (I-SCSI).	Cyber Center	WNET	B	24x7		Meet 98% reliability			

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				Workload
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700.1.7.6	Perform and support full storage system backups at least once per week for each provisioned volume with application based transaction log backups to recover data created between full backups.	Cyber Center	WNET	B	1700-0400 daily					Perform and monitor full backups daily. Full system backups monthly
700.1.7.7	Perform data replication at a remote location to enable real-time recovery of data and application. Replication supports scheduled data replication consistent with MAC requirements of the system.	Cyber Center	WNET	B	24x7		98% reliability			
700.1.7.8	Perform and support full storage system backups at intervals specified by the application owner for each provisioned volume with application-based transaction log backups to recover data created between full backups.	Cyber Center		MF						
700.1.7.9	Provide protected local COOP storage.	Cyber Center		MF						
700.1.7.10	Provide COOP data recovery at second APC using remote storage backup that is a final operational capability (FOC for Microsoft applications, post FOC for Unix and Linux applications).	Cyber Center		MF						
700.1.7.11	Provide a capability to move storage from one APC to another.	Cyber Center		MF						
700.1.7.12	Provide performance capacity planning, management, operations and maintenance of SAN equipment and services.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
700.1.7.13	Provide storage management functions at the APC that includes monitoring, allocation, and recommend storage usage based on agreed-upon directives.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
700.1.7.14	Provide tailorable protection and segregation of unclassified and classified hosted application data by various methods	Cyber Center	WNET	B						As required
700.1.7.15	Provide high availability SAN-based data pathing for hosted application data storage.	Cyber Center	WNET	B	24x7		98% reliability			
700.1.7.16	Provide an APC Enterprise class SAN which supports the underlying foundation of a flexible storage architecture that will allow the Army to transition more applications to reside at the APC in the future.	Cyber Center	WNET	B	24x7		98% reliability			
700.1.7.17	Provide alternate heterogeneous storage connectivity support.	Cyber Center	WNET	B	24x7		98% reliability			
700.1.7.18	Provide data storage access and capacity in support of Army deployments, BRAC, DoD, and other related hosted applications.	Cyber Center	WNET	B	24x7		98% reliability			

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700.1.7.19	Provide storage utilization, performance reporting, trending, and management capabilities.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
700.1.7.20	Manage SAN administration and operation at theater level for the APC.	Cyber Center	WNET	B	24x7					
700.1.7.21	Provide support for DR/COOP that will have the ability to effectively and efficiently use bandwidth in support of synchronous and asynchronous replication to and from heterogeneous storage and server platforms (Timeframe will be negotiated between the Cyber Center and the NEC).	Cyber Center	WNET	B	24x7		98% reliability			
700.1.7.22	Provide local touch labor (troubleshooting, repairing, etc.).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	3 business days; 2 hours for Priority users				
700.1.7.23	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
700.1.7.24	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	Cyber Center	WNET	B	24x7		Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = Issue daily Performance Reports			
<b>Primary Service Category (PSC) 700.2 - Database Administration Services</b> - Provide database, master file, and data warehouse support, and administration and support for standard database software.										
<b>Function - 700.2.1 - Administration and Maintenance</b>										
700.2.1.1	Perform local database administration for standard database software for Army Enterprise Systems as directed.	NEC	QOIM	B	0700-1700 on non-holiday weekdays					
700.2.1.2	Develop, field, and support database applications.	NEC		MF						
700.2.1.3	Perform database builds, reorganizations, maintenance, tuning, backups, restorations, and query design.	NEC		MF						
700.2.1.4	Perform file transfers (file transfer protocols [FTPs]), loads, downloads, data file manipulation, data archiving, coordination, familiarization, and implementation of actions required. Processing of superscans, driver actions, and updates/changes to unique and standard master files.	NEC		MF						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.2.1.5	Perform incremental backups and full system backups for standard databases for Army Enterprise Systems as directed by Army CIO/G-6.	NEC	QOIM	B						Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours
700.2.1.6	Provide SQL Database storage and server incident/event resolution for the Common Operating Picture (COP) solution being used by the Installation Emergency Service Support Center	NEC	QOIM	B	24x7	0700-1700 on non-holiday workdays 30 minutes; 4 hours all other times		response plus 2 hours		
<b>Function - 700.2.2 - Data Warehouses and Data Mining Services</b>										
700.2.2.2	Provide data mining services.	NEC		MF						
<b>Primary Service Category (PSC) 700.3 - Desktop/ Software/Peripheral Support Services - Provide desktop, software, and peripheral support, release management, and account management. Includes touch labor for this PSC.</b>										
<b>Function - 700.3.1 - Desktop Software Service</b>										
700.3.1.1	Provide interoperable and integrated standard office automation desktop software as approved for use by the Army Golden Master program.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.3.1.2	Provide centrally funded software to all Army users or as part of a standard Army system.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.3.1.3	Perform release management to include commercial software, standard software, and site license management, and new system releases.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	2 business days to respond to the request/contact the Customer by the Service Provider.				
700.3.1.4	Electronically "push" software updates, security updates, vendor patches (service packs, service releases), etc. to end user devices.	NEC/ Cyber Center	QOIM/ WNET	B				100% of affected available devices within 20 business days. Mission operations, leave, TDY, etc. may affect availability of devices for push.		
700.3.1.5	Maintain accountability for COMMON USER ENTERPRISE desktop software licenses.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Perform annual inventory certification

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	PERFORMANCE STANDARDS					
					Availability	Response Time	Reliability	Resolution	Capacity	Workload
700.3.1.6	Provide Local Touch Labor Services to include installation, troubleshooting, and software updates, security updates, vendor patches (service packs, service releases), etc, when electronic application means do not exist.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	3 business days; 2 hours for Priority users		Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within 1 business day of incident generation less authorized wait time for Priority Users.		
700.3.1.7	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Function - 700.3.2 - Software / Application Development for All Automation System Types</b>										
700.3.2.1	Design, develop, and maintain all types of application systems using standard programming languages. Develop applications to support user requirements, but not limited to creation of the data models, databases, survey/add/update of reuse library, development of interfaces, application control logic, forms (screens), objects, reports, queries and menus.	NEC		MF						
700.3.2.2	Design and develop mainframe applications and bridges to meet local requirements.	NEC		MF						
700.3.2.3	Plan tests, prepare test data, execute testing, identify, analyze and repair errors and retest an application or module prior to implementation and placing into production.	NEC		MF						
700.3.2.4	Prepare, update and distribute end-user and/or system operator's manuals that contain the product design and procedures and other relevant information necessary to use and administer the system. Also prepare, update and distribute on-line help facilities, technical manuals, Standing Operating Procedures (SOPs), Instructions on the Army Standard software suite and maintain automation documentation and application software inventory documentation library.	NEC		MF						
700.3.2.5	Assist users in identifying service requirements and developing appropriate technical specifications that are consistent with user needs. Provide advice on automating functions, integrating requirements with existing capabilities, communication requirements, control and administration of systems, types of information management systems, operating systems, equipment; infrastructure compatibility. The NEC will not produce requirement documentation for the customer; however, the NEC will provide users recommended equipment and software lists.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	2 business days to respond to the request/contact the Customer by the Service Provider.				
<b>Function - 700.3.3 - Password Control Management</b>										
700.3.3.1	Issue, maintain, and delete end-user device accounts.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			Issued within 1 business day of request; delete accounts on a weekly basis		
<b>Function - 700.3.4 - Computers and Peripheral Devices</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.3.4.1	Acquisition and replacement (to include life-cycle) of end user devices to include computers, printers, lap tops, scanners, and other hardware.	NEC		MF						
700.3.4.2	Configuration of authorized end user and network devices to include computers, printers, lap tops, scanners, and other hardware.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	Respond within 2 business days; 2 hours for Priority users.		Resolution within 5 days; 2 days for Priority users.		
700.3.4.3	Evaluate customer prepared request for acquisition and life-cycle replacement of end user devices to include computers, printers, lap tops, scanners, and other hardware.	NEC	QOIM	B				Resolve within 5 business days.		
700.3.4.4	Configuration of bulk authorized end user and network devices to include computers, printers, lap tops, scanners, and other hardware. When request is for 15 or more devices to replace existing operational devices.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	Respond within 2 business days		Resolution within 45 days		Up to 500 devices per mission partner
700.3.4.5	Provide Local Touch Labor Services to include installation, troubleshooting, repairing; DOES NOT INCLUDE cost for replacement parts, unpacking, hardware setup and moving equipment.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	3 business days; 2 hours for Priority users		Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within 1 business day of incident generation less authorized wait time for Priority Users.		
700.3.4.6	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
700.3.4.7	Provide local touch labor (troubleshooting, repairing, etc.)for Cyber Center assets.	NEC/Cyber Center	QOIM/WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = Issue daily Performance Reports				
<b>Function - 700.3.5 - IT Training</b>										
700.3.5.1	Provide any required end-user training that is not available through Army e-Learning.	NEC		MF						
<b>Function - 700.3.8 - Copier Management</b>										
700.3.8.1	Evaluate customer prepared requests (DA Form 4951 etc.) for network multi-function copiers, copiers, and Printers. Advise and recommend placement and consolidation of network multi-function copiers.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			Within 2 business days of request		

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700.3.8.2	Assist and advise customers of copier requirements and maintenance IAW DA Form 4951.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			Within 2 business days of request		
<b>Primary Service Category (PSC) 700.4 - Web Support Services</b> - Provide web hosting operations and management services. Operate and maintain web proxy servers.										
<b>Function - 700.4.1 - Web Hosting</b>										
700.4.1.1	Install, configure, operate, maintain and administer common user web and portal servers.	NEC	QOIM	B	24x7 (less scheduled down time)		Meet 98% reliability			Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours
700.4.1.2	Provide a formal web application change management process to deploy and maintain web sites, portals, web pages, and customized applications.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.4.1.3	Monitor web pages and applications for security and standards compliance and verify that user developed web pages follow regulations (508 and Department of Defense [DoD] web policy).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Perform monthly scan for compliance
700.4.1.4	Monitor systems for disk usage, disk performance, and system performance.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays				Free disk space should be greater than 20% of disk capacity	Perform weekly scan
700.4.1.5	Configure operating systems, web and portal applications for common user servers.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.4.1.6	Manage user access controls.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			New accounts within 2 business days of request		
700.4.1.8	Ensure Information Assurance incidents are reported, e.g., registry hacks.	NEC	QOIM	B	24x7 (less scheduled down time)	Within 2 hours of receipt				
700.4.1.9	Provide Web Application incident/event resolution for the Common Operating Picture (COP) solution being used by the Installation Emergency Service Support Center.	NEC	QOIM	B	24x7	0700-1700 on non-holiday workdays 30 minutes; 4 hours all other times		response plus 2 hours		
<b>Function - 700.4.2 - Web Site and Web Page Development and Maintenance</b>										
700.4.2.1	Design, develop, and maintain static and dynamic web sites or portals using standard programming languages.	NEC		MF						

