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# *intercom*

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***Heroism***  
***Among Us***

# intercom

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Cover by Tech. Sgt. Mike Leonard

Visit the Computer Based Training System Web site at <http://afcbt.den.disa.mil>

**Communications and  
information warriors  
respond to tragedy**



# **Heroism Among Us**

**O**ur nation suffered a terrible tragedy {on Sept. 11}. Air Force men and women, active duty, Air National Guard and Air Force Reserve, responded immediately and superbly across the globe.

From our medical professionals who saved lives in the shadow of the Pentagon, to our airmen who launched from alert facilities, we can be proud of our performance.

Our job now is to remain ready, to set an example of strength for all America, and to remain alert as we continue our global mission. Carry on.

– *Secretary of the Air Force Dr. James G. Roche and  
Air Force Chief of Staff Gen. John P. Jumper*

# Heroic sacrifice

## New York firefighter who died leading civilians to safety was also a member of 213th Engineering Installation Sq

By Tech. Sgt. Patricia Pullar  
105th Airlift Wing  
New York, N.Y.

No one really knows the thoughts of firefighter Andrew “Andy” Brunn as he sped toward the burning World Trade Center the morning of Sept. 11. We don’t know to what extent he considered the dangers that lay ahead. We only know he wanted to help save as many lives as possible.

Staff Sgt. Andrew Brunn, 28, died leading civilian workers to safety and was laid to rest in late September. He was a member of the 213th Engineering Installation Squadron. The 213th is one of 19 Air National Guard units that support the worldwide mission of the 38th Engineering Installation Group at Tinker AFB, Okla. “Staff Sgt. Brunn’s heroic sacrifice was deeply felt not only by the New York City Fire Department but also in the E&I community,” said Col. Laurel A. Warish, commander, 38th EIG.

A “solid” guy, as his friends and coworkers in the 213th EIS called him, “Andy” stood 6 feet 2 inches tall and weighed 220 pounds, and conscientiously maintained the fitness standards needed for his firefighting duties. He was a “probie” at Ladder Company 5 in Manhattan, having completed his training at the New York City Fire Academy only two months earlier. His first assignment was to Engine 24. He was then assigned to Ladder 5 and had been there about a week when he answered the call to the World Trade Center.

His friends said he was so motivated to help others that he left the New York City Police Department after eight years and achieving the rank of sergeant, in order to join New York’s bravest.

“He wanted to help people. It’s the way he was raised. His sister said in her eulogy that their father taught them to be good citizens, Americans, and Christians,” said Staff Sgt. Thomas Haughey, a cable and antenna installer in the 213th, and full-time cable splicer with Verizon.

Sergeant Haughey and other squadron members also described Sergeant Brunn as a lot of fun to be around.

“Being a police officer, he had a lot of funny stories to tell. A cop learns to tune his ear to his post so he knows when he’s being called. When Andy was a rookie and his ear wasn’t quite ‘tuned in’ to his radio, he said he’d been standing around on a corner, when

some guy came running by. Three or four cops came running up afterward and said, ‘Why didn’t you stop him, we’ve been calling you over the radio. That guy just robbed a bank!’” Sergeant Haughey said.

Master Sgt. Joe Rizzo, first sergeant in the 213th and a full-time lineman with Verizon, said Sergeant Brunn always had stories and a unique way of conveying them.

Sergeants Rizzo and Haughey said though Sergeant Brunn was “happy-go-lucky,” he was also very intelligent and always looking to improve himself. “Any time he went to a school, he scored at the top of his class. Any task you gave him he excelled at,” Sergeant Haughey said. Sergeant Brunn graduated with honors from his career field’s technical school.

“He pretty much ran the fiber optics shop,” said Sergeant Rizzo. “Andy liked to figure out how stuff worked,” Sergeant Haughey said. “One of our toughest jobs was in Moron, Spain. Andy and I were the only ones there doing fiber optics and we had to get the job done. There was an enormous amount of work. We worked 18 to 20 hours a day, but got it done. That was the way he was.”

“Andy was the first to go on an AEF deployment. He went to Kuwait. It was tough because it was the first AEF and no one knew what to expect. But despite that, he volunteered to go,” Sergeant Rizzo said.

Sergeant Haughey found out what happened to Andy when he called to check on his cousin, who is a battalion aide with the New York City Fire Department. “I called my cousin to see if he was all right and he was. Then he told me that Andy was missing.

“We all hoped and prayed. We figured if anyone would make it out, it’d be him,” Sergeant Rizzo said.

Sergeant Haughey said, “Never did we think that the fire and police departments would be our front line. Andy died a hero.”

“We have our own pain that we’re dealing with. We’re a close-knit family,” said Sergeant Rizzo.

Members of the 213th were pallbearers at Sergeant Brunn’s funeral. He was buried with full military and New York City Fire Department honors. “Everyone in our squadron appreciates what the 105th Airlift Wing has done for us, especially the honor guard. Andy was given the honors he deserves,” Sergeant Haughey said.

“We’re planning to memorialize him in some way here at Stewart AFB,” Sergeant Rizzo said. “We want to be reminded of Andy.”

# AFPCA keeps DOD 'nerve center' up and running

By Tech. Sgt. Mona Ferrell

Air Force Pentagon Communications Agency  
Public Affairs  
Washington

While most people who work in the Pentagon evacuated after the terrorist attack Sept. 11, people in the Air Force Pentagon Communications Agency C2 systems directorate stayed behind, ensuring the National Military Command Center remained up and running.

"The NMCC is the primary nerve system for command and control within the Department of Defense," said Michael Bartos, AFPCA NMCC chief of facilities. "Obviously, it was imperative that we remain operational."

Safety was also a primary concern. Immediately after the Pentagon attack, NMCC facilities people quickly assessed the scene, and ensured a safe work environment could be established and maintained. Their two main concerns were smoke and temperature.

"Our first and primary concern was to eliminate some of the smoke," Bartos said. "But we also noticed the temperature was rising. That's not good when you consider the number of computer systems that are maintained within the NMCC."

Although the chilled-water system was not operational, NMCC facilities people used a smoke evacuation system within the center to temporarily clear the hallways of smoke so they could get to the pump room.

"Once we got to the pump room, we put it in manual mode and turned off all of air handling units that were continuing to push smoke into the NMCC," Bartos said. "We also reconfigured the chillers, wiring around some sensors to force the chiller to operate."

The NMCC facilities team isolated remaining sources of smoke and placed fire spotters on the roof so they would know when the wind changed direction. They also went from room to room checking carbon monoxide levels to be sure the air was safe.

"It was smoky, and wasn't the best environment to work in, but we were never in any real danger," he said. "The highest reading on our CO detectors was 47 parts per million— 100 ppm is considered unsafe. We were never close to that point."

**"We still provided the command and control our military leaders needed to secure our nation's defense."**

While facilities people were busy assessing the situation and deeming the area safe, work continued for personnel in NMCC's C2 systems maintenance division.

"The NMCC and the Defense Red Switch Network are the tip of the spear when it comes to warfighting capabilities," said Master Sgt. Ted Peters, AFPCA C2 systems maintenance division superintendent. It's the primary command and control instrument during a crisis like this — our national security depends on it. So, although we evacuated some of our people and went to

minimum manning, we were still 100 percent mission capable. We provided the command and control our military leaders needed to secure our nation's defense."

In fact, they were more than mission capable.

"Our main job is to ensure the red switch—a secure network system that gives the Joint Chiefs of Staff and the chief of staff of the Air Force

a reliable real-time means of communicating with their commanders around the globe—is always ready for use at a moment's notice," Sergeant Peters said. "After the crash, we installed extra red phones for the Army and Navy Operations Centers. This was crucial, since they were the hardest hit.

"While the Pentagon may have been penetrated by terrorists, our nation's command and control center is still fully operational," Sergeant Peters said. "We are here and we'll answer the 'call' to duty."



DOD photo by Helene C. Stikkel

**Secretary of Defense Donald H. Rumsfeld (center) leads Sen. Carl Levin (left), D-Mich., and Sen. John Warner (right), R-Va., to the crash scene at the Pentagon heliport Sept. 11.**

# Reservist reports to nearest armory; helps with recovery efforts at WTC

By **2nd Lt. Hamilton B. Underwood**  
*4th Combat Camera Squadron  
March ARB, Calif.*

Sept. 11, 2001, has taken its place among a handful of dates in history in which Americans will always remember exactly where they were when they first heard of the disasters. Many of us were called by a relative or friend, or we learned of the tragic events on the television or radio.

Staff Sgt. Stephen Cline, a still photographer with the 4<sup>th</sup> Combat Camera Squadron, March ARB, found himself at a coffee shop chain he frequents every morning. However, on that morning, he wasn't at his usual one in his hometown of San Luis Obispo, Calif., but at the corner of 40th and Lexington Avenue, Manhattan, N.Y.

He was enjoying his black venti drip when, en masse, cellular phones began ringing around the cafe. Instantly, the word spread in an astonished chorus—the World Trade Center had been hit by a plane.

“At this point, many people thought it was an accident,” said Sergeant Cline. “I had to find out more.”

He walked to an Internet café where he learned of the second airliner hitting the WTC. With his flight home cancelled, he wanted to help in the rescue efforts. He wasn't sure how, but knew he had to get to the disaster area. Heading south on Broadway Avenue toward the WTC, he saw the second tower collapse straight down upon itself in an inverted mushroom cloud of debris and dust. “There aren't words to describe what I saw or was feeling,” he said.

When Sergeant Cline reached Union Square, he saw crowds of people covered in a ghostly white ash flowing away from the WTC. Pushing further, he arrived at Canal Street, where the police had blocked off all southbound traffic. His efforts to help were frustrated and he walked the streets of Manhattan dumbfounded from what he had seen. Returning that night to the Soldiers', Sailors', Marines' and Airmen's Club, he resolved to report to the nearest armory in the morning to find a way to help.

Arriving early the next day at the HQ 107th Corps Support Group, New York Army National Guard Armory on Park Avenue, Sergeant Cline was tasked as a S-5 Civil Affairs Officer. His primary

responsibility was to direct volunteers. Service members of all branches, former military and reservists, as well as civilian volunteers, flooded in eager to lend a hand. Many civilians had specialties such as welder, crane operator, and ironworker. To make good use of their expertise, these people had to be directed to where they could best be used. One of Sergeant Cline's most poignant memories is of two ironworkers who reported already bleary-eyed, but ready for work.

“They had driven through the night from Indiana, but insisted they were ready to get started,” Sergeant Cline said.

His duties included answering a bank of phones, updating the emergency phone roster of city-wide points of contact, and maintaining a situation report for the officer in charge. He credits his military experience as invaluable.

“My years in the service instilled in me the military bearing and professionalism to brief senior officers and direct civilians,” said Sergeant Cline.

Over the next two days, he worked the graveyard shift, splitting duties with his daytime relief.

“I honestly don't feel I did anything anybody else wouldn't have done. We had more volunteers than we needed,” he said.

Departing New York on his rescheduled flight Sept. 14, Sergeant Cline reflected on his decision to leave. The New York Army Provisional Joint Task Force commander, an Army lieutenant colonel, offered to pursue obtaining active duty orders for him and other reservists who weren't part of the New York National Guard. Instead, Sergeant Cline chose to return to California, anticipating his own squadron would become involved in the nation's inevitable response. He anticipated correctly, and is now using his talents to support Operation Enduring Freedom.

To inquire about tasking and recruiting with 4th Combat Camera Squadron, call (909) 655-4148 or DSN 947-4148.



# Heroes emerge during Pentagon crisis

## *Pentagon Comm Agency NCO puts fears aside to aid victims*

By Tech. Sgt. Mona Ferrell  
Air Force Pentagon Communications Agency  
Public Affairs  
Washington

The devastating terrorist attack on the Pentagon Sept. 11 left 190 people dead and countless injured. But the numbers could have been higher except for the efforts of individuals who were willing to lend a helping hand.

Tech. Sgt. Randy Federspill, the Air Force Pentagon Communications Agency's Office Automation NCOIC of infrastructure, and Navy Cmdr. Craig Powell, deputy branch for Navy Special Warfare, put their own fears aside to help catch people jumping from windows of smoke-filled rooms on the Pentagon's second floor.

Sergeant Federspill, who had just entered the building from the Pentagon's center courtyard, was in Corridor 8 heading toward the DiLorenzo Tricare Medical Clinic when the plane hit. "I was going to a doctor's appointment, and was about 30 feet inside the door when I heard a huge blast," he said. "Suddenly hundreds of people were telling me to run. They were all running toward me, so I ran the opposite direction back into the courtyard."

Once in the courtyard, Sergeant Federspill saw smoke and went in that direction. Upon re-entering the building, "I heard a cry for help coming from a roadway in the Pentagon's C Ring area between Corridors 3 and 4," he said. "He headed toward the sound and found a Navy officer soaking wet and staggering. I

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***"I heard a cry for help coming from a roadway in the Pentagon's C Ring area between Corridors 3 and 4..."***

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helped her into the courtyard out of the smoke, and left her with emergency medical technicians who were already on the scene. I then went back to the roadway in the C Ring area to offer more assistance."

Moments earlier, Commander Powell had encountered the same woman. After evacuating the Pentagon, Commander Powell, who was in a room just on the outer edge of the impact area, first came across a woman in shock coming out of a bathroom.

"We left our office and exited the building with the rest of the crowd," he said. "I decided to take



the stairs all the way to the bottom floor, and when I arrived I saw injured people coming from a passageway. I decided to head in the direction they were coming from to see if I could help. I first saw a lady stumbling around, saying she had been in the bathroom when the roof caved in. I asked her if anyone else was in there, however, she just continued outside and pointed back the way she came."

Commander Powell proceeded through the alleyway of the B and C Rings in Corridor 4. "I saw a Navy lieutenant junior grade officer stumbling around. She was soaking wet and had come out of a hallway with smoke billowing out," said Commander Powell, who had just made a permanent change of station move to the Pentagon a week earlier. "The woman said people behind her needed help in the Navy Command Center. I started down the hallway alone, and then realized that I should get others to help, or at least tell someone what I was doing."

As Commander Powell turned back, he noticed a light in an alleyway that he had missed earlier. "I went in and saw about half a dozen people leaning out of a window on the second floor," Commander Powell said. "Thick smoke was pouring out. A number of people in the alley were looking for ways to get a ladder to those who needed help getting out, but I thought it would take too long, so a couple of us joined to form a human net."

Sergeant Federspill, who had also come upon the scene, was one of those on the ground helping.

