

Financial Improvement and Audit Readiness Methodology
Assertion Work Product Example
Service Level Agreement

Detailed Activity 1.1.1 – Overall Statement to Process Analysis (Reporting Entities)

Detailed Activity 1.2.1 – Evaluate the Existing SLA (Service Providers)

Detailed Activity 1.4.5 – Document Strategy and Prioritization (Service Providers)

NOTE: The Tool/Template/Work Product below includes an example service level agreement for network services. Because a service level agreement may contain sensitive information if released outside of the Service Provider/Reporting Entity relationship, an actual service level agreement (as opposed to this example) may contain significantly more detailed information about the services provided (e.g., specific names of tools and systems, specific locations, etc.).

Table of Contents

Service Level Agreement – Examples

Service Level Agreement Examples Starting on Next Page

NETWORK SERVICES

TELECOMMUNICATIONS SERVICE LEVEL

AGREEMENT (SLA)

Web Version 1.1
<*Insert Date*>

EXAMPLE

This page intentionally left blank.

Signature Page for Key Officials

Approved by:

Date

EXAMPLE

EXAMPLE

This page intentionally left blank.

Document Point of Contact

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

Contact Information:

DSN:

CML:

SBU IP Data e-mail:

Secret IP Data e-mail:

EXAMPLE

Revision History

Version Number	Date	Summary of Changes	Org
1.1		Initial Release.	

EXAMPLE

Table of Contents

1.	Introduction	1
2.	Purpose	1
3.	Scope	1
4.	Applicability	1
5.	Authority	1
6.	References	2
7.	Effective Date	2
8.	Service Descriptions	3
8.1	Transport Services Portfolio	3
8.1.1	<i>Dedicated</i>	3
8.1.1.1	ISN Asynchronous Transfer Mode (ATM) Service	3
8.1.1.2	Low Speed Time Division Multiplexing (LSTDM) Technology	4
8.1.1.3	Optical Transport System (OTS) Technology.....	4
8.1.1.4	Optical Digital Cross Connect (ODXC) Technology.....	5
8.1.1.5	Multi-Service Provisioning Platform (MSPP) Technology.....	5
8.2	Data Services Portfolio.....	7
8.2.1	<i>Sensitive but Unclassified (SBU) IP Data</i>	7
8.2.2	<i>Secret IP Data</i>	7
8.2.3	<i>Private IP Service</i>	7
8.3	Voice Services Portfolio.....	10
8.3.1	<i>Sensitive but Unclassified (SBU) Voice</i>	10
8.3.2	<i>Voice over Secure Internet Protocol (VoSIP)</i>	11
8.3.3	<i>Multilevel Secure Voice</i>	12
8.4	Video Services Portfolio	14
8.4.1	<i>Dial-up, Internet Protocol (IP) and Dedicated Video Teleconferencing</i>	14
8.5	Messaging Services Portfolio.....	15
8.5.1	<i>Organizational Messaging Service</i>	15
8.6	Wireless Services Portfolio	16
8.6.1	<i>Enhanced Mobile Satellite Services (EMSS)</i>	16
8.6.2	<i>Secure Mobile Environment - Portable Electronic Device (SME-PED)</i>	17
9.	Service Support Information	18
10.	Service Performance Reporting	18
Appendix A	Glossary	19
Appendix B	Acronyms	20

