Defense Information Systems Agency

A Combat Support Agency

NETWORK SERVICES DIRECTORATE (NS)

Interim
Unified Capabilities Services
Process Guide

Version 1.3

May 2011

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EXECUTIVE SUMMARY

The Interim Unified Capabilities Services Process Guide (UCPG) describes ordering, engineering and other Request Fulfillment (RF) Process activities in support of Unified Capabilities (UC) services delivery.

The UCPG provides background information, technical requirements and procedures necessary to obtain Unified Capabilities (UC) services and shall be used to support ordering, provisioning and engineering to deliver UC services implementation. The UCPG also outlines the high-level service process steps that all DoD and non-DoD mission partners, which include non-DoD federal agencies, state and local government activities, contractors, foreign entities, etc., must follow to obtain UC services. Close adherence to the high-level process described in this guide (e.g. the procurement of approved, certified and accredited equipment as listed on the DISA UC Approved Products List) will ensure the most expeditious and secure completion of required tasks.

UCPG is an living document to assist customers in ordering UC services; an update will be coordinated with the UCCO, DISA Request Fulfillment, PIO and other stakeholder. This and additional releases will be published through normal DISN publications channels and posted to the UC website at http://www.disa.mil/ucco.

Question regarding this process guide can be directed to the DISA Request Fulfillment Process Owner at NSF-PIO@disa.mil.

This guide is effective immediately.

SIGNATURE PAGE FOR KEY OFFICIALS

Approved by:

/original sign and on file/   DD May 2011

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24 May 2011

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REVISION HISTORY

This document will be reviewed and updated as needed (minimum quarterly). Critical and Substantive changes will be reflected in the revision history table. History will be populated starting with the Version 1 release.

Version	Date	Comments
1.0	31 March 2011	Initial Draft
1.1	12 May 2011	Changes to document format, figures, and content/NS PIO
1.2	23 May 2011	Community comments
1.3	24 May 2011	PIO Updates

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LIST OF FIGURES AND TABLES

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SECTION 1

INTRODUCTION

1.1 Purpose

The Unified Capabilities Service Process Guide (UCPG) supports ordering, engineering and fulfillment of UC services request. This document will also provide background information, technical requirements and high-level process necessary to obtain UC services. This guide, which derives its authority from DoDI 8100.04, *DOD Unified Capabilities (UC)*, 9 December 2010 which establishes policy, assigns responsibilities, and prescribes procedures for: test; certification; acquisition, procurement, or lease (hereafter referred to as "acquisition"); effective, efficient, and economical transport; connection; and operation of DoD networks to support UC.

 The UCPG, a living document will continue to evolve as UC service processes are refined and or expanded. Future versions of the UCPG will expand to cover DISA's growing responsibilities as DoD UC services, and other requirements to continue to connect, evolve, and converge applicable to the overall DoD community. Before employing this guide, users should always check for an updated version at http://www.disa.mil/ucco.

1.2 Applicability

This guide applies to the Office of the Secretary of Defense (OSD), the Military Departments (MILDEPs), the Office of the Chairman of the Joint Chiefs of Staff (CJCS) and the Joint Staff (JS), the Combatant Commands (COCOMs), the Office of the Inspector General of the DoD, the Defense Agencies, the DoD Field Activities, all other organizational entities within the DoD (hereafter referred to collectively as the "DoD Components") and authorized users of DoD UC services.

This guide is consistent with DoD Component planning, investment, development, acquisition, operations, and management of DoD networks to support UC, independent of the mix of technologies (e.g., circuit-switched and/or Internet Protocol (IP)), and whether converged or non-converged, including all equipment or software (hereinafter referred to as "UC products" or "products") and services that provide or support UC, during each phase of those products' life cycles, from acquisition to operations.

1.3 Document Structure

The document is organized as follows:

SECTION 1 Defines the purpose, applicability, and structure of this guide.

SECTION 2 Discusses key related concepts and activities.

SECTION 3 Provides an overview of the UC services high-level process identifying the common (regardless of which network/service is needed) process mechanisms and requirements for customers.

The Appendices contain the UC Services Questionnaire, the IP Topology Template, they also includes: UC service requirements, policy references, acronyms, glossary of terms, and web links to additional resources

SECTION 2

UNIFIED CAPABILITIES KEY TERMS

Unified Capabilities are the integration of voice, video, and/or data services delivered ubiquitously across a secure and highly available network infrastructure, independent of technology. Clarification of the following terms is essential to efficient request submittal and UC service delivery.
This section identifies and provides clarification of related terms, activities and concepts that must be understood and executed to obtain and retain reliable, secure UC services.

