

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



AIR FORCE INSTRUCTION 33-103

AIR UNIVERSITY SUPPLEMENT 1

27 OCTOBER 2003

Communications and Information

REQUIREMENTS DEVELOPMENT AND PROCESSING

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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AFI 33-103, 18 March 1999, is supplemented as follows:

This supplement defines the processes for Air University (AU), the 42d Air Base Wing (42 ABW), and Maxwell-Gunter AFB tenant units to use in obtaining new Communications and Information (C&I) systems capabilities. It should be noted as part of the outsourcing of base operating support to contractor services, selected communications and information technology functions previously performed by the 42 Communications Squadron are now provided by the Maxwell Support Division/Communication Manager (MSD/IT). Additionally, AU organizations outside the Maxwell/Gunter geographical location, such as Air Force Institute of Technology, Air Force ROTC detachments, NCO Academies, and Airman Leadership Schools are supported via the Corporate IT procurement process as defined in this supplement. These activities submit requirements through their parent headquarters (i.e., AFOATS, CEPME, etc.) for technical solution processing by AU/SCXR when appropriate.

1. The C&I systems requirements process enables requesting organizations (users) to obtain new C&I capabilities, with the assistance of the MSD/IT, and when applicable through coordination of the Director, Communications and Information (AU/SC) and the base communication and information systems officer (CSO – 42 CS/CC). C&I systems requirements must be processed as outlined in Attachments 7.1 and 7.2 of this supplement. The process starts when the user identifies a mission need and makes a request for assistance with defining the requirement and developing a certified technical solution for that need. As the base C&I systems service provider, MSD/IT, in coordination with the 38th Engineering and Installations Group (38 EIG) Systems Telecommunications Engineering Manager

(STEM-B) when applicable, develops certified technical solutions using the DOD Joint Technical Architecture (JTA), the Joint Technical Architecture-Air Force (JTA-AF), and applicable directives, policies and standards. Requirements needing validation by the base CSO will be coordinated through 42 CS/CC. For corporate (central procurement) purchases, (see paragraph 8) AU/SC is the designated focal point. MSD/IT will provide technical solution and coordinate with AU/SC for a determination on whether the item will be acquired through the corporate process.

1.2. (AETC) Within Maxwell AFB, a C&I systems requirement must be processed through the Maxwell AFB C&I Systems Requirements Process (shown in Attachment 7.1). A package should be forwarded to HQ AETC/SCX through MSD/IT if the system meets criteria in AFI 33-103, AETC Supplement 1, paragraph 1.2.

2.2. (AETC) MSD/IT issues Information Technology/National Security Systems (IT/NSS) requirements document tracking numbers for locally generated requirements to ensure the technical solution conforms to the AETC architecture, and includes the final action in the base's C&I systems blueprint, if applicable. MSD/IT is also responsible for providing assistance to customers with processing requirements via electronic submissions. Customers may submit a desired technical solution, but MSD/IT reviews the solution to ensure it is in the best interests of the Air Force. Per AFI 33-103, AETC Supplement 1, Air University is the designated C&I technical solution authorization authority except where base infrastructure is impacted. MSD/IT will forward requirements impacting the Maxwell base infrastructure through the base CSO (42 CS/CC) for coordination.

2.2.1. (AETC) (Added) (AU) For C&I system requiring AETC approval (see AETC Supplement 1, paragraph 1.2), MSD/IT coordinates packages through the wing and functional staff, and when applicable through AU/SC for validation. Packages are also reviewed by activities that could be affected by the solution including those that might facilitate local funding.

2.2.2. (AETC) (Added) (AU) MSD/IT develops and or coordinates efforts on obtaining a technical solution on all base infrastructure upgrades. Base infrastructure requirements include, but are not limited to, air traffic control and landing systems, weather monitoring and forecast systems, short and long range radio systems, base-wide data and fiber optic networks, and base telephone cable installations. Assistance may be required from outside agencies such as the 38 EIG STEM-B, or Standard Systems Group (SSG), to ensure these solutions integrate into the Maxwell/Gunter C&I Systems Blueprint. Air University (AU/SC) or MAJCOM (AETC/SC) assistance may be required for further validation or approval of the STEM-B certified technical solution.

