



DEFENSE INFORMATION SYSTEMS AGENCY

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DISA CIRCULAR 310-70-57*

DEC 22 2014

METHODS AND PROCEDURES

Defense Information Systems Network (DISN) Quality Management (QM) Program

1. **Purpose.** This Circular directs the DISN Quality Management (QM) Program to establish an enterprise program to standardize baselines, processes, procedures, resource management, and site prioritization. It also prescribes policy, details organizational responsibilities, and describes methods and procedures for the program. The purpose of the DISN QM Program is to ensure the health of the DISN as executed by the Quality Assurance (QA) Field Command Branches.
2. **Applicability.** This Circular applies to all activities within the Defense Information Systems Agency (DISA), defense agencies, combatant commands (COCOMs), military departments (MILDEPs), and government affiliated organizations responsible for operating, maintaining, managing, and controlling DISN assets.
3. **Authority.** This Circular is published in accordance with the authority contained in Department of Defense Directive (DoDD) 5105.19, Defense Information Systems Agency (DISA), 25 July 2006.
4. **References.**
 - 4.1 DISA Circular 310-70-1 Global Information Grid (GIG) Technical Control, 21 April 2012.
 - 4.2 DISA Circular 310-55-9 Base Level Support for Defense Information System Network, 4 April 2014.
5. **Policy.** This Circular is the governing directive for the implementation and execution of the DISN QM Program. The policies prescribed in these chapters set forth the directives that are required to accomplish the mission of the DISN QM Program. QA Field Command Branch supplemental guidance and/or instructions of this Circular may be issued by the DISN QA Field Command Branch Chief.
6. **Responsibilities.** Responsibilities are described in chapter 2.
7. **Procedures.** Procedures are detailed in chapters 3 through 5.
8. **Changes.** Requests for inclusion of new material, supplementation, and modification of this Circular are directed to the Defense Information Systems Agency, ATTN: DISN QM Program Manager (OP), PO Box 549, Fort Meade, MD 20755-0549, or e-mailed to disa.ft.meade.gig-

op.mbx.go52-qa@mail.mil for approval. Such requests are required to contain complete supporting rationale and justification.

1 Enclosure a/s


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SUMMARY OF SIGNIFICANT CHANGES. This revision reflects the enterprising of the DISN QM Program, addition of Technical Assist Visit (TAV) guidance, Site Assistance Visit (SAV) guidance, Quality Assurance Working Group (QAWG) guidance, and changes to the responsibilities of the QM Program in reference to the Trend and Analysis Working Group. Figures and enclosures were added.

*This Circular cancels DISAC 310-70-57, 20 May 2009 and must be reissued, cancelled, or certified current within 5 years of its publication. If not, it will expire 10 years from its publication date and be removed from the DISA issuance postings.

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C1. CHAPTER 1. GENERAL

C1.1 Background. Operating under the direction, authority, and control of the Department of Defense Chief Information Officer (DoD CIO), the DISA is a DoD Combat Support Agency (CSA) responsible for planning, engineering, acquiring, fielding, and supporting global net-centric solutions.

C1.1.1 The goal is to ensure users of the DISN are provided interoperable, reliable, secure, robust, and superior quality services across all operational boundaries.

C1.1.2 This program was established to provide the processes and procedures to conduct periodic assessments of operational capabilities. Furthermore, it will ensure continued adherence to established policies and standards.

C1.1.3 The DISN QM Program is implemented to standardize performance criteria and accomplish evaluation and assistance visits (Chapter 4). The program performs an in-depth analysis of assets allocated to supporting customer requirements through the conduct of periodic reviews in order to ensure resources are continually managed, monitored, operated, and maintained at peak effectiveness levels from the time of initial fielding throughout their life cycle.

C1.1.4 Successful execution of this program requires the continuous engagement and support of managers and maintainers at all organizational levels.

C1.2 Concept. The DISN QM Program serves as an effective means for keeping organizational leaders apprised of current conditions and problem areas having significant impact on the operation of the DISN. This is accomplished by capturing deviations from established baseline criteria and standards, documenting findings and recommendations, and monitoring the progression of corrective actions.

C1.2.1 Key functions executed under the DISN QM Program include initial acceptance or commissioning of assets and services into the DISN under commissioning, performance management analysis assessment of the operational performance of the DISN, and onsite evaluations to ascertain DISN facility performance capabilities under an evaluation, Technical Assistance Visit (TAV), or Site Assistance Visit (SAV).

C1.2.2 The DISN can no longer operate in a geographical manner, as it is an enterprise world-wide network providing global enterprise services. DISA needs to treat DISN QM as an enterprise.

C1.2.2.1 Global assets will be utilized to meet a risk assessment based on hierarchal prioritized mission criteria.

C1.2.2.2 Utilization of assets will be achieved through in-depth analysis, risk assessment, and operational impact assessment to prioritize the numerous DISN sites.

C1.3 Hierarchy. The Principal Director, Operations Directorate (OP), delegates the DISN QM responsibilities to the DISN QM Program Manager located in OP52. All DISN QM responsibilities are functionally aligned under the QM Program Manager. The QM Program Manager exercises technical control over all QA Field Assets. Where technical control is defined as the limited but mandatory professional or specialized guidance provided by an authority in the performance of an assigned responsibility.

C1.3.1 During an evaluation and assistance visit (Chap 4), the QA Field Command Team Chief reports directly to the respective area of responsibility (AOR) QA Field Command Branch Chief on all matters pertaining to the evaluation.

C1.3.2 The QA Field Command Branch Chief reports any pertinent information regarding the evaluation to the QM Program Manager for situational awareness and/or problem resolution.

C1.3.3 The QA Field Command Team Chief has Operational Control over the QA Subject Matter Experts (SMEs) for the duration of the evaluation.

C1.4 Roles. There are several roles included in the Quality Management and Quality Assurance programs. The roles are defined as QM Program Manager, QM Functional Area SMEs, QA Field Command Branch Chiefs, QA Field Command Team Chiefs, and QA Field Command SMEs.

C1.4.1 The DISA Headquarters QM Branch (OP52) is charged with providing policy, guidance, and direction to the corresponding QA Field Commands.

C1.4.2 The entry point or single point of contact for all headquarters requests to various headquarters entities will be OP52. This allows for OP52 to represent the operational perspective for all QA Field Command Branches in order to establish the enterprise requirement or request.

C1.4.3 **Quality Management versus Quality Assurance.** This Circular differentiates between Quality Management and Quality Assurance from the operational perspective. QM occurs at the DISA Headquarters providing program guidance, policy and direction for the QA Field Commands.

C1.4.3.1 **Quality Management** is defined as: a comprehensive and fundamental rule or belief, for leading and operating an organization, aimed at continually improving performance over the long term by focusing on customers while addressing the needs of all other stakeholders.

C1.4.3.2 **Quality Assurance** is defined as: a program for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met.

C1.4.4 **Evaluation Team Composition.** Evaluation teams are led by a certified Team Chief (whom also serves as an evaluator) and consists of 2-8 certified SMEs. If certified personnel are not available, the DISN QA Field Command Branch Chief will request augmentation from the

QM Program Manager who may approve the augmenting of other qualified personnel. Contractor personnel will be permitted to conduct evaluation and assistance visits (Chap 4) as members of the evaluation team within the scope of the DISA contract. Contractor personnel will undergo the required training and certification as outlined by the DISN QM Program. Contractor personnel will not serve as a team chief.

C2. CHAPTER 2. RESPONSIBILITIES

C2.1 General. The responsibilities in the management of the DISN QM and QA Programs are at a basic level and should not be considered as all-encompassing as there are additional underlying or implied responsibilities.

C2.2 Internal DISA.

C2.2.1 DISA Principal Director for Operations (OP). Delegates to the Quality Management Branch (OP52) the authority to implement and manage the enterprise Quality Management Program.

C2.2.2 Quality Management (QM) Program Manager (PM), as assigned to the DISA Operations Directorate, serves as the authority for all program related matters and will:

C2.2.2.1 Develop policies and procedures for the execution of commissioning and evaluations of DISN facilities for the purpose of ensuring the continuous upholding of standards, the satisfactory delivery of services, and customer support.

C2.2.2.2 Manage and coordinate DISA QM and QA assets and personnel to ensure sufficient resources are available to perform assigned responsibilities.