2.1   Key Unified Capabilities Process Areas and Terms

2.1.1 DISA UC Services High-level Process

The DISA UC services process ensures that UC service requests are captured validated and fulfill. DISA will work with the requestor to efficiently and expeditiously deliver and verify UC services.   **Error! Reference source not found.**The following is a graphical depiction of the overall high-level process.
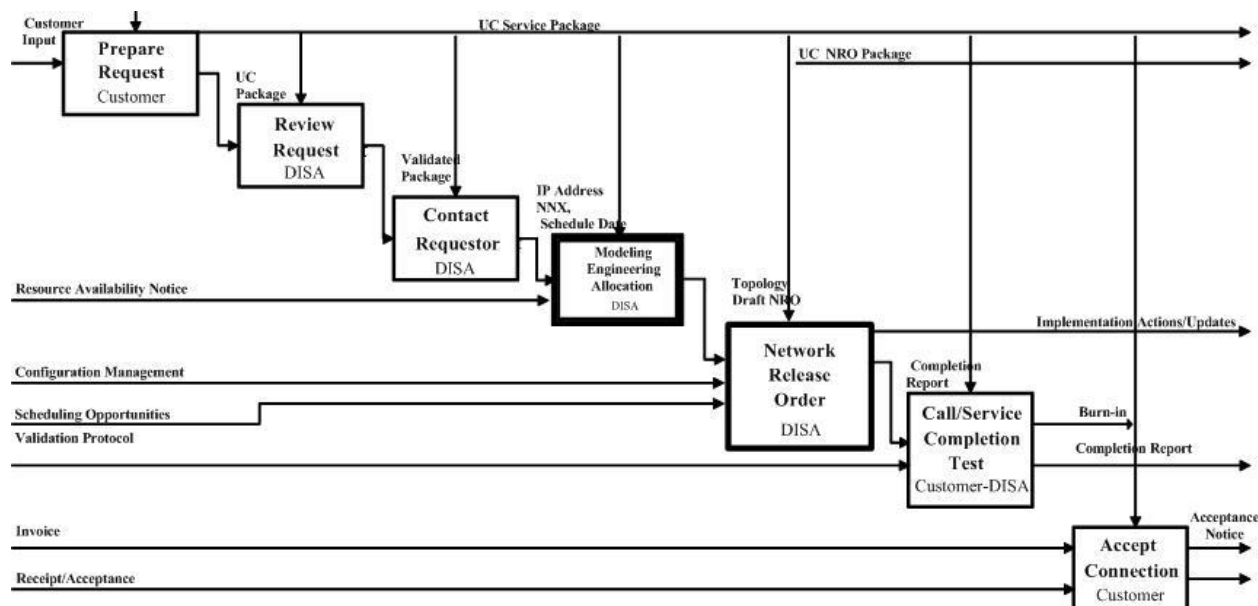

Figure 1 High-Level Unified Capabilities Service High-Level Process

2.1.2 UC Definitions

Unified Capabilities are the integration of voice, video, and/or data services delivered ubiquitously across a secure and highly available network infrastructure, independent of technology.

2.1.2.2 Local Session Controller (LSC)

An LSC is an approved (i.e. via the UC Certification process) voice, video and signaling server product at the B/P/C/S that directly serves IP end instruments (EI's). LSCs are the cornerstone of all DOD VVoIP signaling functions. Each LSC uses an Assured Services Access Controller (ASAC) to manage the total number of voice and video sessions allowed, and each has its own traffic-engineered access circuit bandwidth, which supports the predetermined number of sessions (called an "ASAC Budget"). It should be noted that –when configured in tandem- if one LSC (LSC-A) is not using all of its budget/bandwidth, the other LSC (LSC-B) cannot utilize LSC-A's unused budget/bandwidth.

2.1.2.1 Call Connection Agent-ID (CCA-ID)

The CCA-ID is essential when purchasing a Local Session Controller (LSC).   It is important that the vendor use the DISA-prescribed standard naming convention upon initial installation of the LSC at the site. The CCA-ID is used to identify the LSC routing destination and is created prior to the B/C/P/S's LSC equipment being installed and/or configuration of the site's LSC permanent tables.

2.1.2. 3 Quality of Service (QoS)

"Quality of Service" herein describes the in-network resource assurance and service differentiation capability used to support voice and video sessions from the end instruments that are set up through the Assured Services LAN (ASLAN) by the Local Session Controller (LSC). As stated previously, the LSC uses an Assured Services Access Controller (ASAC) to manage the total number of voice and video sessions allowed and to implement precedence and preemption of the sessions.

The DISA Engineering team will provide the ASAC settings to each LSC and to the corresponding ASAC in the MFSS/WAN SS based on the data provided by the sites (total number of phones and video sessions).

Voice and Video over IP (VVoIP) sessions and data sessions are simultaneously routed through the base ASLAN. The security of the VVoIP sessions is managed via the Edge Boundary Controller (EBC). The VVoIP and data sessions access the DISN via the site Customer Edge Router (CER)   The CER controls the session services, which are queued by voice, video, preferred data and best effort data. Each portion of the queuing mechanism is broken into separate bandwidth requirements. The queuing hierarchy is as follows:

- IP Voice Sessions are in the "Expedite Forwarding Queue" of the CER engineered for the required Grade of Service (GoS).
- IP Video Sessions are in the "Assured Forwarding Queue 4" of the CER engineered for the required GoS
- Preferred Data sessions are in the "Assured Forwarding Queue 3"
- Best Effort Data sessions are in the "Best Effort Queue"

