

# Network Enterprise Center IT Services Catalog



## **INTRODUCTION**

The IT Services catalog provides a customer view of Command, Control, Communications, Computers, and Information Management (C4IM) Services managed and delivered by the C4IM/Information Technology (IT) Service Provider (NEC).

This catalog provides the customer with standard descriptions and performance standards of C4IM services that support Army organizations residing on Fort Rucker, AL

Section 1, Baseline NEC Services, identifies services that are centrally funded and delivered free of charge to the customer. The funding received by the NEC is less than what is required to deliver the services to the standards identified in the C4IM Services List. Therefore, the NEC will deliver at a level of service aligned to the amount of funding received. Performance for services delivered by the NECs is measured in the Army's IT Metrics Program.

Unless otherwise specified, services will be available 24 hours a day, 7 days a week, less scheduled downtime. Normal operating hours for the NECs are 0700-1700 local time.

Section 2, Reimbursable NEC Services, identifies mission-funded services. The NEC will deliver the service after receiving funding from the customer organization.

## **SECTION 1 - BASELINE NEC SERVICES**

### **Communications Systems and System Support Services**

#### **Telephone and Data Infrastructure Services**

The NEC ensures an existing telephone has dial tone, a voice mailbox, available calling features based on type of telephone, and access to commercial phone services. A voice mailbox is provided within 7 working days of request.

The NEC provides manned or automated operator services 0700-1700 daily on non-holiday workdays, with automated response at other times.

The NEC troubleshoots and repairs telephone service outage issues 0700-1700 daily on non-holiday workdays. Touch labor is initiated 72 hours and 2 hours for 0-6/GS-15 and above, EOCs, and other specified VIPs. Touch-labor resolution for incidents is offered within 6 working days.

#### *Customer Responsibilities:*

- Procuring any new equipment other than a single, Dual Tone Multi-frequency (DTMF) phone and installation costs for any expansion or changes to existing telephone services
- Paying for commercial charges incurred

#### **Emergency Communications Telephone Services**

The NEC provides access to Emergency Services (e.g., 911). 911/e911 Emergency Service network infrastructure repairs are completed within 2 hours of reported outage.

#### **Wireless Infrastructure**

The NEC provides access to cell phone, pager, and wireless contract vehicles (BPAs)

#### *Customer Responsibilities:*

- Paying usage and associated maintenance and administrative costs for Wireless service (e.g., Personal Electronic Device (PED))

#### **Communications Towers**

The NEC provides customers required space and frequency assignments for mission antennas on NEC-managed towers.

#### *Customer Responsibilities:*

- Paying for cost associated with installation and maintenance of the antenna

#### **Video Teleconferences (VTC) Services (0600-1800 local time on non-holiday workdays)**

The NEC will schedule, operate, and maintain a NEC common-user multipoint VTC Studio.

The NEC provides technical assistance, training, and onsite support for Organizational Secure VTC Conference Rooms for critical senior officer VTC. Thirty-minute response for on-site support.

*Customer Responsibilities:*

- Operating and maintaining organizational Secure VTC studio

### **Fire, Safety, Security, and Other Circuits**

The NEC designs, installs, and maintains dedicated circuits in support of fire alarms, intrusion alarms, elevator emergency intercoms, telemetry, other safety/security systems, and post bugle call/public (PA) systems, giant voice systems, and other special localized PA systems, all of which are operated/maintained by activities other than the NEC. Safety/Security/Other Circuits installed within 7 working days. Circuits are repaired, if required, within 2 working days.

### **Non-tactical Trunked Radios (NTTRs) and Spectrum Management Services**

The NEC maintains NTTR infrastructure and provides access to a contract vehicle for repair of end-user Land Mobile Radio on installations and repair or return to the manufacturer (if requested).

The NEC provides spectrum coordination in support of each unit, organization, or activity authorized the use of frequencies. The NEC assists units in obtaining frequency assignments and clearances for operations, training, and equipment acquisition. Upon request from user, verify Spectrum certification for new user equipment.

*Customer Responsibilities:*

- Purchasing NEC-approved radios and peripherals and payment for associated maintenance costs
- Requesting frequencies 90 days in advance of new requirement
- Reporting interference caused or received by Army radio frequency operations to the NEC

### **Information Assurance Services**

#### **Risk Management/Accreditation/Certification Services**

The NEC provides guidance of Department of Defense Information Assurance Certification and Accreditation Process (DIACAP), accreditation for installation and tenant activities from 0700-1700 daily on non-holiday workdays, and responds to customer requests for DIACAP and Information Security (INFOSEC) guidance within 3 working days of request.