C2.2.2.3 Manage the training and certification for all global DISN QA Program evaluators.

C2.2.2.4 Manage global evaluations and performance analysis activities.

C2.2.2.5 Develop and monitor the master global evaluation and assistance visits schedule to ensure requirements are satisfied.

C2.2.2.6 Coordinate with Operations and Maintenance (O&M) entity or the identified Office of Primary Responsibility (OPR) to correct all write-ups.

C2.2.2.7 Ensure detailed analysis of data is accomplished to develop and monitor trends to detect degraded or substandard performance.

C2.2.2.8 Provide assistance and guidance to the DISA COCOM Field Commands to resolve and adjudicate issues pertaining to the program.

C2.2.2.9 Coordinate with other programs, agencies, and/or services on the roles and responsibilities of the DISN QM Program.

C2.2.3 QA Field Command Branch Chief will:

C2.2.3.1 Conduct detailed analysis of QA derived data, identify degradation and degrading trends, and initiate corrective action.

- C2.2.3.2 Conduct evaluation and assistance visits.
- C2.2.3.3 Manage and approve draft test plans which outline methods and procedures for commissioning evaluation.
- C2.2.3.4 Submit DISN QA Program messages (i.e., commissioning, evaluation notification, Facility of the Year Awards) in standardized email format.
- C2.2.3.5 Solicit feedback from work performed by DISN QA within their area of responsibility (AOR).
- C2.2.3.6 Provide centralized management direction for the implementation of this Circular.
- C2.2.3.7 Direct and monitor activities of subordinate DISA elements to ensure evaluation and assistance visit requirements are satisfied.
- C2.2.3.8 Establish QA teams to conduct evaluation and assistance visits on DISN facilities and transmission links.
- C2.2.3.9 Provide augmentees for evaluation and assistance visits to other QA Field Command Branches.
- C2.2.3.10 Identify and request when augmentees are required for evaluation and assistance visits through the QM PM.
- C2.2.3.11 Coordinate with O&M entities or the identified OPR to correct all write-ups.
- C2.2.3.12 Approve closure of write-ups, as recommended by the O&M elements.
- C2.2.3.13 Train and certify engineers and technicians to conduct evaluation and assistance visits. Ensure personnel maintain current certifications.
- C2.2.3.14 Work with DISN QM Program Manager and other QA Field Command Branch Chiefs to establish an annual schedule for enterprise evaluation visits.
- C2.2.3.15 Recommend and/or provide supplemental updates to the DISN QM PM to ensure QA procedures and report formats are current.
- C2.2.3.16 Monitor the operational performance of DISN facilities to determine degradation or degrading trends which will aid in the scheduling of evaluation and assistance visits to improve DISN performance.

C2.2.4 Team Chief will:

C2.2.4.1 Ensure the team composition has certified evaluators based on the types of facilities or transmissions to be evaluated and that the evaluators have an awareness of any known problem areas in those facilities.

C2.2.4.2 Ensure all evaluation checklists to be used on the evaluation are current.

C2.2.4.3 Review past performance and history of the facility and the facility reports, previous reports, and customer complaints prior to evaluation or assistance visits.

C2.2.4.4 Coordinate the evaluation dates, transportation, and accommodations with the DISN facility point of contact (POC) and other appropriate personnel, as required.

C2.2.4.5 Ensure the evaluation or assistance visit notification message is sent to all concerned activities within the prescribed time required.

C2.2.4.6 Prepare calendar of events for the evaluation to the extent possible prior to departure from the home office.

C2.2.4.7 Schedule a coordination meeting for team members prior to the evaluation.

C2.2.4.8 Coordinate with the O&M POC to verify final arrival and the established time for the in-briefing.

C2.2.4.9 Contact other divisions to determine topics to be investigated while onsite; such as, upgrade programs, reconfigurations, expansions, etc.

C2.2.4.10 Conduct formal in-brief and out-brief.

C2.2.4.11 Maintain operational control of team personnel throughout the evaluation ensuring accountability.

C2.2.4.12 Coordinate schedule of events and visits with site POC and notify team members if there are changes to the original schedule.

C2.2.4.13 Direct how the evaluation or assistance visit is conducted, interact with O&M personnel and evaluators on the team, and resolve any problems that may occur.

C2.2.4.14 Consolidate all write-ups in a draft evaluation or assistance visit report for review by the team members and the DISN QA Field Command Branch.

C2.2.4.15 Coordinate the evaluation or assistance visit preparation and activities, representing the appropriate DISA field commander.

C2.2.4.16 Ensure the evaluation or assistance visit has little impact as possible on the daily operations of the evaluated site or facility.

C2.2.4.17 Immediately submit serious deficiencies to the DISN QA Field Command Branch Chief.

C2.2.4.18 Input results from evaluation and assistance visits into the DISA QM Database.

C2.2.5 Subject Matter Expert (SME) will:

C2.2.5.1 Prepare for a Performance Evaluation (PE) by reviewing the past performance and history of the facility. (Preparation should include examining the previous evaluation reports, customer complaints, and outage data.) [All members of the team should promote the success of the evaluation by developing a checklist of things to accomplish prior to visiting the site.]

C2.2.5.2 Coordinate with the team chief to arrange for site assistance in conducting required tests.

C2.2.5.3 Assist team chief with in-brief and out-brief of appropriate areas.

C2.2.5.4 Provide post evaluation write-ups of the findings to the team chief within five (5) working days.

C2.2.6 DISA Field Commander will:

C2.2.6.1 Appoint QA Field Command Branch Chief for execution of the QM program.

C2.2.6.2 Certify the evaluation and assistance visit reports.

C2.2.6.3 Implement the DISN QM Program evaluator training and certification within their command.

C2.2.6.4 Coordinate with appropriate MILDEPs and O&M commands to resolve degraded and substandard conditions that cannot be resolved at lower echelons.

C2.2.7 Facility Control Office (FCO). FCO responsibilities are outlined in DISA Circular 310-70-1 Global Information Grid (GIG) Technical Control (Reference 4.1).

C2.3 External DISA.

C2.3.1 Military Departments (MILDEPS) and Other Government Agencies (OGAs) will:

C2.3.1 Manage DISN facilities in accordance with this Circular. Operate and maintain equipment essential to the DISN at peak performance.

- C2.3.2 Coordinate with lateral DISA organizations in maintaining DISN operational performance.
- C2.3.3 Provide the necessary support for evaluation and assistance teams in accordance with this Circular.
- C2.3.4 Review and approve test plans.
- C2.3.5 Organize local support required for test and commissioning.
- C2.3.6 Participate in Test and Acceptance (T&A) and commissioning tests and joint review of final test data.
- C2.3.7 Verify corrective actions are completed and retested. Once accomplished, provide results to DISA Operations Directorate.
- C2.3.8 Appoint a coordinator to develop cutover plans with MILDEP Engineering and Installation (E&I) activities and coordinate cutover plans with DISA.
- C2.3.9 Prepare and execute cutover actions and assist in activation of service, as directed by the DISA cutover director.
- C2.3.10 Monitor performance and report any additional deficiencies to the DISA Operations Directorate.
- C2.3.2.11 Participate in the joint review of the final test data.
- C2.3.12 Ensure compliance with evaluation requirements.
- C2.3.13 Ensure tests requested by evaluation and SAV teams are conducted by site or facility personnel or arrange to have support maintenance personnel and test equipment available during the evaluation.
- C2.3.14 Support test equipment requirements to the maximum extent possible within mission constraints.
- C2.3.15 Isolate and correct problems identified by evaluation or SAV evaluators.
- C2.3.16 Provide the appropriate evaluation representative with status of corrective actions and recommendations to close deficiencies and items.
- C2.3.17 Comply with evaluation or SAV notification message instructions and contact the POC upon receipt.
- C2.3.18 Review evaluation checklists for each individual facility and areas to be evaluated.

C2.3.3 Node Site Coordinator (NSC). NSC responsibilities are outlined in DISA Circular 310-55-9 Base Level Support for Defense Information System (Reference 4.2).

C2.3.4 Engineering and Installation (E&I) Activity.

C2.3.4.1 Comply with commissioning requirements.

C2.3.4.2 Submit all test plans and test schedules to the DISA command element within their AOR and other appropriate elements and/or field activities for review and approval.