3. If users cannot satisfy the need with a non-materiel solution, they document their requirement and consult with MSD/IT to assist them in defining the requirement and obtain a technical solution. Primary users, IT personnel, mission planners, and support users must use strategy-to-task methodologies and the Air Force modernization planning processes to link IT investments to mission essential task improvements. MSD/IT integrates requirements into the base C&I systems Blueprint when the requester approves the technical solution.

3.2.1. The requesting organization commander is the requirements authorizing official for all requirements (except corporate purchases which are processed through AU/SC) submitted by unit personnel. The AETC Chief Information Officer (CIO), AETC/SC, is the requirements authorizing official for all requirements impacting more than one AETC base or location. Requirements for new AU/AETC unique software are coordinated through AU/SC for processing and review. If applicable, after review and coordination, software requirements are sent to HQ AETC/SCTI for processing with an information copy to the Software Service Flight, AETC CSS/SCI.

3.2.2. Legal requirements ensures the requester coordinates with the base Records Management Office, 42 CS/SCSR, when preparing requirements that relate to information management systems such as automated/electronic records, the reports control systems, the Privacy Act, or the Freedom of Information Act. When the C&I systems requirement involves a system that processes classified data, the requestor must contact the base information assurance office, MSD/IT. MSD/IT assists the requester with requirements that must be coordinated through 42 CS/SCSR and MSD/IT.

4.3.7. (AETC) All new or upgraded C&I systems requirements are coordinated with the base Information Assurance Office, MSD/ITIA, no matter what type of requirement. See AFPD 33-2, *Information Protection*. In accordance with federal laws, DoD and Air Force directives. MSD/IT must ensure systems configurations integrate DoD and Air Force communications security (COMSEC), computer security (COMPUSEC), emissions security (EMSEC), Federal Records Act, electronic records management, Privacy Act (PA), and Freedom of Information Act (FOIA) requirements.

4.4. MSD/IT must ensure that all technical solutions utilizing COMSEC/INFOSEC equipment are forwarded to Headquarters Electronic Systems Center, Cryptologic Systems Group, Security Products Division, for review, evaluation and validation.

5. Develops a technical solution when a requirement is received, but may require outside assistance to include the development of local solutions for routine requirements. Such routine requirements include telephone relocations or procurement of software that is commercially available and compatible with other AETC and AU locally used software.

5.1. (Added) (AU) Telephone Requirements. Most telephone requirements for Moves, Adds, and Changes (MAC) work can be accomplished through routine email communications. Telephone customers submit requests by email to their unit Telephone Control Officer (TCO). TCOs then forward MAC requests to the Telephone Customer Service office or MSD/IT. The TCO faxes/emails any required diagram/sketch/floor plans required by the service location. Technical solutions are required only if they change the base telephone switch architecture, such as, new trunks, line group controllers, and voice mail memory.

5.2 (Added) (AU) Public Address (PA) support is provided through the designated office to support military functions on Maxwell/Gunter. Two types of support are available, stand-alone user operated and full ensemble PA technician operated systems. Requests must be

submitted 10 days prior to an event date. Requests for PA support at locations outside Maxwell/Gunter cannot be accepted.

5.3 (Added) (AU) Multimedia Maintenance Support. Initial troubleshooting and evaluation of inoperative multimedia equipment in AU schools is available through the 42CS. 42 CS may be able to repair some items without new parts or install replacement parts. For example, an inoperative multimedia system could simply require rebooting or replacing a bulb or a fuse, etc. Each repair will be evaluated on a case by basis. MSD/IT is to provide labor for minor or routine maintenance. If MSD/IT cannot repair a system, they will provide recommendations for solutions and repair vendors. Parts and equipment are the responsibility of the owning organization.