#### **Network Security Services**

The NEC establishes procedures for dissemination of network defense and related advisories, alerts, and warning notices, and responds to network security incidents. The NEC applies Information Assurance Vulnerability Alert (IAVA) system updates and patches to authorized workstations and servers.

The NEC issues and maintains network accounts and passwords and administers levels of network access. Service available 0700-1700 daily on non-holiday workdays. Network Security passwords accounts issued within 4 working days and accounts deleted on a weekly basis.

The NEC maintains firewall configuration and alerts, monitors attacks, and reviews audit logs.

*Customer Responsibilities:*

- Ensuring system is connected to the network during scheduled updates
- Completing all required IA training

### **Communications Security (COMSEC) Service**

The NEC provides for the accountability of COMSEC equipment and material up to the level of TOP SECRET. Responsibilities include key ordering, receiving, accounting, issuing, safeguarding, and destruction allowing customers cryptographic devices and associated COMSEC material. The NEC provides for the accountability of all TOP SECRET and deployable mission COMSEC documents for tenant Organizations in the absence of Division or Corps COMSEC accounts.

*Customer Responsibilities:*

- Providing validated COMSEC hand-receipt holders with proper classification for equipment
- Maintaining proper storage facilities

### **Defense in Depth**

The NEC plans, implements, and manages a Defense in Depth for the total network and/or enclaves within the network to include such items as prevention, firewalls, proxy servers, web cache, virus programs, vulnerability scanning, content filtering, remote dial-in protection, Host Based Security Services, Directory Services, and DIACAP.

The NEC provides input into the Installation INFOSEC Program and provides guidance. Procures, installs, administers, and monitors software solutions to track Internet access from government devices. The NEC blocks customer access to those Internet sites that have been deemed inappropriate for use by a government-owned and operated computer system.

The NEC manages the IAVA program for all installation and customer activities.

### **Automation Services**

## **Mail Messaging/Collaboration (E-mail/Defense Message System (DMS)) and Storage Services**

The NEC ensures every authorized Army user workstation is configured as follows:

- Army Golden Master-compliant configuration (including loading/configuring new systems)
- E-mail configured w/250MB mailbox (if hosted by NEC)
- 100MB network storage
- Connectivity to NIPR/SIPR (via existing network connection)
- Access to directory services
- Access to printer services

Touch labor is initiated 72 hours and 2 hours for 0-6/GS-15 and above, EOCs, and other specified VIPs. Touch-labor resolution for incidents is offered within 6 working days.

The NEC creates Active Directory/Exchange accounts within 3 working days. The NEC issues SIPR passwords within 2 working days.

## **Desktop/Software/Peripheral Support Services**

The NEC ensures every authorized Army user workstation is configured with Army Golden Master-compliant configuration (including loading/configuring new systems if required). The NEC installs end-user devices to include computers, printers, laptops, and other hardware.

The NEC resolves desktop service requests within 6 working days of request. Touch labor initiated within 72 hours and 2 hours for 0-6/GS-15 and above, EOCs, and other specified VIPs.

The NEC evaluates request for self-service copiers. Approves and recommends placement, relocation, and consolidation of copiers when required.

### *Customer Responsibilities:*

- All costs for equipment, software licenses, non-warranted parts, and lifecycle management of workstations and peripherals
- Coordinating with the NEC to ensure compliance with Enterprise configuration requirements
- Cost of additional workload caused by lifecycle replacement and the ARFORGEN process
- The customer pays usage, associated maintenance, and administrative costs for copier services.

## **Web Support Services**

The NEC manages web servers to accommodate public web hosting service (does not include content/creation management).

## **Automation and Network Continuity of Operations Plan (COOP) and OPLAN Support Services**

The NEC provides disaster recovery operations for critical portions of automation Information Technology (IT) infrastructure and restores operations for critical portions of automation IT infrastructure within 24 hours.

The NEC prepares, monitors, and evaluates COOP with each NEC-/Directorate of Information Management (DOIM)-supported customer activity.

### *Customer Responsibilities:*

- Identifying COOP IT requirements plan to the NEC

## **Automation and Network Service Support**

The NEC provides the appropriate contact information to the customer to initiate service requests.

The NEC provides notifications of planned or unplanned system maintenance or degradation. Notifications of scheduled IT service outages will be sent no less than 24 hours prior to each outage.

The NEC provides a feedback mechanism for negotiating IT reimbursable services.

Touch labor is initiated 72 hours and 2 hours for 0-6/GS-15 and above, EOCs, and other specified VIPs. Touch-labor resolution for incidents is offered within 6 working days.