C2.3.4.3 Assign a test director, perform all tests, and complete the test plan checklist.

C2.3.4.4 Ensure optional commissioning team tests are conducted by certified test personnel or have support personnel and test equipment available during the evaluation.

C2.3.4.5 Support test equipment requirements, as needed.

C2.3.4.6 Isolate and correct problems identified during Initial Test and Acceptance (IT&A) and commissioning.

C2.3.4.7 Submit IT&A reports, as required by this Circular.

C2.3.4.8 Provide QA Field Command Branch with corrective action status.

C2.3.4.9 Provide a tentative test schedule 30 days prior to the beginning of the test event to the appropriate commissioning representative(s).

C2.3.4.10 Perform all required tests and prepare a complete set of final test data sheets, as outlined in the applicable test plan.

C2.3.4.11 Conduct a joint review of data, as recorded on the final test data sheets and network element supportability checklist, to determine adherence to agreed upon performance parameters and/or requirements.

C2.3.4.12 Acknowledge all deficiencies cited or those which result from technical performance, network element support, or software suitability requirements not being fully achieved.

C2.3.4.13 Provide initiation, milestones, and periodic status updates of corrective actions for non-waived deficiencies. (The network elements will not be cut to traffic prior to commissioning [except for specific operational testing of switched systems] by DISA either fully or with specified exceptions. This requirement may be deferred in cases where operational exigency has been justified by the appropriate command authority and submitted in writing to DISA.)

C3. CHAPTER 3. PERFORMANCE MANAGEMENT

C3.1 General. The DISA Performance Management Process is designed to ensure the readiness posture of the DISN in support of its mission partners. This chapter discusses the overarching DISA Readiness Process and highlights the responsibilities of the DISA QM Program. Furthermore, this chapter is strictly intended to provide insight into these DISA internal processes and how QM is positioned to support these strategies.

C3.2 Readiness Management Process. This process is the strategic vision for the Agency's Readiness Program and effectively manages readiness by both expanding the scope of readiness and synchronizing efforts across the Agency.

C3.2.1 This process is meant to bridge the gap within current mechanisms for measuring performance, which are impacted by limited metric standardization, inconsistent application of metrics within Service Level Agreements (SLAs), Memorandums of Understandings (MOUs) and lack of end-to-end enterprise-wide approach.

C3.2.2 Current measurements are based on individual systems rather than enterprise visibility. These measurements lack correlation across the Agency due to each organization implementing disparate metrics.

C3.2.3 A Seven-Point Readiness Strategy has been developed to improve measuring and reporting the Agency's Readiness Posture from a holistic perspective. The seven-point strategy focus areas are the Defense Readiness Reporting System (DRRS), Combatant Commander Plan Assessments, Performance Assessments, Commanders' Assessments, Internal Assessments, Joint Exercise Assessments, and Cyber Training.

C3.2.4 Quality Management components are leveraged in two areas of the Seven-Point Readiness Strategy; Performance Assessments and Internal Assessments. Figure F3.1 illustrates the quality management role within the operational readiness process.

C3.2.4.1 DISA routinely executes performance assessments on networks and services in order to establish operational metrics. These metrics are then analyzed for trends and possible mitigation strategies as presented through the DISA's Trend and Analysis Working Group (DTA WG).

C3.2.4.1.1 The DTA WG is a monthly working group led by the DISA Command Center (DCC). The DTA WG in-turn, externally shares this data and analysis via the Joint Lessons Learned Information System (JLLIS), established by the Chairman of the Joint Chief of Staff's as a record keeping system for joint lessons learned.

C3.2.4.1.2 The DCC is charged with the responsibility of reviewing known service metrics, identifying DISA Directorates for producing metrics, and developing the processes for reporting enterprise metrics to DISA senior leadership needed to support decision making.

C3.2.4.1.3 DISN QM is a functional component of the DTA WG which provides metrics from DISN mission partner evaluation and assistance visits tied to operational impacts.

C3.2.4.2 Internal Assessments include the following four-pointed approaches, (1) DISN facility evaluations, (2) Internal Reviews based on Command Cyber Readiness Inspections (CCRI) criteria, (3) Agency operated Facility Inspections, and (4) DISA Internal Red Team Analysis.

C3.2.4.3 DISA will conduct quality assurance evaluations, certifications, and safety inspections based upon Agency-wide standardized procedures and processes. This will help identify fielding deficiencies and verify policy compliance with the goal of optimizing operational performance.

C3.2.4.4 DISA will perform operational reliability and availability testing and analyses. These will be conducted on mission essential sites, systems, equipment and operational and maintenance personnel.

C3.2.4.5 DISA's Quality Management Office will ensure operational risk remains within established guidelines and will re-validate as technology and threats evolve. The Agency's Quality Management Program will be executed with an enterprise approach.

C3.3 Quality Management Process. The performance data and analysis that the DISA Quality Management Program Office provides is an integral part of the readiness process.

C3.3.1 This data collection and analysis is accomplished through hands-on assessment of the operational performance of the DISN.

C3.3.2 Operational performance of the O&M facilities that provide DISN services is achieved by detailing and enforcing workmanship standards for deployment (commissioning), establishing and enforcing criteria and guidelines for life cycle performance measurement for system or capability evaluations, assistance in maintaining prescribed criteria and guidelines (Site Assistance Visits), direct involvement in detailing workmanship standards for deployment, and establishing criteria and guidelines for performance measurement (Circular development and revision; historical data collection).

C3.3.3 Multiple components make up the DISA Quality Management Process (QA Performance Management, QA, and COCOM Exercise After Action Reviews (AARs)). The responsibility for these areas resides in various offices within DISA.

C3.3.3.1 COCOM plans, Integrated Priority Lists (IPLs) and Joint Mission Essential Tasks (JMETs) are used to develop DISA's Agency Mission Essential Task List (AMETL), which guides the foundation of the Quality Management Process.

C3.3.3.2 The various offices that provide the components of the Quality Management Process, mutually share collected data and analysis. Internal to DISA, this collaborative effort is headed by the DTA WG.

C3.4 Components of the DISA Quality Management Process

C3.4.1 The DISA Quality Management Program Office receives the hands-on data collection (acquired through evaluation and assistance visits) and provides the input to the DTA WG.

C3.4.1.1 The DTA WG, at the direction of the DCC, reviews real-time DISN network data from the agency areas such as the DISA NetOps Centers (DNCs), Gateway Service Desk (GSD), and Enterprise Services Directorate (ESD). Additionally, COCOM level contingency and exercise AAR data is collected and reviewed by the DCC.

C3.4.1.2 Using this centrally based performance data, QA managers help plan corrective action, evaluation and assistance visits, realignments, upgrades, and new facility implementation to alleviate continuing operational problems.

C3.4.1.3 The DISN QM Program is the central focal point (working with existing DISA management functions) in allowing DISA management at all echelons to accomplish these functions in an efficient and timely manner.

C3.4.2 Quality Assurance, as executed by the DISA Quality Management Program Office, is an integral part of the Quality Management Process.

C3.4.2.1 The major objectives of the Quality Management Program performance data collection and analysis are:

C3.4.2.1.1 Provide basic analytical and management guidelines to develop short- and long-term trend analysis processes.

C3.4.2.1.2 Identify critical operating parameters, develop reports (including lists and summation of historical data). Generate tools and products (such as the DISA Quality Management Database) that provide a broad overview to highlight degraded and substandard systems, networks, and trunking.

C3.4.2.1.3 Enforce thresholds and standards as developed by the applicable program offices and equipment manufacturers, to identify and measure degraded and substandard elements.