7. Implementation begins when the requester obtains funds and other resources for their Organizational C&I Items (reference A7.2.1). The requester may ask MSD/IT for assistance to implement the requirement, who then develops an implementation plan with the concurrence of the requester. The descriptions are maintained in Attachment 7.1 and flowchart presented in Figure A7.1 depicts the AF Form 3215 processes. Attachment 7.2 and Figure A7.2 outline AU procedures and flow of data through the corporate buy process (see paragraph 9 of this supplement)

9. (Added) (AU) The AU Information Technology (IT) procurement strategies are based on a collection of IT requirements from across all schools, staff, and the 42 ABW. IT requirements are defined into two major categories. The first category will include those items defined as Corporate Items (reference A7.2.3.). The second category will include those items defined as Organizational Items (reference A7.2.2.).

10. (Added) (AU) While independent organizations are allowed to purchase Organizational Item purchases, AU/SC is designated as the single focal point for all corporate item purchases. MSD/IT will provide the technical solutions for all IT requirements and will work with AU/SC in determining whether an item is a corporate item.

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Director, Communications and Information

Attachment 7.1 (Added) (AU)**Information Technology/National Security Systems Process (IT/NSS)**

A7.1.1. Introduction. The purpose of this work instruction is to manage the Information Technology/National Security Systems (formerly the communication Computer System Requirements Document (CSRDD)) process.

A7.1.2. Responsibility. The AU/SC in coordination with the Manager of Information Technology (MSD/IT) and the base CSO (42 CS/CC) is responsible for implementation, accuracy, revision as necessary, and currency of this procedural guidance.

A7.1.3. Procedures. In all cases, MSD/IT will assist in providing expertise and “best practices” across the full range of services to Maxwell/Gunter agencies. When a customer identifies a mission need that requires an IT solution, he/she submits an AF Form 3215/E-3215 to MSD/IT for review. If there are no corrections to the form, MSD/IT issues a tracking number, provides authorization and funding guidance, ensures the technical solution conforms to the AETC architecture, and includes the final action in the base C&I systems blueprint if applicable. Next, MSD/ITX forwards the AF Form 3215 to the appropriate MSD technical expert for a technical solution. Upon completion of the technical solution, an e-mail is forwarded to the requester and the IT/NSS is returned to MSD/ITX. Based on the complexity and scope of the project, MSD/IT may assign a project manager for the IT/NSS. Finally, MSD/IT and the requester review the technical solution and determine what options are available. At this point, the customer then decides on one of the following:

