

# ADS 549 - TELECOMMUNICATIONS MANAGEMENT

## Table Of Contents

<a href="#"><u>549.1</u></a>	<a href="#"><u>Authority</u></a> .....	<a href="#"><u>4</u></a>
<a href="#"><u>549.2</u></a>	<a href="#"><u>Objective</u></a> .....	<a href="#"><u>4</u></a>
<a href="#"><u>549.3</u></a>	<a href="#"><u>Responsibility</u></a> .....	<a href="#"><u>4</u></a>
<a href="#"><u>549.4</u></a>	<a href="#"><u>Definitions</u></a> .....	<a href="#"><u>5</u></a>
<a href="#"><u>549.5</u></a>	<a href="#"><u>POLICY</u></a> .....	<a href="#"><u>6</u></a>
<a href="#"><u>549.5.1</u></a>	<a href="#"><u>TELECOMMUNICATIONS MANAGEMENT</u></a> .....	<a href="#"><u>6</u></a>
<a href="#"><u>E549.5.1</u></a>	<a href="#"><u>Telecommunications Management</u></a> .....	<a href="#"><u>6</u></a>
<a href="#"><u>549.5.1a</u></a>	<a href="#"><u>TELECOMMUNICATIONS INVENTORY</u></a> .....	<a href="#"><u>6</u></a>
<a href="#"><u>E549.5.1a</u></a>	<a href="#"><u>Telecommunications Inventory</u></a> .....	<a href="#"><u>6</u></a>
<a href="#"><u>549.5.2</u></a>	<a href="#"><u>TELEGRAM USE AND PREPARATION</u></a> .....	<a href="#"><u>6</u></a>
<a href="#"><u>E549.5.2</u></a>	<a href="#"><u>Telegram Use and Preparation</u></a> .....	<a href="#"><u>6</u></a>
<a href="#"><u>549.5.2a</u></a>	<a href="#"><u>DEPARTMENT OF STATE (DOS) STANDARDS FOR TELEGRAMS</u></a> ..	<a href="#"><u>7</u></a>
<a href="#"><u>E549.5.2a</u></a>	<a href="#"><u>Department of State (DOS) Standards for Telegrams</u></a> .....	<a href="#"><u>7</u></a>
<a href="#"><u>549.5.2b</u></a>	<a href="#"><u>M/IRM CABLE MACRO</u></a> .....	<a href="#"><u>8</u></a>
<a href="#"><u>E549.5.2b</u></a>	<a href="#"><u>M/IRM Cable Macro</u></a> .....	<a href="#"><u>8</u></a>
<a href="#"><u>549.5.2c</u></a>	<a href="#"><u>TELEGRAM CLEARANCE AND APPROVAL</u></a> .....	<a href="#"><u>8</u></a>
<a href="#"><u>E549.5.2c</u></a>	<a href="#"><u>Telegram Clearance and Approval</u></a> .....	<a href="#"><u>9</u></a>
<a href="#"><u>549.5.2d</u></a>	<a href="#"><u>TELEGRAM CONTROLS (DECLASSIFYING/DOWNGRADING)</u></a> .....	<a href="#"><u>10</u></a>
<a href="#"><u>E549.5.2d</u></a>	<a href="#"><u>Telegram Controls (Declassifying/Downgrading)</u></a> .....	<a href="#"><u>10</u></a>
<a href="#"><u>549.5.2e</u></a>	<a href="#"><u>MISSION APPROVAL CONTROLS</u></a> .....	<a href="#"><u>10</u></a>
<a href="#"><u>E549.5.2e</u></a>	<a href="#"><u>Mission Approval Controls</u></a> .....	<a href="#"><u>11</u></a>
<a href="#"><u>549.5.2f</u></a>	<a href="#"><u>SECURITY CLASSIFICATION</u></a> .....	<a href="#"><u>11</u></a>
<a href="#"><u>E549.5.2f</u></a>	<a href="#"><u>Security Classification</u></a> .....	<a href="#"><u>11</u></a>
<a href="#"><u>549.5.2g</u></a>	<a href="#"><u>TELEGRAM DISTRIBUTION</u></a> .....	<a href="#"><u>11</u></a>
<a href="#"><u>E549.5.2g</u></a>	<a href="#"><u>Telegram Distribution</u></a> .....	<a href="#"><u>11</u></a>
<a href="#"><u>549.5.2h</u></a>	<a href="#"><u>ISSUANCE OF AGENCY DIRECTIVES VIA TELEGRAM (CABLE) OR AGENCY NOTICE SYSTEM</u></a> .....	<a href="#"><u>12</u></a>
<a href="#"><u>E549.5.2h</u></a>	<a href="#"><u>Issuance of Agency Directives Via Telegram (Cable) or Agency Notice System</u></a> .....	<a href="#"><u>12</u></a>
<a href="#"><u>549.5.2i</u></a>	<a href="#"><u>RETENTION OF AGENCY TELEGRAMS AS OFFICIAL AGENCY CORRESPONDENCE</u></a> .....	<a href="#"><u>12</u></a>
<a href="#"><u>E549.5.2i</u></a>	<a href="#"><u>Retention of Agency Telegrams as Official Agency Correspondence</u></a> ..	<a href="#"><u>12</u></a>
<a href="#"><u>549.5.3</u></a>	<a href="#"><u>TELEPHONE SYSTEMS</u></a> .....	<a href="#"><u>12</u></a>
<a href="#"><u>E549.5.3</u></a>	<a href="#"><u>Telephone Systems</u></a> .....	<a href="#"><u>13</u></a>