"We told the people who were trapped to jump," Sergeant Federspill said. "They were hesitant at first, but with the fire and smoke getting worse, I think they realized they didn't have much of a choice."

However the "human net" that formed was not ready for the fourth person who came out of the window. A woman panicked and came out of the win-

See **HEROES EMERGE** Page 13



## **Scott NCOs give personal account of World Trade Center survival**

***“I think anybody who was near a window saw a flash — a blue flash.”***

**By Master Sgt. Ed Ferguson**  
*Air Force Communications  
Agency Public Affairs  
Scott AFB, Ill.*

**R**isk is inherent to military service, and four Air Force Communications Agency members experienced first-hand the reality of that risk as they survived our nation’s worst terrorist attack.

Tech Sgt. Shawn Haynes and Staff Sgts. Craig Walentowski, Mark Provo and Lonnie Wells, of the Air Force Protective Communications Support team, were on temporary duty in New York City to provide communications support for the Secret Service for United Nations General Assembly 56. They left Scott AFB Aug. 27 and were scheduled to return Oct. 5, before their mission was cut short by the destruction of the World Trade Center Sept. 11.

“We were there to provide radio, telephone, computer, cellular phone, and paging support for the assembly,” said Sergeant Haynes.

The four had left a morning briefing and begun preparing for the day’s mission when the first airliner struck the north tower.

Sergeants Haynes, Walentowski and Provo were working on the 10th floor of Building 7.

“Craig was issuing cellular phones, Mark was getting ready to go out on a protection detail, and I was installing a telephone line,” Sergeant Haynes said.

“I think anybody who was near a window saw a flash — a blue flash,” he said. “Mark described it as a clap of thunder, or a transformer explosion. It didn’t seem like an airplane hitting a building. My first thought was of the night before. We’d had storms and I thought maybe more had rolled in. Then we all looked outside — there was paper everywhere. We immediately started to evacuate the building.

“Building 7 faces the back side of Towers 1 and 2, so we didn’t realize anything hit the front,” Sergeant Haynes said. “We assumed it was some sort of explosion.”

“Once we got to the lobby we saw security guards had locked the doors,” he said. “The whole front of the building was glass and they were pushing everyone away, keeping about a 10-foot perimeter. Nobody really questioned that too much.”

“We were all standing around the lobby when there was a second explosion,” he said. “Some people happened to be looking out the windows and saw it, other people just heard it. When we looked up we could see the second building was engulfed in flames. At that point it clicked—this wasn’t an accident.

see **SCOTT NCOS** next page

# Tragedy brings out sense of duty

By Maj. Daniel J. Birrenkott

49th Communications Squadron Commander  
Holloman AFB, N.M.

“Service Before Self” is an Air Force core value we all understand and try to live up to. Heroic acts are often performed by people who, whether they realize it or not, embrace this core value and live their lives accordingly.

While sitting in my office, watching the news a few days after our country was attacked by terrorists, I received an unexpected, but welcome visitor: Tech. Sgt. Lloyd Washington. On that day he made a sacrifice that made me proud to be an airman.

A few weeks earlier, on Aug. 17, I had sat down with Sergeant Washington to talk about his 20-year career before he finished outprocessing and started ter-

minal leave. We had a good talk, discussing his experiences in the Air Force and how much he had enjoyed his career including five deployments to Southwest Asia. I sensed his reluctance to leave the Air Force, but he thought it was time to move on to retired life, for the good of his family and himself. I wished him good luck, and honestly didn’t expect to see him again.

On Sept. 17, Sergeant Washington walked into my office, in civilian clothes, with an American flag pin on his collar, and asked for my permission to cancel his retirement, so he could return to active duty. This was the easiest decision of my career. I stood up to shake his hand and return a proud salute. He is an experienced 7-level NCO in my squadron’s lowest manned and most deployable career field (2E2X1). He knew that by canceling his retirement, his odds of deploying again would be high.

This decision required a great sacrifice. Sergeant Washington had already moved his family to another state, and he had begun his civilian career. I’m proud to know such a dedicated and selfless NCO.

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## SCOTT NCOS

*From previous page*

“The anticipation rose and being locked in didn’t sound like a good idea anymore,” Sergeant Haynes said. “People started to get anxious and wanted out. The guards opened a door in the lobby that led to a loading dock exit into an alleyway on the back side of the building. It was somewhat chaotic, yet orderly. Nobody was crawling over anybody to get out. People were taking care of each other. As we went to the ground level to get out the back door, we could look out the front door at street level and see there was a lot of debris.”

Sergeant Wells was separated from the other three before the attack. “I had gone down to the basement to get a vehicle,” he said. “After I pulled out of the loading dock I came around the block and heard the first airplane flying over. It sounded like the engines were cutting out and I thought it was flying awfully low. All of a sudden the pilot hit the gas and “boom.” From where I was sitting I could see the explosion. It looked like the plane hit the top of Building 7. We were in shock, we didn’t know what to think. We all got out of the vehicle, walked across the street, and then we could see that it hit the World Trade Center and seconds later people started jumping out. From where we were we couldn’t see or hear the second plane and the next thing we knew, there was another explosion.”

“The scariest part for us was when we exited the lobby together into a back alleyway,” Sergeant Haynes said. “It was a narrow exit and we got separated. When we hit the street we lost contact with each other. After a short time, Craig and I ran into each other on the street and then we ran into Lonnie. We got word over the radio to muster at the ball field. When we got there

Building 2 came down. We couldn’t see it, because Building 1 blocked our view, but we heard another explosion, which we first thought was a third plane or a bomb. Those rumors were circulating in the crowd and then we saw the humongous dust cloud. We had to take off so we wouldn’t be engulfed in it as well.

“It was just pure luck that we ran into Mark at that time,” Sergeant Haynes said. “He was in the crowd looking for us, and we were looking for him. It was a really good feeling to meet up with Mark and have the Air Force team together.”

“After the first building had fallen, we heard another plane and everybody started running and ducking,” Wells said. “But then we looked up and saw Air Force fighter aircraft. As soon as the crowd realized they were our fighters, everybody started clapping. There was a sigh of relief over the entire crowd.”

“All the Secret Service eventually met at Chelsea Pier,” Sergeant Haynes said. “After a couple hours, police boats took us across the Hudson River to New Jersey, and then they chartered buses that took us to Washington, D.C. We spent Tuesday night and all day Wednesday trying to get out of D.C. We got booked on a flight, but they never opened the airport. They tried to get us on a military flight out of Andrews AFB Thursday, but that fell through. We got a rental car and ended up driving back to Scott Thursday night.”

“It’s hard,” Sergeant Haynes said. “As GIs, we’re trained to help, and we’re taught you don’t leave people behind. But in that situation, security people kept us out of the area. We weren’t in a position to help anybody, because we’d have been going upstream to get there. It’s hard to think about all the people who needed help. We’re not heroes, we’re just lucky survivors.”

# Mail gets through at Charleston AFB, thanks to dedicated postal workers

By Jack Bunce  
Base Multimedia Manager  
Charleston AFB, S.C.

In 1860-61, the Pony Express made history by transporting mail relatively quickly. Facing many threats, they consistently succeeded in making deliveries from St. Joseph, Mo., to Sacramento, Calif., in record-breaking time. They established ethics and standards that still challenge the U.S. Postal Service. Today, our mail services and personnel are again challenged to deliver in mail in a safe and timely manner despite a variety of threats.

Immediately following the tragic events of Sept. 11, the local U.S. Postal Service was unable to deliver mail to Charleston AFB, S.C., because of the time involved in getting through the security measures in place for all types of delivery services to the base.

The 437th Communications Squadron recognizes three heroes from the Base Information Transfer Center who immediately responded. Without hesitation, Master Sgt. Johnnie Gibson, Staff Sgt. Rutorresstt Larson and Airman Basic Winifred Thompson volun-

tarily proceeded to the local central U.S. Postal Distribution Facility to pick up mail addressed the base.

Daily mail pickup involved leaving the base at 6:30 a.m., driving eight miles, loading mail, boxes and packages, sitting in extended traffic delays while awaiting re-entry to the base, and enduring rigid inspections by local security forces to ensure mail and its contents were safe. Daily return trips to the U.S. Postal Distribution Facility were required to deliver outgoing mail.

Since Sept. 11, this three-person team has handled more than 50,000 individual pieces of regular, certified and registered mail. The team also excelled Sept. 12 when a commercial delivery service unexpectedly dropped off more than 100 boxes. This was not a normal process for the BITC

team. The mail distribution run was adjusted to accommodate these boxes. All parcels were delivered in record time.

Once again, members of the 437th CS applied their professional knowledge, skills, untiring dedication and determination to overcome obstacles while supporting the warfighting mission of the 437th Airlift Wing and the United States of America.

*The 437th Communications Squadron recognizes three heroes from the Base Information Transfer Center who immediately responded.*



**Master Sgt. Johnnie Gibson (right) and Airman Basic Winifred Thompson sort mail at the Base Information Transfer Center at Charleston AFB, S.C., ensuring timely delivery of all mail parcels.**

*Photo by  
Staff Sgt. Corey Clements*

# Comm NCO's selfless actions save lives

By Tech. Sgt. Scott Elliot  
*Air Force Print News*  
Washington



Photo by Tech. Sgt. Jim Varhegy

## Firefighters struggle to contain spreading fire after a hijacked commercial jetliner crashed into the Pentagon Sept. 11.

No one knows for sure why some people instinctively head in one direction, while most go another. For six Pentagon workers, the question is irrelevant. What's important is they owe their lives to the selfless actions of people like Staff Sgt. Greg Fechner and others who helped during the late morning hours of Sept. 11.

For Sergeant Fechner, a visual information journeyman assigned to the 11th Communications Squadron, Bolling AFB, D.C., the day of America's worst terrorist attacks began as most others—until he saw television coverage of the World Trade Center in New York City. Shortly after that, at about 9:45 a.m., another hijacked airliner slammed into the Pentagon.

"I felt the building shake," he recalled. When the alarm system sounded, he and his co-workers made for the Corridor 2 exit, only to find their way blocked.

"A colonel and I took charge and directed people to other exits," Sergeant Fechner said. "After we had most of the people out, I ran down Corridor 3, banging on all the doors, making sure everyone had left."

The Pentagon is built in five concentric rings, with A the innermost and E on the outside. A series of 10 corridors—two per side—connect the rings. When the Boeing 757 crashed into the Pentagon's west side, it sliced through rings E to C between Corridors 4 and 5. Emergency response workers initially feared a casualty count of up to 800, including all 64 people aboard ill-fated American Airlines Flight 77.

In all, Sergeant Fechner ensured evacuation of most of the fourth and fifth floors along Corridor 3 before repeating the process between Corridors 1 and 2. He encountered one person working at his computer.

"He didn't want to leave," Sergeant Fechner said. "He said 'I've been through these drills before.'" After convincing the man he should leave, Sergeant Fechner came upon a Navy master chief petty officer shouting for fire extinguishers. Sergeant Fechner grabbed two and headed for the ground floor near Corridor 4, where

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***"... we had managed to save six lives. It was just a reaction. I didn't have time to think about it."***

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he was confronted with smoke and fire coming from windows of the B Ring.

With the help of others who had made their way to the area, he fashioned some makeshift stretchers from debris.

"We got six people out," he said. "We tried to go back for more, but it was just too hot." Knowing first hand the conditions firefighters and other emergency workers were facing, he headed for the Pentagon's central courtyard to organize a water relief station.

"A firefighter and I managed to open a water vending machine, but there were only about 10 bottles," he said. "Fortunately, the door to the small cafeteria in the center of the courtyard was unlocked, and I found 10 or 12 cases of soda and a garden hose.

"I dumped out the soda and refilled the bottles with water," he recalled. "It may not have been the best-tasting water, but it was better than nothing."

As more people made their way into the courtyard to help, others asked what they could do. "At first there were only a couple of us, but others joined in and we had an assembly line of people dumping, refilling and distributing water to firefighters along the A Ring."

Sergeant Fechner also started an impromptu field kitchen with food he found in his search for water. He finally called it a day about 6 p.m., and went out to see the damage to the building.

"I just stood and stared in awe and disbelief," he said. "The images you see on TV don't do this justice — you can't appreciate the amount of damage until you see it for yourself.

"I don't know why I went back in," he said, "but that's when it hit me—by not evacuating, we had managed to save six lives. It was just a reaction. I didn't have time to think about it.

"I wish I knew the names of the other people I was with—there was an Air Force chief master sergeant, an Army sergeant major, and a couple of Navy folks," Sergeant Fechner said. "I wouldn't call us heroes. We just turned around and asked, 'What can we do to help?'"



# Collective effort

## AFPCA sets up office space, computers, network systems for displaced Pentagon workers

By Tech. Sgt. Mona Ferrell

*Air Force Pentagon Communications Agency  
Public Affairs  
Washington*

The Air Force Pentagon Communications Agency acquired more than 27,000 feet of office space and about 200 computer stations for Air Force headquarters people whose previous duty areas were affected by the terrorist attack on the Pentagon Sept. 11.

Working with the General Services Administration,

Dell Computer Corp., and several other contract agencies, AFPCA people worked to ensure computer equipment and network systems were set up so the new office space could be quickly occupied.

“Our main role was to identify office space and establish communications as soon as possible for our Headquarters Air Force personnel requiring alternate duty locations because of the terrorist attack,” said 1st Lt. Theo Jackman, AFPCA plans and programs network project officer. “Our primary task was to establish communications for them as good or better than what they had at the Pentagon before the attack.”

AFPCA people acquired office space, obtained new desks and computers, and coordinated deliveries.

They worked with the Secretary of the Air Force facility support division to see what offices needed to be moved, and 11th Wing Security Forces from Bolling AFB, D.C., to ensure the room was secure and able to sustain missions normally carried out by displaced people.

“This was definitely a collective effort,” said 1st Lt. Kelly Overstreet, AFPCA chief of office automation maintenance installation. “To see everyone chip in, both the government and civilian sectors, was fantastic.”



*Photo by Tech. Sgt. Mona Ferrell*

Staff Sgt. Marc Byers, left, an office automation systems integration work group manager at the Pentagon, and Airman 1st Class Brad Stefo, an office automation computer technician from the Air Force

Pentagon Communications Agency, install new computers for Air Force headquarters people whose offices were affected by the terrorist attack.