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700.4.2.2	Design, develop, and maintain web pages using standard programming languages.	NEC		MF						
700.4.2.3	Provide web master services.	NEC		MF						
<b>Function - 700.4.3 - Web Application Development</b>										
700.4.3.1	Develop, deploy, and maintain web based applications.	NEC		MF						
<b>Function - 700.4.4 - Proxy, Caching, and Web Filtering Service</b>										
700.4.4.1	Maintain, update and operate web monitoring and filtering systems IAW applicable laws and regulations.	NEC/ Cyber Center	QOIM/ WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				Continuous
700.4.4.2	Operate and maintain web proxy servers.	NEC/ Cyber Center	QOIM/ WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)	Meet 98% reliability			Continuous
700.4.4.3	Monitor web proxy cache hit rate / disk usage daily performance.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					Monitor logs and reports
700.4.4.4	Provide operations, management, monitoring and defense of all Army Web servers at the theater level through the use of reverse Web proxy system .	Cyber Center	WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				Continuous

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						Response Time	Reliability	Resolution	Capacity	Workload
700.4.4.5	Maintain reverse proxy security configurations in a current state to provide bi-directional protection of local web sites and prevent web site defacing from outside sources.	Cyber Center	WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				Continuous
700.4.4.6	Perform continuous monitoring of the reverse proxy in order to detect malfunctions, intrusion attempts, or anomalies.	Cyber Center	WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				Continuous
700.4.4.7	Assume ownership of a web proxy incident event when detected and continuously monitor the event while managing restoration activities.	Cyber Center	WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				Continuous

**Primary Service Category (PSC) 700.5 - File, Print & Mission Server Support Services** - Provide hardware and software support to any type of common-user server (e.g., application, file, print, thin client). Includes touch labor for this PSC.

**Function - 700.5.1 - Server Administration**

700.5.1.1	Provide system administration and operating system support for file, print, and common user application servers, server farms/banks. Includes hardware monitoring.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.5.1.2	Provide and install hardware, operating system, and software for file, print, and common-user applications servers, and server farms/banks.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays	Per established schedule				Perform weekly backup
700.5.1.4	Install security, operating system service packs, patches and application updates and patches on all common user servers and test and verify system is not adversely affected by patch.	NEC	QOIM	B	24x7 (less scheduled down time)	Within suspense time /date provided in the applicable IAVA				
700.5.1.6	Perform security checks on operating systems and system backups for each server.	NEC	QOIM	B						Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.5.1.7	Monitor system logs, security logs, and application logs.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					At least once daily
700.5.1.8	Provide Microsoft Active Directory organizational unit (OU) administration.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.5.1.10	Provide domain administration and service support for primary and backup domain controllers (PDC & BDC). (Login to network and operating system).	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
700.5.1.11	Manage dynamic allocation of internet protocol (IP) address space.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.5.1.12	Assign and maintain IP address database using DHCP or Static IP Addressing.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.5.1.13	Maintain DNS tables and update tables. Maintain records of registered DNS registrations and set standard naming conventions for DNS registrations.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.5.1.14	Develop and modify IP Assignment Schema.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.5.1.15	Provide Domain Name Server (DNS) services that include the address resolution of Uniform Resource Locator (URL) to IP addresses. Fully Qualified Domain Name (FQDN) to IP address.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays		Meet 98% reliability			
700.5.1.16	Install, configure, and maintain Tier 2 DNS servers.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					Perform weekly backup, check logs daily
700.5.1.17	Maintain WINS server for windows networking name resolution.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays		Meet 98% reliability			Perform weekly backup
700.5.1.18	Perform release management to include commercial software, standard software, site license management, for new system releases.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.5.1.19	Maintain accountability for software licenses and non-mission unique server licenses.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.5.1.21	Maintain the Tier 1DNS servers.	Cyber Center	WNET	B	24x7					As directed
700.5.1.22	Operate the Tier 2 DNS servers.	Cyber Center	WNET	B	24x7					Continuous

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	Response Time	PERFORMANCE STANDARDS			Workload
							Reliability	Resolution	Capacity	
700.5.1.23	Coordinate with sites on DNS-related problems.	Cyber Center	WNET	B	24x7	Responds upon receipt of Incident Report / after business hours contacts site in accordance with recall procedures				As required
700.5.1.24	Establish perimeter boundaries for IPs.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
700.5.1.25	Monitor IP address utilization.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					Continuous
700.5.1.26	Analyze logs and reports for DNS usage patterns to detect malicious activity.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)	Minimum 98%		As required	Daily log audits
700.5.1.27	Own army.mil name space.	Cyber Center	WNET	B	0700-1700 daily /w On Call After Hours	Per established SOP				
700.5.1.28	Allocate IP address blocks to Army organizations.	Cyber Center	WNET	B	0700-1700 daily /w On Call After Hours	Per established SOP				As requested
700.5.1.29	Provide 911/E911 Emergency Service Server Support. This support consists of operating and maintaining data center environment for backend computing resources necessary to operate a 911/E911 Emergency Support Center (for servers that are NEC-managed).	NEC	QOIM	B	24x7 (less scheduled down time)	Response within 2 hours.		Repair within 4 hours of request.		
700.5.1.30	Provide local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	24x7	4 hours for mission critical systems; next business day for routine systems		Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within 1 business day of incident generation less authorized wait time for Priority Users.		

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.5.1.31	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = Issue daily Performance Reports				
<b>Function - 700.5.2 - Mission-Specific Server Administration</b>										
700.5.2.1	System Administration for mission-specific servers.	NEC		MF						
700.5.2.2	Provide and install hardware, operating system, and software for mission-specific servers.	NEC/ Cyber Center		MF						
700.5.2.3	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Function - 700.5.6 - Server Administration Support to Tactical Deployable Systems</b>										
700.5.6.1	System Administration for mission-specific servers.	NEC		MF						
700.5.6.2	Provide and install hardware, operating system, and software for mission-specific servers.	NEC/ Cyber Center		MF						
700.5.6.3	Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements.	NEC		MF						
700.5.6.4	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Function - 700.5.7 - Other Servers to Tactical Deployable Systems</b>										
700.5.7.1	Operate, maintain, and administer PDA, SMS (system management server), Streamed Video Server, Virtual Conferencing Server, Structured Query Language (SQL), and other servers.	NEC		MF						
700.5.7.2	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Primary Service Category (PSC) 700.6 - Management of Data Network Services</b> - Provide management of various types of Local Area Network (LAN) and Campus Area Network (CAN); Provide management of Wide Area Network (WAN) connectivity to include supporting the automated systems linked to the network; manage local dial-in server and access.										
<b>Function - 700.6.1 - External Networks</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	Response Time	PERFORMANCE STANDARDS			Workload
							Reliability	Resolution	Capacity	
700.6.1.1	Manage and maintain connection to external networks, to include but not limited to: NIPRNET, SIPRNET, Defense Switched Network (DSN), Public Switched Telephone Network (PSTN), Army Reserve Network (ARNET), Army National Guard Network (GUARDNET), Defense Research Engineering Network (DREN), Simulations Network (SIMNET), and Army intranets within existing capability.	NEC	QOIM	B	24x7 (less scheduled down time)		At least 98% operational installation data network		NIPRNET and SIPRNET circuit utilization < 80% 0700-1700 (local time)	Daily system files backup, weekly data backup. Required end user buildings IAW Installation Information Infrastructure Architecture (I3A)
700.6.1.2	Manage additional network requirements beyond existing capabilities.	NEC		MF						
700.6.1.3	Report IDS/IPS outage.	Cyber Center	WNET	B	24x7		30 min open ticket			
700.6.1.4	Report Communications Systems OSI Layer 2/3 switch failure/isolation.	Cyber Center	WNET	B	24x7		15 min open ticket			
700.6.1.5	Report National Communications Systems (NCS) trunk/circuit outage.	Cyber Center	WNET	B	24x7		15 min open ticket			
700.6.1.6	Report NCS OSI Layer 2/3 switch failure/isolation.	Cyber Center	WNET	B	24x7		15 min open ticket			
700.6.1.7	Report NCS significant network service degradation.	Cyber Center	WNET	B	24x7		15 min open ticket			
700.6.1.8	Report CS/NCS DSNB HAZCONS.	Cyber Center	WNET	B	24x7		30 min open ticket			
700.6.1.9	Conduct after-action analysis of all intrusions and report the results.	ACOIC	WNET	B	24x7					
700.6.1.10	Provide local common-user LAN and ICAN touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	24x7		4 hours for mission critical systems; next business day for routine systems			
700.6.1.11	Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.)	NEC		MF						
<b>Function - 700.6.2 - Virtual Private Network (VPN)</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.6.2.1	Install, configure, operate and maintain a VPN server capability for remote broadband network access from remote locations for point to point VPN tunnel.	NEC		MF						
700.6.2.2	Monitor and manage Remote Access Servers (VPN, Remote Web Access, etc).	Cyber Center	WNET	B	24x7					
700.6.2.3	Confirm that the VPN client workstation is IAVA compliant and has an enterprise management solution installed and properly configured.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
700.6.2.4	Configure, implement, and maintain VPNs for a dynamic site to site VPN structure that will support efficient, confidential communication directly between sites, APC to APC, and site to APC connections.	Cyber Center	WNET	B	24x7					
700.6.2.5	Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.)	NEC		MF						
<b>Function - 700.6.3 - Coalition WAN</b>										
700.6.3.1	Manage Coalition WAN service.	NEC		MF						
700.6.3.2	Install, configure operate and maintain a classified but releasable coalition network to support coalition partners and foreign liaison officers .	NEC/ Cyber Center		MF						
700.6.3.3	Engineer, configure and install and expansion of the secret releasable coalition network and new requirements are identified.	NEC/ Cyber Center		MF						
700.6.3.4	Operate and maintain a secret coalition WAN to include all normal network functions.	Cyber Center	WNET	B	24x7					
700.6.3.5	Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.)	NEC		MF						
700.6.3.6	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/ WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = Issue daily Performance Reports				
<b>Function - 700.6.4 - Local Area Network (LAN) and Campus Area Network (CAN)</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.6.4.1	Manage and maintain connectivity and operate LAN and (limited user* classified up to Secret) LAN between computers and associated devices for a specific user group. (*SIPRNET down to Battalion)	NEC	QOIM	B	24x7 (less scheduled down time)		At least 98% operational installation data network		100MB to the desktop	Required end user buildings IAW I3A
700.6.4.2	Manage SBU LAN network expansion.	NEC		MF						
700.6.4.3	Manage and maintain connectivity and operate ICAN between LANs and computer resources.	NEC	QOIM	B	24x7 (less scheduled down time)		At least 98% operational installation data network			Required end user buildings IAW I3A
700.6.4.4	Manage SBU CAN network expansion.	NEC		MF						
700.6.4.5	Manage CAN and LAN classified user expansion.	NEC		MF						
700.6.4.6	Provide local common-user LAN and ICAN touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	24x7		4 hours for mission critical systems; next business day for routine systems			
700.6.4.7	Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.)	NEC		MF						
<b>Function - 700.6.7 - Network Management</b>										
700.6.7.1	Monitor the ICAN and LAN by utilizing enterprise management software to monitor network performance, analyze network activity, and maintain network availability. Perform network discovery and conduct fault analysis.	NEC/ Cyber Center	QOIM/ WNET	B	24x7					
700.6.7.2	Conduct event management on network infrastructure and monitor services.	NEC/ Cyber Center	QOIM/ WNET	B	24x7		Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)			
700.6.7.3	Provide network utilization reports.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					By request
700.6.7.4	Manage network equipment/software to include configuration management and capacity management.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays; Cyber Centers:24x7					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.6.7.8	Perform undisclosed classified incident recovery across network.	NEC/ Cyber Center		MF						
700.6.7.9	Operate and maintain common core (backbone infrastructure) network infrastructure equipment.	NEC/ Cyber Center	QOIM/ WNET	B	24x7		Meet 99.9% reliability for the infrastructure			
700.6.7.10	Provide network trapping via the 802.1X protocol.	NEC	QOIM	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				
700.6.7.11	Monitor and direct compliance with Army-wide and theater Information Operations directives and policies to defend Army theater-level computer network operations in support of the warfighter.	Cyber Center	WNET	B	24x7	Based on specific directive				
700.6.7.12	Perform major TLA management functions to include: operate and maintain the ASR and switch; configuration control of TLA baseline; problem resolution for WAN/LAN traffic issues traversing the TLA.	Cyber Center	WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)	Meet 99.9% reliability			
700.6.7.13	Provide assistance and coordinate theater network problem resolution actions that effect theater operations.	Cyber Center	WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)	Meet 99.9% reliability			
700.6.7.14	Conduct reporting of theater facilities, telecommunications, and information system problems.	Cyber Center	WNET	B	24x7	Response time per theater CCIR Matrix identifies specified response times				
700.6.7.15	Coordinate with effected organizations (e.g., NEC) to ensure timely recovery and minimal operational impact when responding to network outages.	Cyber Center	WNET	B	24x7					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.6.7.16	Monitor and direct compliance with Army-wide and theater Information Operations directives and policies to defend Army theater-level computer network operations in support of the warfighter.	Cyber Center	WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				
700.6.7.17	Report Army security/router/ADRP/hub/premise router outage.	Cyber Center	WNET	B	24x7	15 min open ticket				
700.6.7.18	Report trunk/circuit outage.	Cyber Center	WNET	B	24x7	15 min open ticket				
700.6.7.19	Report significant network switch degradation.	Cyber Center	WNET	B	24x7	30 min open ticket				
700.6.7.20	Report NIPRNet HAZCONs.	Cyber Center	WNET	B	24x7	30 min open ticket				
700.6.7.21	Provide Deployable Network Monitoring Capability.	Cyber Center	WNET	B						As required
700.6.7.22	Provide Network Capacity and Availability Monitoring System service .	Cyber Center	WNET	B	24x7					
700.6.7.23	Coordinate and synchronize theater and functional Cyber Centers for global response actions.	ACOIC	WNET	B	24x7					
700.6.7.24	Provide technical support and assessment of Computer Network Defense (CND) operations.	ACOIC	WNET	B	24x7					
700.6.7.25	Provide guidelines for user identification and authentication for controlling user access within the LWN.	ACOIC	WNET	B	24x7					
700.6.7.26	Define enterprise access controls to manage authentication, authorization, and access privileges. This includes providing enterprise access control guidance and policies.	ACOIC	WNET	B	24x7					
700.6.7.27	Provide local common-user LAN and ICAN touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	24x7	4 hours for mission critical systems; next business day for routine systems				