<a href="#"><u>549.5.3a</u></a>	<a href="#"><u>PROCUREMENT, INSTALLATION, AND REPAIR OF TELEPHONE SYSTEMS</u></a> .....	<a href="#"><u>13</u></a>
<a href="#"><u>E549.5.3a</u></a>	<a href="#"><u>Procurement, Installation, and Repair of Telephone Systems</u></a> .....	<a href="#"><u>13</u></a>
<a href="#"><u>549.5.3b</u></a>	<a href="#"><u>OFFICIAL BUSINESS CALLS</u></a> .....	<a href="#"><u>14</u></a>
<a href="#"><u>E549.5.3b</u></a>	<a href="#"><u>Official Business Calls</u></a> .....	<a href="#"><u>14</u></a>
<a href="#"><u>549.5.3c</u></a>	<a href="#"><u>NON-GOVERNMENT FUNDED CALLS</u></a> .....	<a href="#"><u>15</u></a>
<a href="#"><u>E549.5.3c</u></a>	<a href="#"><u>Non-government Funded Calls</u></a> .....	<a href="#"><u>15</u></a>
<a href="#"><u>549.5.3d</u></a>	<a href="#"><u>COLLECT CALLS</u></a> .....	<a href="#"><u>16</u></a>
<a href="#"><u>E549.5.3d</u></a>	<a href="#"><u>Collect Calls</u></a> .....	<a href="#"><u>16</u></a>
<a href="#"><u>549.5.3e</u></a>	<a href="#"><u>LONG-DISTANCE CALLS</u></a> .....	<a href="#"><u>16</u></a>
<a href="#"><u>E549.5.3e</u></a>	<a href="#"><u>Long-Distance Calls</u></a> .....	<a href="#"><u>16</u></a>
<a href="#"><u>549.5.3f</u></a>	<a href="#"><u>LONG-DISTANCE CALLING CARDS</u></a> .....	<a href="#"><u>17</u></a>
<a href="#"><u>E549.5.3f</u></a>	<a href="#"><u>Long-Distance Calling Cards</u></a> .....	<a href="#"><u>17</u></a>
<a href="#"><u>549.5.3g</u></a>	<a href="#"><u>TOLL-FREE TELEPHONE SERVICES</u></a> .....	<a href="#"><u>17</u></a>
<a href="#"><u>E549.5.3g</u></a>	<a href="#"><u>Toll-Free Telephone Services</u></a> .....	<a href="#"><u>17</u></a>
<a href="#"><u>549.5.3h</u></a>	<a href="#"><u>LISTENING-IN/RECORDING TELEPHONE CONVERSATIONS</u></a> .....	<a href="#"><u>17</u></a>
<a href="#"><u>E549.5.3h</u></a>	<a href="#"><u>Listening-In/Recording Telephone Conversations</u></a> .....	<a href="#"><u>17</u></a>
<a href="#"><u>549.5.3i</u></a>	<a href="#"><u>FAX MACHINES</u></a> .....	<a href="#"><u>17</u></a>
<a href="#"><u>E549.5.3i</u></a>	<a href="#"><u>FAX Machines</u></a> .....	<a href="#"><u>18</u></a>
<a href="#"><u>549.5.3j</u></a>	<a href="#"><u>PAGERS</u></a> .....	<a href="#"><u>18</u></a>
<a href="#"><u>E549.5.3j</u></a>	<a href="#"><u>Pagers</u></a> .....	<a href="#"><u>18</u></a>
<a href="#"><u>549.5.3k</u></a>	<a href="#"><u>TELEPHONE DIRECTORIES</u></a> .....	<a href="#"><u>18</u></a>
<a href="#"><u>E549.5.3k</u></a>	<a href="#"><u>Telephone Directories</u></a> .....	<a href="#"><u>18</u></a>
<a href="#"><u>549.5.3l</u></a>	<a href="#"><u>OVERSEAS VOICE TELECOMMUNICATIONS</u></a> .....	<a href="#"><u>19</u></a>
<a href="#"><u>E549.5.3l</u></a>	<a href="#"><u>Overseas Voice Telecommunications</u></a> .....	<a href="#"><u>19</u></a>
<b><a href="#"><u>549.5.4</u></a></b>	<b><a href="#"><u>DATA TELECOMMUNICATIONS</u></a></b> .....	<b><a href="#"><u>20</u></a></b>
<a href="#"><u>E549.5.4</u></a>	<a href="#"><u>Data Telecommunications</u></a> .....	<a href="#"><u>20</u></a>
<a href="#"><u>549.5.4a</u></a>	<a href="#"><u>REMOTE ACCESS</u></a> .....	<a href="#"><u>20</u></a>
<a href="#"><u>E549.5.4a</u></a>	<a href="#"><u>Remote Access</u></a> .....	<a href="#"><u>21</u></a>
<a href="#"><u>549.5.4b</u></a>	<a href="#"><u>TRANSMISSION MODE</u></a> .....	<a href="#"><u>21</u></a>
<a href="#"><u>E549.5.4b</u></a>	<a href="#"><u>Transmission Mode</u></a> .....	<a href="#"><u>22</u></a>
<a href="#"><u>549.5.4c</u></a>	<a href="#"><u>ELECTRONIC MAIL (E-MAIL)</u></a> .....	<a href="#"><u>22</u></a>
<a href="#"><u>E549.5.4c</u></a>	<a href="#"><u>Electronic Mail (E-Mail)</u></a> .....	<a href="#"><u>22</u></a>
<a href="#"><u>549.5.4d</u></a>	<a href="#"><u>ACCEPTABLE USE OF THE USAID INTERNET</u></a> .....	<a href="#"><u>23</u></a>
<a href="#"><u>E549.5.4d</u></a>	<a href="#"><u>Acceptable Use of the USAID Internet</u></a> .....	<a href="#"><u>24</u></a>
<a href="#"><u>549.5.4e</u></a>	<a href="#"><u>USAID SYSTEMS MANAGERS' INTERNET USAGE</u></a> .....	<a href="#"><u>24</u></a>
<a href="#"><u>E549.5.4e</u></a>	<a href="#"><u>USAID SYSTEM MANAGERS' INTERNET USAGE</u></a> .....	<a href="#"><u>24</u></a>
<a href="#"><u>549.5.4f</u></a>	<a href="#"><u>INTERNET BEST PRACTICES FOR CONSERVING COMPUTING AND COMPUTER RESOURCES</u></a> .....	<a href="#"><u>25</u></a>
<a href="#"><u>E549.5.4f</u></a>	<a href="#"><u>Internet Best Practices For Conserving Computing and Computer Resources</u></a> .....	<a href="#"><u>25</u></a>
<a href="#"><u>549.5.4g</u></a>	<a href="#"><u>FREEDOM OF INFORMATION ACT (FOIA)/PRIVACY ACT</u></a> .....	<a href="#"><u>26</u></a>
<a href="#"><u>E549.5.4g</u></a>	<a href="#"><u>Freedom of Information Act (FOIA)/Privacy Act</u></a> .....	<a href="#"><u>26</u></a>
<a href="#"><u>549.5.4h</u></a>	<a href="#"><u>VALUE-ADDED TELECOMMUNICATIONS</u></a> .....	<a href="#"><u>26</u></a>
<a href="#"><u>E549.5.4h</u></a>	<a href="#"><u>Value-Added Telecommunications</u></a> .....	<a href="#"><u>26</u></a>

<a href="#"><u>549.5.4i</u></a>	<a href="#"><u>ELECTRONIC BULLETIN BOARD SYSTEMS (EBBS)</u></a> .....	<a href="#"><u>26</u></a>
<a href="#"><u>E549.5.4i</u></a>	<a href="#"><u>Electronic Bulletin Board Systems (EBBS)</u></a> .....	<a href="#"><u>26</u></a>
<a href="#"><u>549.5.4j</u></a>	<a href="#"><u>DATA WIRING</u></a> .....	<a href="#"><u>27</u></a>
<a href="#"><u>E549.5.4j</u></a>	<a href="#"><u>Data Wiring</u></a> .....	<a href="#"><u>27</u></a>
<a href="#"><u>549.5.4k</u></a>	<a href="#"><u>USAID NETWORK (USAIDNET) MANAGEMENT</u></a> .....	<a href="#"><u>28</u></a>
<a href="#"><u>E549.5.4k</u></a>	<a href="#"><u>USAID Network (USAIDNET) Management</u></a> .....	<a href="#"><u>28</u></a>
	<a href="#"><u>E549.5.4k(1) Access Methods</u></a> .....	<a href="#"><u>29</u></a>
<a href="#"><u>549.6</u></a>	<a href="#"><u>Supplementary Reference</u></a> .....	<a href="#"><u>32</u></a>
<a href="#"><u>549.7</u></a>	<a href="#"><u>Mandatory References</u></a> .....	<a href="#"><u>32</u></a>

**Functional Series 500: Management Services**  
**ADS Chapter 549 - Telecommunications Management**

**549.1 Authority**

1. Foreign Affairs Manual (FAM) 500, 540, 665, 1200
2. [31 USC Sec. 1348, Telephone Installation and Charges](#)
3. **Office of Management and Budget (OMB)** "Guidance on the Privacy Act Implications of Call Detail"
4. Programs to Manage Employees' Use of Government Telecommunication Systems (52 FR 12990, April 20, 1987)
5. National Security Decision Directive No. 211, "Diplomatic Telecommunications Service (DTS)"
6. The Omnibus Crime Control and Safe Streets Act of 1968, as amended ([18 USC Sec. 2519](#) et seq.)
7. The Foreign Intelligence Surveillance Act of 1978 ([50 USC Sec. 1801](#) et seq.)
8. United States Intelligence Activities, [Executive Order 12333](#), or any successor order
10. [Federal Property Management Regulation \(FPMR\), Subpart 101-35.1, Section 101-35.202](#)
11. Federal Information Processing Standards Publication (FIPS PUB) on Wiring, FIPS PUB 174
12. Privacy Act of 1974

**549.2 Objective**

To provide the framework for the Agency's full range of Telecommunications Services.