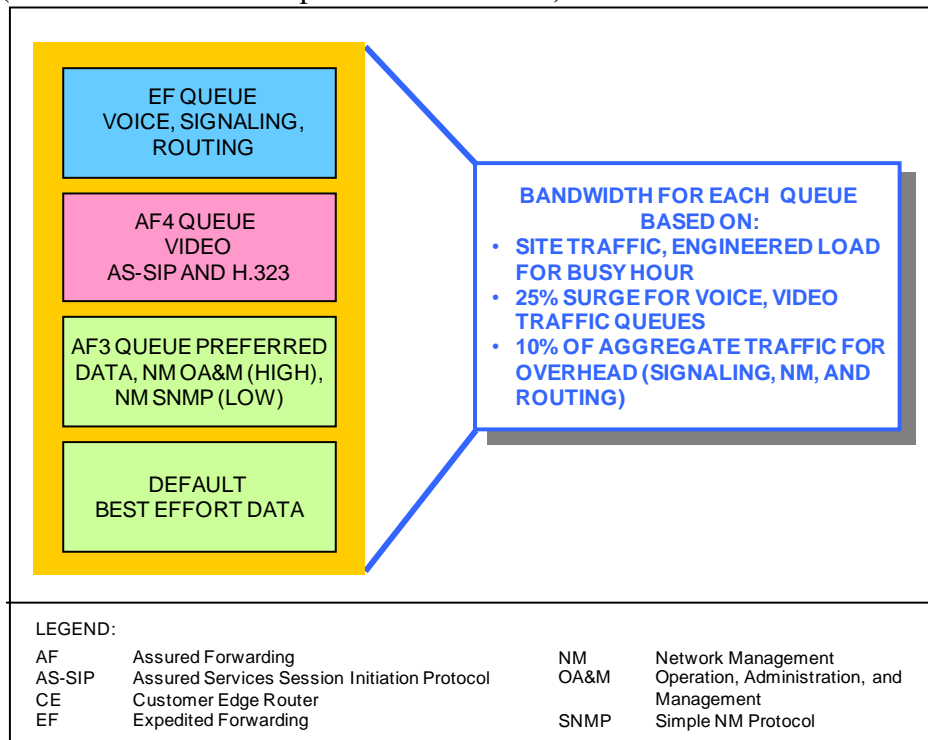(See Table 1 below for pictorial illustration)

Table 1 – Bandwidth Queuing- The bandwidth for each queue must be provided based on a sound traffic engineering analysis for voice and video traffic, signaling, NM, and routing traffic.

2.1.2.4 UC Networks/Services and Connections

The DISN network offers classified and unclassified voice, video and data services to its customers. A detailed description of each of the services is available at the following website: http://www.disa.mil/services/index.html?panel=10#A_Services. Each service requires specific types of network connections to access and utilize the service. Connection types are described in the appendix corresponding to each specific service.

2.1.2.5 Request Fulfillment (Formerly called Provisioning)

Request fulfillment involves the ordering, engineering, acquisition and installation of the circuit and equipment necessary to connect to the DISN. Request fulfillment may only be initiated by a DoD entity. A DoD entity may sponsor a Non-DoD entity, but the DoD entity remains responsible for all request fulfillment actions and in some cases, all Certification and Accreditation (C&A), and DISN Connection Approval Process actions.

2.1.2.6 UC Network/Service Specific Requirements

While all DISN networks/services follow similar connection process steps, there may be network/service-specific requirements for requesting and obtaining a connection, e.g., registering the connection request in an IS dedicated to that network/service and/or ensuring components are listed on the Approved Products List (APL) prior to purchase or lease, as designated in each network/service-specific appendix.

2.1.2.7 Certification and Accreditation (C&A)

All IS, including network enclaves connecting to the DISN network, are required to be certified and accredited in accordance with an appropriate and acceptable process. For new and additional circuits, the IS C&A process should be initiated parallel to or soon after beginning the UC services request fulfillment process. For existing circuits, the customer should initiate IS reaccreditation actions with sufficient time prior to expiration of the current accreditation and connection approval to prevent a circuit disconnect action.

2.1.2.8 DISN Enterprise Connection Approval Process

All requests for DISN connections are handled by the Enterprise Connection Approval Office for the necessary steps and information to process a connection. The DISN Connection Approval process containing all DISN specific information located within the Connection Approval Process Guide at the website www.disa.mil/connect .

2.1.2.9 Process Deviations and/or Additional Requirements

Per DoDI 8100.04, connection to the DSN requires purchase of voice equipment that is identified on the DoD UC Approved Products List (APL). All items on the APL are certified and accredited for interoperability and information assurance. Customers intending to use a product not on the APL must ensure product is processed in accordance with UCR guideline to include

JITC IO and IA tested and certified and placed on the APL or authorized for purchase via OASD (NII) policy waiver before the product can be purchased and connected to the DISN.

For information on APL products and the APL process for purchase of approved equipment added to that list, refer to the links below:

- DSN/DoD UC APL pages: http://jitc.fhu.disa.mil/tssi/apl.html
- UC Testing and Certification: http://www.disa.mil/ucco/index.html
- DSN Services and Capabilities: http://www.disa.mil/dsn/index.html

2.1.2.10 Voice Services Division

The Voice Services Division is responsible for reviewing and approving all requests.

2.1.2.11 UC Services Process Questionnaire

Unified Capabilities are the integration of voice, video, and/or data services delivered ubiquitously across a secure and highly available network infrastructure, independent of technology. Clarification of the customer requirements (UC Services Questionnaire) is essential to efficient request submittal and service delivery.

SECTION 3

UNIFIED CAPABILITY SERVICE HIGH-LEVEL PROCESS DESCRIPTION

This section describes the common roles and steps for ordering and acceptance of UC services.

