

5 FAH-2 H-800 OPERATIONAL READINESS

5 FAH-2 H-810 OPERATIONAL READINESS

(CT:TEL-18; 6-11-2007)
(Office of Origin: IRM/APR/RG)

5 FAH-2 H-811 TERMS

(CT:TEL-18; 6-11-2007)
(Uniform State/USAID)

- a. Operational readiness of telecommunications systems is *defined as* the optimum availability of systems, applications, equipment, and personnel to meet the requirement. Operational readiness is achieved through preventive maintenance, training, and redundancy.
- b. Redundancy is *defined as the* stocking *of* spare equipment and parts to replace inoperable components, prevent system failure, and ensure continuity of operations.

5 FAH-2 H-812 RESPONSIBILITIES

5 FAH-2 H-812.1 Information Programs Center (IPC)

(CT:TEL-18; 6-11-2007)
(Uniform all agencies)

- a. *The* IPC is responsible for the operational readiness of the following:
 - (1) Telegraphic equipment and peripherals *such as Terp-5 and CableXpress.*
 - (2) Transmission equipment to include, but not limited to satellite systems, black router networks, multiplexing systems, etc.

- (3) *The Classified LAN (ClassNet) to include network equipment, workstations, and peripherals.*
 - (4) *The telephone Public Branch Exchange (PBX) system, telephone instruments, and peripherals to include secure instruments such as the Secure Voice Equipment (SVE).*
 - (5) *The Emergency and Evacuation (E&E) radio networks to include repeaters, base stations, secure and nonsecure mobile and handheld radios.*
 - (6) Transient Electro Magnetic Pulse Emanation Standard (TEMPEST) or Commercial off the Shelf (COTS) personal computer systems used to process classified material in Controlled Access Areas (CAA).
 - (7) The *Information Systems Center (ISC)* is responsible for computer Local Area Network (LAN) systems that process unclassified material (*OpenNet*). If the ISC is subordinate to IPC, then IPC is responsible for unclassified computer LAN systems as well.
- b. IPC personnel are responsible for first-level maintenance on the equipment listed above. First-level maintenance means identifying equipment faults, tracing faults to the component level and replacing faulty components with operable spares. The Information Management Officer (IMO) should ensure that IPC personnel are trained to operate and maintain IPC's equipment.
 - c. Each IPC must stock sufficient redundant equipment and parts to provide continuity of service for the systems that IPC maintains. To support an inventory of spare equipment, IPC should stock at least one spare component for each unique Office of Communications Number (OCN) in the Worldwide Property Accountability System (WPAS) inventory. If the WPAS inventory contains more than 10 items for a single OCN category, IPC should stock at least 1 spare component for each 10. Equipment that is not tracked through WPAS, such as unclassified computer LAN equipment should have one spare for every 10 items as well.
 - d. The ranking *Information Resources Management (IRM)* officer at post is responsible for keeping a current WPAS inventory of all accountable IRM program property and Diplomatic Telecommunications Program Office (DTSPPO)-controlled items at post. Program property is defined in 6 FAM 221.4 as "specialized property associated with a unique program where the overall management and technical expertise are controlled by a single bureau or agency, and which is generally funded by that bureau or agency (e.g., State-owned motor vehicles, secure telephones, radios, tempest PCs, and security equipment)." Program property listed in the

WPAS includes the items listed in 5 FAH-2 H-812.1 (a) above and may be funded by IRM, the regional bureau or post. This includes equipment that may have been purchased and used by other agencies but is tracked and/or maintained through IRM resources.

5 FAH-2 H-812.2 Regional Information Management Center (RIMC)

(CT:TEL-18; 6-11-2007)
(State only)

RIMC supports post's *telecommunications* systems *by supplying* maintenance from qualified *Information Management Technical Specialist* (IMTS) personnel who specialize in the Department's telegraphic, radio, telephone and data systems. IMTS personnel are certified to maintain systems beyond first-level repairs. To guarantee operational readiness the *Information Management Officer* (IMO) should coordinate with RIMC any maintenance that exceeds the technical expertise of IPC personnel.