List of Tables

Table 1: ISN ATM Service – Switch Availability	3
Table 2: ISN ATM Service – Trunk Availability	3
Table 3: ISN ATM Service – Network Availability	4
Table 4: Low Speed TDM – Switch Availability	4
Table 5: Low Speed TDM – Trunk Availability	4
Table 6: Low Speed TDM – Network Availability	4
Table 7: OTS – Switch Availability	5
Table 8: OTS – Trunk Availability	5
Table 9: ODXC – Switch Availability	5
Table 10: ODXC – Trunk Availability.....	5
Table 11: MSPP – Switch Availability	6
Table 12: MSPP – Trunk Availability	6
Table 13: SBU IP Data/Secret IP Data – Switch Availability	8
Table 14: SBU IP Data/Secret IP Data – Trunk Availability	8
Table 15: SBU IP Data/Secret IP Data – Network Availability.....	8
Table 16: SBU IP Data/Secret IP Data – Access Circuit Availability.....	8
Table 17: SBU IP Data/Secret IP Data Latency/Packet Loss – Intra-Theater	8
Table 18: SBU IP Data/Secret IP Data Latency/Packet Loss – Inter-Theater.....	9
Table 19: SBU Voice – Switch Availability.....	10
Table 20: SBU Voice – Trunk Availability	10
Table 21: SBU Voice – Network Availability	10
Table 22: SBU Voice – Grade of Service (GoS), Within Regions.....	11
Table 23: SBU Voice – Grade of Service (GoS), Between Regions	11
Table 24: VoSIP – Multilevel Secure Voice Gateway Availability.....	11
Table 25: VoSIP – Secret IP Data Access Circuit Availability.....	12
Table 26: Multilevel Secure Voice – Switch Availability	12
Table 27: Multilevel Secure Voice – Trunk Availability.....	12
Table 28: Multilevel Secure Voice – Network Availability	13
Table 29: Dial-up, IP and Dedicated Video Teleconferencing – Managed Service Availability.....	14
Table 30: Organizational Messaging Service – Availability	15
Table 31: Organizational Messaging Service– Speed of Service	15
Table 32: Organizational Messaging Service– Process Measures of Effectiveness	15
Table 33: EMSS – Availability.....	16
Table 34: EMSS – Auto Dialer Availability	16
Table 35: EMSS – Mobile Originated Call (MOC) Call Success Rate Availability	17
Table 36: Secure Mobile Environment-Portable Electronic Device – Availability	17

1. Introduction

The Information Systems Network (ISN) is the 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 terrestrial, wireless, and satellite communications capabilities, providing end-to-end (E2E) information transfer and management in support of military operations and national security. In order to ensure specific and measurable service, performance targets are documented for network telecommunications services. The *<Insert Name of Applicable Guidance>* provides threshold and objective measures for a globally interconnected, interoperable, secured system of systems. The 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 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 Telecommunication Services.

5. Authority

This SLA is published in accordance with the authority contained in *<Insert Authority>*.

6. References

(a)

(b)

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.

EXAMPLE

8. Service Descriptions

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

8.1 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.

8.1.1 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 ISN Asynchronous Transfer Mode (ATM) Service, Low Speed Time Division Multiplexing (LSTDM), Optical Transport System (OTS), Optical Digital Cross Connect (ODXC), and Multi-Service Provisioning Platform (MSPP) technology.

8.1.1.1 ISN Asynchronous Transfer Mode (ATM) Service

The ISN ATM technology is a private-line-transport service that provides cell-based, point-to-point and point-to-multipoint connectivity to 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 ISN ATM Service technology.

ISN Asynchronous Transfer Mode (ATM) Service

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5	% Availability

Table 1: ISN ATM Service – Switch Availability

Commitment	MT	Metric
Region 1	98.5	% Availability
Region 2	98.5	% Availability
Region 3	98.5	% Availability
Region 4	98.5*	% Availability

Table 2: ISN ATM Service – Trunk Availability

Commitment	MT	Metric
Region 1	98.5	% Availability
Region 2	98.5	% Availability
Region 3	98.5	% Availability
Region 4	98.5*	% Availability

Table 3: ISN ATM Service – Network Availability

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

8.1.1.2 Low Speed Time Division Multiplexing (LSTDM) Technology

The ISN LSTDM transport technology 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
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5	% Availability

Table 4: Low Speed TDM – Switch Availability

Commitment	MT	Metric
Region 1	98.5	% Availability
Region 2	98.5	% Availability
Region 3	98.5	% Availability
Region 4	98.5*	% Availability

Table 5: Low Speed TDM – Trunk Availability

Commitment	MT	Metric
Region 1	98.5	% Availability
Region 2	98.5	% Availability
Region 3	98.5	% Availability
Region 4	98.5*	% Availability

Table 6: 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 ISN locations. This service is not available to external mission partners.