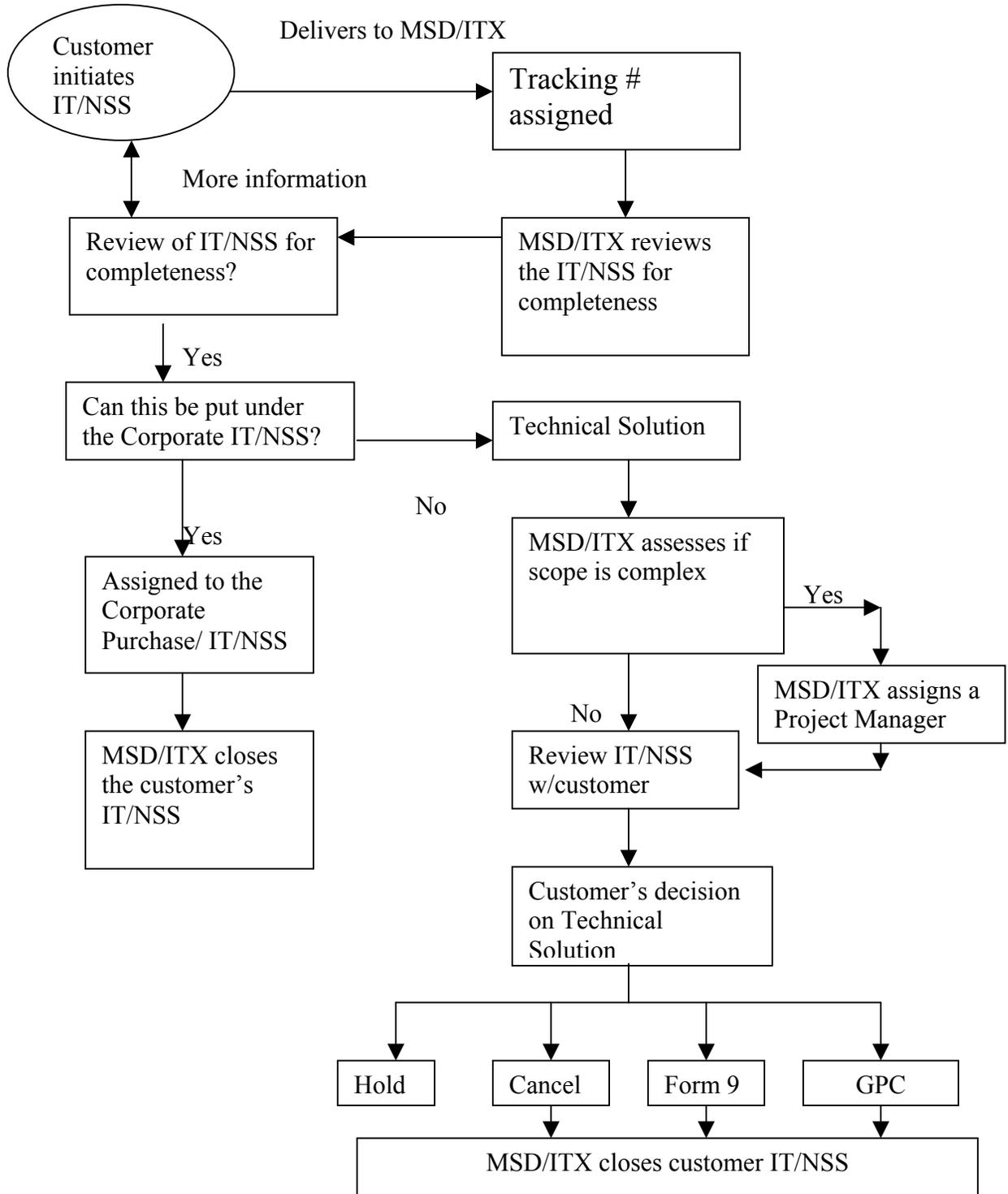
- a. Hold the IT/NSS for funding or other issues
- b. Cancel the IT/NSS, at which time MSD/IT closes the IT/NSS
- c. Use the Government Purchase Card (GPC) for the purchase and have MSD/IT close the IT/NSS
- d. Prepare an AF Form 9, and have MSD/IT close the IT/NSS
- e. If the requirement is categorized as a corporate requirement (reference A7.2.3), at the time MSD provides the customer with a technical solution, they will include the reference to this statement on the letter (if there is a letter) to them:

"This is a technical solution for your [[[XXXX]]] requirement. This is not an authorization for your organization to purchase this equipment. Your requirement is considered corporate and as such, if your organization cannot wait until the next corporate buy to obtain these items, you are requested to forward this technical solution via e-mail to AU/SCXR (ALL) with a statement that explains whether this requirement is an emergency or new requirement, or a description of adverse impact to your mission if not obtained at this time. AU/SC will determine if requirement can be satisfied from on-hand spare assets, and/or coordinate with AU/FM for the procurement of these items outside a corporate bulk-buy."

At this point, the customer is directed to submit their requirement and technical solution to AU/SCXR with the aforementioned justifications. AU/SC will attempt to field the requirement with warehouse spares free of charge to the customer. In the event spares are

not available, proper authorization for equipment procurement out-of-cycle will be processed by AU/SCX on behalf of the customer. For more information, (reference A7.2.4.1.)