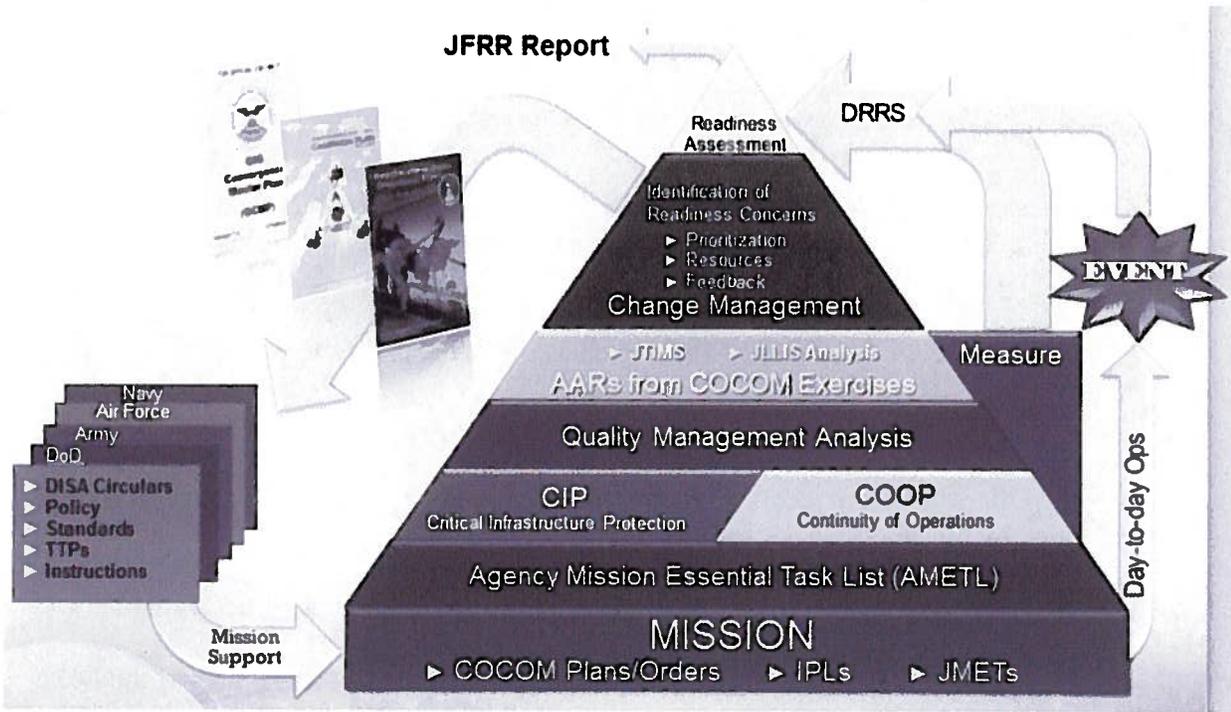
C3.4.2.1.4 Analyze and correlate data collected from site evaluations with established standards and thresholds and related parameters to identify problem areas for timely corrective actions.

C3.4.2.1.5 Provide the necessary resources (i.e., reports, checklists, circulars, etc.) to meet performance management requirements.

C3.4.2.1.6 Initiate corrective action by the applicable system managers, O&M commands, and MILDEPs, for quick resolution of deficiencies that could be causing, or potentially could cause negative impact to the DISN and its end users.

C3.4.2.2 Requests for routine measurement and reporting of parameters on a continuing basis will be forwarded through MILDEPs to the appropriate DISA COCOM Field Command for approval. (Complete justification and rationale must be provided with each request.)

Figure F3.1 Operational Readiness Process



C4. CHAPTER 4. QUALITY ASSURANCE (QA) SERVICES

C4.1 General. This chapter outlines the primary services offered by the DISA QM Program Office and QA Field Command Branches.

C4.2 Commissioning.

C4.2.1 Commissioning of newly installed, modified, or reconfigured DISN facilities is an integral part of the DISN QM QA Program. The major objectives of commissionings are as follows:

C4.2.1.1 Link independent T&A responsibilities exercised by the MILDEPs with those of DISA.

C4.2.1.2 Determine the acceptability of systems, networks, and/or elements for incorporation into the DISN. This will ensure technical performance and network element support standards are demonstrated by the activity prior to activation.

C4.2.1.3 Establish a comprehensive performance baseline criterion for facilities to maintain.

C4.2.2 Commissioning of facilities systems, networks, elements, links, and trunks of the DISN must take place prior to activation of services and incorporation into the DISN. Commissioning is based upon system acceptance test results, other applicable documents and reports, and thorough on-site evaluation in accordance with approved global checklist.

C4.2.2.1 Commissioning into the DISN is contingent upon the degree to which the systems, networks, elements, links, and trunks, and facilities meet the DISA QM established criterion. DISN QM, DISA Field Commands and/or field activities will accomplish the commissionings.

C4.2.2.2 Commissioning reports and messages are required to finalize the commissioning process and authorize activation. Based on the established criterion, test results, and correction of deficiencies, if applicable, one of the commissioning types detailed in paragraph C4.2.4 will be determined.

C4.2.2.3 The following circumstances are subject to a commissioning evaluation:

C4.2.2.3.1 Newly installed systems, networks, elements, links, and trunks to the DISN.

C4.2.2.3.2 Major configuration changes to DISN and/or equipment under DISA management or control.

C4.2.2.3.3 The DISA Network Services DISN Implementation Standards, current edition, should be utilized or referenced during installs. This document is located in the Network Services Directorate, Implementation Center (NS6). The standard is based on parameters from military standards, manufacturer specifications; other approved performance specification documents, and network element supportability criteria.

C4.2.3 Process.

C4.2.3.1 The commissioning process must take place prior to acceptance, activation, and cutover of any equipment, transmission link, multichannel trunk, facility, and/or subsystem into the DISN and is the baseline for future evaluations.

C4.2.3.2 Outside service and/or agency test data can be used in the evaluation of the equipment.

C4.2.3.3 During commissioning evaluations, special emphasis will be placed on technical performance and support provided by the newly implemented system, network, and/or element.

C4.2.3.4 The evaluation must ensure the system, network, element, links, and trunks will demonstrate required operational capabilities to be accepted into the DISN.

C4.2.4.3.5 Interim commissioned systems, networks, elements, links, and trunks factor into the process for scheduling evaluations, as described in C5.1.4.

C4.2.4 Commissioning Types.

C4.2.4.1 **Full Commissioning.** This is granted when all technical performance and network element supportability requirements specified in the test plan have been satisfied. Included in these requirements are:

C4.2.4.1.1 The integrity of the grounding, bonding, and shielding (GBS) subsystem.

C4.2.4.1.2 Monitoring and control of the network elements have been demonstrated.

C4.2.4.1.3 The operational capabilities of essential support systems (to include but not limited to power and/or environmental control and timing and synchronization) have been demonstrated.

C4.2.4.2 **Full Commissioning with Waivers.** May be granted as a result of the technical performance, network element support, or software suitability not being fully achieved, and operations under these conditions are not expected to degrade the existing DISN.

C4.2.4.2.1 Full commissioning with waivers is normally considered when a deficiency is noted, but may not be corrected due to engineering changes, cost, or other reasons.

C4.2.4.2.2 Formal requests, with appropriate rationale and justification, are submitted to the appropriate QA Field Command Branch, with final approval residing at the DISN QM Program Office.

C4.2.4.2.3 All requests for full acceptance with waivers are considered on a case-by-case basis.

C4.2.4.3 **Interim Commissioning.** This is granted when all technical performance and network element supportability requirements specified in the test plan have been satisfied.

C4.2.4.3.1 Interim commissioning is granted when limited manpower and resources prevent certified evaluators from performing the physical inspection portion of the commissioning process.

C4.2.4.3.2 All test data, supporting documentation, and other pertinent information will be thoroughly reviewed by the QA Field Command Branch before the Interim commissioning request is staffed for approval at the QM Program Office.

C4.2.4.3.3 Granted Interim commissioning will remain in effect until a Commissioning visit or during the next scheduled PE.

C4.2.4.3.4 Less than satisfactory evaluation results may necessitate a Conditional or Full Commissioning with Waivers.

C4.2.4.3.5 Interim commissioned systems, networks, elements, links, and trunks factor into the process for scheduling evaluations, as described in C5.1.4.

C4.2.4.4 Conditional Commissioning. This is granted when deficiencies exist in the grounding, bonding, shielding (GBS), power and/or environmental control subsystems or as a result of technical performance or network element supportability requirements not being fully achieved.

C4.2.4.4.1 When deficiencies exist, DISN services must be provided while corrective actions proceed. Operations will not degrade DISN network performance and/or potentially create a safety hazard to operators.

C4.2.4.4.2 The conditional commissioning report will assign an OPR for each deficiency within 30 days as directed by the commissioning report.

C4.2.4.4.3 The OPR will provide initial acknowledgement of all deficiencies cited and will provide subsequent milestones for corrective actions.