To provide the essential procedures for management and use of the Agency's full range of Telecommunications Services.

**549.3 Responsibility**

- \*
1. **The Office of the Executive Secretary (ES) must clear any Administrator or Acting Administrator signed telegrams including Agency Worldwide telegrams (AWIDE) signed by them.**
  2. The Bureau for Management's Office of Information Resources Management Director (M/IRM/OD), is responsible for management of the USAID/Washington (USAID/W) voice telecommunications network, services, equipment, and funding; data telecommunications in USAID/W, including guidance and oversight to the missions; E-Mail in USAID/W and overseas; telecommunications services involving coordination of telegram regulations with other government agencies; preparation and distribution

of all Agency telegrams; and maintaining hardware and software to support the Agency's telegram system.

3. The Bureau for Management, Office of Information Resources Management, Telecommunications and Computer Operations Division (M/IRM/TCO) is responsible for providing guidance and assistance in establishing a reliable, consistent, and cost-effective telecommunications network for all overseas locations worldwide; connectivity to the Agency's network (USAIDNET); and the ability to exchange information with other overseas locations, USAID/W, and external organizations (Private and Voluntary Organizations (PVOs), contractors, vendors, universities, and other government and non-government organizations).

A Network Operations and Management Group within M/IRM/TCO is responsible for monitoring network activities, documenting and logging connectivity, measuring performance, taking corrective action to maintain operational status, recommending and implementing network enhancements (in cooperation with the Bureau for Management, Office of Information Resource Management, Information Policy and Administration Division (M/IRM/IPA), and developing contingency plans. Network outages or problems must be reported immediately by Agency officials to M/IRM/TCO.

4. Mission Directors have responsibility for mission voice telecommunications including acquisition.

#### **549.4 Definitions (See [Glossary](#))**

ADM USAID  
Agency Profiles  
Channel Captions  
Commercial Telegrams  
Data Telecommunication  
Domestic Voice Telecommunications  
Flash  
Immediate  
Interested Party Messages  
Internet  
Message Reference Number (MRN)  
Minimize  
NIACT/Immediate  
Non-Government Funded Calls  
Priority  
Reference Line  
Routine  
Subject Line

Telecommunications Equipment  
Telecommunications Network  
Telegram Captions and Attention Indicators  
Telegram Communication  
Telegram Precedence Indicators  
USAIDAC  
USAID Network (USAIDNET)  
Value-Added Telecommunication Services  
Voice Communication

**549.5 POLICY**

The statements contained within the .5 section of this ADS chapter are the official Agency policies and corresponding essential procedures.

**549.5.1 TELECOMMUNICATIONS MANAGEMENT**

Telecommunications equipment, facilities, and services shall be used only for the conduct of official government business.

**E549.5.1 Telecommunications Management**

Telecommunications services shall be provided to employees only when their jobs require such service to conduct official business.

**549.5.1a TELECOMMUNICATIONS INVENTORY**

The Bureau for Management, Office of Information Resources Management (M/IRM) must maintain an inventory of telecommunications equipment.

**E549.5.1a Telecommunications Inventory**

Due to the high cost of providing telecommunications equipment, M/IRM/TCO shall periodically request bureau/office Administrative Management Staff (AMS) to provide an inventory of telecommunications equipment to M/IRM/TCO.

**549.5.2 TELEGRAM USE AND PREPARATION**

\* **Telegrams shall be used to transmit USAID official business information.**

**E549.5.2 Telegram Use and Preparation**

USAID employees shall follow the policy and essential procedures in 549.5.2a through E549.5.2i when establishing internal controls for telegram usage, approval, and clearance. The majority of this information is for benefit of the missions as USAID/W has other less-expensive communications methods available.

\* **Currently, telegrams are the only method to electronically transmit classified information from USAID/W to Agency missions or vice versa.**

Procedures and instructions regarding transmitting telegrams via E-mail are found in the Agency's guidebook entitled "Preparation and Processing of Outgoing Telegrams". (See Mandatory Reference, [Preparation and Processing of Outgoing Telegrams](#)).

#### **549.5.2a DEPARTMENT OF STATE (DOS) STANDARDS FOR TELEGRAMS**

All Agency telegrams shall comply with standards and procedures set by the Department of State's Inter-Agency Affairs Staff (DOS/IM/SO). Request for waiver or non-compliance must be pre-approved by DOS.

#### **E549.5.2a Department of State (DOS) Standards for Telegrams**

\* **The Agency utilizes the Department of State's (DOS) international communication methods for transmission. Therefore, all Agency telegram preparations must conform to DOS rules and regulations. USAID/W offices must adhere to rules and procedures established by the DOS Communications Office. In conjunction with DOS policies and procedures, the Agency's Telecommunications Center maintains and updates periodically a guidebook entitled "Preparation and Procedures of Outgoing Telegrams." The instructions contained in this guidebook provide formatting procedures. The procedures listed in this section (E549.5.2a) must be followed.**

1) Outgoing telegrams must be prepared in the style and format specified in the guidebook. Specific instructions, regarding controls (MINIMIZE) and security classifications (Unclassified; Sensitive But Unclassified (SBU); Confidential; and Secret) in the Guidebook must be followed. (See Mandatory Reference, [Preparation and Processing of Outgoing Telegrams](#)).

2) All outgoing telegrams must include a precedence indicator, displaying the urgency of the telegram. The indicators are FLASH; NIACT/IMMEDIATE; IMMEDIATE; PRIORITY, and ROUTINE. Proper usage of these indicators are located in the Guidebook.

3) The regional bureaus have established collectives from their respective regions for transmitting outgoing telegrams to Agency missions grouped by area. USAID/W collectives are: AID Worldwide (AWIDE), all African Posts (AIDAF), all Asia and Near East Posts (AIDAN), all European Posts (AIDEU), all Latin American and Caribbean Posts (AIDLA) and all AID Controllers (AIDCO). The Guidebook provides instructions and definitions for usage of outgoing telegrams (**See Mandatory Reference, [Preparation and Processing of Outgoing Telegrams](#)**).

All outgoing Agency telegrams must **begin with one of two** captions: AIDAC and ADM AID. **These serve** as an indicator for an administrative or project-related telegram and ensure proper dissemination and identification in USAID/W and USAID/missions through DOS facilities. Other captions used by USAID/W and USAID/missions are in the Guidebook. (**See Mandatory Reference, [Preparation and Processing of Outgoing Telegrams](#)**).

#### **549.5.2b M/IRM CABLE MACRO**

\*

**The M/IRM developed and distributed cable macro (which resides on USAID's Intranet) shall be used by everyone when preparing unclassified telegrams. M/IRM Telecommunications Center staff can be contacted for more information.**

#### **E549.5.2b M/IRM Cable Macro**

#### **549.5.2c TELEGRAM CLEARANCE AND APPROVAL**

All Telegrams shall be cleared and approved in accordance with the Agency's "Preparation and Processing of Outgoing Telegrams" Guidebook. (**See Mandatory Reference, [Preparation and Processing of Outgoing Telegrams](#)**).

\*

**The following are Agency officers who are authorized to approve telegrams or who have been delegated to do so:**

- The Administrator (A/AID);
- Deputy Administrator (DA/AID);
- Executive Secretary (ES);
- Assistant Administrators (AAs);
- Deputy Assistant Administrators (DAAs);
- General Counsel (GC);
- Inspector General (IG);
- Office Directors reporting to the Administrator;



- Mission Directors;
- Mission Representatives; and
- Employees or officials acting in these positions.

These authorized individuals shall ensure **there is a need** for telegram use and maintain effective controls to prevent unnecessary use or abuse of telegraphic channels. Approving officer designations shall be sufficiently restricted and at a senior enough organizational level to ensure effective telegraphic control.

#### **E549.5.2c Telegram Clearance and Approval**

Overseas locations must establish procedures to ensure coordination and clearance of messages transmitted from those locations.

