Defense Information Systems Agency

A Combat Support Agency

NETWORK SERVICES

TELECOMMUNICATIONS

SERVICE LEVEL AGREEMENT (SLA)

Version 3.0
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Customer Services Division
P.O. Box 549
Ft. Meade, MD 20755-0549

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Signature Page for Key Officials

Approved by:

3/13/14

FOR CINDY E. MORAN
Director for Network Services

Date

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Document History

Document Origination

The following parties have originated this document:

Name	Organization	Title	Role
SLM Team	NSP4	Telecommunications SME	Creator
Martha Buck	NSP4	Division Chief	Approver
Paul Filios	NS	Acting Vice Director for Network Services	Approver
Cindy Moran	NS	Director for Network Services	Approver

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Document Point of Contact

For any questions or concerns regarding the Service Level Agreement, please contact:

DISN Global Support Center (DGSC)

Contact Information:

DSN: (510) 376-3222 or (312) 850-4790
CML: (800) 554-3476 or (614) 692-4790
SBU IP Data e-mail: DISA.DGSC@MAIL.MIL
Secret IP Data e-mail: DGSC@COLS.CSD.DISA.SMIL.MIL

Revision History

Version Number	Date	Summary of Changes	Org
1.0	December 30, 2010	Prepared for signature.	NS7
1.1	December 30, 2010	Initial Release.	NS7
2.0	November 30, 2012	Second release includes additions of SME-PED, Private IP Service, and additional technologies for Dedicated service in the Transport portfolio section. Revised management thresholds as provided by internal mission partners. Conducted annual review of all sections by internal mission partners.	NS7
2.1	January 13, 2014	Incorporated NS input from AIMS	NSP4
3.0	March 12, 2014	Third release includes additions of VPN Services and Satellite Communications Services Portfolio. Revised management thresholds as provided by internal mission partners. Conducted annual review of all sections by internal mission partners.	NSP4

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1. Introduction

The Defense Information Systems Network (DISN) is the Department of Defense's (DoD's) worldwide, interoperable, secure and highly available enterprise network infrastructure used to provide converged, net-centric, Internet Protocol (IP)-based voice, video, and/or data services through a combination of DoD and commercial terrestrial, wireless, and satellite communications capabilities, providing end-to-end (E2E) information transfer and management in support of military operations and national security. To ensure specific and measureable service, performance targets are documented for DISN telecommunications services. The Joint Requirements Oversight Council Memorandum (JROCM) 095-09 GIG 2.0 Initial Capabilities Document (ICD) provides threshold and objective measures for a globally interconnected, interoperable, secured system of systems. The Defense Information Systems Agency (DISA) Network Services (NS) Directorate has established this Service Level Agreement (SLA) as a means of defining the funded performance thresholds for the services delivered to DISA mission partners. Operational performance of the services defined in the SLA will be monitored, measured, and reported against the commitments defined in this agreement.

2. Purpose

The purpose of this Telecommunications SLA is to define the services and their respective service performance objectives supported by Network Services. The service performance objectives are represented as Management Thresholds (MTs) and reflect the numerical baselines against which operational performance will be measured and reported.

3. Scope

The scope of services covered under the terms of this SLA includes the Transport Network, Unified Capabilities (voice, video, messaging, wireless, and mobile), IP data, and Satellite Communications. Service thresholds will be modified as a result of a change to validated requirements.

4. Applicability

This SLA is directly applicable to equipment, software, and facilities within the DISA Telecommunication Services.

5. Authority

This SLA is published in accordance with the authority contained in Department of Defense (DoD) Directive 5105.19, Defense Information Systems Agency (DISA), 25 July 2006 and Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6211.02D, DISN Responsibilities, 24 January 2012.

6. References

(a) DISA Circular 310-130-2, November 2005

(b) DoD Directive 5101.19, Defense Information Systems Agency (DISA), 25 July 2006

(c) The Defense Information Systems Network (DISN) Technical Evolution Plan (DTEP), 21 December 2011

(d) DoD CIO, Unified Capabilities Requirements (UCR) 2013, January 2013

(e) Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6211.02D, DISN Responsibilities, 24 January 2012

7. Effective Date

This document is effective upon signature. Revision and review will be conducted as required, or at a minimum annually, to maintain its completeness and accuracy of the service information contained herein.