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.6.7.28	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = Issue daily Performance Reports				
<b>Function - 700.6.10 - Data Network Planning</b>										
700.6.10.3	Design, engineer and develop contract specifications for network equipment in support of Military Construction Army (MCA) projects, Unspecified Minor Military Construction Army (UMMCA) projects, and local minor construction/renovation/expansion projects. Update and maintain installation network standards utilized in solicitation or contractual documents. Provide field evaluation reports on contractor performance.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays.					
<b>Function - 700.6.12 - Wireless Computing Services</b>										
700.6.12.1	Manage wireless LAN and Computer Services. Operate and maintain Wireless Network Infrastructure as part of the installation infrastructure	NEC	QOIM	B	0700-1700 on non-holiday weekdays	within 3 business days; 2 hours for Priority users				
700.6.12.2	Establish and delete wireless PED user accounts.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays				Issued within 1 business day of request; delete accounts on a weekly basis	
700.6.12.3	Provide local common-user LAN and ICAN touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	24x7	4 hours for mission critical systems; next business day for routine systems				
<b>Function - 700.6.13 - Cross Domain Solutions</b>										
700.6.13.1	Implement, maintain cross domain solutions.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
700.6.13.2	Ensure accreditation.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
700.6.13.3	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = Issue daily Performance Reports				
<b>Function - 700.6.14 - WAN-Services</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.6.14.1	Operate and maintain various WAN services to include ATM, SONET, MPLS.	Cyber Center	WNET	B	24x7					
700.6.14.2	Report outage.	Cyber Center	WNET	B	24x7	5 min open ticket	Meet 98% reliability			Report failure and maintain system
700.6.14.3	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/WNET	B	24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = Issue daily Performance Reports				
<b>Primary Service Category (PSC) 700.8 - Automation &amp; Network Continuity of Operations Plan (COOP) and OPLAN Support Services - Provide Continuity of Operations Plan (COOP) planning and preparation support.</b>										
<b>Function - 700.8.1 - COOP Administration</b>										
700.8.1.1	Develop, implement and exercise IT Service Continuity Management in support of installation COOP for critical portions of the automation infrastructure.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Exercise COOP annually
700.8.1.2	Prepare, monitor, and evaluate IT Service Continuity Management in support of installation COOP with each NEC/DOIM supported customer activity. Store weekly backups at offsite location.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Review annually
<b>Function - 700.8.2 - Disaster Recovery</b>										
700.8.2.1	Restore critical automation services and data in event of disaster.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			Restore within 24 hours		
700.8.2.2	Develop, implement and exercise the disaster recover plan for critical portions of the automation infrastructure, to include critical services and data. Store weekly backups at offsite location.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Exercise annually
<b>Function - 700.8.3 - Operations Plan (OPLAN) Support</b>										
700.8.3.1	Provide Automation and Network Operations planning support to OPLAN development. Identify automation and network requirements resulting from any surge/change in on-post staffing due to force/equipment/supply flow & support requirements. Develop contingency service level agreements (SLA) to implement any increases in support upon OPLAN activation at the time it is required.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.8.3.2	Develop infrastructure upgrade plans to support operational surge requirements. Accommodate projected requirements driven by projected Army Transformation initiatives.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.8.3.3	Exercise or review the OPLAN with supported customer activity.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Exercise or review annually

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	Response Time	PERFORMANCE STANDARDS			Workload
							Reliability	Resolution	Capacity	
<b>Primary Service Category (PSC) 700.10 - Automation and Network Service Support</b> - Provide hardware, software, and telephone support to include: provide customers with initial POC for service requests and problem reporting; track, audit, and resolve issues; and provide feedback and close loop with customer.										
<b>Function - 700.10.1 - Service Support</b>										
700.10.1.1	Receive, document, assign, monitor, and close Service Requests.	NEC	QOIM	B	24x7 (via AESD)	Open Service Request within 30 minutes of notification				
700.10.1.2	Process service orders (program switch, update assignments, extend service to customer) and Service Requests (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	Process Service Requests in 30 minutes or less			60% of Service 15 Service Requests resolved at Tier 1 [First contact resolution]	
700.10.1.3	Provide service desk / systems management data analysis: includes service desk management tool and outputs associated to trend analysis and service desk performance.	NEC/ Cyber Center	QOIM/ WNET	B	24x7	Issue daily Performance Reports				
700.10.1.4	Provide timely notifications of planned or unplanned system maintenance or degradation.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays	Notifications sent no less than 24 hours prior to scheduled outage				
700.10.1.5	Send out customer satisfaction surveys after completion of work.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	Surveys sent within 3 business days of work completion				
700.10.1.6	Review and analyze customer satisfaction surveys and initiate follow-up and corrective action.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays				Follow-up with corrective action within 2 business days	
700.10.1.7	Provide bills/invoices to customers for services received on a quarterly basis.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.10.1.8	Receive (quarterly) payment from customers for reimbursable services.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.10.1.10	Property accountability for NEC-managed equipment.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
700.10.1.12	Operate a 24x7 Network Operations Desk that monitors supported systems, provides situational awareness, and serves as the single point of contact for service users in theater.	Cyber Center	WNET	B	24x7					
700.10.1.13	Install, operate, and maintain Enterprise Management Tools.	Cyber Center	WNET	B	24x7			98% reliability		

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.10.1.14	Report Army critical site facility isolation.	Cyber Center	WNET	B	24x7	5 min open ticket				
700.10.1.15	Report critical site power failure.	Cyber Center	WNET	B	24x7	5 min open ticket				
700.10.1.16	Report Army non-critical site facility isolation.	Cyber Center	WNET	B	24x7	5 min open ticket				
700.10.1.17	Report non-critical site power failure.	Cyber Center	WNET	B	24x7	5 min open ticket				
700.10.1.18	Report CS/NCS facilities HAZCONs.	Cyber Center	WNET	B	24x7	30 min open ticket				
<b>Function - 700.10.2 - Automation and Network Service Support Planning</b>										
700.10.2.1	Plan, define, and integrate the interdependencies of various IT/IA programs, budgetary requirements, funding profiles, and prioritization of requirements for the NEC.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.10.2.2	Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.10.2.3	Exercise control and configuration, as well as day-to-day management and protection, of the Army theater-level networks, systems, and applications.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
700.10.2.4	Customer IT requirement review to ensure installation architectural compatibility (e.g., Requirements Documents, Army Knowledge Management GOAL 1 waiver).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			Within Regulatory Guidance		
700.10.2.5	Coordinate with management of Configuration Management Database (CMDDB) entries in order to provide enterprise-wide dissemination and access supporting/follow-on work orders and tasks.	ACOIC	WNET	B	24x7					
<b>Function - 700.10.3 - Service Level Management</b>										
700.10.3.1	Provide technical support to customer activities in defining the C4IM services to be provided and responsibilities of each party in the development of SLA.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.10.3.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.10.3.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.10.3.4	Conduct financial analyses to determine total costs of services provided. Perform financial management of IT services functions and perform incident and problem management functions.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.10.3.5	Report the requirements, availability, and performance to support service delivery and capabilities.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.10.3.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
700.10.3.8	Provide training and guidance for Information Management Officers (IMOs) and others.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					

**Service 701.0 - Communications Systems and System Support** - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

**Primary Service Category (PSC) 701.1 - Telephone and Data Infrastructure** - Provide cable infrastructure, premise equipment, telephone service, (except customer required calling features and modernization programs). Includes touch labor support for this PSC.