3.1 UC Service Process Flow

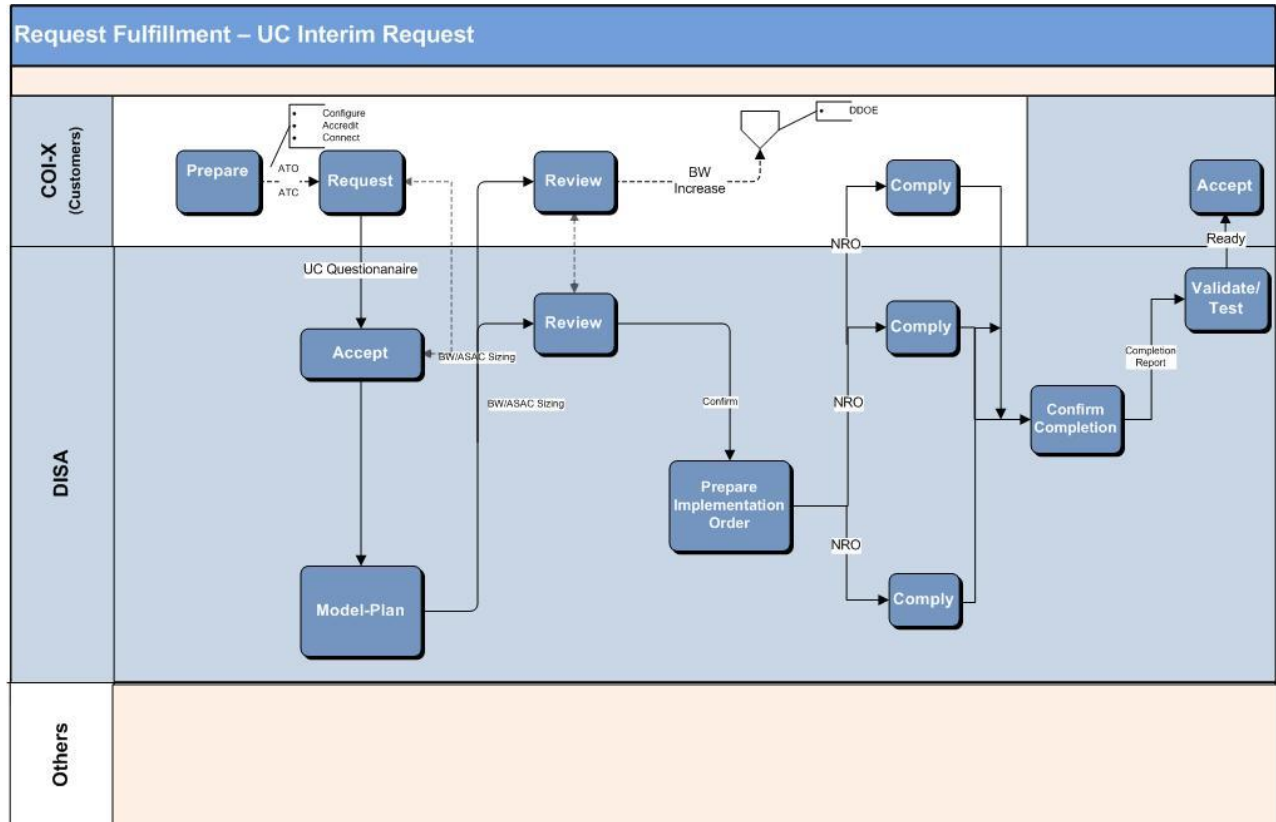The overall flow for the UC Service high-level process is illustrated in Figure 2.

Figure 2. Customer Unified Capabilities High-Level Process

3.2 UC High-Level Process

3.2.1 Roles and Responsibilities
The following lists the roles and responsibilities of Customer and DISA entities as the order traverses the interim UC services high-level process.

- **The customer will initiate and/or provide:**
    - Completed, Accurate UC Services Questionnaire
    - Completion/Delivery of Critical Information, including:
        - The Internet Protocol (IP) addresses for the Customer Edge Router/Edge Boundary Controller/Local Session Controller (CER/EBC/LSC)
        - The number of telephones and video session bandwidth allocations to be added
        - The CCA-ID (Call Connection Agent Identifier for LSC)
    - Formal (i.e., via DDOE) request for identified, increases in DISN bandwidth – if needed.
    - Other customer requirements

- **DISA will initiate and/or provide:**
    - Central focal point for all UC Service requests and coordinates with other DISA entities/organizations to complete request.
    - Reviews and modify/change configurations and orders, in consultation with the customer, in accordance with the services requested
    - Conducts QA on order to ensure valid technical and funding requirements are met in accordance to DISA standards
    - Coordinates with DISA Communications Services, Enterprise Engineering and other elements to ensure reliable service delivery and operation Configuration/change action Orders (NRO) to effect UC service activation
    - NNX and CCA-ID

3.3. UC Services Process Steps

This section describes actions to be completed in requesting UC Services. It specifically addresses delivery of UC Spiral 1 services such as VoIP but is applicable to other services. Organizations requesting UC Spiral 1 and other applicable services will follow the steps below:

1. Configure UC-enabling equipment (selected from the UC Approved Products List) in a manner that is consistent with DoD/other guidance and in accordance with the Vendor Deployment Guide (VDG)   APL and VDG are the authoritative reference for approved products and both are available online at http://disa.mil/ucco/.

2. Issue update/new accreditation decision as appropriate and as outlined in DODI 8510.01, *DIACAP.*

3. Coordinate with Enterprise Connection Office (www.disa.mil/connect) in obtaining appropriate (based on accreditation decision) Connection Approval status.