USAID/W telegram clearances must adhere to the following procedures.

\*

**1) ES must clear any Administrator or Acting Administrator signed telegrams, including Agency Worldwide telegrams (AWIDE) signed by them.**

2) The appropriate country desk officers must clear messages that substantively address some aspect of the program or operations **that** affect Agency projects or programs in a country; affect Agency dealings with people or agencies in a country; alter or affect the status or use of people in the field; or contain policy, procedures, or reporting for programs or overseas locations.

3) Clearance of messages pertaining to management, administrative, financial, and security must be cleared with the appropriate office or Assistant Administrator for the Bureau for Management (AA/M), the IG, other responsible staff offices, and/or offices of the affected geographic bureau.

4) Clearance of messages pertaining to Congressional interest must be cleared with the Assistant Administrator of the Bureau for Legislative and Public Affairs (LPA), or the Deputy Assistant Administrator or regional Legislative Affairs officials.

5) Messages to the Administrator, when the Administrator is in the field, must be cleared with the Acting Administrator and ES.

6) Messages referring to the Administrator's conversations, statements, or decisions must be cleared with ES.

7) Messages requiring White House, Cabinet Secretary, or comparable level clearance must be referred to (ES) for assistance in obtaining appropriate clearances.

\*

**8) Messages that contain new or revised Agency policy or procedures must be cleared through the ADS clearance process and M/AS/IRD. (See 549.5.2h)**

Telegram drafters, using electronic transmission telegrams, must maintain a hard copy of the telegram showing the Approving Officer's initials and other appropriate clearances, as standard procedures. See the "Preparation and Processing of Outgoing Telegrams" Guidebook for procedures regarding electronic transmission of outgoing telegrams. **(See Mandatory Reference, [Preparation and Processing of Outgoing Telegrams, Attachment L](#)).** All Agency offices must continue to have an up-to-date "Approving Officer Signature" (Form AID 5-192) card on file in the Agency's Telecommunications Center for manual processing purposes.

Each USAID/W approving officer shall prepare in duplicate Form AID 5-192, Notice of Signing Authority, for telegrams. One copy must be sent to the Agency's Telecommunications Center and the other must be retained on file in the Bureau/Office administrative office. This Form is obtainable from the Telecommunications Center (M/IRM/TCO).

#### **549.5.2d TELEGRAM CONTROLS (DECLASSIFYING/DOWNGRADING)**

Every document containing a security classification must contain a notation outlining automatic, time-phased downgrading and declassification procedures for the document. In accordance with 12 FAM 540, all Sensitive But Unclassified (SBU) telegrams must be sent UNCLASSIFIED with the distribution caption "SENSITIVE." The SENSITIVE caption must immediately follow Channel Captions (if applied). These telegrams must be transmitted via encrypted means over both unclassified and classified circuits. **(See Mandatory Reference, [12 FAM 540](#))**

#### **E549.5.2d Telegram Controls (Declassifying/Downgrading)**

#### **549.5.2e MISSION APPROVAL CONTROLS**

Missions shall implement appropriate procedures to provide effective controls over the dispatch of official telegrams at mission locations. Only the A/AID, DA/AID, Assistant Administrators (AAs), and DAAs for each Bureau/Office are authorized to approve messages concerning major policy issues with regard to the objectives or conduct of

the Foreign Assistance Program. They are also the only officials authorized to reverse a policy decision made by themselves or missions.

**E549.5.2e Mission Approval Controls**

**549.5.2f SECURITY CLASSIFICATION**

All telegrams shall be assigned a security classification, an administrative control designation, or be marked "UNCLASSIFIED" as appropriate.

Precedence designators shall be used to prescribe the relative urgency for handling and transmitting telegrams.

\* **Telegrams to overseas locations designated MINIMIZE shall be transmitted only after an official authorized by the respective geographical Bureau determines that the message is urgent and essential.**

**E549.5.2f Security Classification**

**549.5.2g TELEGRAM DISTRIBUTION**

\* **Electronic (E-mail) transmission of UNCLASSIFIED outgoing telegrams to the Agency's Telecommunications Center is authorized. CLASSIFIED or SENSITIVE telegrams must not be sent to the Telecommunications Center using electronic transmission.**

**E549.5.2g Telegram Distribution**

Agency telegrams must be distributed as follows:

1) The Action copy of an incoming telegram must be assigned to the office that has primary responsibility for the subject area;

2) Information copies must be sent to other interested offices and overseas locations. Information addressees and offices are not normally expected to act on the message; and

3) Distribution of Action and Information copies must be based upon individual Agency office profiles. Each Agency organization must complete a Telegram Distribution Requirements (TDR) form and periodically update the form to ensure accurate telegram distribution. The TDR form is obtainable from the M/IRM/TCO Telecommunication Center.

#### **549.5.2h ISSUANCE OF AGENCY DIRECTIVES VIA TELEGRAM (CABLE) OR AGENCY NOTICE SYSTEM**

Policy Cables must be processed through the ADS clearance process before being issued. (See [501.5.3](#), [E501.5.3](#), [501.5.4](#), and [E501.5.4](#))

- \* USAIDWIDE cables to missions that contain policy, essential procedures, or guidance that supplement or amend USAID directive provisions shall be forwarded to the Bureau for Management, Office of Administrative Services, Information and Records Management Division (M/AS/IRD). M/AS/IRD shall be listed as INFO on all (AWIDE) cables sent worldwide or to all principal posts. **Send the cable to [ADS@M.AS.IRD@AIDW](mailto:ADS@M.AS.IRD@AIDW).**

#### **E549.5.2h Issuance of Agency Directives Via Telegram (Cable) or Agency Notice System**

- \* **To ensure against misuse of messages, all USAID cables sent Worldwide or to all principal posts must be forwarded to M/AS/IRD for review to determine if cables transmit policy information before they are distributed. Send the cable to [ADS@M.AS.IRD@AIDW](mailto:ADS@M.AS.IRD@AIDW).**

#### **549.5.2i RETENTION OF AGENCY TELEGRAMS AS OFFICIAL AGENCY CORRESPONDENCE**

The DRAFTER and RECIPIENT shall retain correspondence sent through the telegram system. M/IRM is not responsible for retaining correspondence.

#### **E549.5.2i Retention of Agency Telegrams as Official Agency Correspondence**

DRAFTERS AND RECIPIENTS of telegrams must retain final copies with approvals in official office or project files. Retention period guidance is obtainable from Chapter 502. (See [ADS 502](#)) The Telecommunications Center will maintain backup data on tapes for a period of one year for emergency data restoration purposes only.

#### **549.5.3 TELEPHONE SYSTEMS**

Use of the Government's telephone system is provided to conduct official business. Unofficial calls must only be made when there is no charge to the government (e.g., local calls or calls charged to the caller's private calling card). Unofficial calls must not adversely affect the organization or the employee's performance of official duties.

### **E549.5.3 Telephone Systems**

#### **549.5.3a PROCUREMENT, INSTALLATION, AND REPAIR OF TELEPHONE SYSTEMS**

M/IRM/TCO shall coordinate requests for telephone systems or required actions with the appropriate Bureau/Office administrative officer in accordance with the FPMR. M/IRM/TCO shall work with senior management officials of the requesting bureau/office to evaluate the need for new telephone systems or required actions.

Malfunctioning telephones within the Ronald Reagan Building (RRB) telephone network must be reported to the M/IRM/TCO Telephone-Support@IRM.TCO@AIDW. Changes in service must be requested through the organization's Administrative Management Office.

#### **E549.5.3a Procurement, Installation, and Repair of Telephone Systems**

Any organization relocating groups of employees must have the appropriate AMS official coordinate with M/IRM/TCO on telephone, wiring and computer issues. All coordination must be done prior to setting a move date. Telephones must only be moved by telephone technicians, unless M/IRM/TCO provides specific authorization. The Organizational Move Checklist in Section A of the Agency's Telephone Directory outlines the information that M/IRM/TCO needs to support organizational moves.

