



Defense Information Systems Agency

A Combat Support Agency

NETWORK SERVICES

PRIVATE INTERNET PROTOCOL (IP) SERVICE

CONNECT TO AN ESTABLISHED VIRTUAL PRIVATE NETWORK (VPN) CUSTOMER ORDERING GUIDE

Version 1.0
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UNCLASSIFIED

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Signature Page for Key Officials

Approved by:

Signed on July 2, 2012; signature on file

Chief, Customer Services Division (NS7)

July 2, 2012

Date

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1. Introduction

The Defense Information System Network (DISN) Private Internet Protocol (IP) Service is an enterprise Virtual Private Network (VPN) service providing data privacy to mission partners across the Unclassified but Sensitive IP Router Network (NIPRNet). As a data service, this new service falls within the DISN Subscription Service (DSS) structure. The Private IP Service provides a VPN environment for mission partners desiring to segregate their IP traffic from the common user environment currently provided by the DISN Sensitive but Unclassified (SBU) IP Data Service. Typical applications are similar to the applications using the SBU IP Data Service, within a community of interest or closed user group. The service provides private IP networking with protection from external threats through segmentation that minimizes attack opportunity.

The process and detailed information to order this service, which requires two steps, are provided in the Private IP Customer Ordering Guides. The first step is to ***Establish a VPN*** and the second step is to ***Connect to an Established VPN***. Guidance for registering Private IP (VPNs) in the System/Network Approval Process (SNAP) database is available in Appendix M of the Connection Process Guide (GPC). The CPG can be accessed at: <http://disa.mil/Services/Network-Services/DISN-Connection-Process>.

2. Purpose

This document provides detailed information necessary to ***Connect to an Established VPN*** via DISA Direct Order Entry (DDOE). A separate Ordering Guide has been developed to address information to ***Establish a VPN***. Both documents assume the reader has basic familiarity with DDOE and has an established account with role(s). The DISA Direct home page can be accessed at: <https://www.disadirect.disa.mil/products/ASP/welcome.ASP>.

3. References

- (a) DoD Connection Process Guide (CPG), Version 4.0, dated DD June 2012

4. Roles and Responsibilities

It is the customer's responsibility to order DISN Private IP Service as they deem necessary, and to ensure the registration within the SNAP database.

5. Points of Contact

For additional information, help with DDOE, or specifically with ordering DISN Private IP Service, contact the DISN Global Support Center (DGSC) using the information provided below.

DISN Global Support Center (DGSC)	
Customer Services Division (NS7)	CML: (800) 554-DISN (3476) or (614) 692-4790 DSN: (312) 850-4790 Global DSN: (510) 376-3222 Unclassified e-mail: DGSC@csd.disa.mil Classified e-mail: DGSC@cols.csd.disa.smil.mil

Table 1: Points of Contact

6. Process Overview

The process to connect to a VPN is required for each location participating in the VPN. It is similar to the existing process for ordering connections to the SBU IP Data Service (formerly known as NIPRNet). This service option will result in a Telecommunications Service Request (TSR) being generated (for each individual customer connection to the VPN) and sent to the applicable DISA Provisioning Center. The basic procedures are:

1. The authorized DDOE user may order connections only to VPNs established by his or her organization. VPN connections may be ordered on behalf of another organization, if the originating organization desires their participation.
2. The authorized DDOE user logs into DDOE and selects type of service [i.e., DISN Virtual Private Network (VPN)] and “Connect to a VPN.”
3. The authorized DDOE user will see only the VPNs established by his or her organization, and will select from that list.
4. The remaining steps follow existing DDOE NIPRNet ordering procedures.
5. In parallel, or shortly after initiating the request to connect to a VPN through DDOE, the customer should begin the Registration/Connection Approval Process as outlined in Appendix M of the Connection Process Guide (GPC).

The following depicts the process overview for creating requests for individual customer connections to an established VPN. Business rules and specific steps are documented in subsequent sections.