## **SUMMARY OF BASELINE PERFORMANCE MEASURES**

### **Communications Systems and System Support Services**

- Voice mailbox request provided within 7 working days.
- Touch-labor resolution for telephone incidents within 6 working days. Touch labor initiated within 72 hours and 2 hours for 0-6/GS-15 and above, EOCs, and other specified VIPs.
- The NEC provides technical assistance, training, and onsite support for Organizational Secure VTC Conference Rooms for critical senior officer VTC. Touch labor is initiated 72 hours and 2 hours for 0-6/GS-15 and above, EOCs, and other specified VIPs. Touch-labor resolution for incidents is offered within 6 working days
- 911/e911 Emergency Service network infrastructure repairs within 2 hours.
- Safety/Security/Other Circuits installs within 7 working days.
- Repair, if required, within 2 working days of reported outage.

## **Information Assurance Services**

- Respond to customer requests for DIACAP and INFOSEC guidance within 3 working days.
- Network Security passwords accounts issued within 4 working days of request, delete accounts on weekly basis.

## **Automation Services**

- Resolve desktop service requests within 6 working days.
- Create Active Directory/Exchange account within 3 working days.
- Touch labor is initiated 72 hours and 2 hours for 0-6/GS-15 and above, EOCs, and other specified VIPs. Touch-labor resolution for incidents is offered within 6 working days
- SIPR password issued within 2 working days.
- Evaluate requests for self-service copiers within 3 working days.
- Disaster recovery restore operations for critical portions of automation IT infrastructure within 24 hours.
- Notifications of scheduled IT service outages will be sent no less than 24 hours prior to each outage.

## **SECTION 2 - REIMBURSABLE NEC SERVICES**

This section identifies the services available that are mission-funded. Army activities will reimburse the NEC for these services unless the NEC determines that its operations cannot reasonably provide the required services. Requesting Army activities and the NEC will enter into support agreements for “mission-funded” services. The local NEC will deliver the service after receiving funding from the customer organization.

NECs will use a standard cost model for determination of reimbursable costs. For the specifics of each service and its cost, the requesting activity must contact the local NEC to identify and negotiate requirements, inquire about costs, and enter into appropriate support agreements.

If there are other required mission-funded services that are not listed in this section, contact the local NEC for the possibility of fulfilling this request for service.

### **Communications and Communications Support**

#### **Telephone and Data Infrastructure**

##### **Telephone**

The NEC designs, engineers, installs, configures, operates, maintains, and repairs digital, Voice over Internet Protocol (VOIP), or Voice over Secure Internet Protocol (VoSIP) telephone service.

The NEC conducts telephone moves, adds, and changes.

##### **Calling Features**

The NEC provides an integrated voice conference bridge (more than six parties).

##### **Wireline Access Features**

The NEC provides access to service for the transmission of official government business that incurs commercial or international long distance charges.

##### **Voice Mail Box**

Phone sets will advertise waiting messages visually and/or audibly.

##### **Integrated Voice Messaging System (IVMS)/ Call Management System**

The NEC provides voice-messaging transmission, reception, and voice-message storage 24 hours a day, accessible anywhere and anytime, except times in which periodic maintenance downtime is scheduled.

##### **Installation Infrastructure**

The NEC provides installation and maintenance services for mission-specific requirements. The NEC assists, coordinates, troubleshoots, and identifies problems involving Deployable Networks and digital service range support.

### **Integrated Services Digital Network (ISDN)**

The NEC provides Primary Rate Interface (PRI) and Basic Rate Interface (BRI) access (for video teleconferencing (VTC)), secure telephone equipment (STE)), etc.

### **Toll-Free Service**

Subscribe to toll free (e.g., via FTS) 800, 888, 877, etc.

### **Multiline Telephone Service**

Install and maintain multi-line telephones and electronic key systems.

## **Wireless Infrastructure**

### **Wireless Local Area Network Infrastructure (WLAN)**

The NEC engineers, designs, installs and maintains Wireless LANs for official use.

### **Cellular/Personal Communications System (PCS) Service**

The customer funds equipment and usage sensitive costs.

### **Personal Digital Assistant (PDA) Wireless Service (including but not limited to PDAs, Blackberry, and smart phones)**

The NEC provides PEDs and server administration (customer pays usage and associated maintenance costs).

### **Communications Towers**

The NEC installs, maintains, or provides tower modification for mission antennas on common user towers.

### **Satellite Communications**

The NEC provides satellite communications support (e.g., procurement, request for service, troubleshooting, repair, warranty) and satellite phone usage charges.

The NEC provides user representative support, order keys, key instruments, and coordinates support requirements for Iridium.