5 FAH-2 H-812.3 Office of Logistics Operations (A/LM/OPS)

(CT:TEL-12; 03-08-2005)
(State only)

- a. The Office of Logistics Operations distributes, stores, and tracks IRM equipment and supplies and coordinates equipment and supply purchases, while A/LM/PMP/BA/PM/WPAS maintains the inventory of all accountable IRM equipment and Diplomatic Telecommunications Program Office (DTSPPO)-controlled items located in domestic facilities and posts abroad.
- b. *The Office of Logistic Operations* (A/LM/OPS) also directs and controls all IRM requests for equipment, spare parts, and logistical support, including shipping, receiving, warehousing, and related material management.

5 FAH-2 H-812.4 Office of Acquisition Management (A/LM/AQM)

(CT:TEL-12; 03-08-2005)
(State only)

The Office of Acquisition Management (A/LM/AQM) manages the

procurement of equipment from U.S. vendors for post Controlled Access Areas (CAAs) and assists with expendable supply orders.

5 FAH-2 H-812.5 Technical Security and Safeguards Division (IRM/OPS/ITI/TSS)

(CT:TEL-12; 03-08-2005)
(Uniform all agencies)

The Technical Security and Safeguards Division (IRM/OPS/ITI/TSS) provides technical security services for posts abroad, including:

- (1) Development and implementation of security requirements for CAAs;
- (2) Coordination of secure procurement and shipment;
- (3) Secure maintenance services; and
- (4) Defensive technical counterintelligence.

5 FAH-2 H-813 REPAIR AND RETURN PROCEDURES

(CT:TEL-18; 6-11-2007)
(Uniform all agencies)

The repair of Classified Information Processing Equipment (CIPE), radio *systems*, telephone systems, *shredders and ABCD door opening systems* are handled in a similar manner.

- (1) *CIPE systems include: Terp-5, CableXpress, ClassNet equipment (this includes servers, workstations, LAN routers and switches. ABCD door opening systems, though not processing equipment, are included in this group. For repair of these items, post will open a Universal Trouble Ticket (UTT) ticket with the Info Center and send an official telegram to SECSTATE WASHDC, slugged for IRM/OPS/ITI/LWS/DSB and the respective regional bureau. The regional RIMC office should be included as an info addressee. This telegram should be assigned Traffic Analysis by Geography and Subject (TAGS): AMTC, ACOA, and KRIM (see 5 FAH-3 H-100 for more information on TAGS).*
- (2) *Non-CIPE/ADP systems includes: OpenNet servers, workstations,*

LAN routers and switches. Also included in this group are radio equipment, telephone equipment and shredders. For repair of these items, post will send an official telegram to SECSTATE WASHDC, slugged for the appropriate technical branch listed below, and the respective regional bureau.

- *Non-CIPE/ADP and shredders* IRM/OPS/ITI/LWS/DSB
- Radio IRM/OPS/ITL/LWS/RPB
- Telephone IRM/OPS/ITI/LWS/FPT

The *regional RIMC office should be included as an info addressee*. This telegram should be assigned TAGS: AMTC, ACOA, and KRIM.

- (3) The telegram should request a Return Authorization Number (RAN) and provide registry number, model number and serial number of equipment requiring repair. Lan Wan Services (*LWS*) will then provide the RAN so that post may return the equipment. All equipment should be returned to:

U.S. Department of State
SA-21, IRM/OPS/ITI/LWS
7500 Boston Blvd.
Springfield, VA 22153

- (4) Posts must request a RAN prior to returning the equipment. This allows time for LWS to obtain regional bureau clearance for repair or replacement of the faulty equipment. This includes equipment being sent back for warranty repair, since that does incur a handling expense and the regional bureaus must be able to track all expenses.
- (5) Posts can find more detailed information regarding to whom and how CIPE items can be returned for repair, disposal, or local disposal along with information about telephones, radios, and renovations at the Office of LAN/WAN Services Web site.

5 FAH-2 H-814 THROUGH H-819 UNASSIGNED