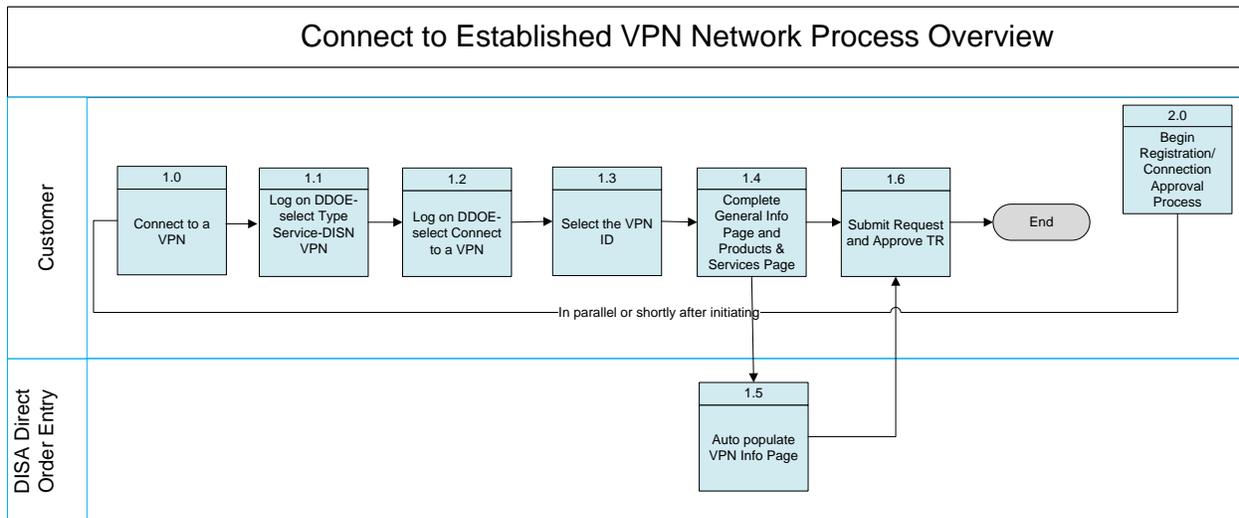


Figure 1: Process to Connect to an Establish VPN

7. Business Rules

Ordering of the DISN Private IP Service is based on the basic premise and template for ordering the SBU IP Data Service. Additional business rules apply when ordering this service.

1. All DISA Direct users that have the role of Authorized Requesting Official (ARO) or DISA users that have the role of Authorized Provisioning Official (APO) will have the capability to select DISN Private IP/Virtual Private Network (VPN) as the type of service.
2. The action types that apply to **Connect to an Established VPN** are: Connect to a VPN, Amend, Change, Cancel, or Discontinue a VPN connection. These actions are performed on the individual physical connections to the established VPN. The following rules apply when performing actions for a VPN connection:
 - a. All “Connect to a VPN” actions will be in accordance with the Telecommunications Request (TR)/TSR process. The NIPRNet TR pages are the baseline used for the technical specifications for all of the “Connect to a VPN” type actions.
 - b. No funding is required as this service falls within the DISN Subscription Services (DSS). However, the service will also be accessible from non-DSS sites; therefore, the customer will be responsible for access circuit costs from non-DSS sites.
 - c. Program Designator Code (PDC) funding is mandated for all actions related to the connection, regardless if there is funding associated with the requirement or not.
 - d. VPN Routing IDs must have been established by the Agency Routing List Official (RLO) along with the VPN routing matrix, or a PDC routing matrix. These are available for selection when creating the TR. Additionally, a drop down menu of RLOs is available if unknown.

8. Steps to Connect to an Established VPN on DDOE

This section provides steps necessary to request individual physical VPN connections to an established VPN (network). *The VPN must be established prior to requesting physical connections.*

ACTION: ARO/APO selects “DISN Virtual Private Network (VPN)” as the service type as shown below, and clicks “Continue.”

Type of Service Page

[Direct Home](#) [Notifications](#) [TR Home](#) [TR Help](#) [Track TR](#) [CAD](#) [ABD](#)

WARNING! Use of the Back and Forward buttons on the browser may cause undesired results, therefore they should NOT be used to navigate through the request.