**Function - 701.1.1 - Telephone**

701.1.1.1	Provide dial tone service (voice and data) on government property to connect to any location worldwide. (Does not include usage by customer).	NEC	QOIM	B	24x7 (less scheduled down time)		Meet 99.9% reliability			
701.1.1.2	Provide Dual Tone Multi-Frequency (DTMF) type telephones.	NEC	QOIM	B	24x7 (less scheduled down time)		Meet 98% reliability	Add, move or change within 5 business days of request	One (1) per installation user	One (1) Add, move or change per 10 individuals in same office or organization per year
701.1.1.3	Design, engineer, install, configure, operate, maintain and repair digital, Voice over Secure Internet Protocol (VoSIP) telephone and UC service (PROCUREMENT OF VoSIP EQUIPMENT IS MISSION FUNDED).	NEC	QOIM	B	24x7 (less scheduled down time).		Meet 99.9% local reliability.			
701.1.1.6	Provide VoIP support (ONCE LOCAL SESSION CONTROLLER IS IN PLACE)	NEC	QOIM	B	24x7					
701.1.1.7	Provide telephone moves, adds, and changes for MCA/SRM/Projects other than construction.	NEC		MF						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
701.1.1.8	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	3 business days; 2 hours for Priority users		Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within 1 business day of incident generation less authorized wait time for Priority Users.		
701.1.1.9	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Function - 701.1.2 - Calling Features</b>										
701.1.2.1	Provide Central Office (CO) switch features e.g. call forwarding, call transfer (3-way conference), ring again, last number redial, call pickup, speed calling, caller ID, and others if the phone supports.	NEC	QOIM	B	24x7 (less scheduled down time)					
701.1.2.2	Provide integrated voice conference bridge (up to 30 parties).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
<b>Function - 701.1.3 - Wireline Access Features</b>										
701.1.3.1	Provide access to service for the transmission of official government business incurring commercial or international long distance charges.	NEC		MF						
701.1.3.3	Provide access to service for the transmission of official government business to include on post, local commercial and DSN.	NEC	QOIM	B	24x7 (less scheduled down time)		Meet 98% reliability			
<b>Function - 701.1.4 - Telephone Firewall</b>										
701.1.4.1	Operate and maintain an installation telephone switch firewall. [A firewall helps secure your enterprise against many vulnerabilities, including: hacker access to modems. Removal of proprietary or classified information from the enterprise via unauthorized modems. Toll fraud (improper use of fax or other lines for personal voice calls or other unauthorized purposes). Access to 1-900 and other cost-per-call numbers. Access to unauthorized Internet Service Providers (ISPs). The Firewall performs firewall-like functions for the telecommunications system between end-user stations and the Private Branch Exchange (PBX) or Central Office (CO) switches].	NEC	QOIM	B	24x7 (less scheduled down time)					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
701.1.4.2	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	NEC	QOIM	B	24x7	4 hours for mission critical systems; next business day for routine systems		Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within 1 business day of incident generation less authorized wait time for Priority Users.		
<b>Function - 701.1.5 - Telephone Switch Operation Services</b>										
701.1.5.1	Operate and maintain common user telephone switches, remote switches, nodes, and PBXs.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.1.5.2	Upgrade and modify telephone switches, remote switches, nodes, and PBXs.	NEC	QOIM	B	Installs, upgrades, and swaps of network equipment performed after normal business hours					Installs, upgrades, and swaps of network equipment performed after normal business hours
701.1.5.3	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	NEC	QOIM	B	24x7	4 hours for mission critical systems; next business day for routine systems		Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within 1 business day of incident generation less authorized wait time for Priority Users.		
<b>Function - 701.1.6 - Operator Service</b>										
701.1.6.1	Provide common user automated attendant or attended operator services.	NEC	QOIM	B	Attended support 0700-1700 on non-holiday workdays; automated support services 24x7	Within three rings for both attended and automated attendant	Meet 98% reliability			
<b>Function - 701.1.8 - Voice Mail Box</b>										
701.1.8.1	Provide voice mail box service.	NEC	QOIM	B	24x7 (less scheduled down time)		Meet 98% reliability	Within 5 business days of request	One (1) per installation user	
701.1.8.2	Phone sets will advertise waiting messages visually and/or audibly. (If capability currently exists, the service is provided as Baseline. Customer pays for establishing upgrading or expanding service).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
<b>Function - 701.1.9 - Integrated Voice Messaging System (IVMS) / Call Management System</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
701.1.9.1	Provide voice messaging transmission, reception, and voice message storage 24 hours-per-day except for periodic maintenance downtime, accessible anywhere and anytime. Each IVMS shall be interoperable with DSN.	NEC		MF						
701.1.9.2	Phone sets will advertise waiting messages visually and/or audibly.	NEC		MF						
701.1.9.3	Provide a IVMS service with interaction with DTMF signaling.	NEC		MF						
701.1.9.4	Provide user security via password management.	NEC		MF						
701.1.9.5	Provide a user review of message(s) before release, with options to edit only, send, and delete.	NEC		MF						
701.1.9.6	Provide user transmission and receipt of messages for optional access and storage for future retrieval.	NEC		MF						
701.1.9.7	Provide a notification method of non-delivery of messages.	NEC		MF						
701.1.9.8	Provide call answering with personal greeting.	NEC		MF						
701.1.9.9	Includes a call transfer and an escape feature.	NEC		MF						
701.1.9.11	Install phones in automatic call distribution (ACD) call group and set up switch programming/features.	NEC		MF						
701.1.9.12	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Function - 701.1.10 - Installation Infrastructure</b>										
701.1.10.1	Design, engineer and configure, the common user building information technology infrastructure support voice and video. This includes the layers 1 through 7 of the Open Systems Interconnection (OSI) Basic Reference Model for common user voice/video networks or layers 1 through 4 of the OSI Basic Reference Model.	NEC	QOIM	B	24x7 (less scheduled down time) for the infrastructure			Meet 98% reliability for the infrastructure		
701.1.10.3	Provide installation and maintenance services for mission-specific requirements.	NEC		MF						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	PERFORMANCE STANDARDS					
					Availability	Response Time	Reliability	Resolution	Capacity	Workload
701.1.10.4	Inspect and maintain communication infrastructure within underground cable enclosures (manholes, handholes, pull holes, and vaults).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Inspect yearly and repair as required
701.1.10.5	Maintain an electronic & hard copy Plant in Place (PIP) drawing library.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			Redline drawings completed within 3 days of required changes		
701.1.10.6	Operate and maintain common core (backbone infrastructure) voice/telephony network infrastructure equipment.	NEC	QOIM	B	Installs, upgrades, and swaps of network equipment performed after normal business hours					Installs, upgrades, and swaps of network equipment performed after normal business hours
701.1.10.7	Assist, coordinate, troubleshoot and identify problems involving the connectivity to Deployable Networks and digital service range support which exists on or connected to the Generating Force or installation common user networks infrastructure.	NEC	QOIM	B	24x7	Within 2 hours				
701.1.10.9	Provide support for the Installation Information Infrastructure Modernization Program (I3MP) (e.g. site surveys, data calls).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.1.10.10	Maintain one of the Army systems for managing and storing engineering drawings (e.g., Joint Engineering Data Management and Control System).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.1.10.11	Property accountability for telecom equipment.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.1.10.13	Provide and maintain Fly away communication teams for VIPs.	NEC/ Cyber Center		MF						
701.1.10.14	Design, engineer, install, configure, operate and maintain a Dense Wavelength Division Multiplexing (DWDM) capability in support of the common user installation information technology infrastructure.	NEC	QOIM	B	24x7 (less scheduled down time)	Touch labor support within 2 hours	Meet 99.9% reliability			
701.1.10.15	Design, engineer and develop contract specifications for building mass notification systems in support of Military Construction Army (MCA) projects, Unspecified Minor Military Construction Army (UMMCA) projects, and local minor construction/ renovation/expansion projects. Update and maintain building mass notification standards utilized in solicitation or contractual documents.	NEC		MF						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	PERFORMANCE STANDARDS					
					Availability	Response Time	Reliability	Resolution	Capacity	Workload
701.1.10.16	Design, engineer and develop contract specifications for network connectivity to support building energy management/monitoring systems in support of Military Construction Army (MCA) projects, Unspecified Minor Military Construction Army (UMMCA) projects, and local minor construction/renovation/expansion projects. Update and maintain building network energy management/ monitoring standards utilized in solicitation or contractual documents.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.1.10.17	Design, engineer, and install Wireless Network Infrastructure as part of the installation infrastructure (installation, training, and equipment costs are paid by the customer).	NEC		MF						
701.1.10.18	Operate and maintain various multiplexing services to include IDNX/PROMINA; DWDM.	NEC	QOIM	B	24x7	5 min open ticket	Meet 98% reliability			Report failure and maintain system
701.1.10.19	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	NEC	QOIM	B	24x7	4 hours for mission critical systems; next business day for routine systems		Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within 1 business day of incident generation less authorized wait time for Priority Users.		
701.1.10.20	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
701.1.10.21	Remove and terminate IT infrastructure cabling from existing manhole and duct systems and aerial poles following installation directed demolition of facilities where demolition leaves IT infrastructure abandoned in place .	NEC		MF						
<b>Function - 701.1.11 - Defense Switch Network (DSN)</b>										
701.1.11.2	Provide DSN to Headquarters Commandant for transmission, switching, and support of DSN.	Cyber Center	WNET	B	24x7					
701.1.11.3	Report DSN outage	Cyber Center	WNET	B	24x7	15 min open ticket				
701.1.11.4	Report CS significant network degradation	Cyber Center	WNET	B	24x7	30 min open ticket				
<b>Function - 701.1.12 - Defense Red Switch Network (DRSN) Service</b>										
701.1.12.1	Provide secure red switch support. Provide customer access as required.	NEC		MF						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
701.1.12.2	Report DRSN outage.	Cyber Center	WNET	B	24x7	Switch failure/outage 15min open ticket				
701.1.12.3	Report General Officer call failure.	Cyber Center	WNET	B	24x7	30 min open ticket				
701.1.12.4	Report DRSN trunk/circuit outage.	Cyber Center	WNET	B	24x7	15 min open ticket				
701.1.12.5	Report DRSN HAZCONS.	Cyber Center	WNET	B	24x7	30 min open ticket				
701.1.12.6	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Function - 701.1.13 - Integrated Services Digital Network (ISDN)</b>										
701.1.13.1	Provide Primary Rate Interface (PRI) and Basic Rate Interface (BRI) access (for video teleconferencing [VTC], secure telephone equipment [STE], etc.)	NEC		MF						
701.1.13.2	Fund equipment and usage sensitive costs	NEC		MF						
<b>Function - 701.1.14 - Toll Free Service</b>										
701.1.14.1	Subscribe to toll free service (e.g., via FTS) 800, 888, 877, etc. Performs an annual review and revalidation of assigned inbound toll-free numbers.	NEC		MF						
<b>Function - 701.1.15 - Multiline Telephone Service</b>										
701.1.15.1	Install and maintain two-line telephones.	NEC		MF						
<b>Function - 701.1.16 - Long Haul and Commercial Lease Circuits</b>										
701.1.16.1	Order, account for, and administer local and long-haul leased circuits with Defense Information Systems Agency (DISA).	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					Submit required documents and track leased circuits
701.1.16.2	Plan diverse and/or alternate routing as required.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
701.1.16.3	Order, account for, and administer local circuits with commercial carriers.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					Submit required documents and track leased circuits
<b>Function - 701.1.17 - Communications Facilities Planning</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
701.1.17.1	Validate and update the number of cable pairs used for cable lease agreements.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.1.17.2	Maintain, turn in for calibration, and update NEC Test Measurement Diagnostic Equipment (TMDE).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.1.17.3	Plan transport requirements for LAN/CAN/WAN.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.1.17.4	Design, engineer and develop contract specifications for telecom closets, outside cable plant (fiber & copper), and inside wiring in support of Military Construction Army (MCA) projects, Unspecified Minor Military Construction Army (UMMCA) projects, Sustainment, Restoration, Modernization (SRM) and local minor construction/ renovation/ expansion projects. Update and maintain installation telecom standards utilized in solicitation or contractual documents. Provide design is in accordance with the Technical Criteria for the Installation Information Architecture (I3A), dated Feb 2010.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays.					
701.1.17.5	Plan and manage circuit installation and maintenance services.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					