# Charleston NCOs assure comm needs after attacks

By **Jack Bunce** and **Capt. Jon Bakonyi**  
*437th Communications Squadron*  
*Charleston AFB, S.C.*

Many times heroes emerge not individually, but as a team of two. Immediately after the terrible events of



*Photo by Staff Sgt. Corey Clements*

**Staff Sgts. Alex Manning (right) and Samuel Schilling program wireless communications equipment.**

Sept. 11, two people assigned to the 437th Communications Squadron, Charleston AFB, stepped forward with minimum guidance and no hesitation to assure the squadron continued to meet the communications needs of the 437th Airlift Wing mission.

Staff Sgts. Alex V. Manning and Samuel S. Schilling applied their communications knowledge skills, going well above and beyond their normal scope of duties, to ensure everyone on base who required it had wireless communications equipment and service.

In the three weeks after the attack, they ordered and programmed 83 wireless cell phones, 137 pagers and 51 handheld radios, and configured one communications base radio network station. They also reconditioned more than 50 batteries for security forces, assuring maintenance of force protection for base personnel and resources.

They worked virtually around the clock to identify, locate, acquire, program, and distribute essential communications equipment. They made many trips to local vendors when critical supplies or equipment were not readily available on base.

Last but not least, they programmed radios for base supply and the commander's net, a high-profile job that was essential to supporting wing leadership.

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## HEROES EMERGE

*From Page 7*

dow too early. Luckily both Sergeant Federspill and Commander Powell were able to help minimize her fall.

"Although the woman broke her leg in the fall, it could have been much worse," Sergeant Federspill said. "After she fell, I and another person carried her away from the smoke." Sergeant Federspill and another person found a door that had been blown off during the blast. Using it as a litter, they carried the injured woman into the courtyard to be tended to by EMTs.

"By the time I returned to the window, someone arrived in the alleyway with a step ladder," Sergeant Federspill said. "But the ladder was too short." Commander Powell, Sergeant Federspill and other rescuers moved a dumpster under the window to make it easier to reach. One of the other rescuers used his shoulders to brace the ladder.

"The ladder was now tall enough and could reach people trapped on the second floor," Commander Powell said. "We convinced them it was safe, and the last two who were trapped in the room were able to climb down the ladder and exit the building."

Shortly after the people in the windows were rescued, Lt. Gen. Paul Carlton, Air Force surgeon general, arrived on the scene. After giving the general an assessment of the situation, Commander Powell con-

tinued to rescue some individuals trapped in a "hole" in the building. However, Sergeant Federspill was starting to be overcome by smoke.

"I was struggling for air, so I headed out to the courtyard," Sergeant Federspill said. "After catching my breath for a few minutes, I realized they didn't need another pair of hands. The fire department had arrived so we moved over to let them in."

Sergeant Federspill, Commander Powell and other volunteer rescuers followed the orders of the Defense Protective Service personnel and left the area through the north parking entrance, offering their help along the way to assist medical personnel in getting out badly needed supplies.

Despite the fact these impromptu rescuers stepped up to the plate when they were needed, they don't consider themselves heroes.

"I mainly think of myself as someone who doesn't panic during a crisis," Sergeant Federspill said. "The people we helped were nameless faces – but they were people who had no other way out. That's all I needed to know."

Commander Powell, who didn't realize what kind of adrenaline he was running on until the next day, agreed. "We've all heard the saying 'lead, follow or get out of the way,'" Commander Powell said. "Everyone did their part, even if it was getting out of the way. If I hadn't been there, somebody else would have. It's an automatic reaction."



## Deployable Communications

# Total Force policy at its best

## Enduring Freedom AFFOR A6 Rear stands up

By Maj. Lisa Barber  
AFFOR REAR/A6  
Chief of Current Operations  
Langley AFB, Va.

When the decision came to stand up the Operation Enduring Freedom A6 (director of communications), Air Force Forces Rear at Headquarters Air Combat Command, a strong and effective team emerged. People from ACC headquarters, 9th Air Force, 226th Combat Communications Group, and 253rd CCG came together.

Within 72 hours of being activated, members of the 226th CCG, Alabama Air National Guard, arrived to support the Network Operations and Security Center—Deployed at Shaw AFB, S.C., and at Langley AFB, Va., and to form the core of AFFOR A6 Rear at Langley. Augmented by engineers from the 253rd CCG, Massachusetts ANG, their primary responsibility is to ensure deployed Air Force forces have the tools to effectively accomplish mission objectives. Also, they provide communications personnel and equipment on a continuing basis to perform assigned missions.

Brig. Gen. Michael W. Peterson, director of Communications and Information Systems, HQ ACC, has always been a strong proponent of the Total Force policy. He's reaping the rewards of his vision and initiatives, as elements of his integrated forces team work side by side to get the job done. Integrated capabilities of Total Force are essential to implement U.S. defense strategy and are prerequisite to a cost-effective force structure. Today, Reserve Component forces are fully integrated into all war plans. No major military operation



Photo by Staff Sgt. Shane Cuomo

**A B-52 Stratofortress from the 28th Air Expeditionary Wing takes off for a combat mission in support of Operation Enduring Freedom.**

can be successful without them.

"This is a great opportunity for the Guard to participate in Operation Enduring Freedom," said Col. George McCurdy, 226th CCG commander. "We're proud to be able to contribute to this endeavor and to be working with our active duty counterparts. We know we have a job to do and are totally committed to supporting the communications forces in the area of responsibility. This is a living example of Total Force policy at its very best."

The 226th CCG has people deployed to Langley and Shaw AFBs. The 253rd CCG from Massachusetts has people deployed to Langley, some serving as part of the ACC Crisis Action Team and others integrated into the AFFOR Rear.

"It's heartwarming to see these two Air National Guard groups working together with their active duty counterparts to get the job done," said Colonel McCurdy.

## Ready or not:

# Deployment tests TDC, readiness of 2nd CS

By Lt. Col. Nancy Wharton and Capt. Joe Nelson  
2nd Communications Squadron  
Barksdale AFB, La.

Less than two weeks after the tragic Sept. 11 events, the call came for Barksdale's 2nd Communications Squadron to deploy its theater deployable communications package. Within hours, airlift started flowing into Barksdale.

TDC team chief, Maj. Eric Forrest, was first out with the 2nd Bomb Wing advance echelon team and left for a then-classified location to support President Bush's resolve to stamp out terrorism across the globe as part of Operation Enduring Freedom. It turned out Major Forrest would be the first Air Combat Command communications person at the forward operating locations. Over the next three days, the 2nd CS deployed many more people and nine equipment pallets.

Lots of questions followed, such as where we were going and how long we would be gone. But most importantly, would TDC work? Like many other communications units, 2nd CS was on the path to TDC full mission capability. In January, the unit had established a core workcenter of nine people to start its TDC transition.

Under the leadership of 2nd Lt. Oscar Parra, these people trained hard and were ensured members had the experience needed for the unit's wartime mission. The goal was to be fully trained to support 2nd CS Air Expeditionary Force 9/10 commitments beginning Dec. 1.

The squadron had conducted several local exercises and training sessions with personnel from the network control center and mission systems flight. However, the call came in September, 90 days early.

Fortunately, TDC was designed to take advantage

of skills already in use. Knowledge gained during day-to-day operations, from firewall and exchange administration to help desk functions, provided the basis for operating TDC in a deployed environment. A mix of NCC and ground radio professionals, combined with the TDC core, deployed to support the long-range bombers that would stage from Diego Garcia.

The deployed package was enhanced with three TDC experts: an engineering and technical service representative from 8th Air Force, who specializes in TDC, and two members of the 5th Combat Communications Group, Robins AFB, Ga., the unit that helps other comm units with TDC training. The ACC Directorate of Communications and Information Systems' planners beefed up the equipment side with a tried and true tri-service tactical deployable package consisting of the AN/TSC-100A satellite van and a TTC-39E tactical telephone switch, along with trained operators from the 1st Combat Communications Squadron, Ramstein AB, Germany.

Because of airlift flow issues, the people made it to Diego Garcia first. There 13th Air Force, Det. 1, had some basic infrastructure and had been undergoing fiber upgrades. Deployed communications folks hit the ground, and with the aid of Pacific Air Forces communications and information technicians, accelerated upgrade of base infrastructure. They focused on classified network services to the three operational mission planning cells, intelligence, logistics and other users, so they could process the air tasking order and communicate with home station and U.S. Air Forces, U.S. Central Command.

Eventually, TDC equipment caught up with deployed personnel and the resulting mix of people and machines jelled quickly, establishing two beachheads.



Photo by Senior Airman Rebeca M. Luquin

**Master Sgt. Marvin Mullin, 2nd CS, moves a base command control repeater to the operations building at Diego Garcia during Enduring Freedom.**

See TDC Page 18

# USAFE units modernize initial comm capabilities for deployed forces

By Steve Simkins, HQ USAFE  
 Master Sgt. Karin Ruppelius, 786th CS  
 and Master Sgt. Peter Cole, 1st CCSQ  
 Ramstein AB, Germany

USAFE reduced footprint initiatives

During the air war over Serbia (Operation Noble Anvil), about 30 team members deployed to 12 locations in eight countries within the area of responsibility, providing an initial communications capability before the arrival of sustaining communications. These teams provided basic services in four, footlocker-sized boxes—dial-up databurst to download the air tasking order, dial-up secret Internet protocol network router for secure data, dial-up nonsecure Internet protocol router network, secure telephone unit IIIs for secure voice, and cellular and iridium satellite phones for mobile, unsecure voice capability.

Each team deployed with four high-end laptop computers, two 1910 secure data modems, three STU-IIIs, one combination printer/scanner/fax, miscellaneous adapters, surge protectors and extension cords. Success of the communications reception team concept and package was validated during the operation, and documented as an important lesson learned.

A limiting factor in this capability was reliance on existing land lines. However, this wasn't a concern, since the site survey teams indicated commercial land lines were available. But future operations may be different.

The solution in late 1999 was twofold. For the distant end user, it incorporated two international

marine/maritime satellite Mini-M terminals, coupled with STU-IIIs, to provide secure voice or fax. It also incorporates two INMARSAT B high speed data terminals, coupled with KIV-7HS encryption devices and Klashopper 400 EIA-530A high-speed data personal computer memory cards, to provide secure 64Kbps access to SIPRNET and NIPRNET.

At the entry point an integrated services digital network "reachback" gateway was established, providing a path from the INMARSAT Ground Entry Station, through the public switched telephone/

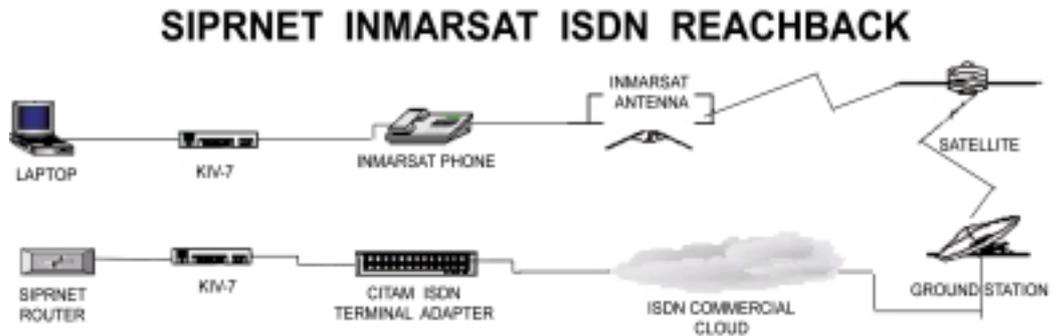


Figure 1

telecommunications network on an ISDN basic rate interface trunk from Deutsche Telekom, to the SIPRNET router. A key component, the Klashopper, established the distant-end notebook computer connected to the INMARSAT as an IP-routed device visible on the network (see Figure 1).

This was successfully demonstrated early last year, thanks to the expertise and long hours of technicians at the 1st Combat Communications Squadron and the 786th Communications Squadron. The

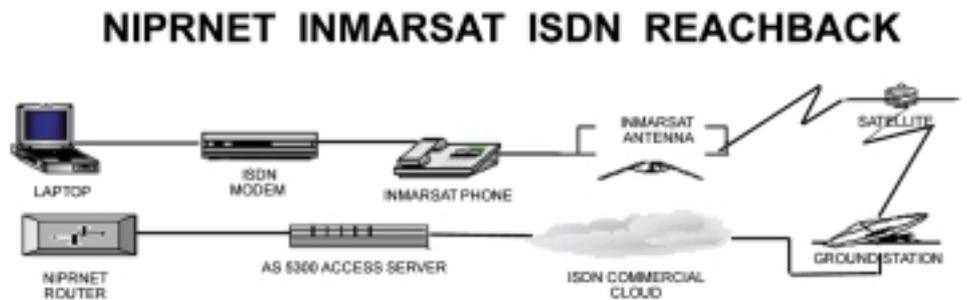


Figure 2

capability continued to support contingency users throughout the theater and Southwest Asia.

Not long after the successful demonstration of the SIPRNET INMARSAT ISDN "reachback" capability, the 786th CS developed a system improve-

continued next page

*continued from previous page*

ment for accessing the NIPRNET. This substituted the use of the Klashopper for a Euro-ISDN modem, with either a unified S band or serial connection to the laptop, dropped the keep in view 7s, and substituted use of the CITAM ISDN terminal adapter for an AS-5300 access server. The AS-5300 is capable of 120 asynchronous modem connections that can be set up in rotary groups (see Figure 2).

Almost two years later, the unit is making changes to the communications reception team configuration to leverage new technologies and capabilities to reduce the footprint further. Secure capable iridium 9505s replace the INMARSAT mini-ms with STU-IIIs, reducing weight and volume by about three-fourths, and provide secure voice communications globally. INMARSAT M4 terminals replace the INMARSAT B HSD terminals, reducing weight and



**Typical reception team kit.**

volume by about one-half, and provide assured access to SIPRNET and NIPRNET for deployed users.

As technologies improve, unit members will continue to evaluate them for application in the communications reception team concept and solution base.

## AN/USC-60A meets needs for deployable SATCOM

**By 2nd Lt. Rico Cody**

*1st Combat Communications Squadron  
Ramstein AB, Germany*

The tasking: provide satellite communications for a deployed location. Most would answer with the AN/TSC-94A, AN/TSC-85B or AN/TSC-100A. The response from planners: too big, and they require too much manpower and airlift.

What now? Oh, and you're not scheduled to get the AN/TSC-152 until fiscal year '05. You look for something that has a small footprint, yet provides the same capability and reliability, and has logistical support. That's what the 1st Combat Communications Squadron at Ramstein AB did. After researching several satellite communications systems, the 1st CCSQ determined the AN/USC-60A would meet its needs.