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

Optical Transport System

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 3	99.5	% Availability

Table 7: OTS – Switch Availability

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 3	99.5	% Availability

Table 8: OTS – Trunk Availability

8.1.1.4 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
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5	% Availability

Table 9: ODXC – Switch Availability

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5*	% Availability

Table 10: ODXC – Trunk Availability

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

8.1.1.5 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
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability

Table 11: MSPP – Switch Availability

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability

Table 12: MSPP – Trunk Availability

8.2 Data Services Portfolio

The Data Services portfolio provides best effort Internet Protocol (IP)-based services across the 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, Secret IP Data, and Private IP Service.

8.2.1 Sensitive but Unclassified (SBU) IP Data

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

8.2.2 Secret IP Data

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

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

8.2.3 Private IP Service

The Private IP service is an enterprise Virtual Private Network (VPN) service providing data privacy to mission partners across the SBU IP Data network. As a data service, this new service falls within the ISN Subscription Service structure.

Features of this service include the following:

- VPN using Multi-Protocol Labeled Switching (MPLS)
- Provides privacy and limits access to IP data to VPN members only
- Connections available at Unclassified-Aggregation Router (U-AR) or Unclassified-Provider Edge (U-PE) Router

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

Sensitive but Unclassified IP Data/Secret IP Data

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5	% Availability

Table 13: SBU IP Data/Secret IP Data – Switch Availability

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5*	% Availability

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

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5*	% Availability

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

Commitment	MT	Metric
Region 1	98.5	% Availability
Region 2	98.5	% Availability
Region 3	98.5	% Availability
Region 4	98.5	% Availability