**Primary Service Category (PSC) 701.2 - Emergency Communications/Telephone Services** - Provide 911, E911, Gets, COP, and MWN support. Includes touch labor for this PSC.

**Function - 701.2.4 - Government Emergency Telecommunications System (GETS) Federal Emergency Management Agency (FEMA)**

701.2.4.1	Issue, maintain, and/or delete Government Emergency Telecommunications Service (GETS), Wireless Priority Service (WPS), and Federal Emergency Management Agency (FEMA) PIN numbers and calling cards. Submit user applications to the National Communications System (NCS). Review usage reports, monitor for potential fraud, and alert customers and officials with concerns.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			Issued within 1 business day of request; delete accounts on a weekly basis		Review usage reports on a monthly basis
701.2.4.2	Customer pays usage charges.	NEC		MF						

**Function - 701.2.6 - 911/e911 Emergency Service**

701.2.6.1	Provide 911/E911 Emergency Service Support. This support consists of operating and maintaining transport network infrastructure necessary to operate a 911/E911 Emergency Support Center.	NEC	QOIM	B	24x7 (less scheduled down time)			Repair within 2 hours		
701.2.6.2	Input government telephone Service Requests into the e911 telephone company (telco) data base and assist in reconciliation of Public Safety Answering Point (PSAP) errors and military numbers provided e911 service.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			Service Request input within 1 business day		
701.2.6.3	Coordinate 911/e911 interface with local Emergency Action Center (EAC).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
701.2.6.4	Interface the e911 system including the Fire Department Telephone System, Telecommunications Device for the Deaf (TDD) support, telephone answering system, automated number and location information, and computer aided dispatch.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.2.6.5	Provide local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	24x7	0700 - 1700 on non-holiday workdays 30 minutes; 4 hours all other times				
701.2.6.6	Provide 911/E911 System Support. This support consists of performing regular maintenance and updates of subscriber data in the Telephone Management System (TMS) or TMS like systems used to update 911/E911 systems necessary to operate a 911/E911 Emergency Support Center.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			1 business day		
701.2.6.7	Provide Mass Warning and Notification (MWNS) Network Alerting System emergency service support. Distribute and maintain a Network Alerting System structure that will support efficient communication directly between end users and the affected population as determined by installation Emergency Operations Center	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			1 business day		
<b>Primary Service Category (PSC) 701.3 - Wireless Infrastructure</b> - Provide voice and data wireless service. Includes touch labor for this PSC.										
<b>Function - 701.3.1 - Cellular Service</b>										
701.3.1.1	Fund equipment and usage costs.	NEC		MF						
701.3.1.2	Provide access to PED, cell phone and pager service contract vehicle via existing NETCOM BPAs. (CUSTOMER PAYS USAGE AND ASSOCIATED MAINTENANCE COSTS)	ATD	WASC	B	0700-1700 daily on non-holiday workdays					
<b>Function - 701.3.2 - Pager Service</b>										
701.3.2.1	Provide internal organizational pagers and usage.	NEC		MF						
701.3.2.2	Provide commercial pagers and usage.	NEC		MF						
<b>Function - 701.3.3 - Personal Electronic Device (PED) Wireless Service (including but not limited to PDAs, Blackberry, and smart phones)</b>										
701.3.3.1	Provide Personal Electronic Devices (PED) and service contracts.	NEC		MF						
<b>Function - 701.3.8 - Communications Towers</b>										
701.3.8.3	Install, maintain or provide tower modification for mission antennas on common-user towers.	NEC		MF						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	PERFORMANCE STANDARDS					
					Availability	Response Time	Reliability	Resolution	Capacity	Workload
701.3.8.4	Maintain common user services communications towers and allocate space on those towers.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.3.8.5	Provide local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	24x7	4 hours for mission critical systems; next business day for routine systems				
701.3.8.6	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Function - 701.3.9 - Satellite Communications</b>										
701.3.9.1	Provide satellite communications support (e.g., procurement, request for service, troubleshooting, repair, warranty) and satellite phone usage charges.	NEC		MF						
701.3.9.2	Provide access to a Strategic Tactical Entry Point (STEP) and Military Strategic, Tactical and Relay (MILSTAR).	NEC		MF						
701.3.9.3	Provide user representative support, order keys, key instruments, and coordinate support requirements for Iridium.	NEC		MF						
701.3.9.4	Develop requirements, procure terminals, install equipment, and operate terminals for International Maritime Satellite (INMARSAT).	NEC		MF						
701.3.9.5	Report MILSTAR/earth/tactical/ commercial/Trojan/step outage.	Cyber Center	WNET	B	24x7	5 min open ticket				
701.3.9.6	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Function - 701.3.12 - AFN Services</b>										
701.3.12.1	Receive, document, assign, monitor, and close service requests.	Cyber Center	WNET	B	24x7	Open the service request within 30 minutes				Respond to events and reports
<b>Primary Service Category (PSC) 701.4 - Video Teleconference (VTC) Services - Operate (schedule, facilitate) and maintain SBU and SECRET common-user VTC Studio; provide interface access for VTC and secure telephone equipment; provide design and installation advice and technical support. Includes touch labor for this PSC.</b>										
<b>Function - 701.4.1 - VTC Studio</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	PERFORMANCE STANDARDS					
					Availability	Response Time	Reliability	Resolution	Capacity	Workload
701.4.1.1	Operate and maintain sensitive but unclassified (SBU) and SECRET common user VTC Studio (Schedule, facilitate, and maintain Defense Information Systems Network (DISN) Video Services - Global (GVS) suite to VTC Studio).	NEC	QOIM	B	12 hours/day x 5 days/week, operational 0600-1800 (local time) on non-holiday weekdays. Scheduling and facilitating included		98% fully operational DVTC circuit(s) and switch(es)		One (1) per installation. Additional VTC(s) if requirements exceed schedule capability	
701.4.1.3	Report CS trunk/circuit outage.	ARNG/ USAR	QOIM	B				15 min open ticket		
701.4.1.4	Report CS/NCS VTC HAZCONs.	ARNG/ USAR	QOIM	B				15 min open ticket		
<b>Function - 701.4.2 - VTC Bridge</b>										
701.4.2.1	Operate and maintain a VTC Bridge (switch) to allow multiple sessions and multiple users per session for mission VTC suites.	NEC		MF						
701.4.2.2	Operate and maintain a VTC Bridge (switch) within the common-user VTC suite to allow multiple sessions and multiple users per session.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.4.2.3	Provide common user local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	0700-1700 daily on non-holiday workdays			3 business days; 2 hours for Priority users		
701.4.2.4	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Function - 701.4.3 - Mission Specific VTC Service</b>										
701.4.3.1	Operate and maintain mission specific SBU and SECRET VTC services as required when connected to the Defense Information Systems Network (DISN) or local area network. This includes VTC service in classrooms, transportable, command and control, conference room, briefing rooms, collaboration suites, and desktops. Provide design, installation advice and technical support for VTC studio suite equipment.	NEC		MF						
701.4.3.2	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
701.4.3.3	Provide advanced connection troubleshooting and support for customer provided endpoints. Includes support for room based VTC endpoint, desktop VTC endpoint, and Multi-point Connection Unit (MCU). (Classified and Unclassified).	NEC/Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
701.4.3.4	IP-VTC Tools to provide scheduling and management of customer provided endpoints. Provide capability to manage and schedule customer provided VTC endpoint. Includes Scheduling and Management tools for room based VTC endpoint, desktop VTC endpoint, and Multi-point Connection Unit (MCU). (Where Available).	Cyber Center	WNET	B	24x7 (less scheduled downtime)					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	Response Time	PERFORMANCE STANDARDS			Workload
							Reliability	Resolution	Capacity	
<b>Function - 701.4.6 - Secure VTC Support</b>										
701.4.6.1	Support the VTC as a managed network device on the classified network. Provide technical support and assistance in the design, acquisition, installation, and operation of the equipment to limited user population (to Brigade level at PPP/PSP and installations supporting 2 or more non-tactical Command HQs). Support the SVTC capability on a highly restricted basis, in support of extremely critical collaborative efforts involving O-6 Commanders and higher personnel, either locally or as part of the interconnected collaboration event.	NEC	QOIM	B	24x7 (less scheduled down time)	30 min response for on-site support for critical senior officer VTC	98% fully operational SVTC circuit(s) and switch(es)			
<b>Primary Service Category (PSC) 701.5 - Range/Field Telephone Services</b> - Provide range/field lines and phones to range perimeter. Includes touch labor for this PSC.										
<b>Function - 701.5.1 - Mag Lines, Field Phone Lines, and Range Phones</b>										
701.5.1.1	Install and maintain voice telephone for exercises and training events at field/training locations.	NEC		MF						
701.5.1.2	Install and maintain range/field lines and telephones (CONUS).	NEC	QOIM	B	24x7 (less scheduled down time)		Meet 98% reliability	Problems corrected within 1 business day		
701.5.1.3	Install and maintain range/field lines and telephones (OCONUS).	NEC		MF						
701.5.1.4	Provide local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	3 business days; 2 hours for Priority users				
701.5.1.5	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Primary Service Category (PSC) 701.6 - Telecommunications Continuity of Operations Plan (COOP) and OPLAN Support Services</b> - Provide Continuity of Operations Plan (COOP) implementation operational support.										
<b>Function - 701.6.1 - COOP Administration</b>										
701.6.1.1	Develop, implement and exercise IT Service Continuity Management in support of installation COOP for critical portions of the automation infrastructure.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Exercise COOP annually
701.6.1.2	Prepare, monitor, and evaluate IT Service Continuity Management in support of installation COOP with supported customer activity .	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Review annually
<b>Function - 701.6.2 - Disaster Recovery</b>										
701.6.2.1	Restore critical telecommunications network infrastructure services in event of disaster.	NEC	QOIM	B	24x7		Respond within 2 hours.			