Figure A7.1 AF Form 3215 Processes



Attachment A7.2. (Added) (AU)**AU/SC Information Technology (IT) Corporate Procurement Process**

A7.2.1. Information Technology (IT) Definition. IT equipment is defined as Organizational Items and Corporate Items.

A7.2.2. Organizational Items Definition. Organizational Items are IT equipment not normally required across the board in vast numbers. These items include, but are not limited to, equipment such as:

- A7.2.2.1. Processors, memory, CD/DVD drives, et al.
- A7.2.2.2. All software
- A7.2.2.3. Connector Cables, i.e., printers, PCs
- A7.2.2.5. Scanners
- A7.2.2.6. PDAs
- A7.2.2.7. Plotters
- A7.2.2.8. Digital cameras
- A7.2.2.9. Facsimile machines
- A7.2.2.10. Land mobile radios
- A7.2.2.11. Telephone Instruments (cell phones, pagers, video teleconference equipment)
- A7.2.2.12. DVD Players/Recorders, VCRs, and TV sets

A7.2.3. Corporate Items Definition. Corporate Items are IT equipment normally required across the board in vast numbers, especially when replacing old equipment like desktops and printers. As such, these items may be bulk purchased in order to benefit from volume prices. These include:

- A7.2.3.1. Desktop/laptop computers or workstations
- A7.2.3.2. Monitors
- A7.2.3.3. Printers
- A7.2.3.4. Network specific hardware
- A7.2.3.5. Audio/video switching/editing systems
- A7.2.3.6. Overhead projectors
- A7.2.3.7. Sound systems
- A7.2.3.8. VTC equipment
- A7.2.3.9. Any organizational items described in A7.2.2. above that may be required in such vast numbers that procuring them via corporate buy purchase would lead to extensive volume discounts

A7.2.4. Procurement Criticality. The expediency of corporate items procurement shall be based on whether the items are required on an emergency basis.

A7.2.4.1 Emergency Procurement. It is defined as a procurement of any critical item that cannot wait until the next scheduled procurement. These are also called “out-of-cycle” requests. For example, items in support of a new mission or broken items needed to prevent

work stoppage. Organizations submitting emergency requests to MSD/IT for Corporate Items must include the following statement in their justification: “EMERGENCY REQUIREMENT-- CAN NOT WAIT UNTIL NEXT SCHEDULED PURCHASE.” In addition, organizations must provide a justification as to why their emergency procurement cannot wait until the next scheduled corporate procurement cycle. MSD/IT will in turn forward a copy of the requirement, technical solution and justifications to AU/SCXR for further processing. AU/SCXR shall seek AU/SC approval for “out-of-cycle” procurement. If approved, the customer will be permitted to receive assets from the AU/SCX spares warehouse if available. Otherwise, customer will be permitted to procure the validated “out-of-cycle” asset through their organizational Resource Advisor. In the case “out-of-cycle” requirements are disapproved, customers must wait until the next scheduled bulk buy for procurement. In the case of Air University organizations outside the Maxwell/Gunter geographical location such as AFIT, ROTC detachments, academies, etc., any emergency out-of-cycle request shall be submitted via electronic media to HQ AU/SCXR for submission to MSD/IT for technical solution. In the case of detachments and academies, emergency requests must be approved by AFOATS and CEPME respectively prior to submission to HQ AU/SCXR.

