



## DEFENSE INFORMATION SYSTEMS AGENCY

P. O. BOX 549  
FORT MEADE, MARYLAND 20755-0549

DISA CIRCULAR 310-130-2\*

OCT 01 2012

### TELECOMMUNICATIONS REQUIREMENTS

Management Thresholds (MTs) and Performance Objectives (POs)

1. **Purpose.** This Circular prescribes policy and assigns responsibility for management thresholds (MTs) and performance objectives (POs). It also advises of the mathematical formulas for trending Global Information Grid (GIG) trunks and circuits.
2. **Applicability.** This Circular applies to the Defense Information Systems Agency (DISA), the military departments (MILDEPs), and other Department of Defense (DoD) or governmental agencies responsible for the operation and maintenance (O&M) of the telecommunications portion of the Defense Information Systems Network (DISN).
3. **Authority.** This Circular is published in accordance with the authority contained in DoD Directive 5105.19, Defense Information Systems Agency (DISA), 25 July 2006.
4. **Network Performance Management.** Network performance management is the process of collecting and reporting performance data which measures predefined management and operational thresholds for ensuring effective and efficient delivery of telecommunications services.
  - 4.1 **Management Thresholds (MTs).** MTs are numerical baselines or levels against which operational performance is measured. The specific MTs are contained in the Network Services (NS) DISN Telecommunications Service Level Agreement (SLA). (See subparagraph 8.2.) MTs provide an indicator for identifying substandard performance and thus enhance the operational management of the DISN; provide a level of measurement which, if not met, will require service manager and/or management engagement at the appropriate echelon; and provide an indicator of the service a customer can expect under normal conditions.
  - 4.2 **Performance Objectives (POs).** POs reflect the peak performance that can be expected of any given DISN telecommunication service. (Performance objectives for the

telecommunications portfolio are provided at the enclosure.) POs provide an established goal for operational excellence and provide an indicator of the service a customer can expect under peak performance conditions.

5. **Policy.** The scope of MTs and POs encompasses all telecommunication service offerings. MTs and POs should be applied at all echelons of management and operations within the DISN and will be refined as needed as technology advances and more capabilities are offered in the telecommunication Business Service Catalog (BSC). (See subparagraph 8.1.)

## 6. **Responsibilities.**

6.1 **DISA Director for Network Services (NS).** The DISA Director, NS, will ensure appropriate and realistic MTs and POs are developed and made available to the managers of the communications portions of the GIG.

6.2 **Heads of the Military Departments (MILDEPs) and Directors of Defense Agencies.** These individuals have responsibilities for the operation and maintenance (O&M) of the telecommunications portion of the DISN and will take corrective action on marginal or substandard performance of the DISN facilities they maintain.

7. **Mathematical Formulas.** The metric formulas are standardized and are consistent with those in use throughout the telecommunications portion of the DISN and the guidance contained in DISAC 310-70-1, DII Technical Control. Continued use of these formulas provides a common ground for discussions and analysis functions. Formulas are provided in subparagraph C6.4.1 of DISAC 310-70-1.

## 8. **Supporting Documentation.**

8.1 **Telecommunications Business Service Catalog (BSC).** The telecommunications BSC identifies what services are available for customers to procure along with a description of the service offering. The BSC can be found at <https://www.disadirect.disa.mil/products/asp/welcome.asp> under Network Services (NS) DISN Telecommunications.

8.2 **Telecommunications Service Level Agreement (SLA).** The telecommunications SLA identifies the management thresholds for the services identified in the telecommunications BSC.

The SLA is the agreed to performance of the provided service offering. The SLA can be found at <https://www.disadirect.disa.mil/products/asp/welcome.asp> under Network Services (NS) DISN Telecommunications.

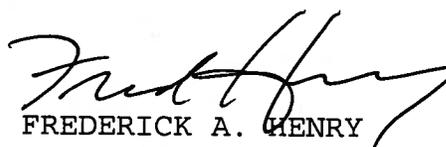
**8.3 Telecommunications Service Reporting.** Telecommunications service reporting is the measurement of how well DISA has met the agreed to management thresholds identified in the telecommunications SLA. This service reporting, referred to as Service Level Agreement Monitoring (SLAM), is updated monthly and posted to SharePoint. Telecommunication service performance monthly statistics can be found at <https://east.esps.disa.mil/disa/org/NSO/Telecommunications%20Service%20Reporting/default.aspx>.

**9. Changes.** Recommended changes to this Circular with supporting rationale should be provided to the DISA Director for Network Services, Attn: Chief, NS Operations and Metrics Office (NS-O), P.O. Box 549, Fort Meade, MD 20755-0459.

**10. Additional Guidance.** Additional implementation guidance may be provided by the Commanders of DISA CONUS, DISA USEUCOM, DISA USPACOM, and DISA USCENTCOM to DISN facilities within their areas of responsibility (AOR). Such guidance is to be provided to the DISA Director for Network Services (NS), Attn: Chief, NS Operations and Metrics Office (NS-O), for approval prior to publication.

FOR THE DIRECTOR:

1 Enclosure a/s

  
FREDERICK A. HENRY  
Brigadier General, USA  
Chief of Staff

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\*This Circular cancels DISAC 310-130-2, 21 April 2000.

OPR: NS

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### PERFORMANCE OBJECTIVES

#### Transport

The DISN service offerings for the transport capability: OTS, ODXC, MSPP, DATMS, and LSTDM.

Commitment	PO	Metric
Global Capability	99.95	% Network Availability

#### Data

The DISN service offerings for the data capability: SBU IP DATA (NIPRNet), Secret IP Data (SIPRNet), Private IP.

Commitment	PO	Metric
Global Capability	99.95	% Network Availability

#### Messaging

The DISN service offerings for the messaging capability: DMS

Commitment	PO	Metric
Backbone BMTA	99.00	% Network Availability
Backbone MFI	99.00	% Network Availability

#### Voice

The DISN service offerings for the voice capability: SBU Voice (DSN), Multilevel Secure Voice (DRSN), VoSIP

Commitment	PO	Metric
Global Capability	99.95	% Network Availability

#### Video

The DISN service offerings for the video capability: DVS-G.

Commitment	PO	Metric
Managed Service	99.60	% Network Availability

#### Wireless

The DISN service offerings for the wireless capability: EMSS and SME-PED.

##### EMSS

Commitment	PO	Metric
Constellation	99.9%	% Network Availability
Gateway	99.9%	% Network Availability
Terrestrial Connectivity	99.9%	% Network Availability
JHITS/DSN	100%	% Network Availability
Data	100%	% Network Availability

##### SME-PED

Commitment	PO	Metric
Global Capability	99.95	% Network Availability