TR Notice: When a TR is created, a Customer Job Order Number (CJON) will be automatically assigned to the request using the following format ("WO" followed by day, month, year, and next sequential number (e.g., WO20APR011234)). Also, based on DISAC 310-130-5, table T1.1 the Web will assign a TCO code to the request. Once the request has been approved by the final approver within the routing matrix and forwarded to DISA for action, the Web will assign a TR number using the TCO code previously assigned and the same format as the "WO" number. The CJON and TR numbers will be passed back electronically to everyone in the approval chain. Both numbers will also be reflected on the output document.

Please select the Type of Service:

 (M) Type of Service:

DISCLAIMER! The final solution to your telecommunication requirement will be determined by DISA in accordance with DoDD 4640.13 and DoDI 4640.14, unless you are waived from this guidance or are not a DoD customer.

 (M)-Mandatory items must be completed prior to the request being submitted.

 -This help link takes you to the description within DISAC310-130-5.

Figure 2: Type of Service Page

ACTION: ARO/APO selects “Connect to a VPN” for the request action under “VPN Connections” as shown below.

Request Action Page

[DISA Direct Home](#) [Notifications](#) [TR Home](#) [TR Help](#) [Track TR](#) [CAD](#) [ABD](#)

 (M) Select a type action:

Virtual Private Networks (VPNs)

- Establish a VPN
- Change VPN Point of Contact (POC) Information
- Discontinue a VPN (**Prerequisite Info:** All VPN connections must be disconnected first.)

VPN Connections

- Connect to a VPN (**Prerequisite Info:** VPN must be established.)
- Amend a VPN Connection
- Change VPN Connection Information
- Cancel a VPN Connection
- Discontinue a VPN Connection

 (M)-Mandatory items must be completed prior to the request being submitted.

 -This help link takes you to the description within DISAC310-130-5.

Figure 3: Request Action Page

ACTION: The search page presented will vary depending upon the role of the user logged into DDOE.

Example of Search Page if ARO Role

(NOTE: The VPN ID assignment/selection is auto-generated based on selection of Agency established VPN)

WARNING! Use of the Back and Forward buttons on the browser may cause undesired results, therefore they should NOT be used to navigate through the request.

(M) Select the Agency that the VPN was established for:



(M) Select the Virtual Private Network (VPN) ID:

 VPN ID:

(M)-Mandatory items must be completed prior to the request being submitted to DISA

Figure 4: Example of Search Page

VPN ID information shown will consist of the VPN ID and the Geographical Disposition information (e.g., AAL300214 – CONUS/EUROPE/PACIFIC, AAL300215 – PACIFIC).

ACTION: The search result presents the General Information page for the user to begin completing the connection request.

General Information Page

[DISA Direct Home](#) [Notifications](#) [TR Home](#) [TR Help](#) [Track TR](#) [CAD](#) [ABD](#)

DISN Virtual Private Network (VPN) - Connect to a VPN - Start

CJON: WO02MAY124300 TCO Code: WO

? MENU

- [Requester Info](#)
- [General Info](#)
- [Product/Service Rmts](#)
- [VPN Info](#)
- [Technical Info](#)
- [Dual Homing](#)
- [Diversity & Avoidance](#)
- [Funding Info](#)
- [DISA Cost Criteria](#)
- [Identification Info](#)
- [Related Requests](#)
- [Justification/Approval](#)
- [Service Point 1](#)
- [Summary](#)

(M) = Mandatory
 (R) = Recommended
[DISAC 310-130-5 Matrix](#)
 ? = Help

WARNING! Use of the Back and Forward buttons on the browser may cause undesired results, therefore they should NOT be used to navigate through the request.

? (M) Document Classification:

General Information

? (M) This requirement is for **DISN Virtual Private Network (VPN)** - Layer 3 VPN (Private Internet Protocol (IP) Service)

? (M) Geographical Disposition

Select the areas representing the service points that will be included in this request:

CONUS ([Areas 1,2](#))
 EUR ([Areas 3,4,5,6](#))
 PAC ([Areas 7,8,9](#))

? Select Agency ONLY if request is being submitted on behalf of an Agency and/or Organization other than your own:

? (M) Select Organization Account:

DA - DISA (Misc DISA HQ requirements not reflected elsew here in this table)

Telecommunication Service Priority (TSP) Information

Select all that apply:

Provisioning Priority Restoration Priority

Provide previously authorized TSP Number: TSP

(M)-Mandatory items must be completed prior to the request being submitted.