4. Submit a complete and accurate UC Services Questionnaire (provided in Appendix A) via email to Global NetOps Support Center (GNSC) DISACONDSNENG@disa.mil.

5. Coordinate with DISA HQ (PhoneDSN@DISA.mil) to request and obtain LSS CCA-IDs for the identified location and # of LSCs on site.

6. Support DISA UC service team in the clarification and UC service planning.

7. Support DISA UC and other teams in the implementation of UC service activation as called out in the UC NRO (to include ensuring that the LSC CCA-ID is configured in accordance with DISA's standardized naming convention).

8. Support operational and other tests of the activated UC Service.

9. Send UC service acceptance confirmation to http://disa.mil/ucco/ upon successful activation.

APPENDIX A

UNIFIED CAPABILITIES SERVICE QUESTIONAIRE TEMPLATE

Unified Capabilities Services Questionnaire

This questionnaire below provides an understanding of the Unified Capability service request. This questionnaire is utilized to gather customer requirements/data prior to submission and all questions must be answer to prevent delays in service.

Criteria	Response/Comments	
Has Telecommunication Service Request (TSR) been submitted via DDOE?	Yes	No
If TSR submitted provide number	TSR #:	
Has a Telecommunication Service Order (TSO) been issued?	Yes	No
TSO(s) CCSD(s) number (if TSO has been submitted)	CCSD #:	
What is Customer desired implementation date of service?	MM-DD-YEAR	
Customer POC Information		
Primary POC	Name: Contact Number: Email address: Group email address:	
Alternate POC	Name: Contact Number: Email address: Group email address:	
Technical POC (onsite)	Name: Contact Number: Email address: Group email address:	
NIPRNet Customer Edge –Router (CE-R)		
Do you intend on using an existing NIPRNet CE-R?	Yes	No
Associated CCSDs Customer must submit an amend TSR in DDOE requesting to connect behind the Customer Edge Router that is in existence today.	CCSD:	CCSD:
Do you intend on upgrading/replacing the existing CE-R at this time? If yes, please provide the following:	Yes	No
What is the Vendor Make?		
What is the Vendor Model?		
List Software Level (version number) at time of install		
Is the device on the APL?	Yes	No
Do you have a non-blocking ASLAN?	Yes	No
Local Session Controller (LSC)		
Do you intend on making a new purchase and implement a new LSC? If so, please answer the following:	Yes	No
What is the Vendor Make?		
What is the Vendor Model?		
What is the Software Level (version number) at time of install?		
IP Address of the LSC port (facing the EBC).		
Explain what is planned for the LSC (for all LSCs).		
Explain what is the plan for LSC growth?		
Will the LSC replace an End Office within the next	Yes	No

year or near future?		
Is there a plan on de-installing the End Office?	Yes	No
Will there be PRIs between the LSC and the EO?	Yes	No
Is device on the APL?	Yes	No
Edge Boundary Controller (EBC)		
What is the Vendor Make?		
What is the Vendor Model?		
What is the Software Level (version number) at time of install?		
IP Address of the LSC port (facing the EBC)		
Video over VOIP		
Is this request for Video over VoIP?	Yes	No
What is the Vendor Make?		
What is the Vendor Model?		
What is the Software Level (version number) at time of install?		
What is the Number/Type of Video CODECs?		
Are the devices on the APL?	Yes	No
How many phones/computers are planned to be configured on this LSC?	Phone:	Computers:
What is the number of maximum Simultaneous Video Sessions require for any one session?		
At what speed will the Simultaneous Video Sessions operate?		
Connection Approval (ATO/ATC)		
Customers can experience excessive delays in the UC Process if they do not follow the UC-APL Process, the Certification & Accreditation Process, and the Connection Approval Process.		
*Has customer completed its Certification and Accreditation Process?	Yes	No
*Has a Connection Approval Package been submitted? If yes, please provide a copy of the ATC, IATC and or Waiver and topology.	Yes	No
MISC Questions		
Is device activation part of the RTS Pilot?	Yes	No
Are you replacing an existing non-VoIP End-Office, SMEO or PBX?	Non-VoIP: Yes or No	SMEO: Yes or No
	End- Office: Yes or No	PBX: Yes or No
If yes, what is the current TDM switch's FID?	FID:	
If you do not have a FID, has a FID been requested? (old FIDs must be retired)	Yes	No
Has a new NXX been requested and approved by DISA Voice Services?	Yes	No
What are your NNX(s) and D-digit assignments	NNX:	D-Digit:
Are there any avoidance and/or diversity requirements that we should be aware of?		
Has customer have been provided any special instructions? Please describe in comment block.	Yes	No

