

DISA COMSATCOM SCOOP



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UPCOMING EVENTS

02.03.10

2010 Navy SATCOM
User's Workshop
San Diego, California

08.02.10

2010 Army SATCOM
User's Workshop
Tampa, Florida

12.07.10 – 12.09.10

2010 DoD Commercial SATCOM
User's Workshop
Arlington, Virginia

PROGRAM MANAGER'S MESSAGE

Greetings!

First, I would like to thank all our customers who have selected DISA as their provider of choice to help fulfill their SATCOM needs, and who have stayed with us throughout the years. We are glad to be a part of such an extraordinary team and look forward to continued support to a variety of SATCOM-enabled missions.

Second, I also want to thank each and every one of you for participating in the most recent DOD SATCOM Workshop. This workshop had the largest turnout ever, with over 400 registered attendees. This annual dialogue, as well as the face-to-face interactions during the workshop, are key enablers in ensuring our collective expectations remain aligned

and oriented on delivering operationally responsive, customer focused, and best value SATCOM services to the warfighters.

In this edition of our quarterly COMSATCOM SCOOP, you will find articles on defining requirements and humanitarian relief operations support; quick tips on Broadband Global Area Network (BGAN); and our new "Ask the Expert" column that addresses your most important issues and concerns.

Thanks again for all of your support!

For more information, please visit our website.

DEFINING REQUIREMENTS: COMPLETING THE COMMERCIAL SATELLITE SURVEY REQUEST (CSSR)

Defining requirements is the most critical portion of the COMSATCOM provisioning process for new service requests. It is also the most labor-intensive part of the process. Time spent clearly defining a requirement on an initial Commercial Satellite Service Request (CSSR) reduces the overall provisioning time, improves the quality of vendor responses, and holds the potential for significant cost savings. The COMSATCOM Services Branch works with the customer during the preliminary phase, to help ensure clear requirements on an initial CSSR.

The Customer Satellite Service Requirement (CSSR)

The CSSR is structured to ensure that all requirements are clear and that the contractor selection process is fair and consistent. Each CSSR should address, at a minimum, the following:

- **Summary of Required Services:**
Provide a brief description of the services sought and when the products

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DEFINING REQUIREMENTS: COMPLETING THE COMMERCIAL SATELLITE SURVEY REQUEST (CSSR) | continued from page 2

or services are required. The service request should also include an Satellite Database number (SDB), Mission Assurance Category (MAC) level, and Program Designator Code (PDC).

- **Purpose:** Provide a short discussion of the project's background which can include:
 - a. Brief description of the agency organization
 - b. Scope of the requirement
 - c. Current technical environment to describe the current architecture and any services provided by current contractors.
- **Requirements:** Describe the work to be performed without being too restrictive to the vendor's approach. This should include technical

requirements, e.g., type and quantity of bandwidth, and performance requirements. For performance requirements, a description of performance requirements and metrics used to assess quality of service delivery based on contract specified performance measures, or others as needed, including technical interface requirements should be incorporated.