C4.2.4.4.4 Conditional commissioning will only be granted for a period of one (1) year. Updates of corrective actions will be provided as accomplished or status provided once every 90 days.

C4.2.4.4.5 The QM Program office will review corrective actions taken within 14 days of receiving a status update. The review will determine if the corrective actions have corrected the deficiencies.

C4.2.4.4.6 The initial acknowledgement and follow-on updates of corrective actions will be provided by the prescribed standardized email format.

C4.2.4.4.7 The QA Field Command Branch may recommend an extension to be approved by the QM Program Manager.

C4.2.4.4.7.1 Extension may not exceed an additional year for a total of two (2) years.

C4.2.4.4.7.2 Any request for an extension by the MILDEP or agency will also contain a Plan of Action to correct identified deficiencies.

C4.2.4.4.8 Once the QM Program Manger determines all deficiencies have been resolved, a full commissioning will be granted. A full commissioning with Waivers will be granted if warranted and requested as outlined in C4.2.4.2.

C4.2.5 A commissioning is necessary but will not be limited to the following networks, systems, and elements:

C4.2.5.1 Defense Internet Protocol Router (IPR). Defense IPR (e.g., Not Classified But Sensitive Internet Protocol Router Network (NIPRNET), Secret Internet Protocol Router Network (SIPRNET), etc.). The commissioning will be based on:

C4.2.5.1.1 Identified items to be tested.

C4.2.5.1.2 Provided checklists and parameters.

C4.2.5.1.3 Installation verification checks.

C4.2.5.1.4 72- hour long-term bit error rate (BER) and/or protocol analyzer test results.

C4.2.5.2 Defense Red Switch Network (DRSN). DRSN commissioning will be based on: long-term end-to-end BER; interswitch trunk (IST) BER; and test results identified in the test plan.

C4.2.5.2.1 Identified items to be tested.

C4.2.5.2.2 Provided checklists and parameters.

C4.2.5.2.3 Installation verification checks.

C4.2.5.2.4 Switch-to-switch tests.

C4.2.5.2.5 72-hour long-term BER, and/or protocol analyzer test results.

C4.2.5.3 Defense Switched Network (DSN).

C4.2.5.3.1 DISN commissioning of Multifunction Switches (MFSs) or Stand-alone Switches (SASs) will be accomplished upon successful completion of DISA and O&M testing, as specified in the applicable site specific Service Implementation Plan (SIP).

C4.2.5.3.1.1 The DISA cutover director will be the commissioning authority for commissioning of MFSs and SASs.

C4.2.5.3.1.2 The DISA cutover director will present DSN site SIPs to both the implementation agency and O&M representatives prior to T&A.

C4.2.5.3.2 DISN commissioning of DSN end offices (EOs) will also be accomplished upon successful completion of DISA and/or O&M testing. A site specific SIP will not be required unless agreed upon by both DISA and the O&M command. The DISA cutover director will be the commissioning authority. Commissioning will be based on:

C4.2.5.3.2.1 Testing results of selected ISTs will verify multilevel precedence and preemption (MLPP).

C4.2.5.3.2.2 Selected testing of "high priority" users.

C4.2.5.3.2.3 Review of selected switch tables.

C4.2.5.3.2.4 All other applicable data obtained from tests identified in the test plan.

C4.2.5.4 Military and Commercial Satellite Systems. All new DISA managed and controlled military satellite systems (e.g., Defense Satellite Communications Systems (DSCS), Wideband Global SATCOM (WGS) Systems, Ka-Band Satellite Transmit and Receive Systems (Ka-STARS), etc.) and commercial satellite systems (e.g., C-Band, Ku-Band, etc.). In addition, a DISA commissioning evaluation is required for major upgrades prior to operational traffic accessing a military or commercial satellite. The commissioning process will include, but is not limited:

4.2.5.4.1 Observation of the Joint System Acceptance Test (JSAT).

C4.2.5.4.2 System Operational Verification Test (SOVT).

C4.2.5.4.3 Other acceptance testing.

C4.2.5.4.4 Linking independent responsibilities of various agencies to the facility and its systems and evaluation of equipment specifications and contractor and/or government SATs.

C4.2.5.4.5 Conduct selective additional equipment testing to verify performance.

C4.2.5.4.6 Ensure the logistics support structure, communications security (COMSEC) accounts, maintenance procedures, operator training, and technical references are in place.

C4.2.5.5 Transmission Networks. DISN commissioning of the transmissions networks will include associated technical control and/or patch and test facilities.

C4.2.5.5.1 DISN commissioning is required but not limited to the following transmission networks:

C4.2.5.5.1.1 Synchronous Optical Network (SONET).

C4.2.5.5.1.2 Asynchronous Transfer Mode (ATM).

C4.2.5.5.1.3 Promina.

C4.2.5.5.1.4 Automated Network Control Center (ANCC).

C4.2.5.5.2 The commissioning will be based upon the following:

C4.2.5.5.2.1 System acceptance tests (SATs) results conducted by the MILDEPs, designated test agency, or other DISA or MILDEP directed testing efforts and is intended to be accomplished concurrently with MILDEP vendor T&A when possible.

C4.2.5.5.2.2 72-hour long-term BER test. The test will be conducted end-to-end for at least 72 hours with results recorded and the system in its final configuration (if possible) to ensure sustained operational capability.

C4.2.5.5.2.2.1 The BER test is required when errors occur to determine if loss of bit count integrity (LBCI) events, errors, and/or hits are occurring periodically or at a certain time of day.

C4.2.5.5.2.2.2 The tested network will be stressed by filling the available bandwidth (above 90 percent) or by simulating peak traffic operations. If the first 24 hours of the 72-hour test are error free, the results of the test can be accepted as final at the discretion of the commissioning representative.

C4.2.5.5.2.2.3 Loopback testing for acceptance will only be accomplished due to extenuating circumstances (e.g., DSCS and WGS IT&A testing where only one test frequency is available on the satellite or loopback test on one channel is conducted concurrently with end-to-end test on another channel over the same system or trunk).

C4.2.5.5.2.2.4 Lack of test equipment or test cables shall not be used as an excuse for conducting loopback testing for final acceptance.

C4.2.5.6 Video Conferencing (VTC). VTC hub facility commissioning will be based on:

C4.2.5.6.1 Identified items to be tested.

C4.2.5.6.2 Provided checklists and parameters.

C4.2.5.6.3 Installation verification checks.

C4.2.5.6.4 Long-term BER and/or video analyzer test results.

C4.2.5.7 Other Designated Systems and Networks. Commissioning will be based upon results of applicable tests and evaluations. Commissioning will also extend to other types of networks and systems to include but not limited to:

C4.2.5.7.1 Timing and synchronization.

C4.2.5.7.2 Bulk encryption.

C4.2.5.7.3 Network monitoring.

C4.2.5.7.4 Management and control.

C4.2.5.8 Leased Systems. In general, commissioning applies to leased facilities or subsystems which support DISN requirements and commissioning and will be based upon the results of applicable tests and evaluations conducted by the vendor, MILDEP, or DISA that verify end-to-end sustained technical performance.

C4.2.6 Test Plan and Test Data.

C4.2.6.1 The test plan and/or site specific service implementation plan, as applicable, will include provisions to:

C4.2.6.1.1 Evaluate operational and technical performance.

C4.2.6.1.2 Ensure system compatibility and interoperability, specify explicit tests (including specific or generic families of test equipment).

C4.2.6.1.3 Specific test methods, precise methods of documentation, and includes acceptance criteria for each test.

C4.2.6.2 The test plan will include descriptions of, and rationale for test methods and procedures which depart from those specified in this Circular and DISA Circular 310-70-1, Global Information Grid (GIG) Technical Control (Reference 5.1).

C4.2.6.2.1 All tests must be validated before any attempt at field implementation. The test plan will identify all contracts associated with any system to be commissioned and transferred to the DISN.

C4.2.6.2.2 Software suitability, if applicable, must be demonstrated to ensure compatibility, consistency, and accuracy.

C4.2.6.2.3 Management plans and procedures must be included to provide for the regulation, control, and evaluation of all software changes.

C4.2.6.3 A complete set of recorded data from the final sequence of tests and all supporting system documents will be provided to the DISN QA Program commissioning representative and to the evaluated facility.