The military satellite program management office in Fort Monmouth, N.J., in cooperation with L3 Com, developed the AN/USC-60A flyaway tri-band satellite terminal. It's designed for quick reaction contingencies in regions with limited infrastructure.

As with any communications mission, one key to success is getting the communications in fast, so commanders can accomplish their mission. This terminal, along with spare parts, consists of 15 two-person lift transit cases, and airlift requirements are less than one pallet position on a C-model aircraft.

On site, two technicians can complete setup

and operational checks within 45 minutes. The AN/USC-60A can access three different frequency bands to provide flexibility for a commander's deployed communications requirements. One advantage of tri-band capability is that if the deployed location is in an area where military satellite channels are saturated, there's no need to deploy more

See **AN/USC-60A** Page 27



**Staff Sgt. Aaron Jack trains Senior Airman Anton Toth on configuring the Promina-400 and Redcomm telephone switch for future deployments of the NEO/HUMRO fly-away tri-band satellite communications terminal.**

## Field exercise tests interoperability

# 5th CCG units explore future of deployed comm

By Tech. Sgt. Andrew Gates  
Public Affairs Specialist  
5th Combat Communications Group  
Robins AFB, Ga.

Members of the 5th Combat Communications Group battled time and the hot Georgia sun this summer, to explore the future of deployed communications in a field exercise using some of the Air Force's newest tactical communications equipment.

Exercise Crown Jewel '01-3 teamed people from the 51<sup>st</sup> and 54<sup>th</sup> Combat Communications Squadrons. Members braved temperatures in the upper 90s and intense humidity. Their objective was to test interoperability between the off-the-shelf theater deployable communications package and its follow-on robusting package, called TDD. The following week, they practiced what they learned during the field exercise to prepare for future contingencies.

The TDC package seamlessly integrates tactical communications requirements – including telephone, computer network and satellite connections – for the warfighter in a deployed environment. The TDC package handles up to 1,500 customers and provides framework for local area networks, and secure and nonsecure voice and data transmission. If the Air Force has additional customers at the site, combat communicators turn to the TDD package. TDD provides the needed equipment and structure to increase the initial TDC

capabilities to up to 3,000 people.

"TDD is different from TDC in subtle ways," said Maj. Paul Reimers, 54<sup>th</sup> CBCS commander.

"The greatest difference is in philosophy. With TDC, you install initial communications, so you need to do it quickly – build it up as quickly as you can. With TDD, you want to enhance your service, robust it, and build redundancies into the architecture – a lot of the same equipment, but again, the biggest difference is how you employ it."

Because this equipment is used in austere or combat situations, the group tested how the combined package worked in a bare base environment, according to



**Members of the 54th Combat Communications Squadron line up their trucks to prepare for an equipment convoy.**

See **EXERCISE** next page

### TDC

From Page 15

The TDC suite was set up in tents to support three distant ends—all vital to the U.S. Central Command network of tactically deployed units. To provide local operators greater bandwidth than could be pumped from the deployed tactical equipment, the local domain on both the unclassified and classified sides was robust with existing on-hand equipment.

The future holds more challenges with the fixed infrastructure, including more unclassified network bandwidth, a fiber backbone upgrade, and installing and managing a complete network management system/base information protection package of servers, routers and firewalls.

Of course the network isn't the only service a deployed communications squadron provides. The comm functions are a group effort—communications personnel at Diego Garcia come from five different bases across four major commands. Radio troops stepped up to the challenge of serving a deployed force three times the size for which they're normally tasked. They combined land mobile radios, repeaters and air-to-ground radios from three different bases into an integrated package serving the full range of customers.

A photographer and a videographer deployed to capture contingency operations in advance of a combat camera team. This proved essential to documenting operations of long-range bombers, and several photos have already been published nationally. Deployed

postal service representatives set up mail operations in "tent city," further enhancing troop morale.

The deployed comm team has overcome hurdles and the mission is running smoothly, but there's a lot more to do. Plans include electronic mail and a phone system in tent city for morale purposes.

The 28th Air Expeditionary Wing deployed commander said during his first commander's call that he wakes up every morning happy to be here, and proud to be able to do what he's trained to do. That's the sentiment of troops here. Morale is high and people are ready to face the challenges ahead and the opportunity to support the operational mission ... doing their part to assure freedom endures.

## EXERCISE

*from previous page*

Maj. Daniel Hausauer, the 51st CBCS commander. The best time to evaluate is during an exercise like Crown Jewel.

In this particular scenario, the group attempted to simulate a short-notice deployment to a contingency, said Major Hausauer. “When we got the word to deploy for this exercise, we had to be ready to go within a few days.”

The scenario called for the 51st team to be first on-site, setting up the initial architecture for customers. After two days, the 54th team headed to the site, incorporating the TDD package into the existing network.

Once the 54th arrived, the objective became ensuring people and equipment worked together, said Major Hausauer. “We wanted to become one cohesive unit with a single commander, instead of two separate units. Because of newness of some concepts and equipment, we had a number of challenges.”

The key to overcoming them was in teamwork between sister tactical communications units. “The integration of two squadrons went really well,” said Major Reimers. “I saw a lot of great teamwork.”



The 54th received part of its TDD package in May, while the 51st worked with its TDD package for about 18 months. Taking advantage of that knowledge, the 54th drew on experience of their counterparts. They were also able to examine how to incorporate the rest of the TDD equipment they received in September.

“If we had to do this on our own, we’d have had to painfully work through many challenges,” said Major Reimers. “Since the 51st experienced similar situations in the past, we were able to work through them more effectively, rapidly providing required service, minimizing frustrations, and still learning a lot in the process.”

The units not only integrated the new technology, but also tested some communications equipment in widespread use across the Air Force. “Since our lightweight multiband satellite terminal wasn’t working, we used our older, but reliable, satellite terminal. Our efforts demonstrated we could successfully use older equipment with the TDC and TDD,” Major Reimers said. “This is important as we work through the transition to this equipment – we want to be sure we can integrate TDC and TDD with older tactical equipment used by the Navy, Army and other Air Force units.”

That interoperability is important for success of any potential communications setup – working with each piece of equipment to ensure the best possible communications for warfighters. In the tactical communications future, expeditionary units will most likely deploy with a TDC package to provide initial communications capabilities. Then combat communications units will roll in with robusting equipment to take care of long-term communications needs. “The 5th Combat Communications Group is leading the way in determining how this equipment works,” said Major Hausauer.

“Our people wanted to ensure this equipment worked in the field,” said Major Reimers. “That required a lot of training – and the best way to get it was to take the equipment to the field and use it. These folks worked hard and we did great.

“Whatever improvements technology brings to the war, our smart, innovative, hard-working people will be our constant and the key to our success,” Major Reimers said. “That’s the future of tactical communications in the Air Force.”

**Staff Sgt. Kenneth Poole, 51st Combat Communications Squadron, sets up a lightweight multiband satellite terminal, a crucial element of the theater deployable communications package.**

# ESC office provides deployable communications

By Rhonda Siciliano  
Public Affairs Specialist  
Electronic Systems Center  
Hanscom AFB, Mass.

As Air Force units deploy in support of Operation Enduring Freedom, the Electronic Systems Center's theater deployable communications program office at Hanscom, provides the communications infrastructure they need for operations.

The TDC program office supplies communications equipment such as computers, telephone switches, satellite terminals and radios.

The equipment is specially designed to withstand conditions that might be encountered during a deployment, such as temperature variations, dust and moisture, as well as shock, vibration and pressure changes encountered onboard an aircraft.

"So far we've fielded equipment to 50 units and we're building more as we speak," said Joan Wandrei, TDC program office program manager.

For this deployment, Air Force units from Air Mobility Command, U.S. Air Forces in Europe, Air Combat Command, Pacific Air Forces, Air Force Special Operations Command, and Air National Guard have received deployable communications equipment.

"We believe in our program and we're very pleased to be able to contribute," Wandrei said. "We've been working hard to ensure communications equipment we provide is operational, and if our deployed units need something, we'll get it to them. The TDC program office acquires commercial off-the-shelf communications technology for deployed units.

"Once equipment is purchased, we go through a spiral process to keep it upgraded. It's a constant process of technology insertion," Wandrei said.

"We need to ensure our deployed information technology can be transported into a theater in a way to ensure operability when it rolls off the aircraft," Wandrei said.

The TDC program office began fielding deployable communications equipment in 1996 and expects to continue through 2005 to 122 units.

The office has four goals. First is to decrease airlift required for deployment. The program office is acquir-



ing equipment that is lighter and takes up less space.

Second is to increase capacity of fielded equipment.

"We ensure units have enough equipment plus spares to keep things running during a deployment," Wandrei said.

The third goal is to increase flexibility of equipment to best meet customers needs.

Fourth is to ensure equipment doesn't require additional manpower to operate.

"Our intent is to provide communications infrastructure for deployed units," Wandrei said. "We build it and field it with our customers in mind."

# ACC crisis action team responds to needs

By Senior Master Sgt. Cindy Groenveld

*Chief, Information Management,  
Contingency Action Team, and*

**Capt. John Sutherland**

*Current Operations Officer  
Headquarters Air Combat Command  
Langley AFB, Va.*

Moments after the first plane hit the World Trade Center Sept. 11, the Air Combat Command A6 Crisis Action Team responded. Led by Maj. Monica Kopf, chief of the Readiness Branch, the A6 CAT fielded calls from Joint Forces Command requesting UHF tactical satellite and communications personnel to augment Joint Task Force civil support missions for homeland defense. So started on-going efforts to plan requirements, source communications units, and execute tasks for Operations Enduring Freedom and Noble Eagle, and Continental North American Aerospace Defense Command region.

The A6 CAT function is a dynamic team consisting of people from the SC staff, ACC inspector general, ACC communications group, and counterparts from the 253rd Combat Communications Group, Otis ANG Base, Mass.

“This is a great example of the Total Force team,” said Col. John Hayes, chief of the Combat Systems Division. “Each shift is integrated with a mix of active duty and Guard personnel which provides insight into the tremendous talents each component brings to the fight.”

The ACC A6 CAT has deployed active duty, Reserve and Air National Guard personnel and equipment to 22 locations in support of Noble Eagle, and more than 18 for Enduring Freedom.

A6 CAT is comprised of two cells: the A6 CAT Battlestaff and the A6 CAT Support Cell.

## A6 CAT Battlestaff

The A6 CAT Battlestaff provides front-line crisis management to the ACC commander for communications issues. This function is manned 24/7 by one officer and one senior NCO operating out of the ACC CAT area.

These warriors are point men and women to answer COMACC’s questions on communications issues. Every morning they ensure communications status briefings are up-to-date and posted for COMACC. They play a critical role in coordinating deployment orders and requests for forces messages on behalf of the A6.

## A6 CAT Support Cell

The “worker bee” section of the A6 CAT structure

is the A6 CAT Support Cell. This is manned by at least one officer who leads the shift. He is supported by up to seven people working in a demanding, fast-paced environment.

The cell directly tasks and sources personnel and equipment from ACC and ACC-gained Guard and Reserve communications and information units. They prepare and deliver regular situation briefings to ACC/SC, ACC/SCC and SC CAT representatives. To better handle diverse requirements of managing communications issues across the spectrum, the cell is comprised of teams. Individuals are assigned, trained and given responsibility for their functional areas:

The **Time-Phased Force and Deployment Data manager** ensures deployment and support of tasked forces and equipment. This individual coordinates taskings with the Aerospace Expeditionary Forces Center; U.S. Forces Central Command and CENTAF Air Forces-Rear (AFFOR Rear) to ensure requirements are validated and deconflicted, and redundant line items are resolved. They’re the front line of communication with ACC’s unit deployment managers and functional managers.

The **Airflow/Global Transportation Network manager** monitors and tracks airflow for tasked equipment and personnel. GTN monitors airflow status of communications assets based on data extracted from the TPFDD.

The **Communications Status manager** monitors and up-channels reports concerning operational status of deployed communications equipment within the area of responsibility. Functions monitored are voice, nonsecure Internet protocol router network, secret Internet protocol router network, Joint Worldwide Intelligence Communications System, Global Command and Control System, Theater Battle Management Control System and postal. This information is briefed to the COMACC and ACC/SC daily.

Finally, the **Information Management** function provides administrative support to the Support Team and SCC. These professionals collect data from the team’s functional managers, perform electronic recordkeeping duties, review all incoming e-mails and messages, and input data into a master events log.

Since Sept. 11, the A6 CAT function has continued to provide U.S. Central Command and U.S. Joint Forces Command 24/7 support with the right mix of technical experts. They’ve continued to ensure vital communications equipment and personnel are deployed, guaranteeing operational success abroad, as well as continued homeland defense support.

# C3 Ground Entry Point meets increased demand of AMC deployed communications systems

By Capt. Michael Luzius

*Communications and Computer Programs Branch  
HQ Air Mobility Command  
Scott AFB, Ill.*

On Sept. 11, 2001, the world watched in horror as terrorists struck in New York City and Washington, D.C. Demand for satellite usage for command, control, communications and intelligence support around the globe was already high. With Operation Enduring Freedom under way, the question now is how to meet increased demand on already saturated C3I systems for even larger numbers of troops certain to deploy.



*Photo by Master Sgt. Robert Rustenbeck*

## Ground Entry Point antenna.

The answer for Air Mobility Command is completion of a project at McGuire AFB, N.J., called the Command, Control and Communications Ground Entry Point.

The C3 GEP effort is the non-deploying portion of the AMC Downsized Deployable Communications commander-in-chief initiative supporting In-Transit Visibility for U.S. Transportation Command. ITV provides higher headquarters access to the location of all troops and material at any given moment throughout U.S. Transportation Command routes and locations. GEP will provide robust C3I and common-user telecommu-

nications and network services on C+0 day of any deployment, and will help provide USTRANSCOM and AMC leadership 100 percent ITV for mobility forces and equipment worldwide. When fully operational, the McGuire C3 GEP will facilitate this mission by complementing existing DOD resources.

While still completing Defense Satellite Communications System certification testing requirements—a coordinated effort among the Defense Information Systems Agency, the Army Communications Electronics Command at Fort Monmouth, N.J., HQ AMC, and the 305th Communications Squadron at McGuire—the current configuration will allow deployed units to communicate back to the tanker airlift control center by super high frequency satellite. SHF supports high data rates, 18MB/second. In addition, the terminal can support lower data rates, around 16KBs, providing some jam resistance.