Requests for specialized telephone equipment or services must be submitted through the appropriate administrative office to M/IRM/TCO. This includes the following:

- 1) FAX machines;
- 2) Pagers (beepers);
- 3) Special equipment, non-standard, and hearing impaired: Requests for specialized telephone equipment or services not listed as standard offerings from vendors must also be submitted to M/IRM/TCO. Special telecommunications equipment for employees with impaired hearing shall be provided;
- 4) Voice mail and answering machines: The Agency's standard voice network is rated only for transmission of unclassified information;
- 5) Long-Distance Calling Cards; and
- 6) Listening-In or Recording Equipment.

Malfunctioning telephones within the RRB telephone network must be reported to the M/IRM/TCO Telephone Support Group by sending an E-Mail message with a description of the problem and telephone number to:

Telephone-Support@IRM.TCO@AID

Changes in service must be requested through the organization's Administrative Management Office.

### **549.5.3b OFFICIAL BUSINESS CALLS**

Use of the Agency's telephone systems shall be limited to the conduct of official business.

### **E549.5.3b Official Business Calls**

Official business calls include emergency and other personal calls considered in the government's interest if they meet the following criteria.

- 1) Calls to home or doctor if an employee is injured or becomes sick at work.
- 2) An employee traveling on government business is delayed by business or transportation problems and calls to notify family.
- 3) An employee traveling on government business, whether in or outside of the United States, makes a brief (less than three minutes) call home but not more than two calls per week.
- 4) An employee is required to work overtime without advance notice and calls within the employees regular local commuting area to advise family of the change in schedule or to make alternate transportation or child care arrangements.
- 5) An employee makes a brief (less than three minutes) call daily to locations within the local commuting area to speak to spouse or minor children or those responsible for them (e.g., school or day care center).

- 6) An employee makes brief calls to locations within the local commuting area that are only reached during working hours such as to a local government agency, bank, or physician.
- 7) An employee makes brief calls to locations within the local commuting area to arrange for emergency repairs to a personal residence or automobile.
- 8) Calls must be of reasonable duration and frequency, and not reasonably made at another time. These calls are authorized over the commercial long-distance network if the call is:
  - Charged to the employees' home telephone number or other non-government number (third number billing call);
  - Charged to a personal telephone calling card (not an Agency calling card);
  - Charged to a called party if a non-government number (i.e., collect call); or
  - Made to an 800 toll-free number.

**549.5.3c NON-GOVERNMENT FUNDED CALLS**

Non-government funded calls must not adversely affect employees' performance of official duties or employees' organization.

**E549.5.3c Non-government Funded Calls**

Bureau/offices must identify all personal calls, employees who made them, and calls that cannot be identified and/or certified.

When personal calls are indicated, the bureau/office must:

- 1) Prepare a transmittal memorandum to the Agency's Cashier in the Bureau for Management, Office of Financial Management, Central Accounting and Reporting Division (M/FM/CAR) ATTN: USAID Cashier);
- 2) Attach a listing of personal calls made and costs for each call made by each individual;
- 3) Provide a receipt to employees who turn over a payment; and

- 4) If efforts to obtain reimbursement from employees who have made personal calls are not successful, a memorandum must be sent to the Bureau for Management, Office of Financial Management, Accounting Division, Operating Expense Team (M/FM/A), advising of a need for a bill of collection to the employee.

**549.5.3d COLLECT CALLS**

Except for an emergency, collect calls must not be accepted due to the high cost.

Calls placed from one telephone to another, but charged to a third (Agency telephone number) are not authorized.

**E549.5.3d Collect Calls**

Unauthorized collect calls shall be treated as unauthorized personal calls.

**549.5.3e LONG-DISTANCE CALLS**

Senior management officials of the Agency shall ensure that long-distance charges are incurred only in the conduct of official business.

**E549.5.3e Long-Distance Calls**

As part of the Agency's Call Detail Program, M/IRM/TCO shall issue Call Detail Reports to Bureaus/Offices within USAID/W for long-distance calls charged to Agency telephone lines. Long-distance calls shall be reviewed by the employee's organization, and the employee must certify the official nature of each long-distance call made from the employee's telephone and must pay for all unofficial calls. Call Detail Reports must be retained in accordance with the guidance in FPMR, Section 101-35.202, and must be safeguarded and maintained in accordance with the Privacy Act of 1974.

Bureaus/Offices must review their call detail reports carefully and provide the certification of the official nature of all calls.

Circumstances sometimes require employees to place long-distance calls to conduct Agency business from outside the office (e.g. calling overseas locations with vastly different time zones). Toll calls placed from the employee's home shall be completed in the most economical manner available (e.g., dial direct). Reimbursement of each



call must receive approval from the employee's immediate supervisor. Requests for reimbursement must be sent to M/FM/CAR.

All outgoing telephone services from the domestic telephone systems (including local and long-distance) must be accessed by dialing 9. The telephone system automatically routes the call to the appropriate vendor for local, domestic long-distance, or international, long-distance service. All domestic, long-distance calls from USAID/W sites make use of FTS 2000 long-distance service as required by FPMR, Section 201-21.602. When practical, employees must make international calls when the rates are lowest.

**549.5.3f LONG-DISTANCE CALLING CARDS**

Long-Distance Calling Cards shall only be issued by M/IRM/TCO to individual USAID/W employees (not organizations) stationed in the United States to facilitate calling long-distance to conduct official business. These cards must not be used for local calls.

**E549.5.3f Long-Distance Calling Cards**

Employees issued Long-Distance Calling Cards must agree to accept responsibility for all calls made from the card and to protect the card and its number from misuse. Requests for Long-Distance Calling Cards must be directed to the Agency's Washington Bureau or Office administrative office. The requesting organization shall notify M/IRM/TCO if the employee leaves the organization or the card is no longer needed.

**549.5.3g TOLL-FREE TELEPHONE SERVICES**

Requests for toll-free telephone services at Agency sites must be justified and submitted to M/IRM/TCO. The justification must explain why it is in the Agency's interest to provide this service.

**E549.5.3g Toll-Free Telephone Services**

**549.5.3h LISTENING-IN/RECORDING TELEPHONE CONVERSATIONS**

Under limited circumstances, USAID is authorized to listen-in or record telephone conversations in accordance with Section 101-35.202 of the FPMR.

**E549.5.3h Listening-In/Recording Telephone Conversations**

**549.5.3i FAX MACHINES**

FAX machines shall be provided by M/IRM/TCO to Agency organizations to facilitate official government communication and shall adhere to the same records management rules as any other documentary material. (See [ADS 502](#))

**E549.5.3i FAX Machines**

FAX machines shall be issued to one or more Agency domestic organizations that share a common location. Due to the procurement cost of FAX machines and the ongoing cost of the telephone line they use, issuance of additional FAX machines shall require a justification.

The Agency's standard FAX network is rated only for transmission of unclassified information.

Malfunctioning FAX machines must be reported to M/IRM/TCO.

**549.5.3j PAGERS**

Pagers shall be issued by M/IRM/TCO to individual Agency employees stationed in USAID/W to facilitate conducting official business.

**E549.5.3j Pagers**

Employees issued pagers must sign an agreement form (Optional Form 130) outlining responsibility for the pager. The requesting organization shall notify M/IRM/TCO if the employee leaves the organization or the pager is no longer needed.

Malfunctioning pagers must be reported to M/IRM/TCO.

**549.5.3k TELEPHONE DIRECTORIES**

M/IRM/TCO shall coordinate overall the Agency's Telephone Directories. M/IRM/TCO also serves as the Agency's coordinator with DOS for Agency input in DOS's Telephone Directory.