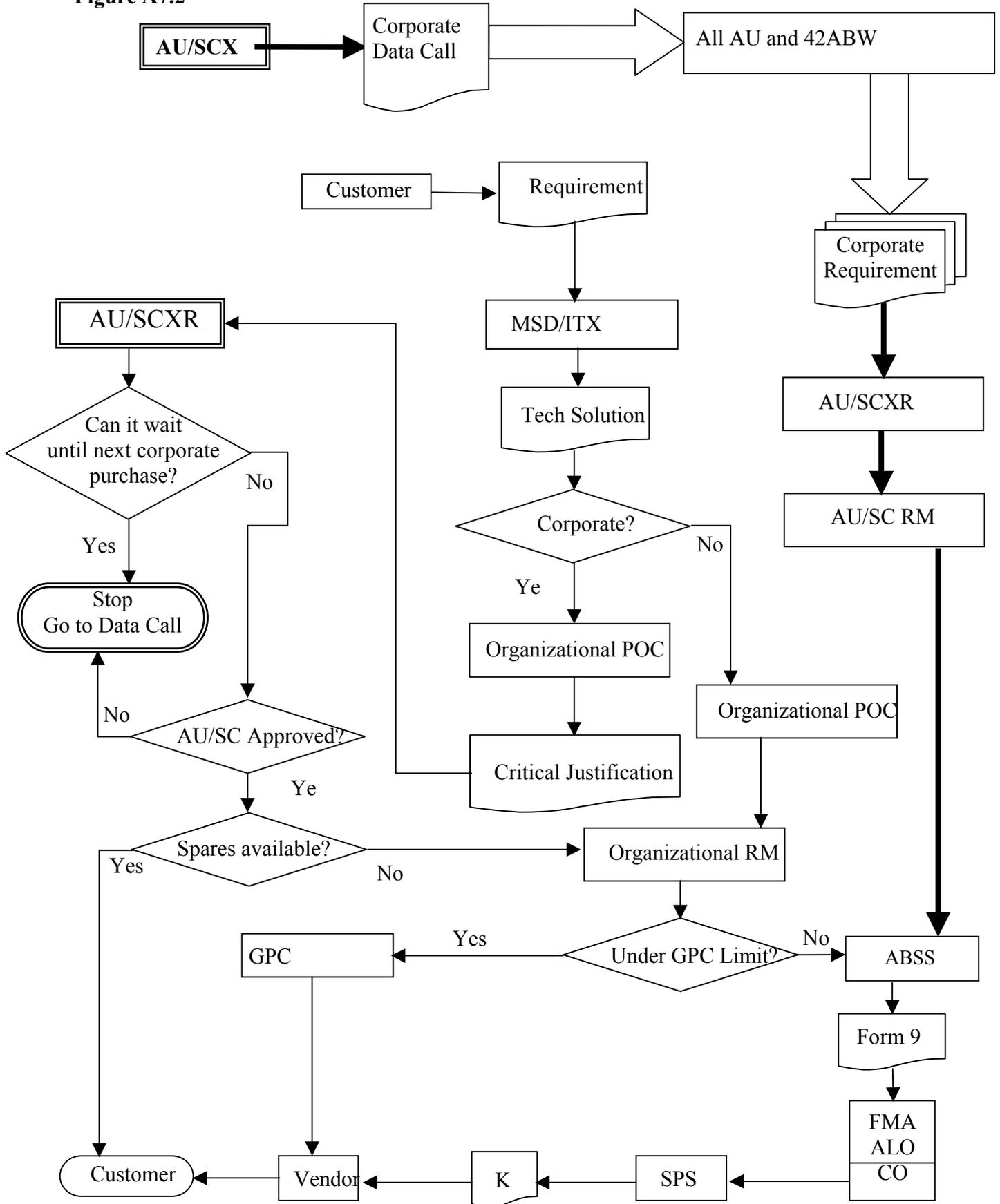
A7.2.4.1.2. Non-Emergency Procurement. Is defined as a procurement of any IT equipment item that can wait until next scheduled procurement. The requirements document will be returned to the customer with a statement explaining that the requirement will be satisfied accordingly. Once or twice during the year, AU/SC will issue a data call requesting customers identify their critical, non-emergency, corporate IT for procurement. AU/SCXR shall prepare one corporate requirements document (IT/NTSS) for a single procurement. MSD/IT shall provide technical solutions for corporate items. Before the procurement takes place, AU/SCX will provide the technical solution to all customers. In case the technical solution does not satisfy the needs of the customer, these shall be identified to AU/SCX with a justification—MSD/IT may have to provide a separate technical solution. Once the new technical solution is identified, a decision will be taken as to whether the unique item shall be procured with the rest of the corporate items for cost effectiveness, or if the customer shall perform the necessary procurement action independently.