Figure 3. Unified Capabilities Services Questionnaire

APPENDIX B

HYBRID IP TOPOLOGY TEMPLATE

This appendix provides the hybrid network, which is the interim step as DISA sites upgrade to UC services and upgrade systems to fully meet the MILDEP requirements of converged voice, video and data applications. The end state will be an "everything over IP" global network. The following illustration depicts the Time Division Multiple/Internet Protocol (TDM/IP) CPE and associated products at a notional site enclave.
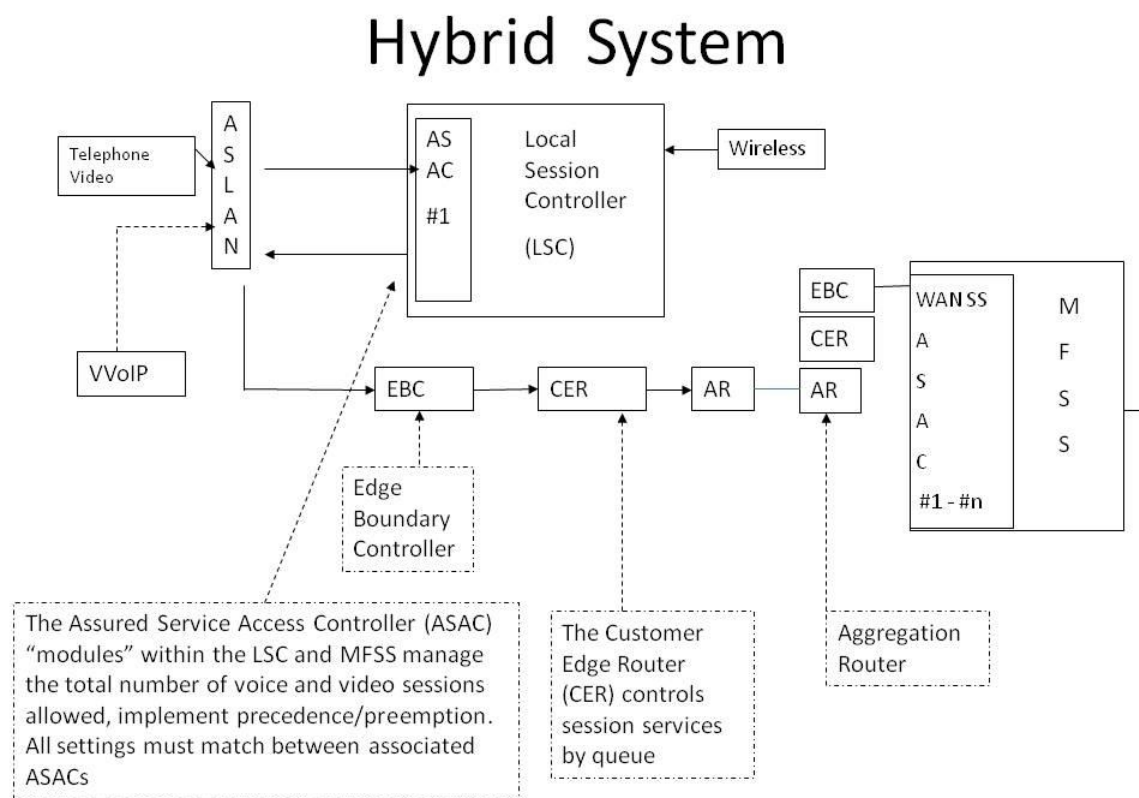
Figure 4. High-Level Hybrid Voice and Video System Design

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APPENDIX C

REFERENCES

Reference Number	Title
CJCSI 6211.02C	*Defense Information Systems Network (DISN): Policy and Responsibilities*, 9 July 2008
CJCSI 6215.01C	*Policy For Department Of Defense Voice Networks With Real Time Services (RTS)*, 9 November 2007
DoDD 8500.01E	*Information Assurance (IA)*, 24 October 2002
DoDD O-8530.1	*Computer Network Defense,* 8 January 2001
DoDI 8100.04	*Department of Defense (DoD) Unifed Capabilities (UC),* 9 December 2010
DoDI 8500.2	*Information Assurance (IA) Implementation*, 6 February 2003
DoDI 8510.01	*DoD Information Assurance Certification and Accreditation Process (DIACAP)*, 28 November 2007
DoDI O-8530.2	*Support to Computer Network Defense (CND),* 9 March 2001
CJCSI 6212.01E	*Interoperability and Supportability of Information Technology and National Security Systems*, 15 December 2008
DoDI 8551.01	*Ports, Protocols, and Services Management*, 13 August 2004
CNSSI 4009	*National Information Assurance Glossary*, June 2006
CNSSP 6	*National Policy on Certification and Accreditation of National Security Systems*, October 2005
UCR 2008	*Department of Defense Unified Capabilities Requirements 2008*, December 2008 (signed 22 January 2009)

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APPENDIX D

ACRONYMS

Acronym	Definition
AA	Accrediting Authority
AAF	Air Force
APL	Approved Products List
ASAC	Assure Service Admission Control
ASLAC	Assure Services Local Area Network
ASLAN	Assured Services Local Area Network
AS-SIP	Assure Services-Session Initiation Protocol
ATC	Approval to Connect
ATO	Authorization to Operate
APL	Approved Products List
ATC	Approval to Connect
ATD	Authorization Termination Date
ATO	Authorization to Operate
ATQA	Attendant Queue Announcement
BNEA	Busy Not Equipped Announcement
C&A	Certification & Accreditation
CA	Certifying Authority
CAO	Connection Approval Office
CAP	Connection Approval Process
CCA-ID	Call Connection Agent Identifier for LSC
CCB	Configuration Control Board
CC/S/A/FA	Combatant Command, Service, Agency, or Field Activity
CAO	Connection Approval Office
CCSD	Control Communications Service Designator
CER	Customer Edge Router
CNDS	Computer Network Defense Services
CNDSP	Computer Network Defense Service Provider

