

## **5 FAM 550**

# **DIPLOMATIC TELECOMMUNICATIONS SERVICE - PROGRAM OFFICE (DTS-PO)**

*(CT:IM-96; 06-02-2008)*  
*(Office of Origin: IRM/BPC/PRG)*

## **5 FAM 551 GENERAL**

*(CT:IM-96; 06-02-2008)*

The Diplomatic Telecommunications Service Program Office (DTS-PO) provides the Department, and other U.S. Government agencies (customers) located at our diplomatic missions, with data services that enable global network connectivity. DTS-PO achieves this primarily by aggregating individual agency connections through a government-managed private data network infrastructure (DTS network) riding on leased commercial terrestrial and satellite data links.

### **5 FAM 551.1 Responsibilities**

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- a. DTS-PO manages the customer's data between the post demarcation point and a corresponding demarcation point within the United States or other foreign location. Abroad, customers connect their networks to the DTS Network at a physical demarcation point usually located in the post's common transmission facility (CTF) or its main distribution frame (MDF). Domestically, most of the Department's connectivity, along with a significant portion of other customer connectivity, is delivered to the Beltsville Information Management Center (BIMC).
- b. DTS-PO establishes the standards and system requirements for the DTS network, facilities and equipment, and customer connections to the DTS network.
- c. Customers manage all data and equipment on the customer-side of the post/domestic DTS network demarcation points. Customers should coordinate with the post's IMO or IPO and DTS-PO regarding connectivity from customer spaces to the DTS network demarcation point.
- d. Customers requiring DTS network connectivity (domestic demarcation) through BIMC should contact IRM's Global Telecommunications Services Division (IRM/OPS/ENM/GTS) at (301) 985-8100. GTS manages the

DTS's Network Service Center (NSC) located within BIMC.

## **5 FAM 551.2 Requests for DTS-PO Services**

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- a. Customers should coordinate service requests through their respective agency headquarters. The customer's headquarters should contact DTS-PO's Business Requirements Staff at DTSPSPB@state.gov or (703) 278-1593 regarding services.
- b. Department-specific requirements should be submitted via telegram or memorandum through IRM's Liaison Division (IRM/BPC/CST/LD) and Enterprise Network Management (IRM/OPS/ENM). ENM determines, budgets, and funds centrally most State requirements for DTS-PO services. Other State offices requiring service through DTS-PO are required to fund those requirements.
- c. DTS-PO will only accept service requests from State that IRM's Liaison Division has validated. This ensures that Department-specific requirements are valid and that State will reimburse DTS-PO for the services.

## **5 FAM 552 THROUGH 559 UNASSIGNED**