

5 FAH-2 H-740 MAINTENANCE RESPONSIBILITIES

(CT:TEL-12; 03-08-2005)
(Office of Origin: IRM/APR/RG)

5 FAH-2 H-741 INFORMATION PROGRAMS CENTER (IPC)

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

- a. IPC is responsible for the operational readiness of all Emergency Action Committee (EAC) and Emergency & Evacuation (E&E) radio equipment and for maintaining an inventory of operable spares. IPC will analyze any malfunctioning equipment and determine whether post has the technical expertise to make repairs. If the equipment cannot be repaired at post, *consult* the Regional Information Management Center (RIMC) to determine whether the faulty equipment should be sent back to the Department for repair, or to schedule an Information Management Technical Specialist/Radio (IMTS/R) visit at the first opportunity.
- b. IPC is responsible for *installing and relocating* EAC and E&E network radio equipment at post. IPC should coordinate the technical specifics with RIMC prior to performing an installation or relocation. The assistance of a qualified IMTS/R may be required for any major installation or relocation of radio equipment.
- c. *Procuring and installing* non-E&E radio networks must be coordinated with IPC to ensure equipment compatibility, *Host Nation Approval (HNA)* of frequencies, and that local repair/maintenance capability is available. The repair of non-E&E radio equipment such as the Admin Net is a post responsibility and should be performed via vendor services. LGF radio repair is the responsibility of the RSO and/or his or her contractor. Every effort should be availed to provide for the local repair and maintenance of non-E&E radio equipment via normal post procurement channels.

5 FAH-2 H-742 REGIONAL INFORMATION MANAGEMENT CENTER (RIMC)

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

- a. The RIMC provides maintenance support primarily for Department-owned E&E network equipment, including antenna sites, repeaters, base stations, *and* portable and mobile units. If RIMC technicians cannot repair the equipment, they will send it to the Department and notify the post. *IRM/OPS/ITL/LWS/RPB* will decide if the equipment can be repaired economically or if it should be replaced.
- b. The RIMC also offers technical expertise to posts, bureaus, and other agencies, as requested, to evaluate vendor or other proposals for lifecycle support of locally purchased or leased equipment.
- c. Additional information concerning RIMC responsibilities for radios can be found in 2 FAM 114.5-3

5 FAH-2 H-743 OTHER AGENCIES

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

Tenant agencies that own radio systems are responsible for maintaining their equipment, their inventory of operable spares, and coordinating repairs or changes to their network with post management. Tenant agencies should notify the IPC of pending visits by their radio technicians and notify the *Chief of Mission (COM)*, Information Management Officer (IMO), and Regional Security Officer (RSO) of any significant changes to their networks.

5 FAH-2 H-744 INTERAGENCY MAINTENANCE AGREEMENTS

(TL:TEL-2; 05-23-2003)
(Uniform all agencies)

The IMTS/R may maintain equipment owned by other agencies during regularly scheduled visits after Department maintenance issues have been resolved. Likewise, if a radio technician is visiting a tenant agency, that

technician may address repair issues for Department networks. Consult current Interagency Agreements between the Department and tenant agencies for specific guidance and delineation of responsibilities.

5 FAH-2 H-745 REPAIR AND RETURN PROCEDURES

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

The repair of Classified Information Processing Equipment (CIPE), radio, and telephone systems will all be handled in a similar manner, the same process that has been in place for ADP equipment located inside the Controlled Access Area (CAA). Post will send an official telegram to USOFFICE ITECH WASHDC, SECSTATE WASHDC, and the appropriate RIMC. This telegram should be assigned TAGS AMTC, ACOA, and KRIM. A slug line must be included for the Customer Service Exchange Activity (IRM/OPS/ITI/LWS/MNT/CSEA), the respective regional bureau, and the cognizant maintenance provider:

CIPE/ADP	-	RM/OPS/ITI/LWS/MNT
Radio	-	IRM/OPS/ITL/LWS/RPB
Telephone	-	IRM/OPS/ITI/LWS/FPT

The telegram should request a Return Authorization Number (RAN) and provide registry number, model number, and serial number of equipment requiring repair. CSEA 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/MNT/CSEA
7500 Boston Blvd
Springfield, VA 22153

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, because that does incur a handling expense and the regional bureaus must be able to track all expenses.

5 FAH-2 H-746 THROUGH H-749 UNASSIGNED