**E549.5.3k Telephone Directories**

Copies of the Agency's printed Telephone Directory, DOS, and C&P telephone directories are obtainable from the Bureau for Management, Office of Administrative Services, Consolidated Property and Services Division (M/AS/CPD). M/IRM/TCO also provides copies of the Agency's Electronic Telephone Directory to IT Specialists/Systems Managers for distribution throughout the USAIDNET.

Changes to the Agency's Telephone Directories must be forwarded to each Bureau/Office administrative/management office for inclusion in the next update of the directory. Changes to an overseas location central telephone or FAX number must be sent to M/IRM/TCO to enable updates to the electronic telephone directory.

Individual sections of the Agency's Telephone Directory are authored/coordinated by the following organizations.

- 1) M/IRM/TCO: Section A, Instructions and Information, Section B, Alphabetical Directory, Section E, Services Directory, USAID Electronic Telephone Directory (Computer Program for IBM PCs and LANs).
- 2) Bureau for Management, Office of Management Planning and Innovation, Management Consulting Division (M/MPI/MC) Section C, Organizational Directory.
- 3) Bureau for Management, Office of Administrative Services, Overseas Management Support Staff (M/AS/OMS): Section D, Overseas Directory and Section F, Emergency Action Directory.

#### **549.5.31 OVERSEAS VOICE TELECOMMUNICATIONS**

The Agency's overseas organizations shall comply with all applicable guidance in order to provide the appropriate safeguards for U.S. Government information.

Each mission has the authority to establish its own policies and procedures for use of its telephone system in accordance with Agency telecommunication management policy.

#### **E549.5.31 Overseas Voice Telecommunications**

Overseas locations that need to upgrade or replace all or part of Agency-installed telephone equipment must coordinate with the DOS Regional Information Management Center (RIMC) for their mission. The RIMC provides a variety of technical services to help manage the telephone system.

RIMC assists with the selection of a system and equipment best suited for overseas requirements, environment, and connectivity with host country and embassy systems. M/IRM/TCO is also available for consultation.

Upon receipt of RIMC's recommendations, overseas locations procure telephone equipment by:

- 1) Ordering directly from vendors by using a purchase order;
- 2) Requesting RIMC to order the equipment by providing them with appropriate fiscal data; or
- 3) Submitting to M/AS/OMS a requisition (AID Form 5-7) with appropriate fiscal data and supporting documentation as required under Federal Acquisition Regulations (FAR) to support the procurement. The Bureau for Management, Office of Procurement, Contracts Division A, Procurement Branch (M/OP/A/P) only assists with purchases less than \$25,000.

#### **549.5.4 DATA TELECOMMUNICATIONS**

Access to the Agency's data communications network shall be granted to personnel who have:

- a) The appropriate background check or a security clearance commensurate with the highest classification of information ever processed or stored on the system;
- b) Appropriate access levels and need-to-know in connection with the performance of official duties; and
- c) Knowledge of their computer security responsibilities. Authorized individuals shall complete the Agency Computer System Access Request Form. (See [ADS 545](#) and [Supplementary Reference, USAID Computer System Access & Termination Request](#))

#### **E549.5.4 Data Telecommunications**

Individuals with authorized access to the Agency's data communications network must complete the Agency's Computer System Access Request Form. IT Specialists or AMS Support officials must be contacted to obtain this form.

#### **549.5.4a REMOTE ACCESS**

All dial-in telephone numbers to Agency computer systems are considered Sensitive But Unclassified (SBU) information and must not be

published, distributed, or written where they are easily obtained by unauthorized individuals.

In USAID/W, remote dial-in shall occur only through M/IRM/TCO managed dial-in control points (gateways). All software and hardware used for dial-in/dial-out activities must be approved by M/IRM/TCO. Overseas locations must establish a policy addressing remote access to their network that is consistent with USAID/W.

Individuals dialing into any of the Agency's computer systems from an unsecured site, (i.e., their home or business office, or another government site) shall safeguard their access media.

Dialing out to access a non-Agency computer system, telecommunications service, or bulletin board shall be accomplished from a stand-alone personal computer (PC) or through M/IRM/TCO approved gateway. Individuals shall ensure that downloaded data are processed through an Agency-approved virus protection software before being loaded onto a network drive.

M/IRM shall provide guidance to individuals regarding the best method to use to access the outside system, safeguards to follow, and guidance on virus protection software to ensure that downloaded data are processed through Agency-approved virus protection software before being loaded onto a network drive.

#### **E549.5.4a Remote Access**

Individuals requesting remote access to the Agency's computer systems must complete a USAID Computer System Access Request and forward it to M/IRM/TCO. (See [ADS 545](#) and [Supplementary Reference, USAID Computer System Access and Termination Request](#))

Individuals needing to dial out to access a non-Agency computer system, telecommunications service, or bulletin board must forward requests, in writing, to M/IRM/TCO.

#### **549.5.4b TRANSMISSION MODE**

Employees must select the most cost effective method of transmission that is consistent with security requirements.

The following guidance shall be followed to select the most cost-effective and efficient mode for transmitting information.

- 1) Official diplomatic cable or diplomatic pouch are the only readily available vehicles for transmitting National Security Classified and Sensitive But Unclassified (SBU) overseas.

Classified telephone conversations and FAX transmissions require special equipment and site preparation. M/IRM/IPA must be contacted regarding office requirements. Diplomatic cables are readily and widely distributed to other U.S. Government agencies.

- 2) E-Mail is the most economical vehicle for communicating with organizations and individuals.
- 3) International telephone calling rates for each overseas post are published in Section A of the Agency's telephone directory. It is much cheaper to call another country from USAID/W than to call USAID/W from another country.
- 4) Telephone and FAX transmission rates are the same. It takes approximately 9 minutes to send a 10-page FAX message.

#### **E549.5.4b Transmission Mode**

#### **549.5.4c ELECTRONIC MAIL (E-MAIL)**

E-Mail (currently for unclassified, non-sensitive material only) shall be used to transmit official business messages and data/documents between authorized individuals whether in USAID/W or overseas, and between the Agency and authorized external organizations, e.g., other government agencies,

- \* PVOs, contractors, vendors, and universities. **See also [ADS Chapter 541](#) regarding USAID's policies and procedures on the personal use of information management resources.**

#### **E549.5.4c Electronic Mail (E-Mail)**

Senders and receivers of messages/documents transmitted through E-Mail shall be responsible for retention of the information in accordance with Agency Records Management policy when the information transmitted is considered record material (**See [ADS 502](#)**).

All users of the Agency's external E-Mail service shall be responsible for integrity of the data sent and received and are encouraged to validate the source of questionable files. All attachments received through E-Mail from an external source must be filed to a local floppy disk

drive and processed through an Agency approved virus detection software program before being uploaded to the Agency's network. All executable files, i.e., programs, received from external sources must be initially executed on a PC that is not connected to the Agency's network.

Authorized E-Mail users must contact their IT Specialist/Systems Manager regarding availability of training on use of the E-Mail system to communicate with other USAIDNET E-Mail users and sending/receiving E-Mail from organizations/individuals external to USAIDNET.

#### **549.5.4d ACCEPTABLE USE OF THE USAID INTERNET**

The following policies and essential procedures do not cover the use of the Internet through connections that are not provided by USAID. Nor do they apply to Internet connections through either US or host-country Internet Service Providers (ISPs) outside USAID's network.