Table 16: SBU IP Data/Secret IP Data – Access Circuit Availability

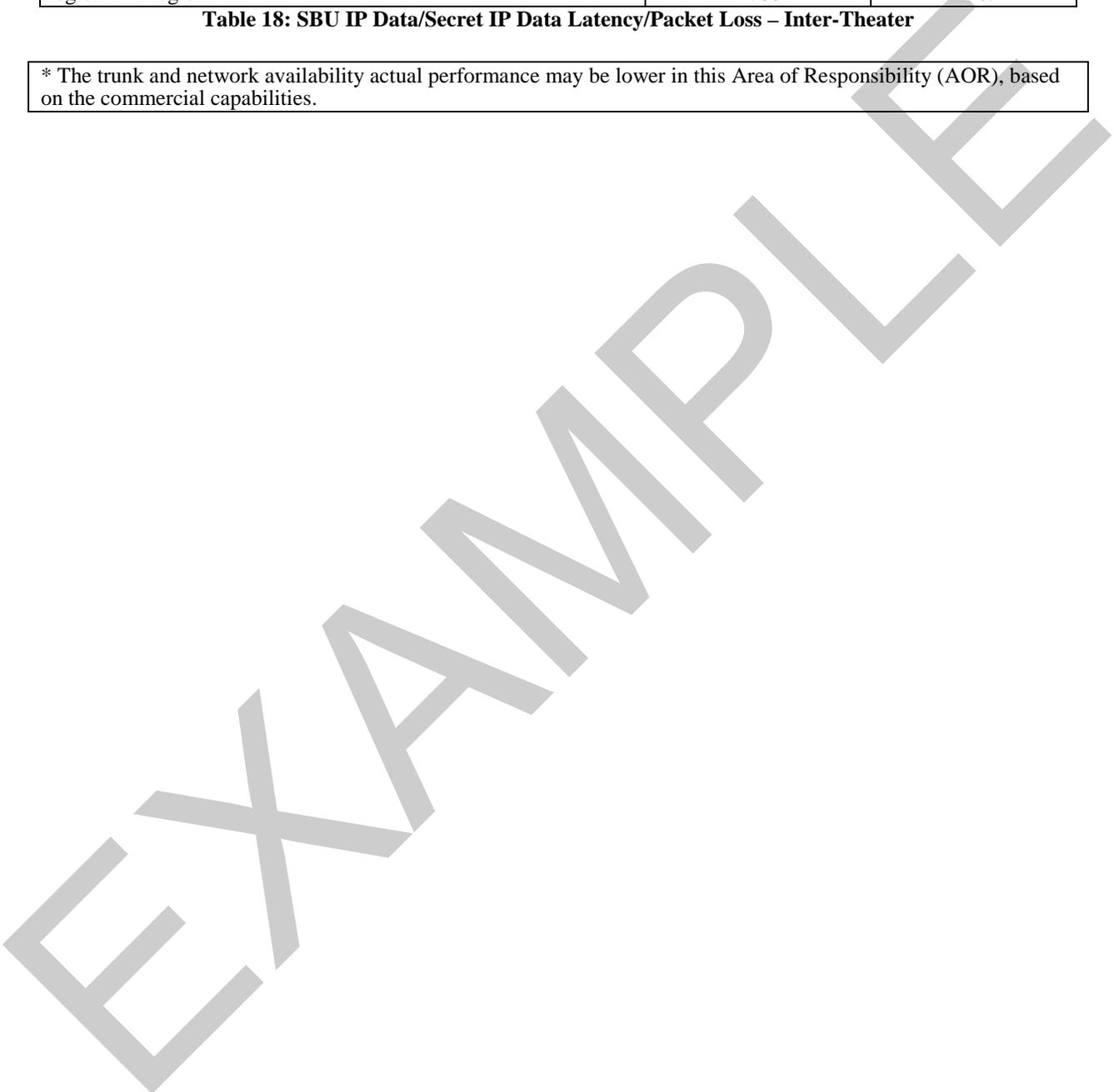
Commitment	Latency MT(ms)	Packet Loss MT
Within Region 1	< 100	< 1 %
Within Region 3	< 150	< 1 %
Within Region 2	< 150	< 1 %
Within Region 4	< 700	< 1 %

Table 17: SBU IP Data/Secret IP Data Latency/Packet Loss – Intra-Theater

Commitment	Latency MT(ms)	Packet Loss MT
Region 1 – Region 3	< 150	< 1 %
Region 1 – Region 2	< 150	< 1 %
Region 1 – Region 4	< 700	< 1 %

Table 18: 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.



8.3 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, Voice over Secure IP (VoSIP), and Multilevel Secure Voice.

8.3.1 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 are provided through the implementation of military unique features, including Assured Services like Multiple Level Precedence and Preemption (MLPP), to support C2 functions.

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

Sensitive but Unclassified Voice

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5	% Availability

Table 19: SBU Voice – Switch Availability

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5*	% Availability

Table 20: SBU Voice – Trunk Availability

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5*	% Availability

Table 21: SBU Voice – Network Availability

Commitment	MT	Metric
Within Region 1	≤ P.07	Call Blocking Probability
Within Region 2	≤ P.07	Call Blocking Probability
Within Region 3	≤ P.07	Call Blocking Probability
Within Region 4	≤ P.07	Call Blocking Probability

Table 22: SBU Voice – Grade of Service (GoS), Within Regions

Commitment	MT	Metric
Region 1 – Region 3	≤ P.09	Call Blocking Probability
Region 1 – Region 2	≤ P.09	Call Blocking Probability
Region 1 – Region 4	≤ P.09	Call Blocking Probability
Region 2 – Region 4	≤ P.09	Call Blocking Probability
Region 3 – Region 4	≤ P.09	Call Blocking Probability

Table 23: SBU Voice – Grade of Service (GoS), Between Regions

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

8.3.2 Voice over Secure Internet Protocol (VoSIP)

The VoSIP service provides a cost-effective, reliable and secure means of classified voice communications, secret only, for 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
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5	% Availability

Table 24: VoSIP – Multilevel Secure Voice Gateway Availability

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5	% Availability

Table 25: VoSIP – Secret IP Data Access Circuit Availability

8.3.3 Multilevel Secure Voice

The Multilevel Secure Voice service provides high-quality secure voice telephone and conferencing services for end-to-end use by authorized users. Provision of this service is in accordance with national security directives in support of 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 interconnected through a cryptographically secured network. The service is the core of a 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 tactical and strategic communities.