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
701.6.2.2	Maintain procedures to prepare for recovery of network information from disasters and execute preparatory procedures. Store weekly backups at offsite location for telephone data switch.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Exercise annually
701.6.2.3	Develop plans to restore critical wired and wireless services in event of disaster.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
<b>Function - 701.6.3 - Operations Plan (OPLAN) Support</b>										
701.6.3.1	Provide Telecommunications Operations planning support to OPLAN development. Identify telecommunications requirements resulting from any surge/change in on-post staffing due to force/equipment/supply flow & support requirements. Develop contingency service level agreements (SLA) to implement any increases in support upon OPLAN activation at the time it is required.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.6.3.2	Develop infrastructure upgrade plans to support operational surge requirements. Accommodate projected requirements driven by projected Army Transformation initiatives.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.6.3.3	Exercise or review the OPLAN with supported customer activity.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Exercise or review annually
<b>Primary Service Category (PSC) 701.9 - Fire, Safety, Security, and Other Circuits</b> - Design, install and maintain required circuits for fire and intrusion alarms and other safety/security systems. Includes touch labor for this PSC.										
<b>Function - 701.9.1 - Safety/Security/Other Circuits</b>										
701.9.1.1	Design, install, and maintain DA or local regulation directed circuits supporting fire alarms, intrusion alarms, elevator emergency intercoms, telemetry, and other safety/security systems and monitoring/control systems (e.g., water, fuel, command destruct transmitters, read back receivers, range operations, flight termination equipment/software).	NEC	QOIM	B	24x7 (less scheduled down time)		Meet 99.9% reliability			Install within 1 working week of request. Repair, if required, within 1 business day
701.9.1.2	Design, install, and maintain mission specific monitoring circuits.	NEC		MF						
701.9.1.3	Provide commercial subscriber lines and transport channels (e.g. , Off Premise Extensions, Foreign Exchanges, Telecommuting).	NEC		MF						
701.9.1.4	Design, engineer, install and maintain dedicated or common user circuits to support the operation of installation post bugle call/public address ( PA) systems, giant voice system and other special localized PA systems, all of which are operated / maintained by other activities other than the NEC.	NEC	QOIM	B	24x7 (less scheduled down time)					Repair within 1 week
701.9.1.5	Provide local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	24x7		0700 - 1700 on non-holiday workdays 30 minutes; 4 hours all other times			

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
701.9.1.6	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Function - 701.9.2 - Digital Subscriber Line (DSL) and Asynchronous Digital Subscriber Line (ADSL)</b>										
701.9.2.1	Install and maintain or provide access to DSL / ADSL lines for services other than Internet access, which will be provided via NIPRNET.	NEC		MF						
701.9.2.2	Provide local dedicated point-to-point voice and data services.	NEC		MF						
701.9.2.3	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Primary Service Category (PSC) 701.10 - Non-tactical Radios and Non-tactical/Tactical Radio Spectrum Management Services</b> - Provide Non-Tactical radio service to include spectrum management. Includes touch labor for this PSC.										
<b>Function - 701.10.1 - Non-Tactical Trunked Radios (NTTR)</b>										
701.10.1.1	Provide narrow band digital trunk radio service.	NEC	QOIM	B	24x7 (less scheduled down time)		Meet 99.9% reliability	95% access		
701.10.1.2	Maintain NTTR infrastructure and services.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.10.1.5	Review/validate customer requirements for end user radio device (customer purchases device).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.10.1.6	Maintain end-user NTTR equipment (radios, peripheral devices, features).	NEC		MF						
<b>Function - 701.10.2 - Non-Trunked Radios</b>										
701.10.2.1	Service provided is coordination and support for the non-trunked and non-tactical single and multi channel radio system. This includes other single channel, multi-channel frequency dependent equipment not outlined as a radio system.	NEC		MF						
701.10.2.2	Provide Non-trunked radio systems support.	NEC		MF						
701.10.2.3	Provide Non-Trunked & Tactical Radios.	NEC		MF						
701.10.2.4	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	Response Time	PERFORMANCE STANDARDS			Workload
							Reliability	Resolution	Capacity	
<b>Function - 701.10.3 - Spectrum Management</b>										
701.10.3.1	Provide spectrum coordination support to each unit, organization, or activity authorized the use of frequencies in accordance with (IAW) applicable Army Regulation (AR) 5-12 and local supplemental regulations and procedures.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.10.3.2	Assign and update authorized radio frequencies or submit requests to appropriate frequency management office to support mission requirements and external agencies operating in the local spectrum.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	Assign authorized frequencies or submit request within 2 business days				
701.10.3.3	Identify installation frequency requirements.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Perform annually
701.10.3.4	Assist installation units in obtaining frequency assignments and clearances for operations, training, and equipment acquisition.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays or on-call as required			Within 1 week of scheduled exercise or within 2 hours for unscheduled activities		
701.10.3.6	Provide a Frequency Spectrum Manager.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
701.10.3.7	Report, Investigate, and resolve interference caused or received by Army radio frequency (RF) operations.	NEC	QOIM	B	Per training event/required daily, 0700-1700	Start 1 day of notification.	Meet 100% Reliability	Provide resolution within 30 days		
701.10.3.8	Upon request from user, verify Spectrum certification for new user equipment.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
<b>Function - 701.10.4 - Military Affiliate Radio System (MARS)</b>										
701.10.4.1	Provide auxiliary communications for military, civil, and/or disaster officials during periods of emergency.	NEC		MF						
701.10.4.2	Assist in effecting normal communications under emergency conditions .	NEC		MF						
701.10.4.3	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
<b>Service 702.0 - Multimedia/Visual Information Processes - Provide Multimedia/Visual Information support and services to support a diverse customer base .</b>										
<b>Primary Service Category (PSC) 702.2 - Graphic Arts Services - Provide all types of Graphic Arts services.</b>										
<b>Function - 702.2.1 - Graphic Self Help</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
702.2.1.1	Operate a Media Self-Help Facility by providing equipment for customer use for Graphic arts Services.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
<b>Function - 702.2.2 - Graphic Arts Support</b>										
702.2.2.1	Furnish graphics art services and support to include consultation, design, estimate, and produce graphic art products, records, information, reports, and statistical data.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays		Complete all graphic arts products in 6 business days	Two (2) paper only copy up to 24x36 inches	98% of requests are completed	
702.2.2.2	Provide animation capabilities.	VI Mgr		MF						
702.2.2.3	Provide custom framing, lamination, mounting and matting for artwork.	VI Mgr		MF						
702.2.2.4	Produce large format graphic images.	VI Mgr		MF						
702.2.2.5	Provide VI displays and exhibits, i.e., fabricate 2 or 3 dimensional objects.	VI Mgr		MF						
702.2.2.6	Provide recordings or copies of historical and significant events.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
<b>Primary Service Category (PSC) 702.3 - Photography Services - Provide all types of Photography services.</b>										
<b>Function - 702.3.1 - Photography</b>										
702.3.1.1	Scan negative or positive film or other flat media, up to 11x17 in size, to electronic or optical media and/or produce hardcopy prints from scans not to exceed 24x36 inches. (Includes non-still camera based imagery capture).	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays		Complete all photography products in 5 business days of the assignment date	One paper only copy up to 24x36 inches per scan or one optical disc	98% of requested are completed	
702.3.1.2	Provide digital photographic services in studio (such as Head & Shoulders, tabletop photography and passports) and field environments (such as ceremonies, on-location assignments, and special events). (Includes still camera based imagery capture)	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays		Complete all photographic products in 5 business days of the assignment date	DA Photos per AR 640-30 standards. Historical occasion/ significant event or ceremony - all images provided on digital media	98% of requests are completed	