- 1) USAID employees' (direct hire, contract funded, Participating Agency Service Agreements (PASAs), Resources Support Services Agreements (RSSAs), and Third Country Nationals (TCNs)) access to, and use of, the Internet shall be available only through a user account established by their systems managers.
- 2) The Internet shall be used for unclassified purposes only. Classified, national security information shall not be permitted on the Internet. Sensitive But Unclassified (SBU) information shall be transferred under certain conditions (**See Mandatory Reference, [Series 500 Interim Update 5, Sensitive But Unclassified \(SBU\) Information Created, Processed, Stored, or Transmitted in Electronic Format](#)**).
- 3) Use of the Internet for destruction of United States Government (USG) property, harassment of staff, or criminal acts is prohibited and shall be punishable by applicable US and host- country laws.
- 4) As in the use of other Agency software applications, an Internet account is revokable if used improperly within USAID space. Mission Directors and/or Bureau Assistant Administrators and Independent Office Directors shall be the final decision makers regarding what constitutes unacceptable use of the Internet. When implementing these policies and essential procedures, System Managers shall refer to 549.5.4e and E549.5.4e while tailoring these policies

and essential procedures to each specific mission-related technology and work environment.

#### **E549.5.4d Acceptable Use of the USAID Internet**

- 1) Use of the Internet shall be consistent with the Agency's policy on computer network access, use, and security restrictions (**See [ADS 545](#)**). This includes changing passwords regularly and abiding by the Agency's computer security policies and essential procedures. **See also [ADS 541](#) regarding USAID's policies and procedures on the personal use of information management resources.**
- 2) Users shall abide by the same standard of communication etiquette on the Internet as via face-to-face communications, memoranda, and telephone calls.
- 3) Users shall conduct official business activities only while residing in USAID space or using USAID computer resources and network.
- 4) Users shall treat Internet-based files and material with the same respect of copyright or intellectual property rights as any published medium.
- 5) Users shall consult with their systems administrators before initiating significant file transfers that have potential to overload the network (i.e., files that exceed 1MB). Generally, any extended file transfer shall be scheduled outside the core mission and USAID/W work hours.
- 6) Freeware/Shareware downloading from the Internet shall not be permitted under current USAID policy (**See [ADS 545](#)**).

#### **549.5.4e USAID SYSTEMS MANAGERS' INTERNET USAGE**

Users and systems management personnel--primarily those located overseas--shall ensure that all employees perform required Agency business over USAID's network infrastructure without experiencing unnecessary delays or potentially overload network capacity.

#### **E549.5.4e USAID SYSTEM MANAGERS' INTERNET USAGE**

Activities that have the potential to cause overloads shall not be conducted unless specifically justified and directly related to job responsibilities. When conducted, they must be coordinated and scheduled with the systems managers to avoid network overloads.



Users and system managers shall ensure that the following activities, which have the potential to overload the network capacity, are not incurred:

- 1) Installing or using screen savers that are configured to obtain update information from the Internet (e.g., Pointcast);
- 2) Subscribing to newsfeed services (e.g., Pointcast);
- 3) Subscribing to mailing list servers;
- 4) Accessing video and audio files located on the Internet;
- 5) Accessing large graphic files (such as weather maps) on a routine basis;
- 6) Logging onto other value-added network services such as CompuServe, America Online, NEXIS/LEXIS, etc; and
- 7) Downloading software upgrades/patches or new software.

**549.5.4f INTERNET BEST PRACTICES FOR CONSERVING COMPUTING AND COMPUTER RESOURCES**

Users shall not install or change Internet-browser software or browser-add-on configuration files; this shall be performed by local systems managers only.

**E549.5.4f Internet Best Practices For Conserving Computing and Computer Resources**

The following practices must be followed:

- 1) Wherever possible, users shall access the Internet outside of core mission and USAID/W work hours;
- 2) USAID/Missions' local systems management personnel shall configure all New Management System (NMS) related Intranet materials for local storage and access;
- 3) Users shall keep track of mailing list servers and unsubscribe to them when they are no longer necessary, when out of the office for extended durations, or when changing Banyan/Internet E-Mail addresses;

- 4) Users shall subscribe to listserves that are Agency-business related only; and
- 5) Users shall conserve network bandwidth if they turn-off Web browser graphics.

**549.5.4g FREEDOM OF INFORMATION ACT (FOIA)/PRIVACY ACT**

E-Mail messages shall be subject to requirements of the FOIA and Privacy Act. Printed or stored E-Mail messages, which are the subject of a FOIA request, must be reviewed in exactly the same way as any other record.

**E549.5.4g Freedom of Information Act (FOIA)/Privacy Act**

**549.5.4h VALUE-ADDED TELECOMMUNICATIONS**

M/IRM shall evaluate requests for value-added telecommunications services (i.e., services for which the Agency must acquire special services and/or incur additional costs for access) and determine if any additional hardware, software, or telecommunications bandwidth are required. A requirement that the requesting Bureau/Office/Mission pay additional costs is possible if the service has limited use.

**E549.5.4h Value-Added Telecommunications**

**549.5.4i ELECTRONIC BULLETIN BOARD SYSTEMS (EBBS)**

Approval must be obtained from M/IRM/TCO before bulletin board products are installed on the Agency's wide area network (WAN).

If access to the EBBS is required/desired by organizations/individuals external to the Agency, the EBBS must be installed and maintained on a platform (e.g., PC that is physically separated from the Agency's production network (i.e., USAID Network (USAIDNET))).

**E549.5.4i Electronic Bulletin Board Systems (EBBS)**

Organizations that wish to develop individual EBBS must forward information regarding the capabilities and specifications of the EBBS to the IT Specialist/Systems Managers. The information shall be reviewed by M/IRM/TCO to evaluate the impact on network performance. Only M/IRM/TCO shall install an EBBS to be used across the network.

Individual Offices or Bureaus requesting their own EBBS must maintain it. This includes disk space maintenance, performance, and compatibility with software releases of the network operating system.

Access requirements for the EBBS must be reviewed by M/IRM/TCO to evaluate configuration options and related costs.

#### **549.5.4j DATA WIRING**

All Agency wiring shall be carried out in accordance with Federal Information Processing (FIP) standards, state and county regulations, and in compliance with equipment manufacturer specifications.

#### **E549.5.4j Data Wiring**

All requests for domestic data wiring or cabling must be submitted in writing to M/IRM/TCO. M/IRM/TCO shall make arrangements for installation and testing.

Overseas locations must forward copies of their specifications for data wiring or cabling to M/IRM/TCO for review. M/IRM/TCO shall make recommendations, where necessary, and notify the organization if problems are anticipated with the specifications.

Overseas locations, co-located with an Embassy, must coordinate their requirements for data wiring through the DOS, Office of Foreign Building Operations, or the Information Process Center (IPC). Overseas organizations located outside of Embassy space that are not anticipating any direct connection with the Embassy do not need DOS clearance of their requirements for data wiring. M/IRM/TCO must approve all wiring diagrams for local area networks (LANs) whether in USAID/W or overseas.

All USAID/W requests to have PCs moved, upgraded, or new software installed must be forwarded to the IT Specialist/Systems Manager. All requests to disconnect or move a file server or concentrator in USAID/W must be forwarded to M/IRM/TCO. Only M/IRM/TCO personnel shall change wires on patch panels.

All individuals are prohibited from disconnecting or connecting any telecommunications equipment in USAID/W without authorization from M/IRM/TCO. In USAID/W, only authorized M/IRM/TCO employees and contractors are permitted to install, connect, or disconnect a file server, concentrator, router, or physically reconfigure the network.

Only System Managers overseas shall be permitted to manage the equipment currently connected to the network (which might require disconnecting/connecting equipment for repairs, reconfiguration, etc.).

#### **549.5.4k USAID NETWORK (USAIDNET) MANAGEMENT**

M/IRM/TCO shall manage the Agency's Telecommunications Network (USAIDNET) consistent with ADS 545, Automated Information Systems Security (**See [ADS 545](#)**).

#### **E549.5.4k USAID Network (USAIDNET) Management**

Enhancements shall be made to the telecommunications network to raise the classification level to unclassified-sensitive. See also M/IRM's ADS 545, Automated Information System Security for more information regarding classification levels and requirements (**See [ADS 545](#)**). Individuals at overseas locations who are authorized to access the USAIDNET must adhere to the regulations outlined in the Computer System Access Policy and local Mission policies and regulations as described in the Automated Information System Security Chapter (**See [ADS 545](#)**).

