



DEPARTMENT OF THE ARMY  
OFFICE OF THE SECRETARY OF THE ARMY  
107 ARMY PENTAGON  
WASHINGTON DC 20310-0107

MAR 15 2012

Office, Chief Information Officer / G-6

SAIS-AOI

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army Guidance for Enterprise Voice over Secure Internet Protocol (VoSIP)

1. References:

a. Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6211.02D, Defense Information Systems Network (DISN) Responsibilities, 24 January 2012.

b. DoD Instruction (DoDI) 8510.01 DoD Information Assurance Certification and Accreditation Process (DIACAP), 28 November 2007.

c. DoD Directive 8500.1E Information Assurance, 24 October 2002.

d. DoDI 8500.2 Information Assurance Implementation, 6 February 2003.

e. DoDI 8100.04 DoD Unified Capabilities (UC), 9 December 2010.

f. Army Regulation (AR) 25-1, Army Knowledge Management and Information Technology, 4 December 2008.

g. AR 25-2, Information Assurance, 23 March 2009.

h. DoD Unified Capabilities Requirements 2008 (UCR 2008) Change 3, September 2011.

i. DoD Unified Capabilities Master Plan (UC MP), 3 October 2011.

j. Memorandum, Headquarters, Department of the Army (HQDA) CIO/G-6, 19 March 2010 subject: Army Guidance for Voice over Secure Internet Protocol (VoSIP).

2. This memorandum supersedes reference j and will be incorporated into a new Army Regulation, AR 25-XX, titled Information Management Telecommunications and Unified Capabilities when published.

SAIS-AOI

SUBJECT: Army Guidance for Enterprise Voice over Secure Internet Protocol (VoSIP)

3. Army commands will use the Defense Information Systems Agency (DISA) as their primary VoSIP service provider. DISA will provide an Enterprise VoSIP solution for all new VoSIP requirements alleviating the need for Army to implement call processors on Army installations. Any VoSIP requirement that cannot be fulfilled by DISA will be reviewed on a case-by-case basis for Chief Information Office (CIO)/G-6 (SAIS-AOI) approval. The Network Enterprise Center (NEC)/Directorate of Information Management (DOIM) will be the initial focal point for organizations and activities to obtain Enterprise VoSIP services. The NEC/DOIM will follow the most current version of the Command, Control, Communications, Computers, and Information Management (C4IM) Services List in reference to the date of request. The C4IM Services List and customer-facing LandWarNet (LWN) Catalog are located at <https://www.itmetrics.hua.army.mil>. The process to obtain DISA Enterprise VoSIP services and responsibilities may be found in Enclosure 1.

4. The scope of this memorandum is for the generating force.

5. VoSIP is the operational DISA service that provides secret-level best effort voice transmitted over the Secret Internet Protocol Router Network (SIPRNet). VoSIP is preferred to the Defense Red Switched Network (DRSN); however, VoSIP does not completely replace DRSN. Even though VoSIP does not provide multilevel security, military-unique features, or support Top-Secret Sensitive Compartmented Intelligence (SCI) communications it is favorable for the following reasons: primarily used in deployed environments, cost effective, ease of use, and assists in the reduction of legacy circuit switched technology (i.e. Time-Division Multiplexing). The outcome will be achieved when Army receives a majority of VoSIP services from DISA. Army will monitor the number of VoSIP enclaves.

6. VoSIP must follow DISA's SIPRNet Connection Approval Process and the Enterprise Classified Voice Video over Internet Protocol (CVVoIP) Phone Provisioning Tactics, Techniques, and Procedures (TTPs). All VoSIP systems must follow all current DIACAP processes and policies. DISA is responsible for the VoSIP IP addressing scheme and numbering plans. Only VoSIP equipment listed on the UC Approved Products List (APL) found at <https://aplits.disa.mil/processAPList.do>, or available on the Computer Hardware, Enterprise Software and Solutions (CHESS) program catalog at <https://ascp.army.mil/ascp/commerce/index.jsp> are authorized for use.