C4.2.6.3.1 The DISN QA Program commissioning representative will review the final test data, supporting system documents, and commissioning checklist. Any problems noted should be resolved at the lowest level possible.

C4.2.6.3.2 The review and consideration of items which preclude full acceptance will form the basis of the DISN QA Program commissioning representative's recommendation for conditional acceptance or non-acceptance for commissioning into the DISN.

C4.2.7 Additional Evaluations and Testing. In addition to tests identified in the test plan, the Evaluations Team Chief may require additional evaluations, supplemental tests, and/or other verifications.

C4.2.7.1 Additional evaluations and supplemental tests may be performed, as required and appropriate, to determine adequacy of the supporting subsystems to include, but not limited to:

C4.2.7.1.1 Power, environmental control, grounding, bonding and shielding.

C4.2.7.1.2 Network monitoring and control.

C4.2.7.1.3 Timing and synchronization.

C4.2.7.2 Network supportability and availability must be verified for the Logistic Support Plan or equivalent in the following areas:

C4.2.7.2.1 Maintenance support concept and maintenance support.

C4.2.7.2.2 Required Test, Measurement, and Diagnostic Equipment (TMDE).

C4.2.7.2.3 Required spare parts and components.

C4.2.7.2.4 Required technical references and documentation.

C4.2.7.2.5 Required training and follow-on training program.

C4.2.7.2.6 Required funding support.

C4.2.7.2.7 Special purpose equipment and tools to support maintenance requirements.

C4.2.7.3 Verification of installation is performed to ensure installs are neat and orderly, no obvious equipment damage, no cable abrasions or cuts, proper cable connection and routing, modules are correctly seated, and units are securely fastened.

C4.2.8 Onsite Actions.

C4.2.8.1 Upon arrival, the team chief will conduct an in-brief for the site or facility commander or designated representative. The in-brief will include at a minimum:

C4.2.8.1.1 General overview of the DISN QM Program.

C4.2.8.1.2 Objective of the commissioning to include: areas to be examined, schedule of events, and an overview of the final commissioning report.

C4.2.8.2 Immediately following the in-brief, the team should meet with senior or key facility personnel to set up a tentative schedule of events for the commissioning. Discussion should include specific test objectives and any activities that require action to be initiated by facility personnel.

C4.2.8.3 The team chief will conduct the commissioning. The following actions will be accomplished during the commissioning:

C4.2.8.3.1 Provide requested assistance.

C4.2.8.3.2 Collect and record results.

C4.2.8.3.3 Analyze and evaluate data.

C4.2.8.3.4 Prepare findings for the commissioning report and gather additional background information to substantiate findings.

C4.2.8.3.5 Recommend courses of action to allow for less than favorable findings to be immediately corrected. Site or facility personnel may be required to operate, conduct tests, and/or perform maintenance on equipment to evaluate the level of training.

C4.2.8.4 The team chief will hold a meeting with all team members to discuss and document findings following each day of the commissioning. Documented findings should include, but are not limited to:

C4.2.8.4.1 Findings that have a direct impact on the ability of the site or facility to execute its DISN mission, provide customer service, and/or maintain personnel and equipment safety.

C4.2.8.4.2 Discuss each finding in detail, determining if the finding is a Category I, II or III (as defined in C4.2.9) and refine and finalize any raw data that will be used as part of the out-brief.

C4.2.8.4.3 Evaluators should also discuss daily findings with their site counterpart. Site personnel should be briefed in detail about each finding in order to avoid any misunderstandings at the out-brief.

C4.2.8.5 Upon completion of the commissioning visit, the team chief and team members will provide a commissioning out-brief to the site or facility commander or designated representative. The out-brief will include:

C4.2.8.5.1 Positive items accomplished by site or facility personnel, recognition of outstanding individuals, and positive items the commissioning team did for the site or facility.

C4.2.8.5.2 Brief detailed description of each noted Category I finding. Category II or III findings the team chief determines to be appropriate for discussion within the final commissioning report. The presentation of technical details should be limited.

C4.2.9 Categories of Findings.

C4.2.9.1 Category I Findings. Problems that have resulted or will result in an operational impact on the DISN and require immediate corrective action. This category may include incomplete or unsatisfactory test results (certification testing, JSAT, etc.).

C4.2.9.1.1 Category I findings may be beyond the capability of the site or facility to correct but will be noted.

C4.2.9.1.2 Category I findings will be documented with a line summary, a complete description, and a recommendation for correction.

C4.2.9.2 Category II Findings. Can potentially cause degradation to the DISN and are normally correctable by the site or facility. Category II findings will be documented in the same format as Category I. Items are tracked by the appropriate QA Field Command Branch and status reports are required.

C4.2.9.3 Category III Findings. Observations, either favorable or unfavorable, that warrant mentioning. Category III findings do not require recommendations and are neither tracked nor require status reports.

C4.2.10 Report and Message.

C4.2.10.1 A formal commissioning report will be generated by the QA Field Command Branch within 30 days of the completion of the commissioning evaluation.

C4.2.10.1.1 The commissioning report will list, at a minimum, all noted categories of finding, including a brief discussion and recommendation if applicable. Category I findings will be documented in sufficient detail to highlight to management the seriousness and impact on the DISN.

C4.2.10.1.2 Once reviewed and approved by the QM Program Office, the final commissioning report will be provided to the Service Program Management Office (PMO), the evaluated facility, and senior commands. Noted Category I findings will be tracked and used as a comprehensive baseline of performance for the DISN QM Program.

C4.2.10.2 A commissioning message will be sent by the QA Field Command Branch that identifies the type of commissioning or non-acceptance for commissioning. The message will provide follow-on instructions and detail actions necessary to become fully commissioned into the DISN, if the commissioning is anything other than full.

C4.3 Evaluation.

C4.3.1 A Performance Evaluation (PE) is conducted to ensure enhanced reliability and quality of DISN services and to emphasize customer DISN telecommunications support. The major objectives of a PE are as follows:

C4.3.1.1 Evaluate facilities to identify significant deficiencies and problem areas that affect the operational capability of the facility, service to users, system quality, and system reliability.

C4.3.1.2 Present significant problems to the responsible organization for corrective action.

C4.3.1.3 Provide technical or site assistance, when requested.

C4.3.1.4 Ensure previously identified deficiencies and problem areas have been properly resolved.

C4.3.1.5 Provide face-to-face interaction between the DISA, MILDEPs, and O&M commands.

C4.3.1.6 Provide an avenue to exchange ideas and proven procedures to improve facility performance.

C4.3.1.7 Manage database to provide current and historical data and collect trends and analysis of that data.

C4.3.2 DISN facilities and transmission links are subject to evaluation under provisions of this Circular. The QM Program may direct an evaluation at any time globally.

C4.3.3 Facilities Other than DISN.

C4.3.3.1 Leased facilities are typically facilities housing DISN equipment that are temporary or not owned by DISA and could have separate maintenance agreements. They should be evaluated when the provisions of contractual agreements permit such evaluations. The scope of these evaluations will vary according to the specific contractual agreement.

C4.3.3.2 When an evaluation of a United States Government Owned, non-DISN facility is needed, the evaluation team chief will coordinate with the lateral O&M representative to obtain concurrence for the evaluation. After concurrence is received, the evaluation will be scheduled at a mutually agreed upon time. An evaluation report will be provided to the commander of the facility within 30 days after completion.

C4.3.4 A Notification message will be sent, by the appropriate QA Field Command Branch, to the site or facility at least 45 days prior to the PE.

C4.3.4.1 The 45-day lead time will provide the station with appropriate preparation time and should also meet the requirements for area clearances, as needed.

C4.3.4.2 The action addressec is the organization responsible for the evaluated facility and the information addressees will include the appropriate command levels.

C4.3.4.3 The notification will include:

C4.3.4.3.1 What facilities will be evaluated including the functional areas to be evaluated.

C4.3.4.3.2 Dates of evaluation.

C4.3.4.3.3 Evaluation team composition.

C4.3.4.3.4 Site instructions and/or requirements.

C4.3.4.4 The site or facility will notify local users of the purpose and scope of the evaluation.

C4.3.5 Onsite Actions.

C4.3.5.1 Upon arrival, the team chief will conduct an in-brief for the site or facility commander or designated representative. The in-brief will include at a minimum:

C4.3.5.1.1 General overview of the DISN QM Program.