Acronym	Definition
COCOM	Combatant Command
DAA	Designated Accrediting Authority
DGCS	DISN Global Customer Contact Center
DDOE	DISA Direct Order Entry
DIACAP	Defense Information Assurance Certification and Accreditation Process
DISA	Defense Information Systems Agency
DISN	Defense Information Systems Network
DoD	Department of Defense
DoDI	Department of Defense Instruction
DSCP	DiffServe Code Point
DSN	Defense Switched Network
DWDM	Defense Wavelength Division Multiplexing
EBC	Edge Boundary Controller
EI	End Instrument
FCAPS	Fault, Configuration, Accounting, Performance, and Security
FISC	Fleet Industrial Supply center
FO	Flash Overdrive
FOC	Full Operational Capability
FOUO	For Official Use Only
FY	Fiscal Year
GIG	Global Information Grid
GNO	Global Network Operations
IA	Information Assurance
IATC	Interim Approval to Connect
IATO	Interim Authorization to Operate
IATT	Interim Authorization to Test
ICTO	Interim Certificate to Operate
IP	Internet Protocol
IPM	Impulses Per Minute

Acronym	Definition
IS	Information Systems
ISP	Internet Service Provider
JITC	Joint Interoperability Test Command
JTC	Joint Task Force
LAN	Local Area Network
LSC	Local Session Controller
MFSS	Multifunction Softswitch
MG	Media Gateway
MILDEP	Military Department
MOS	Mean Opinion Score
MSPP	Multi-Service Provisioning Platform
NA	Not Applicable
NC	Non-Compliant
NIPR	Unclassified Internet Protocol Router
NIPRNet	Non-classified Internet Protocol Router Network
NOC	Network Operations Center
NRO	Network Routing Order
PA&M	Operations, Administration & Maintenance
OSD	Office of the Secretary of Defense
POC	Point of Contact
PSTN	Public Switched Telecommunications Network
QoS	Quality of Service
RF	Request Fulfillment
RTS	Real Time Services
SBU	Sensitive But Unclassified
SDN	Service Delivery Nodes
SLA	Service Level Agreement
SS	Softswitch
SIPRNet	Secret Internet Protocol Router Network

Acronym	Definition
TNC	Theater NetOps Center
TLS	Transport Layer Security
TR	Telecommunications Request
TSO	Telecommunications Service Order
TSR	Telecommunications Service Request
UC	Unified Capabilities
UCR	Unified Capabilities Requirements
UC APL	Unified Capabilities Approved Product List
UCPG	Unified Capabilities Services Process Guide
UCS	Unified Capabilities Services
VoIP	Voice over Internet Protocol
VoSIP	Voice over Secure Internet Protocol
VVoIP	Voice and video over IP
VTC	Video Teleconference Center
WAN	Wide Area Network

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APPENDIX E

GLOSSARY

Term	Definition
Accreditation Decision	A formal statement by a designated accrediting authority (DAA) regarding acceptance of the risk associated with operating a DoD information system (IS) and expressed as an authorization to operate (ATO), interim ATO (IATO), interim authorization to test (IATT), or denial of ATO (DATO). The accreditation decision may be issued in hard copy with a traditional signature or issued electronically signed with a DoD public key infrastructure (PKI)-certified digital signature.
Approval to Connect (ATC)	A formal statement by the Connection Approval Office granting approval for an IS to connect to the DISN. The ATC cannot be granted for longer than the period of validity of the associated ATO. An ATO may be issued for up to 3 years. An ATC will not be granted based on an IATO.
Assured Services Local Area Network (ASLAN)	The ASLAN is designed as non-blocking for voice and video traffic. Note: The ASLAN is not required for delivery of UC services. If the site has a Non-ASLAN, Best Effort voice and video will be delivered.
Authorization to Operate (ATO)	Authorization granted by a DAA for a DoD IS to process, store, or transmit information; an ATO indicates a DoD IS has adequately implemented all assigned IA controls to the point where residual risk is acceptable to the DAA. ATOs may be issued for up to three (3) years.
Authorization Termination Date (ATD)	The date assigned by the DAA that indicates when an ATO, IATO, or IATT expires. (Ref g)
Connection Approval Process (CAP)	Packages provide the CAO the information necessary to make the connection approval decision.
Certifying Authority (CA)	The senior official having the authority and responsibility for the certification of Information Systems governed by a DoD Component IA program.
Connection Approval Process	Formal process for adjudication requests to interconnect information systems.
Connection Approval Office (CAO)	Single point of contact within DISA for all DISN connection approval requests.
Control Communications Service Designator (CCSD)	A unique identifier for each single service including use circuits, package system circuits, and interswitch trunk circuits.
Computer Network Defense (CND)	Actions taken to protect, monitor, analyze, detect, and respond to unauthorized activity within DoD information systems and computer networks.