7. The CIO/G-6 (Division Chief, SAIS-AOI) will be the final approving authority for new non-DISA VoSIP requests. Any organization that does not allow DISA first right of refusal and/or procures a VoSIP system or VoSIP capable call processor(s) will not be allowed to connect unauthorized equipment to the LandWarNet.

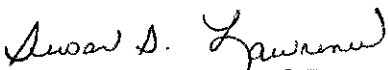
SAIS-AOI

SUBJECT: Army Guidance for Enterprise Voice over Secure Internet Protocol (VoSIP)

8. Enforcement of this policy will begin upon the date of signature by the Chief Information Officer/G-6. This policy will be terminated upon publication of the Information Management Telecommunications and Unified Capabilities AR. In the case the AR is not published this policy will be reviewed for update by 31 December 2013.

9. The points of contact are Ms. Victoria Strom, CIO/G-6 DSN 260-8960, comm (571) 256-8960, or victoria.a.strom.civ@mail.mil, and Ms. Regina Haag Hinrickson, DSN 260-8962, comm (571) 256-8962 or reginia.r.haag.ctr@mail.mil.

Encl

  
SUSAN S. LAWRENCE  
Lieutenant General, GS  
Chief Information Officer/G-6

DISTRIBUTION:

PRINCIPAL OFFICIALS OF THE HEADQUARTERS, DEPARTMENT OF THE ARMY

CF:

COMMANDER

U.S. ARMY FORCES COMMAND  
U.S. ARMY TRAINING AND DOCTRINE COMMAND  
U.S. ARMY MATERIEL COMMAND  
U.S. ARMY EUROPE AND SEVENTH ARMY  
U.S. ARMY CENTRAL  
U.S. ARMY NORTH  
U.S. ARMY SOUTH  
U.S. ARMY PACIFIC  
U.S. ARMY SPECIAL OPERATIONS COMMAND  
MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND  
U.S. ARMY SPACE AND MISSILE DEFENSE COMMAND/ARMY STRATEGIC  
COMMAND  
EIGHTH U.S. ARMY  
U.S. ARMY NETWORK ENTERPRISE TECHNOLOGY COMMAND/9TH SIGNAL  
COMMAND (ARMY)  
U.S. ARMY MEDICAL COMMAND  
U.S. ARMY INTELLIGENCE AND SECURITY COMMAND  
U.S. ARMY CRIMINAL INVESTIGATION COMMAND  
U.S. ARMY CORPS OF ENGINEERS  
U.S. ARMY MILITARY DISTRICT OF WASHINGTON  
U.S. ARMY TEST AND EVALUATION COMMAND

SAIS-AOI

SUBJECT: Army Guidance for Enterprise Voice over Secure Internet Protocol (VoSIP)

DISTRIBUTION: (CONT)