Figure A7.2 The AU Information Technology Procurement Process Flowchart

Legend

MSD/IT	Maxwell Support Division Communications Manager
GPC	Government Purchase Card (formerly “IMPAC” card)
ABSS	Automated Business Services System
K	Contract
CO	Contracting Officer
ALO	Accounting Liaison Officer
FMA	AU/FMA
SCXR	AU/SCXR
SPS	Standard Procurement System

Figure A7.2



A7.2.5.1. Outside a corporate purchase cycle, customers submit requirements via IT/NSS to MSD/ITX. A requirement is a description of a need in functional terms, not specifications or commercial brands.

A7.2.5.2. MSD/ITX identifies the category of IT equipment requested based on the corporate/organizational items definitions. Whether organizational or corporate requirement, research will be performed to develop a technical solution that satisfies the requirement and, if organizational, will also identify a vendor. If the requirement is an organizational requirement, it shall be returned to the customer for procurement action (sub process described under A7.2.5.3). If the requirement is a corporate requirement, it shall be submitted to AU/SC for further processing (sub process described under A7.2.5.4).

A7.2.5.3. **Organizational Sub Process.** Once a requirement is deemed as non-corporate, or organizational, it shall be returned to the customer Point of Contact (POC). The POC shall work with his/her organization Resource Advisor (RA) to determine the local procurement action needed to satisfy the acquisition. The RA would determine whether the purchase can take place with the use of an Organizational Purchase Card Holder (OPCH), also known as GPC. The use of the GPC shall be determined by the single purchase limit of the card and the cost of the IT. For organizational purchases over the threshold, the organizational RA would perform an AF Form 9 action, which is processed through the Automated Business Services System (ABSS) and coordinated by AU/FMA, a contracting officer (CO) and the AU Accounting Liaison Officer (ALO). Once approved by the FM community, the CO then performs the appropriate contracting actions for the procurement (requests for quotes, write a contract, etc.) and ultimately negotiates with an approved vendor. See flowchart at figure A7.2 for more information.

A7.2.5.4. **Corporate Sub Process or Corporate Bulk Buy Process.** Whenever a customer requirement is deemed as corporate by MSD/ITX, the IT/NSS must be accompanied with justifications as described in A7.2.4.1. and the technical solution shall be provided to AU/SCX who will try to field the requirement from the warehouse if possible and if approved as an emergency. If not available at the warehouse and the requirement cannot wait until the next scheduled corporate purchase, the solution/vendor information will be forwarded to the customer for organizational procurement action through their resource advisor. At this point, the customer shall follow the steps described in paragraph A7.2.5.3 above. If the requirement is not an emergency, it shall be put on hold until all other corporate, non-emergency requirements are compiled for a single corporate buy purchase. At some point before the bulk buy purchase, AU/SC shall disseminate a data call to all customers to gather this input. When all requirements are gathered, a corporate solution shall be selected. To simplify the process as much as possible, request organizations **NOT submit any IT/NSSs for these non-emergency corporate IT and VI items; answers to the data call will suffice.** Based on organization's answers to the data call, AU/SCXR will handle all necessary IT/NSS requirements. The only IT/NSS documents that an organization must originate are for any emergency or new mission related IT requirements that occur subsequent to this annual request. Before procurement, AU/SC shall advertise the corporate technical solution to all customers. If a customer deems a solution may not satisfy

their requirements, they shall identify the reason to AU/SC. At this point, it shall be decided to procure the required (and revised) items either through the bulk buy effort, or the customer shall procure them independently following the steps in A7.2.5.3 above (for the latter, a IT/NSS must be submitted to MSD/ITX for non-standard technical solution identification). Requirements that may be satisfied with the corporate solution shall be procured in volume.