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
702.3.1.3	Provide large format prints, and/or lamination and mounting where required.	VI Mgr		MF						
702.3.1.4	Provide large scale printing and plotting with DoD print plant facilities or Army Enterprise Multimedia Centers.	VI Mgr		MF						
702.3.1.5	Provide recordings or copies of historical and significant events.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
<b>Primary Service Category (PSC) 702.4 - Multimedia Services</b> - Provide all types of Multimedia services.										
<b>Function - 702.4.1 - Multimedia</b>										
702.4.1.1	Produce 508 compliant non-linear, interactive multimedia products (maximum limits established locally). Local multimedia products are those that cost less than \$5,000 (to include man-hours, equipment rental, admin expenses, and other operating costs), are within the garrison area of responsibility (as per AR 5-9), and incur no direct out of pocket expenses (e.g., narration services, equipment rentals or closed captioning services).	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays		Complete all multimedia products within 16 business days	One copy of the Multimedia Production on requested medium such as a data DVD / CD or customer provided hard drive	98% of requested work orders completed	
702.4.1.2	Produce 508 compliant non-linear, interactive multimedia products. Non-Local multimedia products are those that cost more than \$5,000 (to include man-hours, equipment rental, admin expenses, and other operating costs), are distributed Army wide, and incur direct out of pocket expenses .	VI Mgr		MF						
702.4.1.3	Outsource portions of multimedia productions.	VI Mgr		MF						
<b>Primary Service Category (PSC) 702.5 - VI Broadcast/Video/Audio Services</b> - Provide Command Channel and closed circuit TV (CCTV) Services; provide local and non-local audio/video productions.										
<b>Function - 702.5.1 - Television/Broadcast Services</b>										
702.5.1.1	Broadcast Command Channel.	VI Mgr	MU1M	B	24x7 (less scheduled down time)					
702.5.1.2	Provide closed-circuit television (CCTV) support to a defined area.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
702.5.1.3	Provide satellite downlinks.	VI Mgr	MU1M	B	24x7 (less scheduled down time)					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
702.5.1.4	Provide Commercial Cable Contract Services to the Installation	VI Mgr		MF						
<b>Function - 702.5.2 - Video/Audio</b>										
702.5.2.1	Produce audio tapes, files, and other digital media.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays			Complete all audio products in 6 business days	One (1) copy per Work Order	
702.5.2.2	Provide video streaming and multicast service.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
702.5.2.4	Provide script preparation.	VI Mgr		MF						
702.5.2.5	Operate and maintain a video documentation capability.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
702.5.2.6	Produce 508 compliant products in accordance with DoDI instruction 5040.09 for local VI video productions. Local video products are those that are less than \$5,000 (to include man-hours, equipment rental, admin expenses, and other operating costs), are within the garrison area of responsibility (as per AR 5-9), and incur no direct out of pocket expenses (e.g., narration services, equipment rentals or closed captioning services).	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays			Complete all video products within 7 business days of event date	Two (2) copies for local productions	98% of requests are completed
702.5.2.7	Produce 508 compliant products in accordance with DoDI instruction 5040.09 for non-local VI video productions. Non-Local video products are those that are greater than \$5,000 (to include man-hours, equipment rental, admin expenses, and other operating costs), are distributed Army wide, and incur direct out of pocket expenses.	VI Mgr		MF						
702.5.2.8	Research and acquire imagery from internal DoD archives.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays			10 day turn around for all work orders		
702.5.2.9	Research and acquire imagery from outside/commercial sources.	VI Mgr		MF						
702.5.2.10	Provide the service to duplicate video tapes, CDs, and digital video discs (DVDs) up to locally established limits. (no copyrighted material).	VI Mgr		MF						
702.5.2.11	Provide recordings or copies of historical and significant events.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
<b>Primary Service Category (PSC) 702.6 - VI Media/Equipment Support Services - Provide various VI Media / Equipment Support Services.</b>										
<b>Function - 702.6.1 - Media/Equipment Services</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
702.6.1.1	Provide instruction and briefings in the use of VI systems and instructional technology.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
702.6.1.2	Maintain VI library of applicable media products for loan.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
702.6.1.6	Provide VI equipment loans.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
<b>Primary Service Category (PSC) 702.7 - Presentation Support</b> - Provide public address system / presentation support for official functions (set up, operations, and tear down).										
<b>Function - 702.7.1 - Presentation Support</b>										
702.7.1.1	Provide basic public address system/presentation support (set up, operation, and tear down) within the area of operation of the VI facility.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays				Not to exceed two (2) operators, one (1) appropriate sized screen with one (1) projector, and audio systems; may be satisfied with self-help loans where necessary	98% of requests are completed
702.7.1.3	Provide professional public address system/ presentation support (set up, operation, and tear down).	VI Mgr		MF						
<b>Primary Service Category (PSC) 702.8 - VI Service Support</b> - Provide customers with initial POC for work requests and problem reporting; track, audit, and resolve issues; and provide feedback and close loop with customer.										
<b>Function - 702.8.1 - Service Support</b>										
702.8.1.1	Receive and process work requests using automated software.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
702.8.1.2	Provide Property Book Accountability, where applicable, for VI production equipment and equipment above \$25,000.00 for user VI equipment and accession.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
702.8.1.3	Provide dedicated VI consultations to customers where a work request is not expected.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays			Complete consultations within 15 minutes		

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
702.8.1.4	Receive, document, assign, monitor, and close work requests via VIOS.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
702.8.1.5	Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					
702.8.1.6	Provide timely notifications by the Enterprise VI help desk of planned or unplanned system maintenance or degradation.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays	Notifications sent no less than 24 hours prior to scheduled outage				
702.8.1.7	Send out customer satisfaction surveys after completion of work.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays	Surveys sent within 3 business days of product				
702.8.1.8	Review and analyze customer satisfaction surveys and initiate follow-up and corrective action.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays				Follow-up with corrective action within 2 business days	
702.8.1.9	Provide quotes to customers for work requests.	VI Mgr	MU1M	B	0700-1700 daily on non-holiday workdays					

**Service 703.0 - Information Assurance** - Provide necessary infrastructure and management services to protect information and information systems from unauthorized access and to protect the data within systems.

**Primary Service Category (PSC) 703.1 - DoD Public Key Infrastructure (PKI) Service** - Provide support for the Department of Defense (DoD) Public Key Infrastructure (PKI) service.

**Function - 703.1.1 - DoD Public Key Infrastructure (PKI)**

703.1.1.3	Provide DoD PKI Services including directory support, certification validation, registration, interface to related Army systems, hosting of PKI-enabled servers, and required key management services as well as PKI solutions for e-mail, web applications, file transfer, and Virtual Private Networks.	NEC/ Cyber Center	QOIM/ WNET	B	24x7 (less scheduled down time)		Meet 99.9% reliability			
703.1.1.4	Provide PKI authentication for users devices (e.g. alternate Smart cards or tokens), and applications to discover and utilize global information services data and enable CAC Cryptographic Logon (CCL), (when applicable), for controlling logical access.	NEC/ Cyber Center	QOIM/ WNET	B	24x7 (less scheduled down time)		Meet 99.9% reliability			
703.1.1.5	Provide technical support.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
703.1.1.6	Responsible for requesting, receiving, installation, and accountability of system PKI certificates.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
703.1.1.8	Administer registration of all Army-owned PKI protected devices.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				
<b>Primary Service Category (PSC) 703.2 - Communications Security (COMSEC) Service</b> - Provide all aspects of communications security (COMSEC) support.										
<b>Function - 703.2.1 - COMSEC Operations</b>										
703.2.1.1	Provide for the accountability of COMSEC keying material up to the level of TOP SECRET for NEC-managed equipment and units classified as tenant, mobilizing, or detached from parent unit without organic COMSEC account support. Units with suspended or terminated COMSEC accounts are not authorized this service as baseline. Responsibility includes ordering, receiving, accounting, issuing, safeguarding, and keying material in support of COMSEC equipment or Controlled Cryptographic Items (CCI).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays or on-call as required		99.9% fully operational			100% accountability of all COMSEC equipment and materials; semi-annual 100% inventory of COMSEC equipment and materials
703.2.1.2	Operate and maintain COMSEC facility. Does not include storage of organizational/customer Controlled Cryptographic Item (CCI) assets.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays or on-call as required		99.9% fully operational			
703.2.1.3	Operate and maintain NEC managed secure communications devices residing in NEC controlled communication closets/facilities that supports NEC managed infrastructure (this includes the property book accountability of equipment up to Top Secret) (Unit will laterally transfer COMSEC items to the NEC for asset control). COMSEC EQUIPMENT UNDER MISSION PARTNER ACCOUNTABILITY AND CONTROL WILL NOT BE THE RESPONSIBILITY OF THE NEC.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays or on-call as required					100% accountability of all NEC managed COMSEC equipment; semi-annual 100% inventory of NEC managed COMSEC equipment.
703.2.1.4	Perform local element compliance inspections for all hand receipt holders receiving support from the NEC COMSEC account as required by AR 380-40 and Technical Bulletin (TB) 380-41. Coordinate and publish inspection schedules in accordance with AR 380-40, TB 380-41, and NEC COMSEC standard operating procedures.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays or on-call as required		99.9% fully operational			Conduct annual inspections of units
703.2.1.5	Ensure all reporting suspenses are met for both Controlled Cryptographic Item (CCI) and COMSEC incidents. (Initial reports are required within 24-72 hours, depending on the type of incident).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays or on-call as required	Report CCI and COMSEC violations within 24 hours of incident				
703.2.1.7	Report COMSEC resource requirements to the NECs higher headquarters.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
703.2.1.8	Store, account, control & destroy all TOP SECRET COMSEC keying material for tenant organizations, mobilizing units, and units in training (Component 2 and 3) in the absence of Division or Corps COMSEC accounts. Tenant organizations provide their own storage facility for COMSEC hardware devices & TOP SECRET material.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays & on call as required		99.9% fully operational			
<b>Primary Service Category (PSC) 703.3 - Risk Management/Accreditation/Certification Policy Services - Provide Risk Management Framework (RMF) and Automated Information System Accreditation support.</b>										
<b>Function - 703.3.1 - Vulnerability Assessment</b>										
703.3.1.1	Provide Security Risk Assessment support IAW AR 25-2, para 7-1; perform risk analysis of resources, controls, vulnerabilities, threats and the impact of losing systems' capabilities on the mission objective; facilitate decisions to implement security countermeasures or mitigate risk; implement countermeasures; periodically review program.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
703.3.1.2	Recognize possible threats & review evaluations for compliance and non-compliance.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
703.3.1.3	Provide updated vulnerability risk assessment criteria with input from U.S. CYBERCOM and coordination with other DoD Agencies.	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	24x7					
703.3.1.4	Provide analysis and reports to known or potential LWN vulnerability risks .	Cyber Center/ACOIC	WNET	B	24x7					
703.3.1.5	Assess the effectiveness of countermeasures based on the information gathered from the data collection activity.	ACOIC	WNET	B	24x7					
<b>Function - 703.3.2 - Risk Management Framework (RMF)</b>										
703.3.2.1	Manage the RMF process in accordance with AR 25-2.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
703.3.2.2	Provide guidance and review of RMF accreditation for all installation activities.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	Respond to customer requests for guidance within 2 business days				
703.3.2.3	Facilitate the Certificate of Networkiness (CoN) process in accordance with AR 25-1.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
703.3.2.4	Provide guidance and review of CoN requests for all installation activities.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
<b>Primary Service Category (PSC) 703.6 - Network Security Services - Plan, implement and manage a Defense in Depth for the total NEC/ DOIM-managed network and/or enclaves. Provide Information Assurance Vulnerability Alert (IAVA) compliance and compliance monitoring of all network connected assets.</b>										
<b>Function - 703.6.1 - Defense In Depth for the Total Network</b>										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
703.6.1.1	Plan, implement, and manage a Defense In Depth for the total network and/or enclaves within the network to include such items as: scanning, remediation, host and network intrusion detection/prevention, firewalls, proxy servers, web cache, virus programs, vulnerability scanning, content filtering, remote dial-in protection, Host Based Security Services, Directory Services, and Risk Management Framework (RMF) , DoD Instruction 5200.40, accreditation guidance and advice IAW AR 25-2 and IA Best Business Practices (BBP's).	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays	Detect and report malicious /unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection	Meet 99.9% reliability			Perform vulnerability scan weekly or more often as required
703.6.1.2	Provide input into the installation Information Security (INFOSEC) Program and provide guidance (e.g., Information System Security Plan).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays	Respond to customer requests for guidance within 2 business days				
703.6.1.3	Procure, install, administer, monitor, and report software solutions to track Internet access from government devices. Block customer access to those Internet sites that have been deemed inappropriate for use by a government owned and operated computer system.	NEC/ Cyber Center	QOIM/ WNET	B	24x7 (less scheduled down time)		Meet 99.9% reliability			
703.6.1.4	Conduct Mobile Scanning (war driving) for Unauthorized Wireless intrusion/access points.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
703.6.1.5	Plan, respond, investigate, and report undisclosed classified incident remediation.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays	Detect and report malicious /unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection				
703.6.1.6	Design, engineer, install, configure, maintain, operate and repair Wireless Intrusion Detection Sensors (WIDS) access points as part of the wireless infrastructure on the installation. (Does not include equipment procurement)	NEC	QOIM	B	24x7					
703.6.1.7	Report IA resource requirements to the higher headquarters .	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
703.6.1.8	Filtering of Internet traffic inbound and outbound occurs at the enterprise level at layers 1 (externally originated) and 2 (internally originated) using a combination HW/SW solution.	NEC/ Cyber Center	QOIM/ WNET	B	24x7		Meet 98% reliability			
703.6.1.9	Provide information about managed systems that may be compromised.	Cyber Center	WNET	B	24x7					
703.6.1.10	Provide success or failure information and reports about signature updates and last-run status.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays					
703.6.1.11	Establish procedures for dissemination of network defense and related advisories, alerts, and warning notices, including those originating out Army and DoD to all customers.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					Generate TTPs and SOPs