U.S. ARMY RESERVE COMMAND

U.S. ARMY INSTALLATION MANAGEMENT COMMAND

SUPERINTENDENT, U.S. MILITARY ACADEMY

DIRECTOR, U.S. ARMY ACQUISITION SUPPORT CENTER

## Enclosure

1. Installations without a VoSIP Call Processor or VoSIP capability.
  - 1.1 The installation does not have any VoSIP capabilities or equipment. This installation will be required to use DISA's Enterprise VoSIP service.
  - 1.2 End User /Customer.
    - 1.2.1 Responsible for acquiring approval for VoSIP capability via chain of command.
    - 1.2.2 Responsible for coordination with the installation NEC/DOIM upon approval.
    - 1.2.3 Responsible for procuring a DoD approved phone to support VoSIP.
    - 1.2.4 Signs User Agreement and sends to NEC for DISA provisioning.
    - 1.2.5 Assist NEC with necessary data to help with the installation process.
  - 1.3 Network Enterprise Center (NEC) /Director of Information Management (DOIM).
    - 1.3.1 Follow the most current version of the C4IM Services List in reference to the date of request. The C4IM Services List and customer-facing LWN Catalog are located at <https://www.itmetrics.hua.army.mil>.
    - 1.3.2 Confirm approval and enter request into the DISA Direct Order Entry (DDOE) system located at <https://www.disadirect.disa.mil>.
    - 1.3.3 Register ports/protocols.
    - 1.3.4 Sends User Agreement and Media Access Control (MAC) addresses to DISA Provisioning office.
    - 1.3.5 Assists customer with phone installation.
  - 1.4 Signal Command (if applicable).
    - 1.4.1 Validate request.
  - 1.5 U.S. Army Network Enterprise Technology Command/9<sup>th</sup> Signal Command (Army) (NETCOM/9<sup>th</sup> SC (A)).
    - 1.5.1 If validated, approves request in DDOE.
- 1.6 DISA.
  - 1.6.1 Approves request in DDOE.

## **Enclosure**

1.6.2 Requests and approves Internet Protocol (IP) Address and phone number assignment.

1.6.3 Configures IP phone.

1.6.4 Adds user to VoSIP Active Directory.

1.6.5 Adds user to Secure Profile Management Database.

1.6.6 Complete Test and Acceptance.

2. Installation with a VoSIP Call Processor.

2.1 The installation has a VoSIP call processor that is either owned by a single command or by the NEC/DOIM. The end user or customer may request VoSIP services from the owner of the VoSIP call processor. Understanding that once the VoSIP call processor comes to end of life all customers receiving VoSIP service will transition to the DISA Enterprise Service. If negotiation is unsuccessful, customer should use the DISA Enterprise solution. No new VoSIP call processors will be procured unless fully justified with mission needs and requirements statement approved at the General Officer level.

2.2 End User /Customer.

2.2.1 Responsible for acquiring approval for VoSIP capability via chain of command.

2.2.2 Responsible for coordination with the VoSIP system owner and/or installation NEC/DOIM upon approval.

2.3 Network Enterprise Center (NEC)/Director of Information Management (DOIM).

2.3.1 Follow the most current version of the C4IM Services List in reference to the date of request. The C4IM Services List and customer-facing LWN Catalog are located at "<https://www.itmetrics.hua.army.mil/>".

2.4 System Owner. In the instance that the installation has a VoSIP call processor that is either owned by a single command or by the NEC/DOIM, it will be the responsibility of the system owner to ensure there is an agreed upon process for providing VoSIP services to additional users. The process must follow current DoD policies and procedures and may be a written agreement (if requested by either party).

3. Alternate DISA Solution.

## **Enclosure**

3.1 If an organization has a new requirement to implement VoSIP capabilities that are not being provided or cannot be provided by the DISA, the organization must submit a request through the local NEC/DOIM to the CIO/G-6 (SAIS-AOI) via the chain of command. The request will include: a detailed justification, impact statement, a List of Materials, the location where the equipment will be installed or where construction or renovation will take place, an approved requirements document and a General Officer/Senior Executive Service endorsement.

3.2 End User /Customer. Create VoSIP package. Once the final package has been signed, the originating command will forward to their local NEC/DOIM and the package will continue via their chain of command to their appropriate Signal Command (if applicable).