C4.3.5.1.2 Objective of the evaluation to include: areas to be examined, schedule of events, brief summary review of the previous evaluation (or commissioning), and an overview of the final evaluation report).

C4.2.5.2 Immediately following the in-brief, the team should meet with senior or key facility personnel to set up a tentative schedule of events for the evaluation. Discussion should include specific test objectives and any activities that require action to be initiated by facility personnel.

C4.3.5.3 The team chief will conduct the evaluation. The following actions will be accomplished during the evaluation:

C4.3.5.3.1 Provide requested assistance.

C4.3.5.3.2 Collect and record results.

C4.3.5.3.3 Analyze and evaluate data.

C4.3.5.3.4 Prepare findings for the evaluation report and gather additional background information to substantiate findings.

C4.3.5.3.5 Recommend courses of action to allow for less than favorable findings to be immediately corrected. Site or facility personnel may be required to operate, conduct tests, and/or perform maintenance on equipment to evaluate the level of training.

C4.3.5.4 The team chief will hold a meeting with all team members to discuss and document findings following each day of the evaluation. Documented findings should include, but are not limited to:

C4.3.5.4.1 Findings that have a direct impact on the ability of the site or facility to execute its DISN mission, provide customer service, and/or maintain personnel and equipment safety.

C4.3.5.4.2 Discussions of each finding in detail, determining if the finding is a Category I, II or III (as defined in C4.2.9) and refine and finalize any raw data that will be used as part of the out-brief.

C4.3.5.4.3 Evaluators should also discuss daily findings with their site counterpart. Site personnel should be briefed in detail about each finding in order to avoid any misunderstandings at the out-brief.

C4.3.5.5 Upon completion of the evaluation, the team chief and team members will provide a PE out-brief to the site or facility commander or designated representative. The out-brief will include:

C4.3.5.5.1 Positive items accomplished by site or facility personnel, recognition of outstanding individuals, positive items the PE team did for the site or facility.

C4.3.5.5.2 Brief detailed description of each noted Category I finding. Category II or III findings the team chief determines to be appropriate for discussion within the final evaluation report. The presentation of technical details should be limited.

C4.3.6 Categories of Findings. Categories of Findings are referenced in C4.2.9. Supplemental information for the category findings are as follows:

C4.3.6.1 Category I findings that are repeats from previous evaluations should be noted. They may be identified as not correctable at the facility level and may be elevated to the attention of higher headquarters for disposition.

C4.3.6.2 Category II findings that are repeats from previous evaluations should be noted, as they may be identified as not correctable at the facility level and may be elevated to the attention of higher headquarters for disposition. If these findings could have been corrected, they are to be elevated to Category I.

C4.3.7 Evaluation Report. An evaluation report will be completed within 30 days following an evaluation. The team chief and team members will conduct any additional research required to ensure each finding is properly documented. The team chief will organize the findings and prepare the official report that will be sent to the evaluated site or facility and appropriate command levels.

C4.3.7.1 The purpose of the evaluation report is to bring to the attention of the various echelons of the O&M command and DISA those findings which directly affect the operational performance of the evaluated site or facility and to document in sufficient detail highlighting the seriousness and impact to the DISN.

C4.3.7.2 An evaluation report will not contain facility grades and/or ratings unless approved and defined by individual field commands.

C4.3.7.3 The evaluation report will include, at a minimum, an introduction or executive summary and a detailing of the team administration, evaluated areas, and findings that are documented as a Category I, II, and/or III. Accompanying the evaluation report will be a letter of transmittal.

C4.3.8 Status Reporting. An initial status report from the evaluated site or facility is required 30 days after receiving the official evaluation report or as directed by the evaluation report.

C4.3.8.1 Follow-up status reports are due every 30 days thereafter, until the report is closed or as directed by the evaluation report. Status reports will consist of corrective actions taken, proposed corrective actions, and estimated completion dates.

C4.3.8.2 Reports are required for all open Category I and II findings. Reports will be in electronic format and sent to the appropriate QA Field Command Branch. The QA Field Command Branch is the final closure authority for all Category I and II findings.

C4.3.8.3 The appropriate QA Field Command Branch Chief will receive the status report. In addition, they will contact the site or facility within 14 days for notification of closing any Category I and II findings. Once a Category I or II finding is closed, it can be removed from the status report.

C4.3.8.4 The appropriate QA Field Command Branch Chief will contact the site or facility and/or O&M command for assistance in obtaining the status reports that are delinquent.

C4.3.8.5 The appropriate QA Field Command Branch Chief will determine if satisfactory progress has been made and forward through the QM Program Manager. Status reports are not required after all Category I and II findings are closed.

C4.3.8.6 If repeat Category I findings are found from the previous evaluation, those findings will be elevated to a serious deficiency for further command and agency emphasis.

C4.3.9 Report of Serious Category I Findings. A report of serious Category I findings is a message that lists the findings prepared by the evaluation team chief.

C4.3.9.1 The purpose of the report is to bring the findings to the attention of the various echelons of DISA and the O&M agencies. Category I findings may seriously impact the capability of the facility and the portion of the DISN. They require expeditious action by higher headquarters to alleviate the situation.

C4.3.9.2 A concise statement of the problem, impact to the GIG, and fix actions should be noted for proper response by the MILDEP or DISA Headquarters.

C4.3.9.3 The Team Chief will determine if the report is required. They will dispatch the message report after obtaining concurrence of the commander of the DISA Field Command.

C4.3.9.4 The message report will be staffed through the QM Program Manager and addressed for action to the Principal Director, Operations, DISA, Fort Meade, MD, 20755. Copies will be provided for information purposes to the DISN QM PM, senior O&M headquarters, appropriate intermediate O&M headquarters, and appropriate DISA area headquarters.

C4.3.9.5 The DISA Field Command commander may apprise major users of the DISN of the situation, as deemed necessary. The findings contained in this report will also be included in the evaluation report.

C4.4 Technical Assistance Visit (TAV).

C4.4.1 Technical Assistance Visits (TAVs) are determined by the QM Program Manager or QA Field Command Branch Chief when performance data dictates. A team may be sent by DISA to conduct a TAV, assess facility operations, and/or perform troubleshooting procedures to resolve chronic problems beyond the capability of the facility to correct. Funding for TAVs will be provided by the QM Program internally.

C4.4.1.1. A TAV will not be granted within six (6) months of a scheduled evaluation. Depending on the severity of findings noted during a TAV, a follow-on evaluation may be conducted between six (6) months to 1 year after the TAV to determine the status of corrective actions.

C4.4.1.2 If no major operational findings are noted during the TAV, the TAV can be upgraded to a formal evaluation, at the discretion of the QA Field Command Branch and concurrence of the requesting facility or command.

C4.4.1.3 A TAV to resolve specific operational problems is not subject to the 6-month rule and will be supported based on the severity of the problem. In the event of conflicting schedules or resources, a TAV to resolve more severe operational problems will take precedence over other scheduled TAVs.

C4.4.2 Notification. The site, facility or parent command that will undergo a TAV will be notified and coordinated with by the appropriate QA Field Command Branch at least 30 days

prior to desired TAV. If immediate attention is required, this requirement may be waived. All requests and/or coordination will be followed-up by standardized email format.

C4.4.3 Technical Assistance Visit (TAV) Report. A TAV visit and report will follow the same format as that of a PE. The final report will be sent to the evaluated site or facility and appropriate command levels.

C4.4.4 Status Reporting and Serious Category I Findings. Status reporting and serious findings are treated in the same manner as those of an evaluation.

C4.5 Site Assistance Visit (SAV).

C4.5.1 A Site Assistance Visit (SAV) is requested by the site or facility commander or when performance data dictates. A team may be sent by DISA to conduct a SAV, assess facility operations, and/or perform troubleshooting procedures to resolve chronic problems beyond the capability of the facility to correct. If a SAV is requested by a site or facility commander, the funding for the SAV will be provided by the requester.

C4.5.1.1 A SAV will not be granted within 6 months of a scheduled evaluation. Depending on the severity of findings noted during a SAV, a follow-on evaluation may be conducted between 6 months to 1 year after the SAV to determine the status of corrective actions.