(R)-Recommended items should be completed whenever possible to avoid delays in processing your requirement.

[DISAC 310-130-5 Matrix](#)-Identifies the items utilized for this type of request

-This help link takes you to the description within DISAC 310-130-5.

Figure 5: General Information Page

General Information Page:

1. **General Information** – this section automatically displays the type service name (e.g., DISN Virtual Private Network [VPN] – Layer 3 VPN [Private Internet Protocol (IP) Service]).
 - a. **Geographical Disposition** – mandatory selection to indicate the area the service points will represent.
 - b. **Select Agency ONLY if request is being submitted on behalf of an Agency and/or Organization other than your own** – this optional selection allows the ARO/APO to indicate if the connection is being written on behalf of another agency.
 - c. **Select Organization Account** – mandatory selection that is presented when applicable for the Telecommunications Certification Office (TCO) code.
2. **Telecommunication Service Priority (TSP) Information** – this section is optional and must be completed if TSP is required.

ACTION: Product & Service Requirements page is presented as shown below. The Product/Service Description is auto-populated with “Connect to a VPN.”

Product & Service Requirements Page

[DISA Direct Home](#) [Notifications](#) [TR Home](#) [TR Help](#) [Track TR](#) [CAD](#) [ABD](#)

DISN Virtual Private Network (VPN) - Connect to a VPN - Start
CJON: WO02MAY124300 TCO Code: DA

? MENU

- [Requester Info](#)
- [General Info](#)
- [Product/Service Rqmts](#)
- [VPN Info](#)
- [Technical Info](#)
- [Dual Homing](#)
- [Diversity & Avoidance](#)
- [Funding Info](#)
- [DISA Cost Criteria](#)
- [Identification Info](#)
- [Related Requests](#)
- [Justification/Approval](#)
- [Service Point 1](#)
- [Summary](#)

(M) = Mandatory
(R) = Recommended
[DISAC 310-130-5 Matrix](#)
? = Help

WARNING! Use of the Back and Forward buttons on the browser may cause undesired results, therefore they should NOT be used to navigate through the request.

Product & Service Requirements

? (M) Product/Service Description:

Connect to a VPN

? (M) Operational Service Date: (DD MMM YYYY) **?** After The Fact (ATF) or Sooner If Possible (SIP) [CONUS](#) Lead Time Table(s)

? Requested CMCL/GFE Service Date: (DD MMM YYYY) **?** After The Fact (ATF) or Sooner If Possible (SIP)

? (M) Estimated Service Life: (In Months, not to exceed 120)