8. Service Descriptions

This section describes the telecommunication services and technologies covered under this agreement along with the associated management thresholds.

8.1 Network Service Restoral

In accordance with the GIG Service Management – Operations (GSM-O) contract, Acceptable Levels of Performance (ALPs) in Task Order (TO) 2, the average restoral time for all network service follows:

Commitment	MT	Metric
All Network Service	<= 15 hours	Average Restoral Time

Table 1: Network Service Restoral Time

8.2 Transport Services Portfolio

The Transport Services portfolio provides point-to-point services at various transmission rates. The Transport Services portfolio covered under this SLA consists of the Dedicated service.

8.2.1 Dedicated

Dedicated service is a private-line-transport service that provides point-to-point connectivity to mission partner locations. Dedicated service relies on many different technologies such as DISN Asynchronous Transfer Mode (ATM) Service (DATMS), Low Speed Time Division Multiplexing (LSTDM), Optical Transport System (OTS), Optical Digital Cross Connect (ODXC), and Multi-Service Provisioning Platform (MSPP) technology.

8.2.1.1 DISN Asynchronous Transfer Mode (ATM) Service (DATMS)

The DISN ATM technology is a private-line-transport service that provides cell-based, point-to-point and point-to-multipoint connectivity to DISA mission partners. The technology offers ATM permanent virtual circuit and ATM permanent virtual path services, but it does not support mission partner-initiated ATM Switched Virtual Circuits.

The following tables show the management thresholds and metrics for DATMS technology.

DISN Asynchronous Transfer Mode Service

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5	% Availability

Table 2: DATMS –Switch Availability

Commitment	MT	Metric
DISA CONUS	98.5	% Availability
DISA PACIFIC	98.5	% Availability
DISA EUROPE	98.5	% Availability
DISA CENTCOM	98.5*	% Availability

Table 3: DATMS – Trunk Availability

Commitment	MT	Metric
DISA CONUS	98.5	% Availability
DISA PACIFIC	98.5	% Availability
DISA EUROPE	98.5	% Availability
DISA CENTCOM	98.5*	% Availability

Table 4: DATMS – Network Availability

* The trunk and network availability actual performance may be lower in this Area of Responsibility (AOR), based on the commercial capabilities.

8.2.1.2 Low Speed Time Division Multiplexing (LSTDM) Technology

The DISN LSTDM transport technology also known as PROMINA, offers end-to-end dedicated, fixed bandwidth, point-to-point services, and point-to-multipoint services.

The following tables show the management thresholds and metrics for LSTDM technology.

Low Speed Time Division Multiplexing

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5	% Availability

Table 5: Low Speed TDM – Switch Availability

Commitment	MT	Metric
DISA CONUS	98.5	% Availability
DISA PACIFIC	98.5	% Availability
DISA EUROPE	98.5	% Availability
DISA CENTCOM	98.5*	% Availability

Table 6: Low Speed TDM – Trunk Availability

Commitment	MT	Metric
DISA CONUS	98.5	% Availability
DISA PACIFIC	98.5	% Availability
DISA EUROPE	98.5	% Availability
DISA CENTCOM	98.5*	% Availability

Table 7: Low Speed TDM – Network Availability

* The trunk and network availability actual performance may be lower in this Area of Responsibility (AOR), based on the commercial capabilities.

8.1.1.3 Optical Transport System (OTS) Technology

The OTS technology is a system that provides connectivity between DISN locations. This service is not available to DISA's external mission partners.

The following tables show the management thresholds and metrics for OTS technology.

Optical Transport System

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA EUROPE	99.5	% Availability

Table 8: OTS – Switch Availability

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA EUROPE	99.5	% Availability

Table 9: OTS – Trunk Availability

8.2.1.4 Optical Digital Cross Connect (ODXC) Technology

The ODXC transport technology offers end-to-end dedicated, fixed bandwidth, and point-to-point services.

The following tables show the management thresholds and metrics for ODXC technology.