C4.5.1.2 If no major operational findings are noted during the SAV, the SAV can be upgraded to a formal evaluation, at the discretion of the QA Field Command Branch and concurrence of the requesting facility or command.

C4.5.1.3 A SAV to resolve specific operational problems is not subject to the 6-month rule and will be supported based on the severity of the problem. In the event of conflicting schedules or resources, a SAV to resolve operational problems will take precedence over other scheduled SAVs.

C4.5.2 Notification. The requesting site, facility or parent command will be required to notify and/or coordinate with the appropriate QA Field Command Branch at least 30 days prior to desired SAV. If immediate attention is required, this requirement may be waived. All requests and/or coordination will be followed-up by standardized email format.

C4.5.3 Site Assistance Visit (SAV) Report. A SAV report will follow the same format as that of a PE. However, the final report will only be sent to the evaluated site or facility, unless the higher headquarters requested the SAV.

C4.5.4 Status Reporting and Serious Category I Findings. Status reporting and serious Category I findings are treated in the same manner as those of a PE.

C4.6 Global Evaluation Checklists.

C4.6.1 A standardized global evaluation checklist will be used to ensure evaluation areas are adequately covered and to provide consistency from one evaluation, TAV, SAV to another.

C4.6.1.1 An evaluation, TAV, or SAV checklist is in no way meant to be all inclusive and is only intended to serve as a guideline which will be modified or augmented to fit the current need.

C4.6.1.2 Any deviation from the checklist or additional areas to be evaluated will be briefed and/or coordinated at the soonest available opportunity.

C4.6.2 An evaluation checklist will be updated and approved by the Quality Assurance Working Group and DISN QM Program Office. The global evaluation, TAV, SAV checklists are maintained and available through the applicable DISN QA Program office or the DISN QM Program office.

C5. CHAPTER 5. EVALUATION AND ASSISTANCE VISIT SCHEDULING

C5.1 Prioritization.

C5.1.1 Evaluation and assistance visits will be scheduled based upon the maximization of QM Program efforts, to ensure the efficient utilization of limited resources.

C5.1.2 QM and QA efforts will always be directed in order to minimize impact to the DISN. This will ensure optimal service to the user, as well as to facilitate robustness to the network.

C5.1.3 The following order will be considered when determining the potential commitment of QM resource:

C5.1.3.1 Commissionings.

C5.1.3.2 Evaluations.

C5.1.3.3 TAVs.

C5.1.3.4 SAVs.

C5.1.4 The DISA QM Program has developed and implemented a process for scheduling Commissionings and Evaluations. The scheduling process, based on risk mitigation, will facilitate the production of the master QM schedule for each fiscal year.

C5.1.4.1 Various criteria are formulated within the process to establish this schedule. The composite schedule will be reviewed and finalized no later than the beginning of the new fiscal year.

C5.1.4.2 The QM fiscal schedule will be revised as the factored criterion necessitates or higher priority efforts dictate throughout the year.

C5.1.4.3 TAVs and SAVs, like Commissioning and Evaluations, will be factored into the scheduling process. However, due to the nature of assistance visits, they will be factored into the QM schedule as they are requested by the customer and routinely reviewed.

C5.2 Considerations.

C5.2.1 QA Field Command Branches will be routinely operating off the QM fiscal schedule on a global level. QA evaluators may need to augment other branches during evaluation and assistance visits due to limited resources.

C5.2.2 The global schedule must be fluid. Every effort will be made by the QM Program to avoid the rescheduling of evaluations or assistance visits.

C5.2.2.1 A postponement request by the facility or parent command may be granted if valid circumstances (beyond the control of the facility to be evaluated) could interfere with the scheduled evaluation and assistance visits.

C5.2.2.1.1 The request will be evaluated by the QA Field Command Branch Chief and granted if adequate justification is provided.

C5.2.2.1.2 Once the request is approved, the QM Program fiscal schedule will be updated by the QM Program Office and the facility will maintain the same priority level.

C5.2.2.2 A team chief may request changes to the global schedule due to non-availability of resources or scheduling conflicts. Such requests will be permitted when approved by the QA Field Command Branch Chief and QM PM. Once the request is approved, the change will be factored into the global schedule.

C6. CHAPTER 6. QUALITY ASSURANCE WORKING GROUP (QAWG)

C6.1 Purpose. Define roles and responsibilities of the Quality Assurance Working Group (QAWG).

C6.2 Function. The QAWG will establish Quality Management policies, processes, and procedures for continual improvement of the Defense Information System Network (DISN).

C6.3 Hierarchy. The working group is headed by the Quality Management Program Office (OP52) with the following members: DISA CONUS QA Branch Chief (RN54), DISA Europe QA Branch Chief (EU33), DISA PAC QA Branch Chief (PC22), and DISA CENT QA Branch (CS5). The following member organizations are invited as needed: Gateway SATCOM Operations Division (OP6); Contingency Branch (OP53); Network Services Directorate (NS); and the DISA's Trend and Analysis Working Group (DTA WG).

C6.4 Administrative. QAWG meetings will be conducted in an open working group format. Opinions, ideas, and recommendations are expected from all participants. In addition to working group members, additional representatives from external entities may be requested as needed.

C6.4.1 Attending Meetings. Non-permanent member organizations' representatives must coordinate with the QM PM a minimum of 10 working days prior to the start of the QAWG to ensure their items can be accommodated.

C6.4.2 Meeting Locations. The locations of the meetings will rotate in an attempt to share the travel burden among members. This will allow cross communication of the global QA community within the PM realm. The rotation schedule will be published annually. Only locations within the QA community of interest will be considered. Organizations wishing to host the QAWG should contact the QM PM.

C6.4.3 Funding. Funding for travel is the responsibility of the participating organizations.

ENCLOSURE I

ACRONYMS

AAR	After Action Report
ANCC	Automated Network Control Center
AOR	Area of Responsibility
ATM	Asynchronous Transfer Mode
BER	Bit Error Rate
CCRI	Command Cyber Readiness Inspection
CIO	Chief Information Officer
COCOM	Combatant Command
COMSEC	Computer Security
CSA	Combat Support Agency
DISA	Defense Information Systems Agency
DCC	DISA Command Center
DISN	Defense Information System Network
DNC	DISA NetOps Center
DoD	Department of Defense
DoDD	Department of Defense Directive
DRRS	Defense Readiness Reporting System
DRSN	Defense Red Switch Network
DSCS	Defense Satellite Communications Systems
DSN	Defense Switched Network
DTA WG	DISA's Trend and Analysis Working Group
E&I	Engineering and Installation
EO	End Office
ESD	Enterprise Services Directorate
FCO	Facility Control Office
GBS	Grounding, Bonding, and Shielding
GIG	Global Information Grid
GSD	Gate Service Desk
IPL	Integrated Priority List
IPR	Internet Protocol Router
IST	Interswitch Trunk
IT&A	Initial Test and Acceptance
JFRR Report	Joint Force Readiness Review Report
JLLIS	Joint Lessons Learned Information System

JMET	Joint Mission Essential Task
JSAT	Joint Systems Acceptance Test
Ka-STARS	Ka-Band Satellite Transmit and Receive Systems
LBCI	Loss of Bit Count Integrity
MILDEP	Military Department
MFS	Multifunction Switch
MLPP	Multi-Level Precedence and Preemption
MOU	Memorandum of Understanding
NIPRNET	Non-Classified Internet Protocol Router Network
NSC	Node Site Coordinator
O&M	Operations and Maintenance
OGA	Other Government Agency
OP	Operations Directorate
OPR	Office of Primary Responsibility
POC	Point of Contact
PE	Performance Evaluation
PMO	Program Management Office
QA	Quality Assurance
QAWG	Quality Assurance Working Group
QM	Quality Management
SAS	Stand-Alone Switch
SAT	System Acceptance Test
SATCOM	Satellite Communication
SAV	Site Assistance Visit
SLA	Service Level Agreement
SME	Subject Matter Expert
SIP	Service Implementation Plan
SIPRNET	Secret Internet Protocol Router Network
SONET	Synchronous Optical Network
SOVT	Systems Operational Verification Test
T&A	Test and Acceptance
TAV	Technical Assistance Visit
TAWG	Trend and Analysis Working Group
TMDE	Test, Measurement, and Diagnostic Equipment
VTC	Video Teleconferencing
WGS	Wideband Global SATCOM