Term	Definition
Computer Network Defense Service Provider (CNDSP)	Required by policy to establish or provide for Computer Network Defense Services (CNDS). Support and coordinate the planning and execution of CND, develop national requirements for CND, and serve as the Accrediting Authority (AA) for the CNDS Certification Authorities (CNDS/CA).
Connection Process Guide (CPG)	Step-by-step guide to the detailed procedures that customers must follow in order to obtain and retain connections to the DISN.
Customer Edge Router (CER)	Device providing IP routing toward the DISN WAN at a Customer Edge.
Defense Information Systems Network (DISN)	DoD integrated network, centrally managed and configured to provide long-haul information transfer for all Department of Defense activities. It is an information transfer utility designed to provide dedicated point-to-point, switched voice and data, imagery and video teleconferencing services.
Designated Accrediting Authority (DAA)	The official with the authority to formally assume responsibility for operating a system at an acceptable level of risk. This term is synonymous with designated approving authority and delegated accrediting authority.
Defense Information Assurance Certification and Accreditation Process (DIACAP)	The DoD processes for identifying, implementing, validating, certifying, and managing IA capabilities and services, expressed as IA Controls, and authorizing the operation of DoD information systems in accordance with statutory, Federal and DoD requirements.
Defense Information Systems Agency (DISA) Direct Order Entry(DDOE)	This is the ordering tool for DISN telecommunications services.
DoD Information System (IS)	Set of information resources organized for the collection, storage, processing, maintenance, use, sharing, dissemination, disposition, display, or transmission of information. It includes automated information system (AIS) applications, enclaves, outsourced IT-based processes, and platform IT interconnections. (Ref c)
DoD Customer	DoD Combatant Commands, Military Services and Organizations, Agencies, and Field Activities (CC/S/A/FA), which are collectively referred to as DoD Components.

Term	Definition
DoD Unified Capabilities (UC) Approved Products List (APL)	Is established in response to DoDI 8100.3 *Department of Defense (DoD) Voice Networks*, 16 January 2004 and the *Unified Capabilities Requirements* (UCR 2008) document. Its purpose is to provide Interoperability (IO) and Information Assurance (IA) certified products for DoD Components to acquire and to assist them in gaining approval to connect to DoD networks in accordance with policy.
Edge Boundary Controller (EBC)	A device that provides firewall functions for voice traffic.
Information Assurance (IA)	Measures that protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for restoration of information systems by incorporating protection, detection, and reaction capabilities.
IA Certification and Accreditation	The standard DoD approach for identifying information security requirements, providing security solutions and managing the security of DoD information systems.
Information Systems (IS)	Computer-based information systems are complementary networks of hardware/software that people and organizations use to collect, filter, process, create, and distribute data.
Interim Approval to Connect (IATC)	Temporary approval granted by the Connection Approval Office for the connection of an IS to the DISN under the conditions or constraints enumerated in the connection approval.
Interim Authorization to Operate (IATO)	Temporary authorization granted by the DAA to operate a DoD information system under the conditions or constraints enumerated in the accreditation decision.
Interim Authorization to Test (IATT)	A temporary authorization to test a DoD IS in a specified operational information environment or with live data for a specified time within the timeframe and under the conditions or constraints enumerated in the accreditation decision.
Interim Certificate to Operate (ICTO)	Authority to field new systems or capabilities for a limited time, with a limited number of platforms to support developmental efforts, demonstrations, exercises, or operational use. The decision to grant an ICTO will be made by the MCEB Interoperability Test Panel based on the sponsoring component's initial laboratory test results and the assessed impact, if any, on the operational networks to be employed.

Term	Definition
Internet Protocol (IP)	Protocol used for communicating data across a packet-switched internetwork using the Internet Protocol Suite, also referred to as TCP/IP.
Information System (IS)	Set of information resources organized for the collection, storage, processing, maintenance, use, sharing, dissemination, disposition, display, or transmission of information.
Network Routing Order	An order that disseminates network routing requirements and actions associated with switch changes to the DISA theaters.
Program or System Manager (PM or SM)	The individual with responsibility for and authority to accomplish program or system objectives for development, production, and sustainment to meet the user's operational needs.
Request Fulfillment	The agency process to satisfy a customer's Service Request for information, advice, a standard change, or access to a service.
Request For Service (RFS)	The document, used to initially request telecommunications service, which is submitted by the requester of the service to his designated TCO.
Telecommunications Certification Office (TCO)	The activity designated by a Federal department or agency to certify to DISA (as an operating agency of the National Communications System) that a specified telecommunications service or facility is a validated, coordinated, and approved requirement of the department or agency, and that the department or agency is prepared to pay mutually acceptable costs involved in the fulfillment of the requirement.
Telecommunications Service Order (TSO)	The authorization from Headquarters, DISA, a DISA area, or DISA-DSC to start, change, or discontinue circuits or trunks and to effect administrative changes.
Telecommunications Service Request (TSR)	Telecommunications requirement prepared in accordance with chapter 3, DISAC 310-130-1 and submitted to DISA or DISA activities for fulfillment. A TSR may not be issued except by a specifically authorized TCO.
Unified Capabilities (UC)	The seamless integration of voice, video, and data applications services delivered ubiquitously across a secure and highly available Internet Protocol (IP) infrastructure to provide increased mission effectiveness to the warfighter and business communities. UC integrate standards-based communication and collaboration services including, but not limited to, the following: messaging; voice, video and Web conferencing; Presence; and UC clients.

Term	Definition
Unified Capabilities (UC) Approved Product List (APL)	The UC APL is to be the single approving authority for all Military Departments (MILDEPs) and DoD agencies in the acquisition of communications equipment that is to be connected to the Defense Information Systems Network (DISN) as defined by the UCR 2008 (Change 2).
Virtual Private LAN (VPL)	Means to provide Ethernet-based multipoint-to-multipoint communication over IP/MPLS networks.
Wide Area Network (WAN)	A computer network that covers a broad area (i.e., any network whose communications links cross metropolitan, regional, or national boundaries).

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