Optical Digital Cross Connect

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability

Commitment	MT	Metric
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5	% Availability

Table 10: ODXC – Switch Availability

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5*	% Availability

Table 11: ODXC – Trunk Availability

* The trunk and network availability actual performance may be lower in this Area of Responsibility (AOR), based on the commercial capabilities.

8.2.1.5 Multi-Service Provisioning Platform (MSPP) Technology

The MSPP technology offers end-to-end dedicated, fixed bandwidth, and point-to-point services.

The following tables show the management thresholds and metrics for MSPP technology.

Multi-Service Provisioning Platform

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability

Table 12: MSPP – Switch Availability

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability

Table 13: MSPP – Trunk Availability

8.3 Data Services Portfolio

The Data Services portfolio provides best effort Internet Protocol (IP)-based services across the DoD enterprise based on the classification level of the information accessible. The Data Services portfolio covered under this SLA consists of three services: Sensitive but Unclassified (SBU) IP Data (formerly known as NIPRNet), Secret IP Data (formerly known as SIPRNet), and Private IP Service.

8.3.1 Sensitive but Unclassified (SBU) IP Data

SBU IP Data provides point-to-point connectivity to DISA mission partners. This unclassified IP data service for internet connectivity and information transfer supports DoD applications such as e-mail, web services, and file transfer. The SBU IP Data service also provides DoD customers with centralized and protected access to the public internet.

8.3.2 Secret IP Data

The Secret IP Data service provides point-to-point connectivity to DISA mission partners. It also provides IP-based secret information transfer across DoD for official DoD business applications such as e-mail, web services, and file transfer. The Secret IP Data service gateway function provides DoD customers with centralized and protected connectivity to federal, Intelligence Community (IC), and allied information at the secret level.

The Secret IP Data service includes IP-based secret information exchange within DoD (DoD intranet) and centralized, gateway external network information exchange (extranet). The intranet function provides access to a joint, shared DoD environment at the secret classification level for the exchange of information among DoD components.

8.3.3 Virtual Private Network (VPN) Services

The DISN Virtual Private Network (VPN) services providing data privacy to DISA mission partners across the SBU IP Data network (formerly known as NIPRNet). As data services, VPN services falls within the DISN Subscription Service (DSS) structure.

Operational VPN services include the following:

- Private IP Service
- Private Local Area Network (LAN) Service
- Label Transport Service
- Medical Community of Interest (MEDCOI)
- Common Mission Network Transport (CMNT)
- DISN Test and Evaluation (DISN T&E) Service

The following tables show the management thresholds and metrics for SBU IP Data and Secret IP Data. As noted above, VPN services rides across the SBU IP Data network; therefore, the management thresholds and metrics for VPN services are identical to SBU IP Data.

Sensitive but Unclassified IP Data/Secret IP Data

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5	% Availability

Table 14: SBU IP Data/Secret IP Data – Switch Availability

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5*	% Availability

Table 15: SBU IP Data/Secret IP Data – Trunk Availability

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5*	% Availability

Table 16: SBU IP Data/Secret IP Data – Network Availability

Commitment	MT	Metric
DISA CONUS	98.5	% Availability
DISA PACIFIC	98.5	% Availability
DISA EUROPE	98.5	% Availability
DISA CENTCOM	98.5	% Availability

Table 17: SBU IP Data/Secret IP Data – Access Circuit Availability

Commitment	Latency MT(ms)	Packet Loss MT
Intra-CONUS	< 100	< 1 %
Intra- EUROPE	< 100	< 1 %
Intra- PACIFIC (Oahu, HI-Western Pacific)	< 150	< 1 %

Commitment	Latency MT(ms)	Packet Loss MT
Intra-CENTCOM	‹ 100	‹ 1 %

Table 18: SBU IP Data/Secret IP Data Latency/Packet Loss – Intra-Theater

Commitment	Latency MT(ms)	Packet Loss MT
CONUS – EUROPE (East coast to Central Germany)	‹ 130	‹ 1 %
CONUS – PACIFIC (West coast to Oahu, HI)	‹ 130	‹ 1 %
CONUS – CENTCOM	‹ 350	‹ 1 %

Table 19: SBU IP Data/Secret IP Data Latency/Packet Loss – Inter-Theater

* The trunk and network availability actual performance may be lower in this Area of Responsibility (AOR), based on the commercial capabilities.