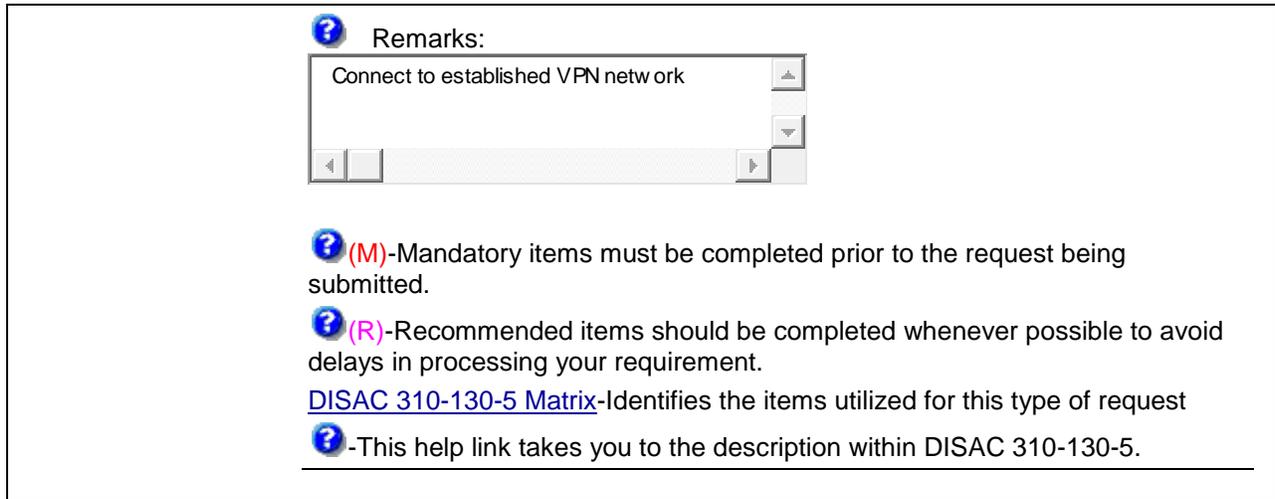


Figure 6: Product & Service Requirements Page

Product & Service Requirements Page:

1. **Product/Service Requirements** – this section lists the specified requirements for the connection.
 - a. **Product/Service Description** – this mandatory text field will automatically populate with the type action selected: Connect to a VPN.” This is the option the ARO/APO selected. The user may modify or insert additional information.
 - b. **Operational Service Date** – mandatory field for the operational service date.
 - c. **Requested CMCL/GFE Service Date** – mandatory field for the requested service date.
 - d. **Estimated Service Life** – this is a recommended field to indicate the length of time for the connection.
 - e. **Remarks** – this is an optional field for any remarks information.

ACTION: Virtual Private Network (VPN) Information page is presented as shown below. The page is auto-populated with the VPN Information such as VPN ID, Agency Requiring the VPN, Type of VPN, and the VPN POCs that were indicated on the Establish a VPN request.

Virtual Private Network (VPN) Information

[DISA Direct Home](#) [Notifications](#) [TR Home](#) [TR Help](#) [Track TR](#) [CAD](#) [ABD](#)

DISN Virtual Private Network (VPN) - Connect to a VPN
CJON: WO13APR121836 TCO Code: DA

? MENU

Requester Info

General Info

Product/Service Rqmts

VPN Info

Technical Info

Dual Homing

Diversity & Avoidance

Funding Info

Identification Info

Related Requests

Justification/Approval

Service Point 1

Service Point Mgmt

Summary

(M) = Mandatory
(R) = Recommended
[DISAC 310-130-5 Matrix](#)
? = Help

WARNING! Use of the Back and Forward buttons on the browser may cause undesired results, therefore they should NOT be used to navigate through the request.

Virtual Private Network (VPN) Information

? VPN ID: DKL300201 *Note: VPN ID is generated upon final routing approval of the Telecom Request (TR)*

? (M) Select the Agency requiring the VPN service: **DK - Defense Information Systems Agency - Department of Defense**

? (M) Type of VPN: L3 - Layer 3 VPN (Private Internet Protocol (IP) Service)

VPN Point of Contact Information

? (M) **Primary POC**

Rank/Title:	Ms				
Last, First MI:	Turner, Betsy L - Contractor				
	UNCLAS E-mail				
User E-mail:	UNCLAS E-mail				
Org E-mail:					
	CLASSIFIED E-mail				
User E-mail:					
Org E-mail:					
	Intl Access	Area/Cntry	Exchange	Phone	Extension
Cmcl. Phone:		301	555	1234	
DSN Phone:					

Pager #:					
(R) Alternate POC					
Rank/Title:		Ms			
Last, First MI:		Badgett, Sheila - Government			
		UNCLAS E-mail			
User E-mail:					
Org E-mail:		UNCLAS E-mail			
		CLASSIFIED E-mail			
User E-mail:					
Org E-mail:					
	Intl Access	Area/Cntry	Exchange	Phone	Extension
Cmcl. Phone:		618	555	1234	
DSN Phone:					
Pager #:					

VPN TR Routing Information	
(M) VPN	DISA01 - DISA01 - DISA VPN MATRIX 1
Routing ID:	

Note: The VPN Routing ID is a six-position number assigned by your Agency's [Routing List Official](#).