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

Multilevel Secure Voice

Commitment	MT	Metric
Region 1	99.5	% Availability
Region 2	99.5	% Availability
Region 3	99.5	% Availability
Region 4	99.5	% Availability

Table 26: Multilevel Secure Voice – Switch Availability

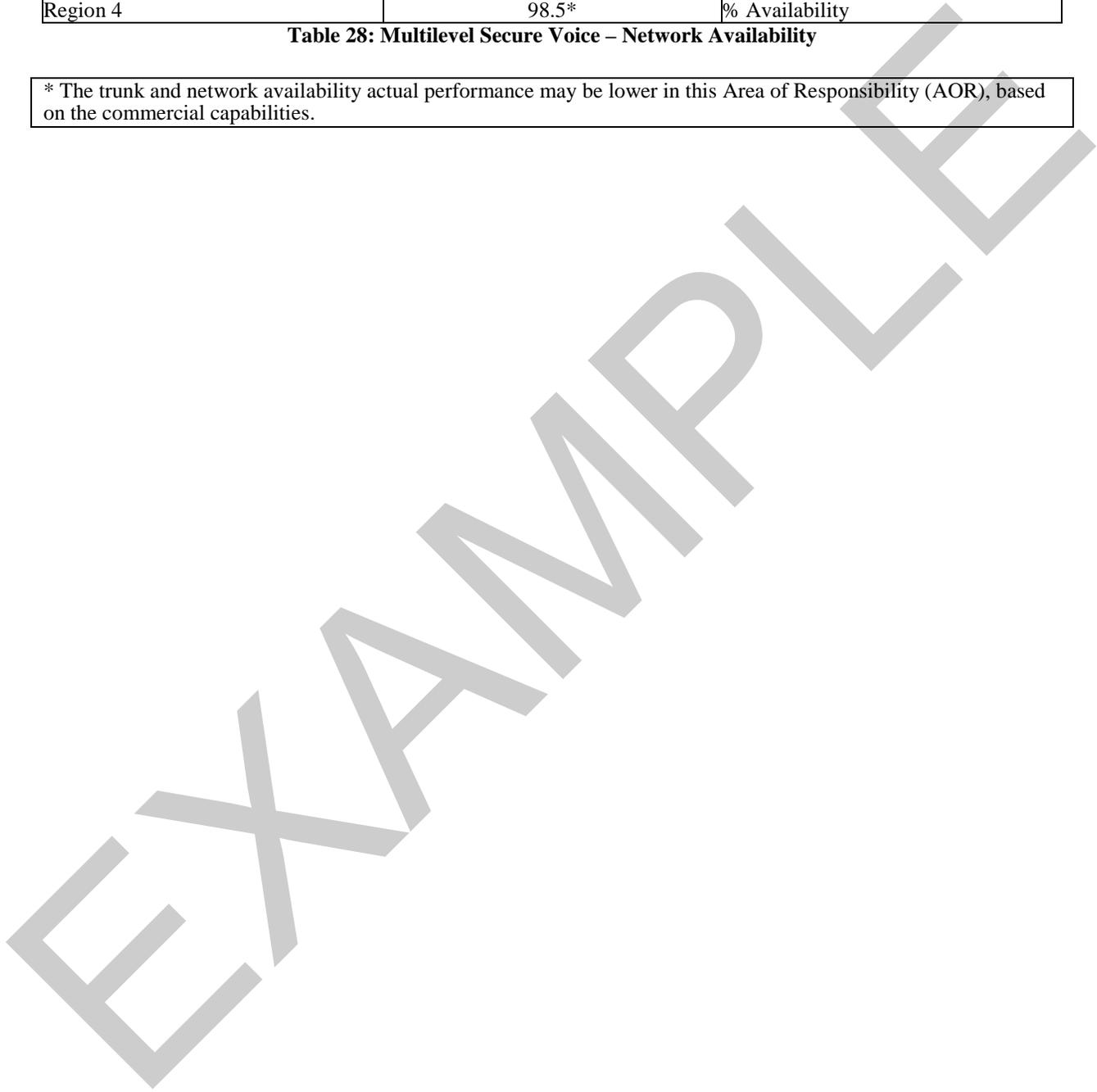
Commitment	MT	Metric
Region 1	98.5	% Availability
Region 2	98.5	% Availability
Region 3	98.5	% Availability
Region 4	98.5*	% Availability