8.4 Voice Services Portfolio

The Voice Services portfolio provides reliable, secure and non-secure, high-quality voice and voice messaging services. The Voice Services portfolio covered under this SLA consists of three services: Sensitive but Unclassified (SBU) Voice [formerly known as Defense Switched Network (DSN)], Voice over Secure IP (VoSIP), and Multilevel Secure Voice [formerly known as Defense Red Switch Network (DRSN)].

8.4.1 Sensitive but Unclassified (SBU) Voice

SBU Voice provides IP and circuit-switched voice-band data transfer and dial-up videoconferencing. SBU Voice is required to provide assured voice communications to Command and Control (C2) customers. Services with increased SLAs are provided through the implementation of military unique features, including Assured Services like Multiple Level Precedence and Preemption (MLPP), to support the military C2 functions.

The following tables show the management thresholds and metrics for SBU Voice.

Sensitive but Unclassified Voice

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5	% Availability

Table 20: (ROUTINE Precedence) SBU Voice – Switch Availability

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5*	% Availability

Table 21: SBU Voice – Trunk Availability

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5*	% Availability

Table 22: SBU Voice – Network Availability

Commitment	MT	Metric
Intra-CONUS	≤ P.07	Call Blocking Probability
Intra-PACIFIC	≤ P.07	Call Blocking Probability
Intra-EUROPE	≤ P.07	Call Blocking Probability
Intra-CENTCOM	≤ P.07	Call Blocking Probability

Table 23: (ROUTINE Precedence) SBU Voice – Grade of Service (GoS) Intra-Theater

Commitment	MT	Metric
CONUS – EUROPE	≤ P.09	Call Blocking Probability
CONUS – PACIFIC	≤ P.09	Call Blocking Probability
CONUS – CENTCOM	≤ P.09	Call Blocking Probability
PACIFIC – CENTCOM	≤ P.09	Call Blocking Probability
EUROPE – CENTCOM	≤ P.09	Call Blocking Probability

Table 24: (ROUTINE Precedence) SBU Voice – Grade of Service (GoS) Inter-Theater

* The trunk and network availability actual performance may be lower in this Area of Responsibility (AOR), based on the commercial capabilities.

8.4.2 Voice over Secure Internet Protocol (VoSIP)

The VoSIP service provides a cost-effective, reliable and secure means of classified voice communications, secret only, for Command and Control (C2) and non-C2 customers with the capability to communicate directly using point-to-point or conference calling. It does provide a media/voice interface (gateway) to the circuit-switched network providing interoperability between the VoSIP service and the Multilevel Secure Voice service.

VoSIP provides a permanent and long-term solution for global secure communications among all sites that are part of the VoSIP and secure voice services.

The following tables show the management thresholds and metrics for VoSIP.

Voice over Secure IP

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5	% Availability

Table 25: VoSIP – Multilevel Secure Voice Gateway Availability

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5	% Availability

Table 26: VoSIP – Secret IP Data Access Circuit Availability

8.4.3 Multilevel Secure Voice

The Multilevel Secure Voice service provides DoD with high-quality secure voice telephone and conferencing services for end-to-end use by DoD authorized users. Provision of this service is in accordance with national security directives in support of Command and Control (C2) and crisis management mission functions.

The Multilevel Secure Voice service includes a range of assured services to C2 users and their missions in an environment of a robust and feature-rich set of capabilities. This service is provided at major C2 facilities (e.g., the National Military Command Center (NMCC) and Combatant Command (COCOM) headquarters) interconnected through a cryptographically secured network. The service is the core of a DoD Global Secure Voice System (GSVS) during peacetime, crisis and time of conventional war by hosting national level conferencing and connectivity requirements and providing interoperability with both DoD tactical and strategic communities.

The following tables show the management thresholds and metrics for Multilevel Secure Voice.