VPN Routing ID List - DISA01 - DISA01 - DISA VPN MATRIX 1

Members				
Seq	Type	Member	Agency	Org
1	Office	DISA VPN Office 1		
	BADGETT	Badgett, Sheila	Defense Information Systems Agency (DISA)	Network Services Directorate - NS
	HENRY	Henry, John	Defense Information Systems Agency (DISA)	Network Services Directorate - NS
	LAKEIN	Lakeinm, Vince	Defense Information Systems Agency (DISA)	DISA CONUS
	LAKE	Lake, Vince	Defense Information Systems Agency (DISA)	Network Services Directorate - NS

Figure 7: Virtual Private Network (VPN) Information Page

Virtual Private Network (VPN) Information Page:

1. **Virtual Private Network (VPN) Information** – this section provides the VPN ID, the Agency requiring the service, and the type of VPN.
 - a. **VPN ID** – displays the full VPN ID that was selected on the SEARCH page.
 - b. **Select the Agency requiring the VPN service** – displays the first and second position code of the VPN ID along with the description based upon DISAC 310-65-1 Chapter 3 “Agency Requiring the Service,” Para C3.4 “Listing of Codes” (e.g., AA – Office of Secretary of Agriculture – Department of Agriculture).
 - c. **Type of VPN** – the type of VPN service will automatically be displayed “L3 – Layer 3 VPN (Private Internet Protocol (IP) Service).”
2. **VPN Point of Contact Information** – this section provides the primary and alternate POC information for the VPN.
3. **VPN TR Routing Information** – the **VPN Routing ID** is a mandatory selection. It will auto-populate with the VPN Routing ID that was used on the “Establish a VPN” TR. This routing is in addition to the PDC routing.

Complete the remaining request items as when ordering SBU IP Data Service (formerly known as NIPRNet).

Identification Information Page:

Complete information for your Command Communications Service Designator (CCSD).

1. **PN as the Purpose and Use Code will be automatically populated by the DDOE.** PN is Layer 3 Virtual Private IP Network.
2. User must select **G for Permanent Virtual Circuits for entry for Type of Service.**

ACTION: ARO/APO continues to the Summary Page. The Summary Page reflects all of the TR information to connect to a VPN. The user must review the information. The following is a Summary Page from an example TR to connect to a VPN.

DISA Direct Home	Notifications	TR Home	TR Help	Track TR	CAD	ABD
----------------------------------	-------------------------------	-------------------------	-------------------------	--------------------------	---------------------	---------------------

Following is a summary of this request. You are authorized only to view this request. Click [Return to return](#) to the TR Home page.

CJON: WO02MAY124300 TCO Code: DA

Request Summary	
Funding Line(s)	Service Point(s)
1	1

DISN Virtual Private Network (VPN) - Connect to a VPN - Start	
Requester Information	
Rank/Title:	Ms
Last, First MI:	Turner, Betsy L - Contractor
Agency:	Defense Information Systems Agency (DISA)
Organization:	Network Services Directorate - NS
UNCLAS User E-mail:	email address
UNCLAS Org E-mail:	
CLASSIFIED User E-mail:	email address
CLASSIFIED Org E-mail:	
Cmcl. Phone:	phone number
DSN Phone:	

General Information	
Document Classification:	UNCLAS
Type of Service:	DISN Virtual Private Network (VPN) - Layer 3 VPN (Private Internet Protocol (IP) Service)
Geographical Disposition:	CONUS
Request is being submitted on behalf of:	
Agency:	
Organization Account:	DISA (Misc DISA HQ requirements not reflected elsewhere in this table)
Telecommunication Service Priority (TSP) Information	
Provisioning Priority:	NO
Restoration Priority:	NO
Previously authorized TSP Number:	