Higher frequency minimizes emissions of on-orbit and ground antennas, reducing the risk of detection. SHF service is not routinely disrupted by weather either. The next step is for information to enter the Defense Information Systems Network where the Defense Data Network will provide both Secret Internet Protocol Router Network and Non-Secure Internet Protocol Router Network services, along with Defense Switched Network for voice switching. The 305th CS commander, Lt. Col. Ronnie R. Schilling, said, “This capability provides access to both commercial satellite communications and military SATCOM assets, ensuring AMC deployed units have robust satellite capabilities. Without this capability, AMC might often be denied nominal data bandwidth required to support deployed operations.

Tech. Sgt. James Duran, 305th CS, has been instrumental in all phases of planning, testing and installation of the entry point and has worked closely with AMC and MITRE representatives to bring this initiative to reality. While not there yet, AMC will soon have expanded options for supporting AMC deployed communications systems.

DISA certification testing is scheduled to be completed by this month, giving AMC a real world satellite to terrestrial communications capability, in addition to an outstanding training capability for active duty, Guard and Reserve use.

# *Turbo Code promises higher data rates for small, deployable SATCOM terminals*

**By Master Sgt. Robert M. Rustenbeck**

*Deputy Program Manager*

*Deployed Satellite Communications*

*Communications and Computer Programs branch*

*HQ Air Mobility Command*

*Scott AFB, Ill.*

It's no secret Department of Defense needs for satellite communications resources exceed capacity of not only military satellites but available commercial satellites. This deficit will likely continue for decades, even with new satellite launches.

Efforts are being made to find other means for more efficient use of satellites to provide additional signal bandwidth over existing satellite networks. One leading edge technique developed by French Telecom and used by NASA for communications with long-range space probes is called Turbo Code.

Turbo Code is one of a class of digital signal coding techniques referred to as forward error correction codes. FEC codes were originally developed to overcome radio frequency signal attenuation and loss common to long distance radio communications such as SATCOM. In SATCOM the RF signal must travel 42,000-46,000 miles through space to reach the satellite and return to earth before it is received at a distant satellite station.

By the time the signal arrives at the receiving station, signal losses can result in data errors or complete communications failure. A simple method to minimize the loss is to increase transmit power or use a large diameter (6.5m or more) earth station antenna. Where this is normally available to large fixed earth stations, it isn't available to most common SATCOM earth stations used in the military, namely deployable SATCOM terminals. This is where FEC codes provide an advantage.

Most military deployable terminals are small systems having low power amplification and antennas of 2.4m or less. These small terminals don't have refined RF signal processing capabilities available in larger earth stations. The smaller terminal's RF signal isn't as efficient in either bandwidth or power usage. In addition, satellite transponders (on-board receiver-transmitters) are limited in bandwidth availability. These limitations of small disadvantaged terminals allow only very low data rate access (64Kb or less) and are often denied access to both military and commercial satellites altogether. However, Turbo Code promises to relieve these limitations and allow higher data rates.

Air Mobility Command's Communications and Information Directorate, helped by Air Force Communications Agency's Technical Integration Facility, has been



*Photo by Master Sgt. Robert Rustenbeck*

## **Advent Communications 1.9m Mantis**

gun testing a commercially developed SATCOM modem that employs several FEC formats, including Turbo Code. Using an Advent Communications Mantis C/Ku Band 1.9m Very Small Aperture Terminal flyaway terminal with a Turbo Code equipped modem, testing was conducted over the PanAmSat C-Band network in conjunction with Hughes Network Systems.

The Turbo Coded data rates tested (64-512Kbs) over the satellite were received with a signal integrity improvement twice the level of current FEC techniques (i.e., convolution/Viterbi) and nearly four times of non-coded (no FEC) signals. More importantly the transmit power level was much lower than required for most VSAT or similar sized military terminals, yet the digital data stream was received with low errors. This test proved a terminal using a Turbo Code modem can see improved signal quality while transmitting at relatively low power levels.

The PanAmSat teleport controllers indicated, while employing Turbo Coding, the 1.9m Mantis terminal appeared at their teleport as if it were a larger 2.4m dish. In practical terms, a small disadvantaged terminal using Turbo Code can access satellite networks at higher data rates than ever before.

Test results are still being evaluated but raw data implies two significant improvements for military SATCOM. First, Turbo Code improves satellite transponder bandwidth efficiency, allowing higher data rates using a disadvantaged terminal. Second, smaller, lighter SATCOM earth terminals can be employed to accomplish the mission now done by much larger deployable systems.

# September 11th: Were you ready?

By Lt. Col. Vincent C. Valdespino

*1st Communications Squadron Commander  
Langley AFB, Va.*

Life in the world of Air Expeditionary Forces is in full swing in Air Combat Command and everyone understands the 90/15 contract. Brig. Gen. Michael Peterson, director of Communications and Information Systems at ACC headquarters, has mandated the issue of AEF cards so each ACC communications warrior knows they need to be ready to serve at least 90 days every 15 months and which AEF they are earmarked for.

The steady-state AEF with its individual manpower only unit type codes was humming along like clockwork ... then Sept. 11 came and steady-state capability is simply not enough.

We've gotten really good at training for and filling the steady-state taskings, but was your unit ready for the full-up "lead-wing" concept where your newly issued theater deployable communications, your visual information, and information management UTCs could go out as a complete package in support of your wing? Or could be deployed in total to support another wing, an Army infantry unit, a special operations unit, or a joint or combined task force?

The 1st Communications Squadron at Langley was ready, practiced, proven and one of the first called to



*Photos by 1st Communications Squadron*

**Airman 1st Class Terrell Rose and Senior Airman Damian LaMaison program multiplexing equipment in preparation for an ORI.**

duty in both Operations Noble Eagle and Enduring Freedom. The 1st Fighter Wing was lead wing for AEF-10 and headed to Operation Southern Watch. Communications are in place in OSW, so our full complement of TDC, VI and IM were quickly dubbed "ACC's ace-in-the-hole" to deploy where needed.

Small flyaway kits of secure air-to-ground, tactical satellite, Iridium phones, international marine/maritime satellite and secure telephone unit IIIs were ready by the end of the day on Sept. 11 and on the ground in New York City on Sept. 12 supporting homeland defense and Joint Task Force-Civil Support, Operation Noble Eagle.

The unit leaned forward on its TDC capability, both Integrated Communications Access Package and Lightweight Multi-band Satellite Terminal; VI and IM were inventoried and made ready as well. Before the ACC Crisis Action Team called, we could report a C-1 capability and LOGDET complete for all Doc-tasked UTCs.

Part of the team completed inventories and began building pallets while key leaders engineered possible communications architectures. Notional taskings came quickly and we worked with planners at ACC headquarters, AFCENT and the combat communications squadrons putting together plans to satisfy multiple missions since we didn't know exact operational requirements.

Execution orders came quickly, and under the command of Maj. Bill Gerhard (1st CS deputy commander), about 50 1st CS warriors deployed since mid-September to provide communications, computers, visual and



**Airman 1st Class Lorne Stanley, Staff Sgt. Brian Carlisle, Airman 1st Class James McElroy, Staff Sgts. Debra St. Pierre, Richard McInnis, Chad Madore; Tech. Sgt. Greg Rousey and Airman 1st Class Jacob Lindsay prepare pallets for Operation Enduring Freedom.**

information management services, ensuring command and control for the 355th Air Expeditionary Group and two special operations task forces.

The initial package included all of TDC's ICAP, VI and IM, and our folks were married up with comm warriors from other units, including active duty and Air National Guard. LMST folks from 1st CS followed later and the 355th Comm Flight consisted of 34 comm UTCs and 92 people supporting about 3,000 troops and growing.

For the many units just receiving their TDC equipment, I'd point out that none of this happened overnight. Over the past 14 months, our unit made deployable communications and squadron readiness a priority, with the goal of becoming the Air Force's finest and most capable TDC, VI and IM UTCs.

It started last summer as we prepared for an operational readiness inspection. We were tagged to be the first communications unit in ACC to receive a Phase II ORI inspection on TDC. At that time our TDC was made up of a cadre of eight



**1st CS videographers Staff Sgt. Anita Tallant (front) and Airman 1st Class Duane White document Security Forces' response during an ORI.**

enlisted superstars from the old Wing Initial Comm Package, no LMST equipment or personnel, no officers, and no civilian Air Force Engineering Technical Services.

We had eight months to prepare. After a couple of practices in the summer, we quickly discovered that status quo was not working—you can't build a high performing team doing it part-time. We have since stood up a full-time TDC flight—1st Contingency Communications Flight or SCC was born.

It was built around the TDC cadre and used the AEF plus-up billets ACC and Air Force provided and moved them into the new SCC Flight. We later received LMST hardware and billets and our GS-11 AFETS, Lenny Stout. We also moved the mobility area out of the SCX Plans and Programs Flight into SCC. Authorization is now 45 people, including two officers (flight CC and an engineer), but we staff it as we do the rest of the squadron, at the specific AFSC entitlement level and robust up to full strength

when needed.

Besides the manpower investment we also spent every available dollar of our discretionary line for the past two fiscal years ensuring all Doc-tasks UTCs were 100 percent logistics detail complete. To prepare for the ORI, we spent the next six months living in tents on the far side of the base exercising, learning and experimenting. When the ORI came, we received an overall Excellent rating in C4 Services and an Outstanding in both command and control and visual information services. We had 15 superior performers, most in the wing, and received two of eight ACC/IG coins.

Since the ORI we have trained aggressively and had a full TDC ICAP and LMST deployment planned for AEF-10, before Enduring Freedom changed those plans.

Finally and most importantly, standing up the SCC Flight built a high performing team that eats, sleeps and trains together.

I go into all this detail, not to boast, but as a lesson learned for other comm units trying to stand up their new TDC capability. It's tough enough to do while balancing a high operations tempo and keeping up



**Master Sgt. Keith Simmons and Staff Sgt. Duane Ellerbe practice command and control help desk and job control procedures at the comm focal point.**

see **READY** Page 27

# 38th EIG deploys in support of Operation Enduring Freedom



**738th Engineering Installation Squadron members dig a trench for cable in Southwest Asia.**

**By Steve Reynolds**  
*38th Engineering Installation Group*  
*Tinker AFB, Okla.*

The 38th Engineering Installation Group recently completed its first deployment of a civilian civil service employee to Southwest Asia in support of Operation Enduring Freedom. While the 38th has been supporting Southwest Asia for more than 10 years, it has done so through standard TDY procedures, or through the use of active duty military from its subordinate units or members of the 19 Air National Guard Engineering and Installation Squadrons located across the country.

The deployed employee is a Systems Telecommunications Engineering Manager or STEM. STEMs, all located at the 38th EIG, plan and document ground communication infrastructure requirements at Air Force locations worldwide. During his deployment, the STEM faced many urgent comm requirements, including a hands-on upgrade of a voice switch. Requirements not immediately addressed are documented in a Base Communications-Information (C-I) Systems Blueprint. The Blueprint consolidates existing conditions and future requirements in one location to ensure interoperability

and compliance with Air Force and DOD C-I architectures.

Deploying as a civilian is nearly the same as deploying as an active or reserve military member. Weapons training, chemical/biological defense training, and immunization requirements are the same. Uniforms are worn. The same deployment orders and the same military aircraft are used. The work week is 12 hours/day, six days a week. Yes, the civilians stay in tents and eat in the dining facility.

The differences are that civilians are not normally identified on an Air Expeditionary Force rotation or UTC for deployment and that the 38th EIG does not have a wartime mission to identify them against. So the deployment request has to be tracked carefully through the system to be sure all goes on schedule.

The 38th EIG plans to deploy civilians to Southwest Asia locations once per AEF rotation. In between, the 738th EIS at Keesler AFB, Miss., and the ANG E&I squadrons have personnel deployed that provide support to the STEMs as time permits. In fact, several 38th EIG employees are deployed as members of the 205th EIS at Will Rogers World Airport, and the 219th EIS at Tulsa, Okla.

## READY

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the daily demands of the network and the never-ending in-garrison mission.

Standing up a new TDC flight out-of-hide was hard to do, but it was worth it. What we did may not work for everyone. Because 1st CS is such a large squadron, we were able to pull it off. But regardless of size, I'd advise every unit to dedicate the maximum level they can stand. The alternative of matrixing out your TDC to the other flights breaks the entire squadron, especially the network, every time you practice or deploy.

Our model forces both fixed and deployable to learn to survive and operate at the same time independently. The force structure has changed ... combat communications and air communications squadron footprint have been reduced and we



**Master Sgt. Denis Robb (on the phone), Senior Airmen Terrel Rose and Damian LaMaison and Staff Sgt. James Antone configure network and multiplexing equipment.**

can't go to war without the TDC capability in the fixed squadrons and without the TDC in the Guard and Reserves.

The air expeditionary wing will not succeed without a successful TDC. Find a way to make it work ... there is no alternative.

## AN/USC-60A

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equipment. The AN/USC-60A simply accesses one of the other two available commercial bands to provide voice and data connectivity.

In addition to a satellite terminal, 1st Contingency Communications Squadron also needed a package to provide core communications services (telephones and network connectivity). Squadron members determined that marrying up the AN/USC-60A with the Air Force's integrated communications access package provides these core communications services. This resulted in what the 1st CCSQ calls a Non Combatant Evacuation Operation/Humanitarian Relief Operation AN/USC-60A package.

To interface with ICAP, the terminal uses a KIV-19 for bulk encryption connected to an ICAP Promina-400 multiplexer (P-MUX) for dynamic bandwidth allocation. The Redcomm IGX-2000 telephone switch in the ICAP basic access module provides secure and non-secure voice and fax capability. Secret Internet protocol routing network and nonsecure Internet protocol routing network are connected directly to the P-MUX, with SIPRNET using a KIV-7 for encryption.

The customer base is dependent on two variables: hardware and bandwidth. Telephone users are limited by hardware because the telephone switch can only support 32 telephones, while SIPRNET and NIPRNET users are limited by the bandwidth allocation of the satellite link. The near Earth orbit/humanitarian relief AN/

USC-60A package has other advantages. The satellite terminal, its spare parts, and ICAP modules will fit on one pallet position. If base operating support equipment is needed, a 5Kw generator and tent requires less than one additional pallet position.

The complete package, which provides core communications services for more than 50 users, requires a maximum of seven communications technicians for operations and maintenance: one 2E171 acting as NCO in charge; three 2E1X1, satellite/wideband technicians; one 3C0X1, computer-communications systems operator; one 2E2X1, electronic-computer switching systems technician; and one 3C2X1 computer-communications systems controller. Within 4.5 hours of arrival, the technicians establish circuit connectivity, and within six hours can offer all core services within six hours. In contrast, a ground mobile force system, such as the AN/TSC-94A, takes six technicians and at least 12 hours to set up.