Multilevel Secure Voice

Commitment	MT	Metric
DISA CONUS	99.5	% Availability
DISA PACIFIC	99.5	% Availability
DISA EUROPE	99.5	% Availability
DISA CENTCOM	99.5	% Availability

Table 27: Multilevel Secure Voice – Switch Availability

Commitment	MT	Metric
DISA CONUS	98.5	% Availability
DISA PACIFIC	98.5	% Availability
DISA EUROPE	98.5	% Availability
DISA CENTCOM	98.5*	% Availability

Table 28: Multilevel Secure Voice – Trunk Availability

Commitment	MT	Metric
DISA CONUS	98.5	% Availability
DISA PACIFIC	98.5	% Availability
DISA EUROPE	98.5	% Availability
DISA CENTCOM	98.5*	% Availability

Table 29: Multilevel Secure Voice – Network Availability

*	The trunk and network availability actual performance may be lower in this Area of Responsibility (AOR), based on the commercial capabilities.

8.5 Video Services Portfolio

The Video Services portfolio provides reliable, secure and non-secure, high-quality videoconferencing services. For video services, hardware/software is used to recognize compressed digital information in a variety of user-generated, standards-based formats and data rates that support user-to-user sessions over the transport layer for communicating video information. The Video Services portfolio covered under this SLA consists of the Dial-Up, Internet Protocol (IP) and Dedicated Video Teleconferencing service.

8.5.1 Dial-up, Internet Protocol (IP) and Dedicated Video Teleconferencing

The Dial-up, IP and Dedicated Video Teleconferencing (VTC) service is a "meet me" type of service and consequently depends on its users to have the appropriate infrastructure to access the system. Dial-up, IP and Dedicated Video Teleconferencing services are available 24 hours a day, 7 days a week, 365 days a year to registered users using fixed, deployed-fixed and mobile resources. These services allow simultaneous video and audio communication between two or more video teleconferencing facilities (VTFs). The video services include point-to-point and multipoint video teleconferencing service between dial-up, IP and dedicated VTFs at unclassified, secret and allied secret security levels.

The following tables show the management thresholds and metrics for Dial-up, IP and Dedicated Video Teleconferencing.

Dial-Up, IP and Dedicated Video Teleconferencing

Commitment	MT	Metric
Managed Service	99.5	% Availability

Table 30: Dial-up, IP and Dedicated Video Teleconferencing – Managed Service Availability

8.6 Messaging Services Portfolio

The Messaging Services portfolio provides organizational and assured messaging services to users including military services, DoD agencies, Combatant Commanders (COCOMs), non-DoD U.S. government activities and the Intelligence Community (IC). The Messaging Services portfolio covered under this SLA consists of the Organizational Messaging service [formerly known as Defense Message System (DMS)].

8.6.1 Organizational Messaging Service

The Organizational Messaging service provides a range of assured services to the customer community that includes the military services, DoD agencies, COCOMs, non-DoD U.S. government activities and the IC. These services include the ability to exchange official information between military organizations and to support interoperability with allied nations, non-DoD activities and the IC operating in both the strategic/fixed-base and the tactical/deployed environments.

The following tables show the management thresholds and metrics for Organizational Messaging Service.

Organizational Messaging Service

Commitment	MT	Metric
Backbone BMTA	98.7	% Availability
DMS Backbone – Multi-Function Interpreter (MFI)	98.7	% Availability
Local site	98.7	% Availability

Table 31: Organizational Messaging Service – Availability

Commitment	MT	Metric
Urgent	≤ 3	Minutes
Normal	≤ 20	Minutes
Non-Urgent	≤ 8	Hours

Table 32: Organizational Messaging Service– Speed of Service

Commitment	MT	Metric
Directory Accuracy	≤ 2	% Errors
Non-Delivery Notification Ratio (NDN)	≤ 2	% Errors
SIPR Certificate Errors	≤ 2	% Errors

Table 33: Organizational Messaging Service– Process Measures of Effectiveness

8.7 Wireless Services Portfolio

The Wireless Services portfolio provides wireless carrier and mobile access to DISN services by DoD personnel, deployed warfighters, and other authorized Federal Agencies. The Wireless Services portfolio covered under this SLA consists of two services: Enhanced Mobile Satellite Services (EMSS) and Secure Mobile Environment – Portable Electronic Device (SME-PED).