The NEC develops requirements, procures terminals, installs equipment, and operates terminals for International Maritime Satellite (INMARSAT).

## **Video Teleconference (VTC) Services**

### **VTC Bridge**

The NEC operates and maintains a VTC Bridge (switch) to allow multiple sessions and multiple users per session for mission VTC suites.

## **Range/Field Telephone Services**

### **Mag Lines, Field Phone Lines, Range Phones, and Conference Support**

The NEC installs and maintains voice telephone for exercises and training events at field/training locations.

### **Touch-Labor Support**

The NEC provides local touch-labor troubleshooting and repair of mission-related tasks.

### **Operations Plan (OPLAN) Support**

The NEC provides Telecommunications Operations planning support to OPLAN development. The NEC identifies telecommunications requirements resulting from any surge/change in on-post staffing due to force/equipment/supply flow and support requirements. The NEC develops contingency Service Level Agreements (SLAs) to implement any increases in support upon OPLAN activation at the time it is required.

The NEC develops infrastructure upgrade plans to support operational surge requirements.

The NEC accommodates projected requirements driven by projected Army Transformation initiatives.

The NEC exercises or reviews the OPLAN (and its contingency SLA) with supported customer activity.

## **Fire, Safety, Security, and Other Circuits**

### **Safety, Security, and Other Circuits**

The NEC designs, installs, and maintains mission-specific monitoring circuits.

The NEC provides commercial subscriber lines and transport channels (e.g., Off Premise Extensions, Foreign Exchange, Telecommuting).

### **Digital Subscriber Line (DSL) and Asynchronous Digital Subscriber Line (ADSL)**

The NEC installs and maintains or provides access to DSL/ADSL lines for services other than Internet access, which will be provided via NIPRNET.

The NEC provides locally dedicated, point-to-point voice and data services.

## **Non-tactical Radios and Spectrum Management Services**

### **Non-tactical trunked Radios (NTTRs) and Trunked Radios**

The NEC provides end-user radio device.

### **Touch-labor Support**

The NEC provides local touch-labor troubleshooting and repair for mission-related tasks.

## **Network Security Services**

The NEC designs, engineers, installs, configures, maintains, operates, and repairs Wireless Intrusion Detection Sensors (WIDS) access points as part of the wireless infrastructure on the installation.

## **Automation**

### **Mail Messaging/Collaboration (E-mail/DMS) and Storage Services**

The NEC maintains Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements.

## **Database Administration Services**

### **Administration and Maintenance**

The NEC develops, fields, and supports mission database applications.

## **Desktop/Software/Peripheral Support Services**

### **Software/Application Development for All Automation System Types**

The NEC designs, develops, and maintains mission-required application systems using standard programming languages.

### **Computers and Peripheral Devices**

The NEC provides acquisition and life-cycle replacement of end-user devices to include computers, printers, laptops, scanners, and other hardware.

## **IT Training**

The NEC provides any required end-user training that is not available through Army e-Learning.

## **Web Support Services**

### **Web Site and Web Page Development and Maintenance**

The NEC designs, develops, and maintains static and dynamic web sites or portals using standard programming languages and standard programming languages. The NEC also includes web master services.

### **Web Application Development**

The NEC develops, deploys, and maintains web-based applications.

## **File, Print, and Mission-Server Support Services**

### **Mission-Specific Server Administration**

The NEC provides system administration and installs hardware, operating systems, and software for mission-specific servers.

The NEC maintains Storage Area Network and Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements.

### **Other Servers to Tactical Deployment Systems**

The NEC operates, maintains, and administers PDA, SMS (system management server), Streamlined Video Server, Virtual Conferencing Server, Structured Query Language (SQL), and other servers.

## **Management of Data Network Services**

### **External Networks**

Manage additional network requirements beyond existing capabilities.

### **Virtual Private Network (VPN)**

The NEC installs, configures, operates, and maintains a VPN server capability for remote broadband network access from remote locations.

### **Local Area Network (LAN) and Campus Area Network (CAN)**

The NEC manages SBU LAN network expansion.

## **Network Management**

The NEC performs classified spillage recovery across network.

## **Data Network Planning**

The NEC designs, engineers, and develops contract specifications for network equipment in support of Military Construction, Army (MCA) and Unspecified Minor Military Construction, Army (UMMCA) projects and local minor constructions/renovations/expansion projects.

## **Wireless Computing Services**

The NEC manages wireless LAN and Computer Services.

The NEC issues, maintains, and deletes wireless accounts to include PED user accounts.

The NEC operates, maintains, administers, and configures PED (e.g., Blackberry and other smart phones) Servers.