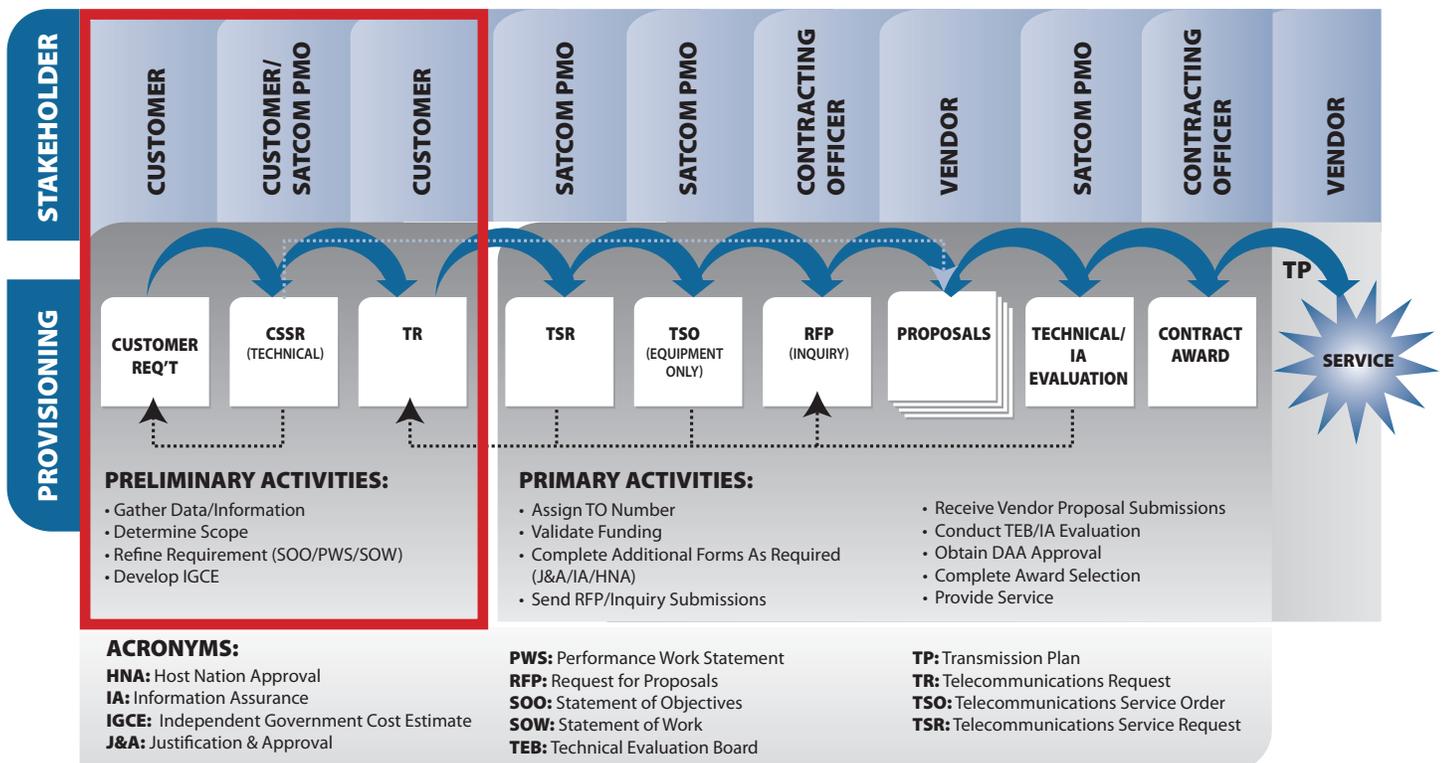
- **Place of Performance/Delivery:** Indicate where the service or product is required.
- **Period of Performance/Delivery Schedule:** Required service date and delivery schedule.
- **Security Requirements:** Personnel and information security requirements necessary to support the CSSR.

Additionally, the customer submits a Telecommunications Request (TR) to document the SATCOM, terrestrial, and other network connectivity requirements. The TR submission is completed via the DISA Direct Order Entry (DDOE) website <https://www.disadirect.disa.mil/products/asp/welcome.asp>.

Entering the information into DDOE officially turns the requirement into a TR. Customers are required to obtain a User ID and then utilize the registration tool to obtain the appropriate role for access to the various DISA direct tools. Customers can find the registration link in the left hand column under "Registration Center."

The COMSATCOM Points of Contact are accessible at: http://www.disa.mil/satcom/sco/csb_poc.html.

COMSATCOM Provisioning Process



SECURITY HUMANITARIAN RELIEF TO INDONESIA

At dawn on September 29th, an 8.0 magnitude earthquake was detected at approximately 118 miles from Apia, Samoa, generating a tsunami. About ten minutes later, waves at an estimated height of 32 feet hit American Samoa. Around 5:00 PM local time, another earthquake with a 7.6 magnitude was discovered just off the coast of Southern Sumatra in Indonesia; four days later, the super typhoon Parma made landfall near Luzon, Philippines. It was the second of four typhoons to hit the Philippines within a 30-day period.

At the time of the earthquake and tsunami in the Samoas, Governor Tulafono of American Samoa was in Hawaii attending a conference. He had met with Hawaii's Governor Lingle who in coordination with the Federal Emergency Management Agency (FEMA), tasked the Hawaii National Guard to deploy to American Samoa. The Hawaii National Guard put together a support package including the Joint Incident Site Communications Capability (JISCC) command and control trailer. The JISCC is a communications bridge

between first responders, local, state, and federal agencies, which includes a Ku-Band satellite terminal, Inmarsat Broadband Global Area Network (BGAN) terminals, and Iridium satellite phones. The JISCC deployed in less than 24 hours.

As the Hawaii National Guard was deploying to American Samoa, the Pacific Command (PACOM) initiated the process of obtaining Ku-Band satellite bandwidth to support the mission. While there is sufficient Ku-Band over American Samoa, a solution with connectivity between American Samoa and one of the DoD teleports was needed (Wahiawa, Hawaii or Camp Robert, CA) to provide access to Non-Secure Internet Protocol Router (NIPR), Defense Switch Network (DSN), commercial Public Switched Telephone Network (PSTN), and internet services. After an exhaustive search, a satellite and beam combination that provided the necessary coverage and power was not found. Regardless, the Hawaii National Guard performed their mission with the use of BGAN, Iridium, and local services.