8.7.1 Enhanced Mobile Satellite Services (EMSS)

EMSS provides deployed warfighters and partnering agencies with global communications through security and user prioritization enhancements to commercial Mobile Satellite Services (MSS). EMSS includes global handheld voice, data, paging and sim-less Short Burst Data (SBD) communications.

EMSS is a capability provided by DoD that features global data transfer and securable voice communications. The service allows real-time access to other EMSS users, the SBU Voice and commercial U.S. and international telephone networks through the Iridium satellite network. The EMSS handsets (satellite phones) enable the warfighter to communicate with the SBU Voice, Public Switched Telephone Network (PSTN), and SBU IP Data services by leveraging the EMSS gateway that interfaces with those services.

EMSS also offers the Distributed Tactical Communications System (DTCS), which is a secure tactical handheld satellite radio that provides on-the-move, over-the-horizon, beyond line-of-sight, voice, position location information and narrow band data communications to disadvantaged users in austere environments.

The following tables show the management thresholds and metrics for EMSS.

Enhanced Mobile Satellite Services

Commitment	MT	Metric
Constellation	95.0	% Availability
Gateway	98.5	% Availability
Terrestrial Connectivity	98.5	% Availability
JHITS / DSN (EMSS DISN Services)	98.5	% Availability
Data (EMSS DISN Services)	98.5	% Availability

Table 34: EMSS – Availability

Commitment	MT	Metric
MOC Call Success Rate	96.0	% Availability

Table 35: EMSS – MOC Call Success Rate Availability

8.7.2 Secure Mobile Environment - Portable Electronic Device (SME-PED)

The SME-PED service provides DoD personnel with wireless mobile communications leveraging continuing investments in intelligence, reconnaissance and Command and Control (C2) capabilities. The service provides personal communication devices with integrated wireless e-mail, web browsing and document viewing, which has enabled a new breed of mobile workforce.

The following table shows the management thresholds and metrics for SME-PED service. The measurement encompasses the availability of the commercial carrier entry point, the DISA Managed SME-PED devices, and the SME-PED enclave access circuit to the DISN.

Secure Mobile Environment – Portable Electronic Device

Commitment	MT	Metric
DISA MCEP-1 Availability	99.5	% Availability
DISA MCEP-2 Availability	99.5	% Availability

Table 36: Secure Mobile Environment-Portable Electronic Device – Availability

8.8 Satellite Communications Services Portfolio

The Satellite Communications (SATCOM) Services portfolio is a critical portion of the DISN and provides reliable, secure, high-quality transport for voice, video and data services over Military and Commercial SATCOM (MILSATCOM and COMSATCOM). The SATCOM Services portfolio covered under this SLA consists of three services: MILSATCOM and COMSATCOM, Gateway and control.

8.8.1 MILSATCOM and COMSATCOM

MILSATCOM and COMSATCOM provide users with a wide range of military (X, Ka, EHF/AEHF and UHF) and commercial (Ka, Ku, X and C) frequency bands to support mission requirements.

The following tables show the management thresholds and metrics for SATCOM.

MILSATCOM & COMSATCOM

Commitment	MT	Metric
MILSATCOM & COMSATCOM	98.0	% Availability

Table 37: MILSATCOM & COMSATCOM Availability

8.8.2 SATCOM Gateway

The SATCOM Gateway portfolio provides the SATCOM terminals, baseband, encryption and router equipment, and transport to the nearest DISN Service Delivery Node (OTS, ODX, MSPP, etc). The Gateway provides voice, video, data and transport of user networks for Command and Control (C2) and non-C2 customers with the capability to communicate directly using point-to-point or point-to-multipoint networks. It supports both strategic and tactical user requirements, and can readily insert additional equipment and services capabilities to provide a rapid and flexible response to emerging requirements.

The following tables show the management thresholds and metrics for SATCOM Gateways.

SATCOM Gateway

Commitment	MT	Metric
SATCOM Gateway	98.0	% Availability

Table 38: SATCOM Gateway Availability

8.8.3 Control

The Control portfolio supports both SATCOM network management and the OSS (which is addressed elsewhere); the OSS portfolio is managed by NS2. The control systems ensure

SATCOM Gateway equipment is deliberated managed; and accurate status is uplinked to a central management suite for distribution to Stakeholders.