Table 27: Multilevel Secure Voice – Trunk Availability

Commitment	MT	Metric
Region 1	98.5	% Availability
Region 2	98.5	% Availability
Region 3	98.5	% Availability
Region 4	98.5*	% Availability

Table 28: 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.



8.4 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.

8.4.1 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	99.6	% Availability

Table 29: Dial-up, IP and Dedicated Video Teleconferencing – Managed Service Availability

8.5 Messaging Services Portfolio

The Messaging Services portfolio provides organizational and assured messaging services to users. The Messaging Services portfolio covered under this SLA consists of the Organizational Messaging service.

8.5.1 Organizational Messaging Service

The Organizational Messaging service provides a range of assured services to the customer community. These services include the ability to exchange official information between military organizations and to support interoperability with allied nations and non-agency activities 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 Message Transfer Agent	98.7	% Availability
Message System Backbone – Multi-Function Interpreter	98.7	% Availability
Local site	98.7	% Availability

Table 30: Organizational Messaging Service – Availability

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

Table 31: Organizational Messaging Service – Speed of Service

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

Table 32: Organizational Messaging Service – Process Measures of Effectiveness

8.6 Wireless Services Portfolio

The Wireless Services portfolio provides wireless carrier and mobile access to ISN services by personnel, deployed personnel, 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).

8.6.1 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 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. The EMSS handsets (satellite phones) enable communication 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 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
Data	98.5	% Availability

Table 33: EMSS – Availability

Commitment	MT	Metric
Auto Dialer	93.0	% Availability

Table 34: EMSS – Auto Dialer Availability

Commitment	MT	Metric
Mobile Originated Call (MOC) Success Rate	96.0	% Availability

Table 35: EMSS – Mobile Originated Call (MOC) Success Rate Availability

8.6.2 Secure Mobile Environment – Portable Electronic Device (SME-PED)

The SME-PED service provides personnel with wireless mobile communications leveraging continuing investments in intelligence, reconnaissance and 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 SME-PED devices, and the SME-PED enclave access circuit to the ISN.

Secure Mobile Environment – Portable Electronic Device

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

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

9. Service Support Information

The Global Support Center serves as the customer point of contact for telecommunication services.

Contact Information:

DSN:

CML:

SBU IP Data e-mail:

Secret IP Data e-mail:

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 $100 \times ([\text{Total time} - \text{Outage time}] / \text{Total time})$ 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).
Message System 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
C2	Command and Control
E2E	End-to-End
EMSS	Enhanced Mobile Satellite Services
GoS	Grade of Service
GSVS	Global Secure Voice System
IP	Internet Protocol
LSTDM	Low Speed Time Division Multiplexing
MCEP	Multi-Carrier Entry Point
MLPP	Multiple Level Precedence and Preemption
MOC	Mobile Originated Calls
MPLS	Multi-Protocol Labeled Switching
MSP	Multi-Service Provisioning Platform
MSS	Mobile Satellite Services
MT	Management Threshold
NDN	Non-Delivery Notification
NS	Network Services
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
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 Conferencing
VTF	Video Conferencing Facility