



DEFENSE INFORMATION SYSTEMS AGENCY

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DISA CIRCULAR 270-A85-1*

23 March 2017

REPORTS

System Equipment Reporting System (SERS)

1. **Purpose.** This Circular prescribes policy and assigns responsibility for the System Equipment Reporting System (SERS). It provides guidance on satellite communications (SATCOM) enterprise gateway equipment reports.
2. **Applicability.** This Circular applies to the Defense Information Systems Agency (DISA), the Military Departments (MIDEPs), and other entities of the Department of Defense (DoD) that are responsible for the operations and maintenance (O&M) of SATCOM enterprise gateway equipment.
3. **Authority.** This Circular is published in accordance with the authority contained in DoD Instruction 8420.02, DoD Satellite Communications (SATCOM), 15 September 2016, and DoD Directive 5105.19, Defense Information Systems Agency (DISA), 25 July 2006.
4. **References.**
 - 4.1 DISA Circular 300-110-3, Defense Information Systems Network (DISN) Security Classification Guide, 27 September 2012.
 - 4.2 DoD Manual 5200.01, Volume 2, DoD Information Security Program: Marking of Classified Information, 24 February 2012.
5. **Definition of Enterprise Gateway.** A joint satellite SATCOM transmission and receive capability installed within the boundary of the real property of a MILDEP or hosted user facility, equipped with SATCOM terminals, SATCOM modems, networking devices, baseband and encryption equipment, Defense Information Systems Network (DISN) services and transport devices that support the long-haul extension of the DISN, and special user transport and managed services to other strategic and tactical terminals. Not all enterprise gateways will have the entire complement of the aforementioned equipment.
6. **Policy.** Personnel performing O&M on any SATCOM enterprise gateway equipment will submit a report on SERS. (SERS is located on the SharePoint portal at https://disa.deps.mil/ext/cop/ns-extranet/NS1/NS11/NS112/IE23_SER/SitePages/Home.aspx. [Detailed instructions on how to use the SERS are provided on the portal.]

7. Responsibilities.

7.1 Defense Information Systems Agency (DISA) Infrastructure Directorate (IE) SATCOM Division (IE2) Chief, SATCOM Gateway Evolution and Sustainment Branch (IE23). The Chief, IE23, will analyze SATCOM systems performance by implementing a reporting procedure to collect, process, and analyze the data for all SATCOM enterprise gateway systems.

7.2 Department of Defense (DoD), Government Agencies, Military Departments (MILDEPs), and Combatant Commands. The DoD, Government Agencies, MILDEPs, and Combatant Commands shall submit reports for all systems that meet the criteria specified in subparagraph 8.1.

8. Reports.

8.1 Criteria. Reports will be submitted for the following reasons:

8.1.1 Failure of online and offline equipment, regardless of the effect on operational capability. (Reportable failures are events that cause unscheduled maintenance or repair actions.)

8.1.2 Maintenance and repair actions conducted by military, contractor, or other personnel on equipment that may impact the facility's ability to support communications to include air conditioning, power, and other support systems.

8.1.3 Permanent changes in station equipment of software and firmware configurations to include removing or installing end item equipment or entire systems due to a new mission requirement, upgrade, or turn-in.

8.1.4 Shutdown and subsequent startup of a system for reasons other than equipment failure (e.g., a scheduled maintenance authorized service interruption (ASI), ASI for modifications, or emergency ASI, etc.).

8.1.5 To provide a status of all open reports at the beginning of each quarter.

8.2 Timeline. Reports will be submitted within 24 hours of equipment failure.

8.3 Types. There are six types of reports: initial, interim, final, quarterly, ASI, and configuration change.

8.3.1 Initial. First report submitted for an event.

8.3.2 Interim. Follow-on report used to update an open report. (An interim report should be submitted when parts are placed on order, received, replaced, or when other significant changes in status occur but prior to the equipment restored to operations.)

8.3.3 Final. Closes out an open report or event. (A final report is submitted once all repair actions are completed to include burn-in time.)

8.3.4 **Quarterly.** Provides a status of all open reports for the respective quarter. (All facilities are required to submit a quarterly report, even if no failures occurred during the reporting period.) The reporting period for each quarter is outlined as follows:

<u>Quarter</u>	<u>Period of Report</u>	<u>Due</u>
First	1 January to 31 March	7 April
Second	1 April to 30 June	7 July
Third	1 July to 30 September	7 October
Fourth	1 October to 31 December	7 January

8.3.5 **Authorized Service Interruption (ASI).** Identifies and describes any maintenance or repairs accomplished during the authorized system shutdown. (ASI reports must mention the following data: uplink alignments were performed and results reported; antenna was properly lubricated and exercised; training conducted during ASI; converter transfer switches were tested and exercised; pillow blocks on OE-222 and OE-371 antennas were inspected; additional shutdown/startup remarks; and, if inadequate time or circumstances prevent these items from being performed, the reasons stated.)

8.3.6 **Configuration Change.** Records equipment gains, losses, and software and firmware changes.

8.4 **Classification.** All reports will be classified in accordance with DISAC 300-110-3 (reference 4.1) or other appropriate security classification guides. Any classified report will reference a classification authority and be marked in accordance with DoD Manual 5200.01, volume 2 (reference 4.2). Classified reports **cannot** be submitted on the SharePoint portal. Instructions for submitting classified reports are located at https://disa.deps.mil/ext/cop/ns-extranet/NS1/NS11/NS112/IE23_SER/SitePages/Home.aspx.

8.5 **Retention.** A copy of all reports submitted on SERS will be maintained by the O&M for one calendar year. The SharePoint portal is not an acceptable storage for retention of reports.

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SUMMARY OF SIGNIFICANT CHANGES. This revision advises that unclassified reports are to be submitted only through the SharePoint portal.

*This Instruction replaces DISAI 270-A85-1, 18 November 2013.

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