The following tables show the management thresholds and metrics for Control platforms.

Control

Commitment	MT	Metric
Control Systems	98.0	% Availability

Table 39: Control Availability

9. Service Support Information

The DISN Global Support Center (DGSC) serves as the customer point of contact for telecommunication services.

Contact Information:
DSN: (510) 376-3222 or (312) 850-4790
CML: (800) 554-3476 or (614) 692-4790
SBU IP Data e-mail: DISA.DGSC@MAIL.MIL
Secret IP Data e-mail: DGSC@COLS.CSD.DISA.SMIL.MIL

10. Service Performance Reporting

Monthly reports will be generated on service performance information.

Appendix A
Glossary

Term	Definition
Availability	Availability indicates the percentage of time that a system or group of systems within a unit are operationally capable of performing an assigned mission and can be expressed as 100 X ([Total time - Outage time]/Total time) where Outage time is the period of time the system is unavailable for use by customers.
Call Blocking	Expresses the number of blocked calls by the number of attempted calls and is measured as the probability of a call not being completed (i.e., Grade of Service).
DMS Backbone – Speed of Service	Expresses information delivery times based on the urgency classification.
Grade of Service	Expresses the call blocking ratio on routine calls based on call volume. The number is based on calls blocked out of 100.
Latency	Round Trip Time (RTT) transmission times between two points in the network and is based on the routed performance of the network.
Management Threshold	Management thresholds are numerical baselines against which operational performance is measured to highlight where management action is required.
Non-Delivery Notification Ratios	Expresses the percentage of non-delivery messages to the total messages sent.
Packet Loss	The number of dropped packets between two points in the network and is based on the routed performance of the network.
Threshold	The minimum acceptable value considered achievable within the available cost, schedule, and technology at low-to-moderate risk.

Appendix B
Acronyms

Acronym	Term
AOR	Area of Responsibility
ATM	Asynchronous Transfer Mode
BMTA	Backbone Message Transfer Agent
C2	Command and Control
CENTCOM	Central Command
COCOM	Combatant Command
CONUS	Continental United States
DATMS	DISN ATM Service
DGSC	DISN Global Support Center
DISA	Defense Information Systems Agency
DISN	Defense Information Systems Network
DMS	Defense Message System
DoD	Department of Defense
DRSN	Defense Red Switch Network
DSN	Defense Switched Network
DSS	DISN Subscription Service
DTCS	Distributed Tactical Communications System
DVS	DISN Video Services
DVS-G	DVS – Global

Acronym	Term
E2E	End-to-End
EMSS	Enhanced Mobile Satellite Services
GoS	Grade of Service
GSVS	Global Secure Voice System
HI	Hawaii
IC	Intelligence Community
IP	Internet Protocol
JHITS	Joint Hawaii Information Transfer System
LSTDM	Low Speed Time Division Multiplexing
MCEP	Multi-Carrier Entry Point
MFI	Multi-Function Interpreter
MLPP	Multiple Level Precedence and Preemption
MOC	Mobile Originated Calls
MPLS	Multi-Protocol Labeled Switching
MSPP	Multi-Service Provisioning Platform
MSS	Mobile Satellite Services
MT	Management Threshold
NDN	Non-Delivery Notification
NIPRNet	Unclassified but Sensitive Internet Protocol Router Network
NMCC	National Military Command Center
NS	Network Services

Acronym	Term
ODXC	Optical Digital Cross Connect
OTS	Optical Transport System
PSTN	Public Switched Telephone Network
RTT	Round Trip Time
SBD	Short Burst Data
SBU	Sensitive but Unclassified
SIPR	Secret Internet Protocol Router
SIPRNet	Secret Internet Protocol Router Network
SLA	Service Level Agreement
SME-PED	Secure Mobile Environment – Portable Electronic Device
TDM	Time Division Multiplexing
U-AR	Unclassified-Aggregation Router
U-PE	Unclassified-Provider Edge
VoSIP	Voice over Secure Internet Protocol
VPN	Virtual Private Network
VTC	Video Teleconferencing
VTF	Video Teleconferencing Facility

Defense Information Systems Agency
P.O. Box 549
Ft. Meade, MD 20755-0549
www.disa.mil