Meanwhile in the Philippines, the Marines were conducting training which utilized the prepositioned bandwidth contracted under the DSTS-G contract. The Marines immediately submitted Satellite Access Requests (SARs) to upgrade their mission priority from 4F (Training) to 3A (Humanitarian Support/Military Assistance to Civil Authorities). The mission priorities were upgraded and the Marines instantaneously transitioned from training to humanitarian support. They also moved one of the terminals from the Philippines to East Timor to provide support to Indonesians.

While both of these humanitarian support missions were a success, the importance of constant training and prepositioned bandwidth were most apparent in reaching the goals of the mission. As a whole, the importance of SATCOM in the accomplishment of these missions cannot be undermined.

ASK THE COMMERCIAL SATELLITE COMMUNICATIONS (COMSATCOM) EXPERT (PART I)

In the forthcoming few editions of Scoop, we'd like to address some of your biggest COMSATCOM questions or concerns in order to help you become better informed buyers of COMSATCOM services. Please send your questions to the COMSATCOM Expert at comsatcomscoop@disa.mil. We look forward to hearing from you!

Here are answers to some essential questions that you may have concerning COMSATCOM:

What are the Pros and Cons of a Satellite Network?

Pros:

- Satellite networks allow for precise, pinpoint connections between any two points on earth without terrestrial interruptions.

- Satellite networks provide the highest information assurance among all communication networks.
- Satellite networks provide unmatched reliability. A typical satellite network can assure 99.95% availability to all sites, regardless of location.

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ASK THE COMMERCIAL SATELLITE COMMUNICATIONS (COMSATCOM) EXPERT (PART I) | continued from page 3

Cons:

- Establishing a satellite network is more costly than terrestrial or wireless networks.
- There is a large propagation delay in SATCOM referred to as latency. Latency results from the immense distances that are traveled by SATCOM signals.

What are the major COMSATCOM market segments?

Market publications and studies of the COMSATCOM services industry point to three broad market segments: 1) Transponded Capacity, 2) Subscription Services, and 3) End-to-End Solutions.

Transponded Capacity is essentially a lease for bandwidth-only from a particular transponder on a particular satellite; the capacity of the lease is usually measured in MHz. To fully utilize the bandwidth capacity, supporting equipment, teleport, and terrestrial requirements are required and purchased separately.

Recent market trends signal a shift from transponded capacity-only lease offerings to more comprehensive solutions. Subscription Services are defined as pre-engineered, commercial over the counter (COTS), turnkey managed service solutions. They are often compared to cell phone services where a monthly service fee is charged for the number of minutes used for the month. A notional example of Subscription Services would

be the Navy purchasing Inmarsat Fleet Broadband COTS service for its ships with nearly world-wide coverage.

End-to-End Solutions are services offering integrated, customized solutions for specific customer requirements, rather than a pre-engineered, pre-packaged market offering provided through a Subscription Service. A notional example of End-to-End Solutions would be the Air Force purchasing a fixed cost, customized, all inclusive SATCOM solution for its latest fleet with coverage of the continental United States.

To hear more from the COMSATCOM expert and to have your questions answered, stay tuned for our next COMSATCOM Scoop issue!

QUICK TIPS

Acquainting yourself with the features and implications of Government Account Packages (GAPs) for Inmarsat Broadband Global Area Network (BGAN) services can help you get the best value possible:

- GAPs typically apply to a block of Subscriber Identity Modules (SIMs), provide discounts for customers who wish to buy in bulk, and do not include monthly access fees above the up-front costs for the bundle.
- Unused megabytes of data transfer or air time minutes from GAP bundles normally

expire at the end of each pre-defined plan term. Consequently, organizations with unpredictable requirements should consider the features and implications of a GAP air time plan.

To determine whether a GAP fits your BGAN requirements, consider the following:

- A GAP is appropriate for organizations with predictable airtime requirements over specific time frames; organizations with less predictable requirements may not be

good candidates as unused megabytes of data transfer and airtime can expire.

- GAPs provide BGAN Standard Internet Protocol (IP) and voice services only. While this covers most communication requirements, other services incur additional per message or per minute fees.
- Funding is required in advance of actual use and it takes approximately 15 business days to process a requirement once the Telecommunications Service Request (TSR) is received at DITCO.

For More Information, Please Visit: <http://www.disa.mil/satcom/sco/index.html>