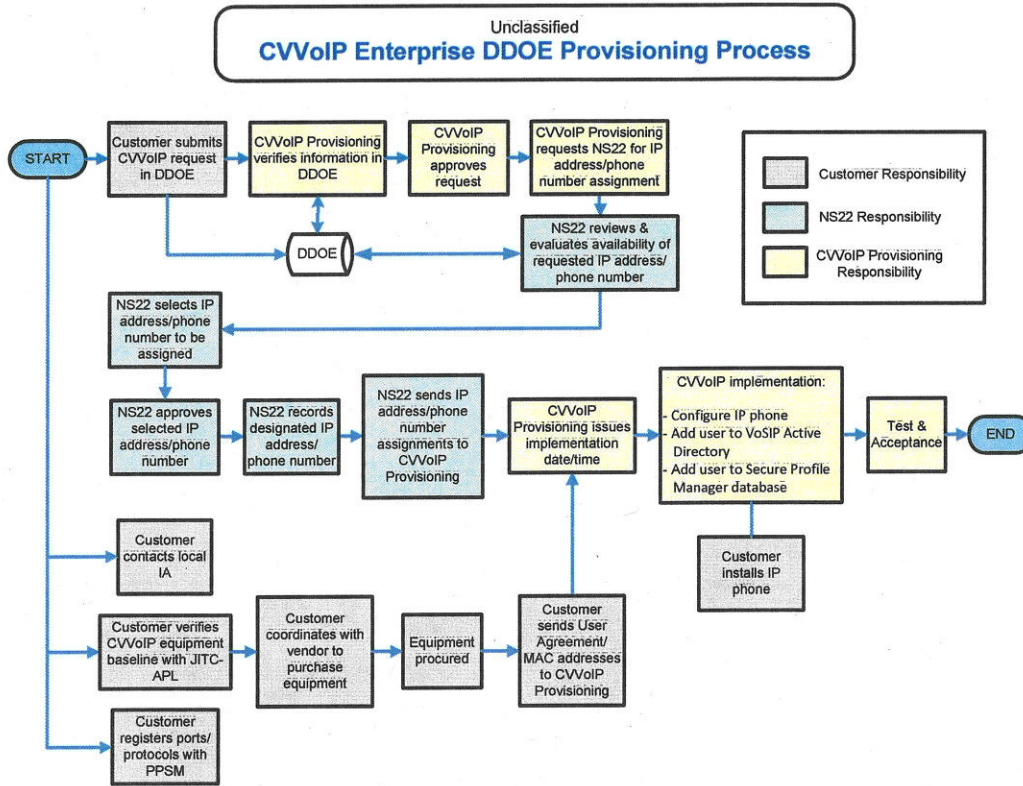
3.3 Network Enterprise Center (NEC)/Director of Information Management (DOIM). Review, validate and make a decision on VoSIP package. Once a final recommendation has been made, NEC will either 1) forward the approved package the Signal Command for further processing, 2) notify the Signal Command and requesting customer of denial with justification, or 3) request additional information specified for inclusion in the process but not provided in the request.

3.4 Signal Command (if applicable). Review, validate and make a decision on VoSIP package. Once a final recommendation has been made, the Signal Command will either 1) forward the approved package to NETCOM/9<sup>th</sup> SC (A) for further processing, 2) notify the requesting installation of denial with justification, or 3) request additional information specified for inclusion in the process but not provided in the request.

3.5 NETCOM/9<sup>th</sup> SC (A). Review, validate and make a decision on VoSIP package. Once a final recommendation has been made, NETCOM/9<sup>th</sup> SC (A) will either 1) forward the approved package to the CIO/G-6 (SAIS-AOI) for further processing, 2) notify the Signal Command and requesting installation of denial with justification, 3) or request additional information specified for inclusion in the process but not provided in the request.

3.6 CIO/G-6 (SAIS-AOI). Review, validate and make a final decision on VoSIP package. Once a final decision has been made, the CIO/G-6 (SAIS-AOI) will notify the requesting installation and their chain of command.

## Enclosure



Footnote: The CVVoIP is a DISA proposed process.

### Acronym Legend for Provisioning Process:

CVVoIP - Classified Voice Video over Internet Protocol  
 DDOE - DISA Direct Order Entry  
 NS – Network Services Directorate of DISA  
 IP – Internet Protocol  
 IA – Information Assurance  
 DoD UC ( formerly JITC) APL – Joint Interoperability Test Command Approved Products List  
 PPSM – Ports, Protocols, and Services Management  
 MAC – Media Access Control