The 1st CCSQ's NEO/HUMRO package has been tried and tested in several environments. The package first deployed to Caserme Ederle, Italy, in support of Exercise Agile Lion '01 where the USC-60A supported a joint task force headquarters forward joint air operations center. The NEO/HUMRO package also deployed to Maputo, Mozambique, in support of the Medflag '01-'02 exercise. The USC-60A provided long-haul communications reachback for the joint task force staff. The NEO/HUMRO package has since deployed three more times with flawless operations. Additionally, it has served well in support of Operation Enduring Freedom.

# Reserve unit aligns with 5th CCG

By Tech. Sgt. Andrew Gates  
5th CCG Public Affairs  
Robins AFB, Ga.

**T**he decision to align a Reserve combat communications squadron with the 5th Combat Communications Group at Robins proved to be a win-win situation for all involved.

The unit brought more people to an operation stretched thin by deployments and contingencies, while it gained training on the Air Force's most advanced tactical communications equipment.

"Frankly, our unit's training and equipment was not current," said Lt. Col. Margaret MacMackin, Air Force Reserve Command communications directorate. "Our three combat communications flights were tasked to maintain equipment the Air Force no longer uses, and it was going to be expensive to transition them to newer systems."

Under this association with the 5th CCG, those three flights were inactivated, while the group gained a fifth mission squadron, named the 55th Combat Communications Squadron, at Robins. A similar, smaller unit was activated in association with the 3rd Combat Communications Group at Tinker AFB, Okla.

**"It's truly a win-win situation, and a great opportunity for our Total Force deployable communications community to work together."**

The 55th CBCS uses equipment and training resources from the 5th to enhance its capabilities and give it a viable tactical communications mission. "We are looking forward to having reservists exposed to the world's best combat communications unit," said Colonel MacMackin.

As the 55th stood up, it brought additional resources to the group. Once fully capable, they'll bring a cadre of 120 motivated and trained combat communicators, Colonel MacMackin said, to augment deployments and help during contingencies, such as Operation Enduring Freedom. Air Combat Command and AFRC studied plans for this association for more than two years. The unit's activation had nothing to do with current operations around the world to combat terrorism.

The driving force behind planning was modernization. Previously each flight maintained

equipment for a European support mission. As technology advanced, the Air Force didn't need those missions, and they were eliminated from operational planning.

"This association gives our people an opportunity to re-mission," said Colonel MacMackin. "We hope to train them on the equipment the 5th uses, as the group transitions completely to the theater deployable communications package." Since the 55th will maintain currency on older equipment, they can provide a bridge between the 5th CCG and units that may be using older equipment. Eventually, they hope to make the transition to TDC, Colonel MacMackin said. "This gives us the best of both worlds," said the colonel. "Our people can help make sure the transition between the two tactical communications systems is more integrated."

Money was also a factor in the Reserve's decision. The association between active duty and Reserve units will give the Reserve an opportunity to effectively use their people, and will give them tools and training to put people against valid requirements for wartime tasking.

As the 5th CCG moves into newer tactical communications equipment in the future, the association will give the Reserve unit an opportunity to work with those systems, and piggyback on the 5th CCG's efforts to learn and integrate advanced technology.

The group, and the active duty Air Force in general, will gain as much from the association as the Reserve. "The reservists bring a lot to the table," Colonel MacMackin said. "Since many have civilian jobs, many times in the same career as their military specialty, they bring a civilian flavor to their military positions. They can often look at situations differently."

The Air Force activated the unit Oct. 1. "We hope to raise the unit's flag sometime in December," said Colonel MacMackin. "People in the Reserve command are excited about working with the group, and people within the unit are anxious to get started."

"This is a tremendous opportunity for us and the Reserve," said Col. David C. Schreck, 5th CCG commander. "Both will benefit a great deal from this association. We gain some training expertise, while the Reserve gains access to our equipment and training scenarios. It's truly a win-win situation, and a great opportunity for our Total Force deployable communications community to work together."

# PACAF boosts contingency comm support

By Capt. Eric Delange  
HQ Pacific Air Forces  
Contingency Plans Division  
Hickam AFB, Hawaii

Wherever Pacific Air Forces personnel need to operate, rest assured communications is there to support the mission. From the four-star to the airman, from phones to computers to the mail, deployable communications are in high demand every day of the year in the Pacific theater. While not intended to be all-inclusive, the following illustrates the spectrum of activities in which the PACAF communications and information community has been engaged. Whether directly for the operational mission or to boost morale, PACAF communicators deliver quality services.

Events surrounding the Sept. 11 attacks on the United States reinforced the need for timely secure communications for people on the move. With the diverse communications infrastructure of the many countries in this area of responsibility, PACAF needed a capability that would allow senior decision-makers and warfighters to conduct secure calls on the road from anywhere. The most responsive solution was found to be iridium. With the help of Staff Sgt. Greg Deets, circuit manager, PACAF Computer Systems Squadron, PACAF reduced the time from identifying the requirement to having an iridium phone in hand from months to days.

The first customer, the commander, Pacific Air Forces, tested this responsiveness on a trip to Thailand where, from a helicopter pad, he communicated with his headquarters using an iridium phone. Thanks to the constellation of iridium satellites orbiting 450 miles above the Earth, COMPACAF can count on having secure, reliable communications whenever and wherever he travels.

Along with enhanced individual user services, PACAF provided next generation common user upgrades to secure voice and land mobile radio systems used for deployments. Two contingency operations fully employed secure terminal equipment devices and reported strong customer satisfaction with sound quality and ease of operation. Master Sgt. James Freier, command deployable communications manager, quickly upgraded LMR resources to the Motorola XTS 3000-series with encryption support, and incorporated repeaters with the packages. These efforts ensured PACAF would meet upcoming narrowband spectrum conversion requirements, mandated within Alaska and Korea, ahead of schedule. Recently, PACAF also purchased deployable Giant Voice warning and public address systems to supplement force protection initiatives.

PACAF had its first network control center - deployed delivery and the resources went directly to a



**Capt. Jamal Aleem, HQ PACAF/SC, performs a test call to deployed users.**

deployed unit to support operations. These assets reduced workload on servers initially delivered with the theater deployable communications suites and enhanced critical services, such as domain name service and applications software support. Working directly with the TDC-contracted logistics support staff and the Air Force Network Operations Center, PACAF identified nonsecure and secret Internet protocol addresses before the deployment and ensured the NCC-D was properly configured upon delivery.

PACAF/SC continues to work with industry and the space community to test the feasibility of using inclined orbit satellites to provide an alternate source for ever-increasing bandwidth requirements (*intercom*, April 2001). The first tests, conducted earlier this year, were successful and it's likely IOS will become a common element of deployable communications infrastructure in the future. Additional tests with Navy ships are scheduled over the next few months.

When personnel supporting Operation Enduring Freedom at Diego Garcia said they needed computers to support morale e-mail services and other capabilities, the PACAF/SC staff immediately worked a solution. Capt. Jeffrey Bartlett, command Information Assurance action officer, organized delivery of more than 80 desktop systems to Diego Garcia, all configured to meet local network access requirements. After identifying potential terminals and evaluating their minimum capability, the PACAF team configured each one with a common baseline of software. In just three days, all machines were delivered to the traffic management office and shipped to customers at Diego Garcia.

Whether supporting real world operations and exercises, or testing and evaluating new capabilities, PACAF communicators meet the comm and info needs of warfighters in the Pacific. The uncertain world we live in will continue to demand a ready and capable deployable communications team. Amid the uncertainty, one thing is sure: PACAF/SC stands ready to meet the challenges and opportunities that lie ahead.

# Network is key weapon in war on terrorism

By Tech. Sgt. Chris Haug  
Pacific Air Forces News Service  
Hickam AFB, Hawaii

To fight America's new war – a war where the enemy lives within our borders and perhaps has the ability to monitor what we do on our computers – the Pacific Air Forces chief information officer said the command needs to look at its computer network system as nothing less than a key weapon system. It's a weapon system that, in his mind, could well prove to be the deciding factor in the outcome of the war.

To improve the system, Col. Ronnie Hawkins, PACAF CIO, is moving his organization toward a standard centralized system that includes fewer hardware and software configurations.

"We're only as strong as our weakest link," Colonel Hawkins said. "People need to understand that they're a vital link in the operational security of our network. And when they take things for granted, or don't follow standard operating procedures, they run the risk of putting our people in danger."

According to the CIO, the basic principles of communications security are the same now as they were in the '60s.

"The only change is that we use different means of communication," Colonel Hawkins said. "In the '60s, we wouldn't leave classified information out for the enemy to steal, and today we shouldn't talk around security issues in unclassified e-mail. It's the same thing, just with a different focus – and people need to be aware."

E-mail communications has become so prevalent in the command that there are actually more computer systems attached to the command's network than people assigned to the command.

Not only are most people communicating through cyberspace rather than phone or postal service, but they're now connected to each other through a global network. The problem with all this interoperability, and the Air Force global address list, is that what an individual does to the network affects everyone else.

"One person can bring the system down if they act irresponsibly and inadvertently introduce a virus into the network," Colonel Hawkins said. "Customers need to follow established procedures and apply the newer steps that are being deployed.

"For example, when someone who's been on temporary duty for awhile first gets back on the system, they may need to install a new virus signature, or a patch that closes a known vulnerability on the system," the colonel said.

"Also, each person needs to participate in Information Assurance awareness training, and then apply what they've learned. This is critical to information security," he added.

Colonel Hawkins said the interoperability in place across the Air Force allows people to gain proficiency and work toward decision dominance.

In other words, after people become proficient in a system, they can focus their attention less on inputting information, and more on performing their work, he explained.

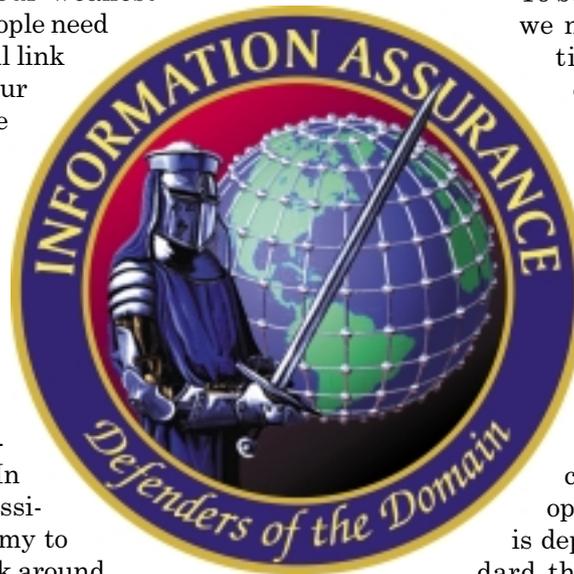
"To be effective in information warfare, we need to be able to move information through the organization quickly and efficiently," Colonel Hawkins said. "That way we get critical information from sensors to shooters and thereby achieve decision dominance."

To do this, according to Colonel Hawkins, several processes and architectures need to be put in place and enforced across the command.

"What we have at one base, we should have at another, because this improves our ability to operate," he said. "Whether someone is deployed or at home, there's a standard that should be applied. This increases prospects for achieving the decision dominance operators and warfighters are looking for. We should be able to provide an architecture that speeds information all the way down the kill chain – from sensor to shooter."

Another issue the CIO discussed was network integrity. He said the command currently maintains more than 17 platform systems – including computers by Dell, Micron, Gateway and IBM, and operating systems by Microsoft NT, Windows 98, Windows 2000, Windows 3.0 and Windows XP.

"All of these things in place makes for a volatile and contentious environment for the PACAF enterprise," Colonel Hawkins said. "The industry standard is to have no more than four, and preferably two, configurations."



# E-mail: friend or foe?

**By Senior Airman Eduardo D. Garza Jr.**  
*Wing Information Assurance Office  
Elmendorf AFB, Alaska*

E-mail is a great tool provided to us for accomplishing our mission. It's a tool right at our fingertips, easily accessible and time-saving. Yet like so many other tools, e-mail is quite capable of becoming our weakness. As users of DOD networks, we must follow guidelines and instructions provided AFI 33-119, *Electronic Mail Management and Use*, and our local policies.

Policies and procedures are there for a purpose, not just as paperweights. These useful instructions refine our use of e-mail services. As most people know, e-mail is a great way to keep in contact with friends and associates. The forwarding of moving photograph expert groups (MPEGs), joint photograph experts groups (JPEGs), and jokes is a common occurrence, yet this use of government e-mail is prohibited. Most users sending such e-mail are aware of the rules, but choose to ignore them. Another example is that most people blame uneducated users for spreading e-mail viruses. However, it is also our "educated" users who, in spite

of the rules, forward and view these attachments with little consideration for computer security.

The following excerpts are from AFI 33-119, concerning e-mail and its proper use:

DO NOT:

- \* Send e-mail for commercial or personal financial gain
- \* Intentionally or unlawfully misrepresent your identity or affiliation in e-mail communications
- \* Send harassing, intimidating, abusive or offensive material to, or about, others
- \* Cause congestion on the network by propagation chain letters or broadcasting inappropriate messages to individuals, or groups of individuals
- \* Excessively use data storage in the mail servers
- \* Propagate material not from a DOD origin (to include music files, picture files and audio files)

These simple rules will help keep your use of e-mail straight and yourself out of trouble. To forward a joke, music, or video file, your use of a government system constitutes your consent to monitoring. Your actions while using a government system determines if it's your friend or foe.

## Protect Privacy Act information in e-mail

**By Airman 1st Class  
Thomas Calimlim III**  
*Alternate Computer  
Security Manager  
18th Wing  
Kadena AB, Japan*

E-mail, the instantaneous means by which we communicate with each other, is an immensely popular application used throughout today's information technology-driven work force. The information we handle daily may be designated as either unclassified, or unclassified but sensitive, but we must also know whether it's Privacy Act information, and if so, how to protect and handle it.

Privacy Act information is personal information about an individual that's collected by a government agency and stored in records that use personal identifiers to retrieve it. A good example is the use of a social security number to pull up a person's financial statement. The Privacy Act of 1974 states that government agencies must protect



this type of information from invasion of privacy. This gives individuals the right to view information collected about them, copy it and amend any discrepancies.

Some examples of Privacy Act information that must be protected include:

- \* Social security numbers
- \* Employment, financial and medical history
- \* Marital status
- \* Number or sex of family members

\* Home address and telephone number

This is information you may handle in your everyday tasks. Further guidance is given in Air Force Instruction 33-119, "Electronic Mail Management and Use," and AFI 33-332, "Air Force Privacy Act Program."