Product & Service Requirements

Product/Service Description:		Connect to a VPN	
Operational Service Date:	06 Jul 2012	Estimated Service Life:	120 months
Requested CMCL/GFE Service Date:		06 Jul 2012	
Remarks:		Connect to established VPN network	
DISN Virtual Private Network (VPN) Information			
VPN ID:		DLL300212	
Agency Requiring VPN:		DL - Defense Intelligence Agency - Department of Defense	
Type of VPN:		L3 - Layer 3 VPN (Private Internet Protocol (IP) Service)	
Primary VPN POC			
Name:	Mr. Jack Buck	UNCLAS User E-mail:	email address
CLASSIFIED User E-mail:		CLASSIFIED Org E-mail:	
Cmcl. Phone:	phone	DSN Phone:	phone
UNCLAS Org E-mail:		Pager:	
Alternate VPN POC			
Name:	Ms Betsy L Turner	UNCLAS User E-mail:	email address
CLASSIFIED User E-mail:		CLASSIFIED Org E-mail:	
Cmcl. Phone:	phone	DSN Phone:	phone
UNCLAS Org E-mail:		Pager:	
VPN TR Routing Information			
VPN Routing ID:		DISA01 - DISA VPN MATRIX 1	
Technical Information			
Type of Operation:		Full Duplex	
Do you want DISA to manage your router:		NO	
Modulation Rate/Bandwidth:		1.544MB	
Service Availability:		Full Period	
Signaling Mode:		NO SIGNALING	
Funding Information			
Overtime/Expedite Charges:			No
Communications Service Authorization (CSA) Number:			New Lease
Cost Threshold (Not to Exceed)			
Program Designator Code (PDC)	Monthly Recurring Charges (MRC)	Non-Recurring Charges (NRC)	
YMTT20	\$0.00	\$0.00	

DISA Cost Estimate			
Cost Description	Billing Bandwidth	MRC	NRC
Disclaimer		The TR will be routed to a Provisioning Office for a service cost estimate.	
<p>NOTICE: DISA Cost Estimate is subject to change. Any change in the cost estimate (MRC/NRC) will be coordinated with the agency requesting the service prior to DISA finalizing the requirement.</p> <p>To DISA Cost Estimate History.</p>			
Identification Information			
CCSD:	Agency Code:	D - Defense Information Systems Agency	
	Purpose/Use:	PN - Layer 3 Virtual Private Internet Protocol Network	
	Type of Service:	G - Permanent Virtual Circuits	
	Sequence ID:	0001	
	NSS:	NO - NSS exemption not required.	
	Jurisdictional Classification:	100 Percent	
	Is this a BRAC Requirement?	NO	
	DISA Control Number:		
	Exercise/Project Description:	Connect to an established VPN network.	
	Satellite Data Base (SDB) Approval Number:		
Communications Control Office/Communications Management Office (CCO/CMO) Information			
(CCO/CMO) Information:			
Related Request Numbers			
	CJON(s)/Tracking Number(s):	WO02MAY124300	
	Work-In-Conjunction With:		
Justification and Approvals			
	Justification of Service Requested:		
	Identification of Reference:		
	Approval Document:		
	Accreditation Package Information:		
Service Point 1: Herndon, Virginia, United States			
	Facility Code:	1NJ-DISN NIPRNET DMZ ISOLATION ROUTER - 1ST WITHIN GEOLOC	
User Location Information			
	Address:	1111 Test Drive HERNDON, Virginia 20171-2516	

Building:	X	Floor:	1	Room:	101
NPA:	703	NXX:	860		
Latitude:		Longitude:			
Directions to Site:	Test				
Primary User POC					
Name:	Ms Betsy L Turner - Contractor	UNCLAS User E-mail:	email address	UNCLAS Org E-mail:	
CLASSIFIED User E-mail:		CLASSIFIED Org E-mail:			
Cmcl. Phone:	phone	DSN Phone:	phone	Pager:	
Alternate User POC					
Name:	Ms Sheila A Badgett - Government	UNCLAS User E-mail:	email address	UNCLAS Org E-mail:	
CLASSIFIED User E-mail:		CLASSIFIED Org E-mail:			
Cmcl. Phone:	phone	DSN Phone:	phone	Pager:	
Last Half Mile Information					
Last Half Mile Site Support Declaration:	No				
Service Point #1 Continued					
General Service Point Information					
Customer Terminal Equipment:	Test				
Crypto Equipment:	UNSECURE				
Interface Specifications					
Physical:	RJ-41				
Electrical:	T-1, LINE CODING: B8ZS, FRAME FORMAT: ESF				
Detail Interface Information:	Test				
Unique On-site Installation Factors:	Test				
Inside Wire Requirements					
Customer Premise Inside Wire Installation:	No				
Customer Premise Inside Wire Maintenance:	No				
Security Information					
Clearance Required:	Yes				
Escort Required:	Yes				
Security Instructions:	Test				
<p>The following list contains the E-mail addresses of the activities that will receive an electronic copy of this request once the final approval has been completed. You may add addressees to this list. You may also use CAD to retrieve E-mail addresses.</p>					
E-mail Addresses					