Overseas organizations connected to USAIDNET shall be delegated responsibility for managing local network resources and coordinating USAIDNET services with the central USAIDNET Network Operations and Management Group within M/IRM/TCO. The mission systems manager shall be expected to perform local network functions and duties. For purposes of emergency diagnostics of network problems, M/IRM/TCO must be given an ID to access each server connected to the USAIDNET.

M/IRM/TCO shall be the coordinator for registration of all federal and international telecommunication address assignments for the Agency.

M/IRM/TCO shall provide the tools for IT Specialists to perform basic utilization reporting for their platforms and conduct periodic reviews on disk utilization, line activity, concentrator workload, server performance, and evaluate new maintenance releases for the operating system software. Corrective actions shall be taken by either the IT Specialist or M/IRM/TCO when problems are encountered. M/IRM/TCO must disconnect individual servers if problems are encountered that have the potential of affecting the overall performance of USAIDNET.

International access to the Agency's telecommunications network (USAIDNET) shall depend on a variety of conditions and options that must be addressed on a case-by-case basis. M/IRM/TCO shall, in coordination

with the mission and other M/IRM divisions, (i.e., M/IRM/CIS, M/IRM/IPA, etc.), assist in determining the requirements and the best method to support the Agency's telecommunication's requirements. It is advantageous to the Agency's missions to connect to USAIDNET to take advantage of USAIDNET network services.

The requirements taken into consideration to determine connectivity needs are: size of the mission, quality of local telephone service, proximity to the local embassy, and anticipated volume of data traffic, amount of E-Mail exchanged with the USAIDNET community outside the mission. For locations where there is no Agency mission, but Agency representation, connectivity requirements to the USAIDNET shall be handled on a case-by-case basis.

#### **E549.5.4k(1) Access Methods**

The four access methods described in the following essential procedure offer the capability to meet current requirements of unclassified/non-sensitive telecommunications security while offering the ability to enhance the network to a higher security level in the future.

##### **a) DOS DTS-PO Provided Connectivity:**

The preferred method of communication is to obtain a communications circuit from DOS. DOS circuits are supported in DOS/Washington headquarters by the DOS/Diplomatic Telecommunications Service Program Office (DOS/DTS-PO) to ensure quality, security, low-cost operation, and uninterrupted service. To implement DOS communications capabilities, M/IRM/TCO shall officially request Agency connectivity on behalf of the site from the DOS/DTS-PO. Determination and authorization to implement DOS communications at a given Agency location lies solely with the DOS/DTS-PO and depends on circuit availability. Missions must not request service directly from the local Embassy Information Process Office (IPO).

Missions must fund all local costs for hardware, software, start-up TDY support (if required), and local telephone charges (Post Telephone and Telegraph (PTT) if required) to connect from USAID (i.e., any overseas location) to the Embassy (called local loop charges). Other costs associated with the USAIDNET, E-Mail, and the DOS/DTS-PO shall be funded centrally by M/IRM and the DOS.

Missions must fund all local costs for hardware, software, and local telephone (PTT) charges to establish an alternate

(backup, back channel) method of connecting to the USAIDNET when the DOS/Embassy circuit is inoperative. Occasionally, the DOS circuit is inoperative for a variety of reasons (i.e., planned maintenance, loss of carrier, hardware failure). During such outages, the site is expected to communicate with the USAIDNET via an alternative method. Usually, the method selected shall be International Direct Dial (IDD) dial-up to the network.

#### **b) International Direct Dial (IDD) Connectivity**

In countries with relatively dependable telephone service and lack of facilities through the DOS/DTS-PO, International Direct Dial (IDD or dial-up) connectivity to another network server is considered the second alternative for connectivity. M/IRM/TCO maintains the hardware and software centrally in USAID/W to meet network dial-up connectivity requirements and shall review on a case-by-case basis the cost alternatives to the Agency of USAID/W or USAID mission-initiated calls. The following criteria must be observed to implement IDD dial-up communications capabilities.

- 1.** Missions must notify M/IRM/TCO regarding requirements and request dial-up service. M/IRM/TCO shall coordinate activation and implementation of dial-up network access. In the event dial-up service is not the best alternative, M/IRM/TCO shall propose alternative telecommunications modalities.
- 2.** Missions must fund all local costs for hardware, software, start-up TDY support (if required), and local telephone (PTT) charges (if required) to install an IDD line at the USAID server. Other costs associated with the USAIDNET and E-Mail shall be funded centrally by M/IRM.
- 3.** For USAID mission-initiated calls to USAID/W, the USAID mission must connect to the USAIDNET at least once every normal working day. The connection includes weekends and holidays at the mission's discretion. The network central hub in USAID/W is operational seven days per week, 24 hours per day. The time of connection to the network is at the mission's discretion.
- 4.** USAID missions must fund all local costs for hardware and software to establish an alternate (backup, back channel) method of connecting to the USAIDNET when the primary dial-up method is inoperative.

5. Alternative dial-up arrangements shall be proposed by M/IRM/TCO. After careful analysis, the USAID mission potentially is directed to dial a server located at another mission. These alternative solutions shall be implemented on a case-by-case basis to reduce overseas communication costs.

**c) Value-Added Network (VAN) Connectivity**

Commercial carriers such as MCI, Sprint, and Infonet offer public services, which allow subscribers to exchange E-Mail and attached files with other subscribers worldwide. Many Host Country PTTs offer access to commercial carriers through dial-up or leased line connections. M/IRM/TCO shall assist in determining the available carriers, configuration, equipment required, and projected costs from the local PTT, as well as the international carrier.

Agency missions must notify M/IRM/TCO regarding Mission requirements and request VAN service. M/IRM/TCO shall coordinate activation and implementation of VAN to the USAIDNET. In the event VAN service is not available, M/IRM/TCO shall propose alternative telecommunications modalities.

USAID missions must fund all local costs for software, start-up, local telephone (PTT) charges, and commercial carrier charges. Missions must fund local connect-time charges for telephone (PTT) and the commercial carrier and/or the international call to a commercial carrier. Other costs associated with the USAIDNET, USAID/E-Mail, and VAN commercial carrier(s) shall be funded centrally by M/IRM and the recipient of the E-Mail transmission.

**4) Satellite Communications Connectivity**

Satellite services provide reliable communications for posts that have no other alternative. Satellite earth stations are funded and deployed by a given overseas location to connect to a public service provider such as INMARSAT, IDB, or PANAM SAT. Satellite connectivity, directly from the USAID satellite terminal through a public service provider, shall provide voice, FAX, and data connectivity to an end-user device (i.e., telephone, FAX, or an Agency network server for data or E-Mail transfer). To implement satellite communications capabilities:

a. USAID missions must obtain clearance from the Regional Security Officer (RSO) and in-country clearance (if

required by the RSO) from the appropriate Ministry for telecommunications services; and

b. USAID missions must fund all costs for hardware, software, start-up TDY support, and connect-time commercial carrier charges, which shall be billed on a usage basis.

**549.6 Supplementary Reference**

**[USAID Computer System Access and Termination Request](#)**

**549.7 Mandatory References**

**[ADS 501](#)**

**[ADS 502](#)**

**[ADS 545](#)**

**[12 FAM 540](#)**

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**[Preparation and Processing of Outgoing Telegrams Guidebook](#)**

**[Series 500 Interim Update 5, Sensitive But Unclassified \(SBU\) Information Created, Processed, Stored, or Transmitted in Electronic Format](#)** [(Note: This link is only available to USAID employees who have access to the intranet.)]

**USAID/General Notice, Use of USAID Automation Technology and Communications Systems, Assistant Administrator for Management (AA/M) Memorandum, dated 09/26/95**