Personal information that's transmitted by e-mail is also protected by the Privacy Act. Each time we send an e-mail that includes Privacy Act information, we must ensure the e-mail includes a statement indicating its contents. For example, "This e-mail contains information protected under the Privacy Act of 1974." Failure to protect this information could result in a \$5,000 fine.

It's important to take preventive measures to safeguard information collected from or disseminated to others using e-mail services on government systems. The overall purpose is to preserve the right of privacy to which each Air Force member is entitled.

# Don't abuse your government e-mail account

By Staff Sgt. Stephen D. Scruggs

35th Fighter Wing Computer Security Manager  
Misawa AB, Japan

Do you think of your government e-mail account as just another e-mail account? Air Force Instruction 33-119, *Electronic Mail Management and Use*, paragraph 3.1, states "Air Force members and employees use government communications systems with the understanding that any type of use, authorized or unauthorized, incidental or personal, serves as consent to monitoring. Members of the Air Force or civilian employees may use a government-provided e-mail communications system only for official or authorized use. Any other use is strictly prohibited. Military members who fail to observe this prohibition may be subjected to disciplinary action under Article 92 of the Uniform Code of Military Justice. Civilian employees who violate this prohibition may face administrative disciplinary action without regard to otherwise applicable criminal or civil sanctions for violations of related laws."

Clearly your duty location e-mail account is for official or authorized use only. E-mail has three categories: official use, authorized personal use, and subscription services.

There are some things to remember when sending e-mail. E-mail is subject to the Freedom of Information Act and the Privacy Act. E-mail on an unclassified communications system is, at any time, vulnerable to unauthorized access. With the simple click of a button, an e-mail containing sensitive information can be sent to anyone in the world. Be cautious of sending e-mail to a large number of recipients, especially when sending attachments that are more than 2MB in size. This could cause undue stress on network services and possibly cause a system failure. Sending e-mail to distribution lists should be reserved for mission-essential or mission-related subjects. Non-mission-related information should be posted to electronic bulletin boards or e-mail public folders, because they can clog up e-mail systems

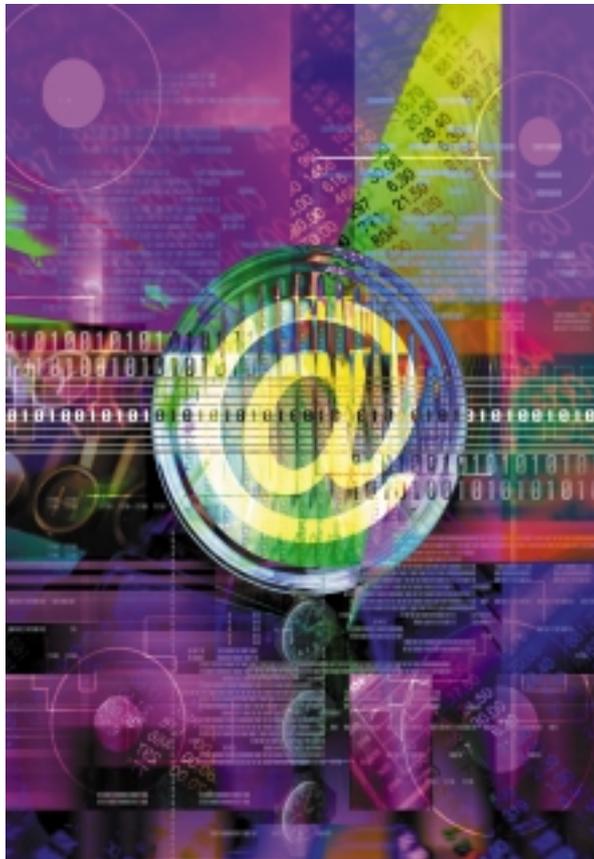
and clutter a user's in-box, possibly causing them to miss an important e-mail.

Official e-mail correspondence is broken out into organizational and individual accounts. Organizational accounts should be used to replace or supplement formal Air Force formats for communications like official memorandums, messages, orders, taskings or letters. Organizational e-mail tends to provide a formal direction, position commitment or response for the organization. E-mail sent from an organizational account, represents the unit or office. Individual e-mail accounts are the standard, belonging to the individual and representing the person. Use individual e-mail to replace or supplement telephone calls, notes or work-related communications between individuals. Such messages don't generally commit or direct an organization.

E-mail is authorized for personal use when it replaces or supplements short-duration tasks that would otherwise cause you to leave your duty location for an extended period. Personal use of government e-mail account is authorized when it serves a legitimate purpose to your organization (i.e., you are more readily available to perform your mission), is authorized by local policies and regulations, doesn't adversely affect the performance of your duties, and is of a reasonable duration and frequency. Also, personal use of your e-mail account should not overburden the communications

system, create any additional costs or reflect adversely on the DOD or Air Force. Some of the uses that are incompatible with public service are pornography, chain letters, unofficial advertising, soliciting or selling, violations of statute or regulation and inappropriately handled classified information.

Subscription services are defined as list servers, mailing lists and discussion groups. These may include professional news groups sponsored by Air Force agencies and other news groups sponsored by non-Air Force



# Be cautious forwarding virus warning messages

By Tech. Sgt. Scott Farrell  
354th Communications Squadron  
Eielson AFB, Alaska

No computer network user wants to get a virus, to have to deal with the damage it can cause, or to see fellow workers and friends fall victim. But users might actually contribute to the problem when they automatically forward virus warning messages to everyone they know.

Unfortunately, many times the virus notification message is a hoax, perpetrated by someone who hoped it would be re-sent. And re-sent. And re-sent. Eventually the message can be forwarded so many times that it overloads mail servers, causing them to slow down or even crash. When this happens, the user has unwittingly helped the originator of the hoax disrupt the network, create undue concern, and waste other users' time.

Known virus hoaxes: *Join the Crew*, *AOL 4 Free*,

*Good Times*, *PenPal*, *Wobbler*, *Virtual Card For You*.

Here are some tips for combating virus hoaxes:

\* Don't open e-mail from unknown or suspect sources.

\* Scan *all* downloaded software and diskettes to ensure they are virus free.

\* Use the Norton Anti-virus tools available to you. Your wing Information Assurance office or network control center should have these products available.

If you receive a virus warning, determine whether it's from an official source or just someone trying to spread the word. One of the best ways to determine the warning's validity is to consult the virus hoax list at [www.symantec.com/avcenter/hoax.html](http://www.symantec.com/avcenter/hoax.html).

Finally, if you receive a virus notification from anyone but your workgroup manager, unit computer security manager or wing Information Assurance office, *do not forward it*—request guidance from one of these experts.

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## ABUSE

*From previous page*

agencies, including the DOD, other federal agencies, educational institutions, and commercial activities. When authorized in writing by the commander, an individual may subscribe to these services. Keep in mind that any use of subscription services must include the statement, "The opinions expressed are those of the individual and don't represent an official position of the United States Air Force." Participation in news groups with content that doesn't meet the standards set forth in the *Joint Ethics Regulation* (i.e., obscene, offensive, etc.) is strictly prohibited.

When you send an e-mail, remember that it's an official form of communication and must be treated accordingly. Ensure that you sign

it. By including *//SIGNED//* above your signature block, you are telling the recipient that the e-mail is from you and it contains official Air Force information (e.g., instructions, directions or policies). As in any form of communications, e-mail users must observe professional courtesies and forms of etiquette. Follow your chain of command when sending e-mail to someone above your immediate supervisor. Try to focus on one subject per message. More than one subject can confuse recipients and prevent you getting your point across. Always be professional and careful when writing about others. As stated earlier, all it takes is a simple click of a button for the message to get forwarded to anyone in the world. Finally, when forwarding longer messages, ensure that you summarize the discussion up front.



With the increasing rate of technological change, it's essential to communicate effectively. Your government e-mail account is an effective tool to quickly get the word out about nearly anything, but if you abuse it, you can lose it. If you think of your e-mail account as a great innovation in communications and treat it accordingly, it will be around for a long time to come.

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## TERRORISM

*From Page 30*

To illustrate this, the colonel mentioned several major corporations that have reduced the number of systems they use.

"If you look within Microsoft as a corporation, you'll find they have only two software and three hardware configurations in place," he said. "AT&T has only one hardware configuration that everybody in their corpo-

ration lives by. This is how PACAF and the Air Force need to be configured."

Colonel Hawkins said some people may view this approach as dictatorial or socialistic, but he pointed out, "If you observe all the successful organizations, not just industry, you'll find that's what they've done."

According to Colonel Hawkins, a simplified configuration decreases not only the number of ways things can go wrong, but also the time and effort required for maintenance and training. (PACAFNS)

# Make the most of your e-mail

By Airman 1st Class Dayna Bryant  
374th Airlift Wing  
Information Assurance Office  
Yokota AB, Japan

When going about our day-to-day activities, we often get caught up with sorting through electronic mail. Many of us have forgotten the true purpose of e-mail. It should be a quick and efficient way of communicating. However, we find people monitoring their computers, waiting for the sound to let them know that there's an incoming message. Then there are those who feel the need to TYPE IN ALL CAPS TO GET THEIR POINT ACROSS. Or my favorite: people who reply to all, when it's appropriate to respond to a single individual.

It takes only a few seconds to ensure what you're sending is indeed efficient and necessary. Taking the time to reply only to the intended recipients takes mere seconds and avoids bogging down accounts of those who might not need the message.

Here are a few tips to make your e-mail more efficient:

## \* Restrict e-mails to one subject

This enables the recipient of the e-mail to determine exactly what you are requesting or informing. If you were to send a multi-subject e-mail, the recipient might miss some important parts of the e-mail. Lead your message with the most important information along with a subject line. Always use the subject field. Messages with blank subject fields are less useful to the recipient. The subject line of a message is there to enable a person with a limited amount of time to decide whether or not to read your message immediately.

If you save the most important information for last you are less likely to get the type of response you were looking for. The reader is more likely not to respond since you bogged them down with paragraphs of unnecessary information.

## \* Be brief

Never say in 10 words what you can say in fewer. Say it succinctly and it will have a greater impact. Remember that the longer you make your message, the

fewer people will bother to read.

## \* Proofread

Spelling mistakes are a big no-no in written correspondence, but people forget it is one in e-mail. Sending out a message that wasn't proofread is not the best way to get the results you wanted. It's not professional. We use e-mail instead of a hard copy memo. The same rules apply regardless of the means of communication.

## \* Be time sensitive

If you are sending a message with a short suspense, it is always a good idea to follow up via telephone. You might have to wait a bit, but it's still the best method of communication.

## \* Look before you send

Realize that once you send a message you no longer have any control and it can't be retrieved. As long as the subject matter of your e-mail is appropriate you should not have a problem.

## \* Forward with care

Realize that just because you received an e-mail doesn't mean it's appropriate to forward to others; for example, chain letters, and virus warnings. Chain letters can be harmless or harsh and abrasive. Regardless, know that they take up people's time and can bog down the server. Just take a few minutes to think about the content of the e-mail you are sending. You should never forward virus warnings unless you are the authority or point of contact.

You can be held accountable for forwarding inappropriate e-mails. Best advice: If you think it's borderline, delete it.

## \* Summarize what you're responding to

When you are responding to a message, summarize parts of the message to which you are responding. This allows readers to appreciate your comments rather than trying to remember what the original message said. Summarization is best done by including appropriate quotes from the original message. Do not include the entire message if it is not relevant to your points. Summarize only the major points you are discussing.

## \* Don't overdo signatures

Signatures are nice, and many people can have a



# Watch out for e-mail!

By Staff Sgt. Jack R.N. Duquette  
*Emission Security Manager  
Osan AB, Korea*

“Send that to me! Send that to me!” Too many times we hear this when sharing e-mails with friends and co-workers. The wing Information Assurance office sees this as a call to arms—an alert to “raise the shields.” It’s our duty to provide assistance, training and support to protect systems and networks of the local and geographically separated units under our watch.

If you had an opportunity to see a system that was affected by the “I Love You” virus, then you know it was not a pretty sight. It caused an estimated \$7-10 billion in damage. It destroyed files, replicated itself, looked for login names and passwords, and e-mailed those names and passwords back to its author.

All the systems affected by the “I Love You” virus received it by e-mail. We must remain constantly vigilant in our efforts to protect systems and networks from such attacks.

Locally, our exchange server is programmed to fil-

ter e-mails by file extensions – to filter *out* attachments with .vbs, visual basic script, extensions files can be legitimate, if they’re malicious, they can cause a world of hurt. The reason for potential damage is VBS is a programming language, can start, use and shut down applications – in addition to accessing other system functions – without a user even knowing. At the major command-level, e-mails filtered by subject lines that contain specific words and/or phrases.

With all these measures in place, we still can’t be complacent. Make the time to manually scan e-mails and attachments before opening them. The one or two minutes you take to protect your system can save you hours, even days, of heartache and headaches trying to recover from a virus or reload data.

The responsibility for protecting our systems and networks falls on all users. Ensure your anti-virus software is updated and enabled at all times. The difference between mission accomplishment and mission failure depends on you. As we say at Osan: One Team, One Fight ... Ready To Fight Tonight!

## *Don’t be the weak link when receiving chain letter e-mail*

By Tech. Sgt. Scott Farrell  
*354th Communications  
Squadron  
Eielson AFB, Alaska*

You arrive at work on Monday morning, turn on your computer and open your e-mail to find a message with the subject line: “*Cancer DO NOT DELETE Please Forward!!!!*”

The e-mail relays the sad story of a person with cancer who needs donations to pay for treatment. The story touches you so much that you decide to forward the message to everyone in your personal address book.

Does this scenario sound harmless—maybe even helpful? Letters about people in need and other humanitarian issues

may get forwarded with good intentions, but they’re not authorized to be sent on government e-mail systems.

Letters such as this cause e-mail servers to operate more slowly than normal and hamper mission-essential, official messages from getting to their destination quickly.

Air Force instructions prohibit causing congestion on networks by forwarding chain letters, broadcasting inappropriate measures to groups or individuals, or excessively using the data storage space on the e-mail server.

If you receive a chain letter e-mail, simply notify your workgroup manager, unit computer security manager or wing Information Assurance office.

**Letters about people in need and other humanitarian issues may get forwarded with good intentions, but they’re not authorized to be sent on government e-mail systems.**

### **E-MAIL**

*From previous page*

signature added to their messages automatically. Don’t overdo it. Signatures can tell the world something about you, but keep them short. A signature that is longer than the message itself is considered to be in bad taste. Every signature should include at least your return address relative to a major, known site on the network and proper domain-format address.