## **Automation and Network Continuity of Operations Plan (COOP) and OPLAN Support Services**

### **Operations Plan (OPLAN Support)**

The NEC provides Automation and Network Operations planning support to OPLAN development.

The NEC develops infrastructure upgrade plans to support operational surge requirements and accommodates projected requirements driven by projected Army Transformation initiatives.

The NEC exercises or reviews the OPLAN (and its contingency SLA) with supported customer activity

## **ACRONYMS**

ADSL Asynchronous Digital Subscriber Line  
AR Army Regulation  
ARFORGEN Army Force Generation  
BRI Basic Rate Interface  
CAN Campus Area Network  
C4IM Command, Control, Communications, Computers, and Information Management  
CIO Chief Information Officer  
COI Community of Interest  
  
COMSEC Communications Security  
  
CONUS Continental United States  
COOP Continuity of Operations Plan  
DA Department of the Army  
DIACAP Department of Defense Information Assurance Certification and Accreditation Program  
DMS Defense Message System  
DoD Department of Defense  
DITSCAP DoD Information Technology Security Certification and Accreditation Process  
DOIM Directorate of Information Management  
DRSN Defense Red Switched Network  
DSL Digital Subscriber Line  
DTMF Dual Tone Multi-Frequency  
FEMA Federal Emergency Management Agency  
FTS Federal Telecommunications System  
GETS Government Emergency Telecommunications Service  
GS Government Schedule  
HQDA Headquarters, Department of the Army  
IAVA Information Assurance Vulnerability Alert  
INFOSEC Information Security  
INMARSAT International Maritime Satellite  
ISDN Integrated Services Digital Network  
IT Information Technology  
IVMS Integrated Voice Messaging System  
LAN Local Area Network  
LandWarNet LandWarriorNetwork  
MARS Military Affiliate Radio System  
MB Megabyte  
MCA Military Construction, Army  
NEC Network Enterprise Center  
NETCOM Network Enterprise Technology Command  
NIPR Non-Secure Internet Protocol Router  
NTTR Non-Tactical Trunked Radio  
OPLAN Operations Plan  
PCS Personal Communications System  
PDA Personal Digital Assistant  
PED Personal Electronic Device  
PIN Personal Identification Number

PRI Primary Rate Interface  
SBU Sensitive But Unclassified  
SC(A) Signal Command (Army)  
SIPR Secure Internet Protocol Router  
SLA Service Level Agreement  
SMS System Management Server  
SQL Structured Query Language  
STE Secure Telephone Equipment  
TNOSC Theater Network Operations and Security Center  
U.S. United States  
UMCA Unspecified Minor Military Construction, Army  
VOIP Voice over Internet Protocol  
VoSIP Voice Over Secure Internet Protocol  
VPN Virtual Private Network  
VTC Video Teleconferencing  
WIDS Wireless Intrusion Detection Sensor  
WPS Wireless Priority Service 20

## **DEFINITIONS (BY SERVICE)**

### **Telephone/Data Infrastructure**

Provide cable infrastructure, premise equipment, telephone service (except customer-required calling features and modernization programs). Includes touch labor.

### **Government Emergency Telecommunications Telephone Services**

Provide 911 and GETS emergency service support. Includes touch labor.

### **Wireless Infrastructure**

Provide voice and data wireless service. Includes touch labor.

### **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.

### **Range/Field Telephone Services**

Provide range/field lines and phones to range perimeter. Includes touch labor.

### **Fire, Safety, Security, and Other Circuits**

Design, install, and maintain required circuits for fire and intrusion alarms and other safety/security systems. Includes touch labor.

### **Non-tactical Radios and Non-tactical/Tactical Radio Spectrum Management Services**

Provide non-tactical radio service to include spectrum management. Includes touch labor.

### **Risk Management/Accreditation/Certification Policy Services**

Provide DoD Information Assurance Certification and Accreditation Program (DIACAP) and Automated Information System Accreditation Support.

### **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 monitoring of all network-connected assets. Includes touch labor support.

### **Mail Messaging/Collaboration (E-mail/DMS) and Storage Services**

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.

### **Desktop/Software/Peripheral Support Services**

Provide desktop, software, and peripheral support, release management, and password management. Includes touch labor support.

### **Web Server and Web Access Services**

Provide web hosting operations and management services. Operate and maintain web proxy servers.

### **Automation and Network Continuity of Operations Plan (COOP) and OPLAN Support Services**

Provide Continuity of Operations (COOP) planning and preparation support.

### **Automation and Network Service Support**

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. 23

## REFERENCES

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