TO:			
provttstms@disa.mil			
CC:			
		email address	
email address		DISACONTESTIPCMO@disa.mil	
Approval Routing List			
Sequence	Approver / Office	Status	Comments
1	DISA VPN Office	Pending (notified 02 May 2012 12:52:33)	
2	CONUSTESTIPENG		
3	CONUSTESTENG		
4	DISA Default Office		
Request Summary			
Funding Line(s)		Service Point(s)	
1		1	

Figure 8: Example of TR to Connect to a VPN Summary Page

Other Informational Notes:

TR Homepage Options

1. **Copy Existing TR** – will only apply to Connect to an “Established VPN.”
2. **Import a TSR** – does not apply to the “DISN Private Internet Protocol (IP) Service” service offering.
3. **Retrieve a Draft TR** – applies to both “Establish a VPN” and “Connect to an Established VPN.”
4. **Review Submitted TR** – applies to both “Establish a VPN” and “Connect to an Established VPN.”
5. **Recall a TR** – applies to both “Establish a VPN” and “Connect to an Established VPN.”
6. **Track TR** – applies to both “Establish a VPN” and “Connect to an Established VPN.”

9. Other Action Requests – VPN Connections

Users will note that the request for this service is based on the same type actions as ordering SBU IP Data Service (formerly known as NIPRNet). Once the “Connect to a VPN” has been submitted, the other options may be used to “Amend a VPN Connection,” “Change VPN Connection Information,” or “Cancel a VPN Connection.” Upon final approval of the TR, an e-mail will be generated and sent to all e-mail addresses indicated on the TR Summary page. If you no longer require a VPN connection, the status of your original request to Connect to a VPN will determine which option you must select under “VPN Connections.” If your VPN connection has been established and is active, select the “Discontinue a VPN Connection” option. If your VPN connection has not been established but it is still in the ordering process, select the “Cancel a VPN Connection” option. The “Virtual Private Networks (VPNs)” section actions are addressed in the **Establish a VPN** Customer Ordering Guide.

(M) Select a type action:

Virtual Private Networks (VPNs)

- Establish a VPN
- Change VPN Point of Contact (POC) Information
- Discontinue a VPN (**Prerequisite Info:** All VPN connections must be disconnected first.)

VPN Connections

- Connect to a VPN (**Prerequisite Info:** VPN must be established.)
- Amend a VPN Connection
- Change VPN Connection Information
- Cancel a VPN Connection
- Discontinue a VPN Connection

 (M)-Mandatory items must be completed prior to the request being submitted.

 -This help link takes you to the description within DISAC310-130-5.

Figure 9: Request Action Page for Other Actions

Note when the intent is to “Discontinue a VPN” for an established VPN, users must select the “Discontinue a VPN Connection” for every individual connection established for a particular VPN or “Cancel a VPN Connection” for every individual connection requested that is still in the ordering process. ***All physical connections to that established VPN must be disconnected and/or canceled before a VPN may be discontinued.*** The **Establish a VPN** Customer Ordering Guide provides information on discontinuing an established VPN.

Appendix A Acronym List

Acronym	Term
APO	Authorized Provisioning Official
ARO	Authorized Requesting Official
CCSD	Command Communications Service Designator
CJON	Customer Job Order Number
DDOE	DISA Direct Order Entry
DGSC	DISN Global Support Center
DISA	Defense Information Systems Agency
DISN	Defense Information System Network
DSS	DISN Subscription Service
ID	Identifier
IP	Internet Protocol
NS	Network Services
PDC	Program Designator Code
POC	Point of Contact
PU	Purpose and Use Code
RLO	Routing List Official
SBU	Sensitive but Unclassified
SNAP	System/Network Approval Process
TCO	Telecommunications Certification Office
TR	Telecommunications Request
TSP	Telecommunications Service Priority
TSR	Telecommunications Service Request
VPN	Virtual Private Network



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