That means a message sent to one person with all the spelling mistakes and garbled content, can be sent around the world and back. By just taking a few moments to review your e-mail and check for mistakes, you can save yourself some time and possible embarrassment. These situations can be eliminated if people are educated on the correct way to send information by e-mail.

Remember that you are communicating with another person, not a machine. Use civil language and re-read your messages before sending it to eliminate possible misunderstandings.

If e-mail is used the way it was intended, communication can be fast and efficient.

# Information Assurance articles for 2001 reviewed

If you missed any of the Information Assurance Awareness Campaign 2001 coverage in *intercom*, here's a by-month ready reference of themes and articles available in the online version at <https://public.afca.scott.af.mil/>. Remember: Information Assurance begins and ends with you.

## January – Networthiness: Roles and Responsibilities

- \* Air Force launches year-long campaign to promote Information Assurance awareness, p. 3
- \* 'Networthiness: Roles and Responsibilities' theme of first month of IA Awareness Campaign, p. 3
- \* Information Assurance Awareness Campaign 2001 Schedule, p. 4
- \* Sun Tzu concepts guide modern warrior approach to IA, p. 5
- \* Networthiness: Roles and Responsibilities, p. 6
- \* Process identifies risks, protects AF networks: Certification and Accreditation, p. 7
- \* SSG adds Network Risk Assessment to service portfolio, p. 8
- \* Robins' Information Assurance becomes command benchmark, p. 9

## February – Web Security

- \* Web security ... not a matter of luck, p. 21
- \* Internet presents Web of Security issues, p. 22
- \* Restricted vs. public access for Web pages, p. 24
- \* Interagency OPSEC support staff offers Web content courses, p. 25
- \* 10 things not to put on an Air Force public Web site, p. 25

## March – Digital Devices

- \* 'Digital Devices' is March theme for IA Awareness Campaign 2001, p. 8
- \* Know the risks of personal digital assistants, p. 8
- \* Viruses affect personal digital assistants and networks, p. 10
- \* Protecting and accounting for personal digital assistants, p. 11
- \* Digital copiers: intelligent peripherals that pose a significant threat, p. 12
- \* IA awareness, training and education: Do you know the differences? p. 14
- \* Use of personal digital assistants, p. 14
- \* Carl von Clausewitz on information in war: a matter of trust, p. 15

## April – Threats and Countermeasures

- \* AFOSI educates members on threats to information systems, p. 38
- \* E-mail solicitation poses new threat, p. 38
- \* Computer crime investigators engage in war on cyber threats, p. 39
- \* AFOSI and AFMC team up to provide unique approach to IA, p. 40
- \* Insider poses greatest potential threat to Information Assurance, p. 41
- \* Make sure you're not 'bugged', p. 42
- \* Threats to IA on the rise, p. 43

## May – IA and EAF

- \* IA is key enabler for the Global Strike Task Force, p. 24
- \* Information Assurance depends on you, p. 24
- \* Information Assurance: Every airman is a network defender, p. 25
- \* Net Force: OSI hunts hackers targeting Air Force computers, p. 26

## June – User Responsibilities

- \* You're the 'U' in 'User Responsibilities', p. 24
- \* Passwords protect the keys to your kingdom, p. 24
- \* Make yourself equal to the task, p. 25
- \* Computer users are on the front line in protecting information, p. 26
- \* Protecting the Air Force network, p. 27
- \* Strong passwords vital to Information Assurance, p. 28
- \* IA awareness video offers advice for everyone, p. 30

## July – Communications Security

- \* Sound COMSEC practices provide edge over enemies, p. 13
- \* Plan helps ensure proper destruction of COMSEC materials during emergency, p. 13
- \* COMSEC – Reporting deviations vital to national security, p. 14
- \* COMSEC terms, p. 14
- \* Tips outline proper use of secure telephones, p. 15
- \* Lost identity becomes airman's worst nightmare, p. 16
- \* How high is your risk for identity theft?, p. 16
- \* COMSEC requires proper use of secure voice products, p. 17

## August – Telecommunications

- \* Secure Socket Layer helps prevent theft, unauthorized use of Internet information. p. 24
- \* NGB offers answers for some frequently asked DMS questions, p. 25
- \* Operational security essential to mission success, personal safety, p. 26
- \* How PKI contributes to Information Assurance, p. 28
- \* TMAP helps assure proper use of telecommunications, p. 28
- \* Understanding secure telephone use important for secure communications, p. 29

## September – IA and Allies

- \* IA Awareness Campaign 2001: What's it all about?, p. 32
- \* Information Assurance – a personnel perspective, p. 32
- \* U.S. considerations – a NATO perspective, p. 33
- \* IA and allies – foreign national access to USAFE networks, p. 34
- \* On the front line of Information Assurance, p. 35

## October – No articles (Almanac issue)

## November – Computer Network Defense

- \* Information Assurance more relevant than ever, p. 17
- \* Education key to protecting computer information, p. 18
- \* Are all these passwords really necessary?, p. 19
- \* Avoid classified security incidents on the Net, p. 20
- \* OPSEC: How much is too much?, p. 21
- \* Only you can prevent computer viruses, p. 21
- \* Anything is possible ... with a computer, p. 22

## December – E-mail

- \* Network is key weapon in war on terrorism, p. 30
- \* E-mail -- friend or foe?, p. 31
- \* Protect Privacy Act information in e-mail, p. 31
- \* Don't abuse your government e-mail account, p. 32
- \* Be cautious forwarding virus warning messages, p. 33
- \* Make the most of your e-mail, p. 34
- \* Watch out for e-mail, p. 35
- \* Don't be the weak link when receiving chain letter e-mail, p. 35

# Virtual MPF expands services

Customers can access 16 new personnel actions online

**RANDOLPH AFB, Texas (AFPN)** — The Air Force's total force Web-based military personnel flight added 16 new personnel actions that customers can access from any computer without having to visit the MPF.

The new services, which range from a selective re-enlistment bonus calculator to a special-duty assignment application, were added Oct. 19 and take the virtual personnel flight another step closer to becoming a full-service MPF. Of the 16 new services, six are specifically targeted toward Guard and Reserve people.

"These improvements help MPFs by reducing their workload, while allowing individuals to take charge of their personnel information," said Chief Master Sgt. Deborah Fuqua, chief of knowledge management at the Air Force Personnel Center here.

Ultimately, a fully fielded virtual MPF, or vMPF, will create a more accurate personnel system.

"Being able to complete personnel actions from home will be less stressful and save members valuable time," Chief Fuqua said.

Take for instance the retirement pre-application checklist. While users are not currently able to complete the checklist on the Internet, they won't waste time by actually going to the MPF just to pick up a checklist.

"Rather than having to stop work, go to the MPF, and possibly stand in line, members can simply download the forms at their convenience," Chief Fuqua said.

"Saving time is essential, especially when people are stretched thin in support of ongoing national priorities."

Sections within the vMPF realm will not be cluttered with information not pertinent to the user.

"The vMPF will be tailored to each user as that member logs on. An active-duty enlisted person will not even see a link for the Reserve survivor benefit plan because it's not relevant to them," Chief Fuqua said. "This makes the vMPF personal to each member and hopefully user friendly."

New services include:

**Department of Defense Form 214 worksheet.** Active-duty, Reserve and Guard users can review their DD Form 214 containing personnel information. While a DD Form 214 review is mandatory prior to separa-



**Master Sgt. Michele Jackson explains features of the Virtual Military Personnel Flight during Corona Fall last year. She was demonstrating new information technology capabilities to the Air Force's senior leaders.**

tion or retirement, knowing what it says and keeping it current will make that review painless when it arrives, officials said. Instructions for updating and changing information will also be available.

**Selective re-enlistment bonus calculator.** Although the math is not done automatically, members can plug their own information into the given formula and get a realistic estimate of the money they are entitled to receive.

**Best interests of the Air Force extension.** For the active-duty user who wants to extend their service with the best interests of the Air Force at heart, this service can help them create an official memorandum for submitting a request for an extension of enlistment as an exception to policy.

**Age 55 high-year-tenure waiver for extension or re-enlistment.** This service provides active-duty enlisted members with an application to create a memorandum for requesting an age 55 HYT waiver.

**Retirement entitlement counseling.** Active-duty users can get information to help make them in make retirement decisions, such as place of retirement, entitlements for storage and movement of household

See vMPF Page 38

**Staff Sgt. Dale Bratsveen, right, from the 100th Communications Squadron multimedia center at RAF Mildenhall, England, replaces an audio circuit card in an 8mm video camera. The center consists of photographers, videographers and computer graphics designers. Its equipment is now completely digital. Along with saving the environment, new technology is saving time and money for the visual information mission. With Nikon D1 cameras, lower right, base photographers can view their pictures immediately after shooting, and delete or reshoot, if necessary. Images from the photo card are downloaded onto a computer.**

## **Staying current in a visual world**



*Photo by Senior Airman Rasheen Douglas*



*Photo by Staff Sgt. Carly Burke*

### **vMPF** *from Page 37*

goods, and more. Facts sheets are also available for those who plan to retire overseas.

**Customer feedback and request for assistance form** - Active-duty, Guard and Reserve can request specific assistance and send customer feedback forms to the appropriate office responsible for a particular action.

**Enlisted promotion counseling.** Enlisted Reserve or Guard users may obtain information to assist them in making decisions concerning promotion eligibility. This will also provide counseling on the various types of promotion opportunities.

**Officer promotion counseling.** Reserve and Guard officers are able to obtain guidelines and eligibility requirements for promotion. This application is solely a tool to assist members in managing their personnel information that would come under review by promotion boards. It doesn't replace the official promotion brief mailed to the member prior to promotion eligibility.

**Reserve component survivor benefit plan.** Reserve and Guard people can get information about the various aspects of the survivor benefit plan. It also provides users with a calculator to estimate the costs and benefits associated with the plan.

**Weight management counseling.** All Reserve and Guard people may obtain weight management information such as a height and weight chart. This service does not replace the official weigh-in.

**Active Guard/Reserve program fact sheet.** For Guard members considering AGR, this fact sheet gives

an overview of the AGR program and highlights those points of interest.

**Conditional release of Air National Guard or Air Force Reserve enlisted personnel.** Enlisted Reserve or Guard users can get a brief overview of guidelines used to obtain a conditional release from their status.

**Request for Social Security information.** Links users to the Social Security Web site, where they can find information, policies, publication and forms for submitting, recovering or replacing a Social Security account number card.

**High-year-tenure extension request.** This service provides active-duty enlisted people with information and assists them in prepare requests for either a retirement or an E-4 separation HYT extension request — normally accomplished through the MPF.

**Retirement pre-application checklist.** All active-duty people may download and complete the retirement pre-application checklist. This service also provides counseling on all aspects of applying for retirement.

**Special-duty assignment application.** This service helps active-duty enlisted people navigate to the Special Category Assignment Guide on the airman assignments Web site.

Future vMPF services will enable users to personally enter and change data within their personnel record. Those are expected to be available early next year.

For more information about the vMPF, go online to [www.afpc.randolph.af.mil](http://www.afpc.randolph.af.mil) or call the AFPC Contact Center at (800) 558-1404. *(Courtesy of AFPC News Service)*

# Joint course focuses on C4I operations

**NORFOLK, Va.** — The Joint Command, Control and Information Warfare School is one of three schools in the Joint Forces Staff College in Norfolk, Va. Its mission is to educate and train military officers and civilian equivalents in the concepts, applications and procedures for joint duty in the Command, Control, Communications, Computers and Intelligence, and Information Warfare communities.

The Joint C4I Staff and Operations Course is a four-week course of instruction focused on providing a non-technical, broad understanding of C4I resources, techniques and applications which extend from the national and strategic levels, to theater and tactical levels, in supporting the CINCs and forward-deployed forces.

Course emphasis is balanced between operational aspects and procedures associated with the C2 process, and management and operation of current joint C4I systems. Topics of instruction include Global Information Grid, Joint C4I Doctrine, Space Systems and Operations, Information Assurance and Info Operations, Joint Interoperability, National Reconnaissance Systems, DOD Indications and Warning Systems, National Foreign Intelligence, Foreign C4I Systems, JTF C4 Architecture, and C4 Planning in Crisis Response. The course includes a four-day field trip to Washington, where students tour various agencies including the National Security Agency, Central Intelligence Agency, National Imagery and Mapping Agency, Defense

Intelligence Agency, National Reconnaissance Office, White House Communications Agency and the Pentagon.

No tuition or registration fees are associated with the course. Travel and per diem costs are unit funded. Government billeting is available for military, government employees, and contractors. Students must have a TS/SCI clearance since several briefings and tours are conducted at that classification level.

To enroll, contact the JC4ISOC Quota Control Officer, CDR Gretchen Herbert, at DSN 646-6320, or commercial (757) 443-6320, or e-mail [herbertg@jfsc.ndu.edu](mailto:herbertg@jfsc.ndu.edu). More course information is on the Web at <http://www.jfsc.ndu.edu/jciws/jciws.htm>.

## *E-mail Express keeps airmen in touch*

**By Staff Sgt. Tania Eastman**  
*Wing Information Assurance Office*  
*Hickam AFB, Hawaii*

Information technology has progressed more in the 20th Century than it did in the first 19 centuries combined. For instance, during the days of the Pony Express, a letter would have taken weeks to be delivered from New York to Los Angeles. Today, that same letter is delivered in a matter of seconds by simply clicking a mouse button. Now that's express!

Electronic mail has made it possible. E-mail is the preferred method of written communications, both by the civilian sector and the military. E-mail has increased our efficiency by leaps and bounds. We effortlessly send out notifications, responses, and taskings everyday. Though e-mail is convenient and efficient, there are some rules each user must follow.

In accordance with AFI 33-119, Electronic Mail Management and Use, all users are responsible for the content of their e-mail messages. Users are also required to report any suspected violations of e-mail policy to their supervisor, workgroup manager, or Wing Information Assurance Office. AFI 33-119 outlines authorized and unauthorized uses of electronic mail. Personal use is included as authorized use, as long as it is



**Airmen at a deployed location in support of Operation Enduring Freedom use E-Mail Express.**

limited, does not adversely affect the performance of official duties, and does not reflect adversely on DOD or the Air Force (for example, pornography, chain letters, or soliciting).

It's everyone's responsibility, regardless of rank or position, to ensure our resources are being properly used. If you have any questions about authorized or unauthorized e-mail use, please contact the Wing Information Assurance Office.