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
703.6.1.12	Provide reporting of dissemination to ACOIC of network defense and related advisories, alerts, and warning notices, including those originating from Army and DoD to all theater customers.	Cyber Center	WNET	B	24x7					
703.6.1.13	Provide input to Army network enterprise security initiatives.	ACOIC	WNET	B	24x7					
703.6.1.14	Aggregate IA sensor data collected from the theater and functional Cyber Centers.	ACOIC	WNET	B	24x7					
703.6.1.15	Coordinate LWN-wide management of vulnerability risks and implementation of damage control and mitigation strategies.	ACOIC	WNET	B	24x7					
703.6.1.16	Review and analyze network events and develop solutions and strategies to ensure survivability of Army networks against attacks aimed at disrupting services, gaining unauthorized access or violating the integrity of Army Information systems.	NEC/Cyber Center/ACOIC	QOIM/WNET	B	24x7					
<b>Function - 703.6.2 - Installation Network Security DMZ Service</b>										
703.6.2.1	Provide an installation network security DMZ to protect installation assets, to include life cycle management of Information Assurance enclave devices and other equipment that is under full control of the NEC/ DOIM/ Cyber Center.	NEC/ Cyber Center	QOIM/WNET	B	24x7 (less scheduled down time)			Meet 99.9% reliability		
703.6.2.2	Maintain firewall configurations and alerts; monitor attacks; and review audit logs.	NEC/ Cyber Center	QOIM/WNET	B	24x7 (less scheduled down time)	Detect and report malicious /unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection				Review audit logs daily; report anomalies to the CERT
703.6.2.3	Ensure that all connections with entities outside the Army pass through forward and reverse application level proxies at the DMZ perimeter.	NEC/ Cyber Center	QOIM/WNET	B	24x7					
703.6.2.4	Support the overall Army IA architecture by ensuring that publicly accessible information is provided through proxy services and confined to public DMZs at the TLA.	NEC/ Cyber Center	QOIM/WNET	B	24x7					
703.6.2.5	Provide security that ensures enclave boundaries are protected by layered defenses including firewalls, NIDS/NIPS, and HIDS/HIPS.	NEC/ Cyber Center	QOIM/WNET	B	24x7					
<b>Function - 703.6.3 - Information Assurance Vulnerability Alert (IAVA)</b>										
703.6.3.1	Manage the IAVM program for all installation and customer activities.	NEC/ Cyber Center	QOIM/WNET	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	PERFORMANCE STANDARDS					
					Availability	Response Time	Reliability	Resolution	Capacity	Workload
703.6.3.2	Institute procedures for anti-virus system maintenance, virus detection/prevention, contact received from the Regional Computer Emergency Response Team (RCERT), incoming RCERT advisories or patches, and locally owned RealSecure detection.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
703.6.3.3	Perform network or workstation scans and compile vulnerability reports to facilitate corrections.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays	Vulnerability reports forwarded up the CERT chain as detected				Perform Network and workstation scans weekly or more often as required
703.6.3.4	Support the monitoring/reporting program IAW AR 380-53.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
703.6.3.5	Plan, detect, respond, investigate, and report malicious and unauthorized activities.	NEC/ Cyber Center	QOIM/ WNET	B	24x7 (less scheduled down time)	Detect and report malicious /unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection				
703.6.3.6	Gather relevant security event information (e.g., intrusions) from monitored Cyber Center managed network devices, such as network guards and firewall systems that ensure emission security, communications security, computer security, and information security.	Cyber Center	WNET	B	24x7			98% reliability		
703.6.3.7	Provide patches for each authorized PC baseline and server as required	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
703.6.3.8	Compliance checks upon entry to the network.	NEC/ Cyber Center	QOIM/ WNET	B	24x7					
703.6.3.9	Include analyzing event and time-based scans. If systems are found to be non-compliant, IA incidents are reported to include registry hacks .	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
703.6.3.10	Issue IAVM messages and reports: Information Assurance Vulnerability Alerts (IAVA), Information Assurance Vulnerability Bulletin (IAVB), Information Assurance Technical Tips (IATT), and Situational Awareness Reports (SAR).	ACOIC	WNET	B	24x7					
703.6.3.11	Manage the Army Knowledge Online (AKO) IAVM community group.	ACOIC	WNET	B	24x7					
703.6.3.12	Conduct research analysis to assess known or potential threats to all computer systems and network assets.	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	24x7					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
703.6.3.13	Review and analyze intelligence products and provide operational assessment.	ACOIC	WNET	B	24x7					
703.6.3.14	Report IAVM compliance in the required database/ systems.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
703.6.3.15	Review all IAVM Plan of Action and Milestones (POA&M) for feasibility and suitability.	ACOIC	WNET	B	0700-1700 daily on non-holiday workdays					
703.6.3.16	Manage compliance reporting to ensure that IAVM messages are acknowledged, corrective action implemented, extensions requested, compliance verified and reporting data entered into required database/system.	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
703.6.3.17	Develop Mitigation Action Plan (MAP) and IAVM Plan of Action and Milestones (POA&M).	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
<b>Function - 703.6.4 - IA Inspection Program</b>										
703.6.4.1	Perform IA oversight and inspections of IA Program.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
<b>Function - 703.6.5 - Password Control Management</b>										
703.6.5.1	Issue, maintain, and delete network accounts and passwords.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					Issue accounts within 3 business days of request; delete accounts on weekly basis
703.6.5.2	Administer levels of network access per customer and per group.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
703.6.5.3	Control network access by ACLs.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
<b>Function - 703.6.7 - Information Assurance Policy</b>										
703.6.7.1	Establish, publish, and execute the installation program IAW AR 380-5, AR 25-2, and other appropriate DoD/Army guidance, to include publishing a security awareness policy and Local Network Security Policy and providing other guidance.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
703.6.7.2	Provide a secure remote access policy for the Installation's network IAW Army, Army Command, & Local Network Security Policy parameters. Access policy will include limited levels of confidentiality, accreditation, access control, and assessments.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
703.6.7.5	Provide IA representation in the installation Configuration Control Board (CCB).	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Availability	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
703.6.7.6	Manage IA hardware and software changes for the installation .	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
703.6.7.7	Ensure compliance with operating and security policy.	NEC/ Cyber Center	QOIM/ WNET	B	0700-1700 daily on non-holiday workdays					
703.6.7.10	Develop technical guidance and Courses of Action to mitigate current and future threats.	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	24x7					
703.6.7.11	Develop and publish electronic messaging security guidance in conjunction with the Local Network Security Guidance.	NEC	QOIM	B	0700-1700 daily on non-holiday workdays					
<b>Function - 703.6.8 - Host-Based Security System</b>										
703.6.8.1	Provide HIPS management and updates for enterprise managed assets and workstations.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays		98% reliability			
703.6.8.2	Provide host-based firewall management for enterprise-managed assets and workstations.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays		98% reliability			
703.6.8.3	Provide success or failure information and reports about HIPS, AV, and other agents deployed and managed.	Cyber Center	WNET	B	0700-1700 daily on non-holiday workdays		98% reliability			
<b>Function - 703.6.9 - Compliance Monitoring and Enforcement</b>										
703.6.9.1	Determine abnormalities, attacks, damages, and unauthorized modifications in the network via mechanisms such as intrusion detection devices.	NEC/ Cyber Center	QOIM/ WNET	B	24x7		98% reliability			Review logs daily and determine appropriate action
703.6.9.2	Conduct security reviews and vulnerability assessments of subordinate units for compliance with IAVM policies and messages .	ACOIC	WNET	B	24x7					
703.6.9.3	Issue IAVM non-compliance letters/notices.	NEC/ Cyber Center	QOIM/ WNET	B	24x7					
703.6.9.4	Coordinate the review of alternate security request, based on Mitigation Action Plan (MAP) and Plan of Action and Milestones (POA&M) before approval by the appropriate Designated Approving Authority .	ACOIC	WNET	B	24x7					