DEPARTMENT OF THE AIR FORCE
AIR FORCE MATERIEL COMMAND
WRIGHT-PATTERSON AIR FORCE BASE OHIO

25 October 2004

MEMORANDUM FOR ALL TECHNICAL ORDER (TO) MANAGERS

FROM: HQ AFMC/LGYE
4375 CHIDLAW RD, STE 6
WPAFB OH 45433-5006

SUBJECT: Interim Technical Order Policy and Procedures (ITOPP) Memorandum #7; Interim Technical Order (ITO)/Interim Time Compliance Technical Order (ITCTO) Guidance—FOR IMMEDIATE IMPLEMENTATION

NOTICE: This memo is available digitally online at:
http://www.ide.wpafb.af.mil/toprac/interim.htm

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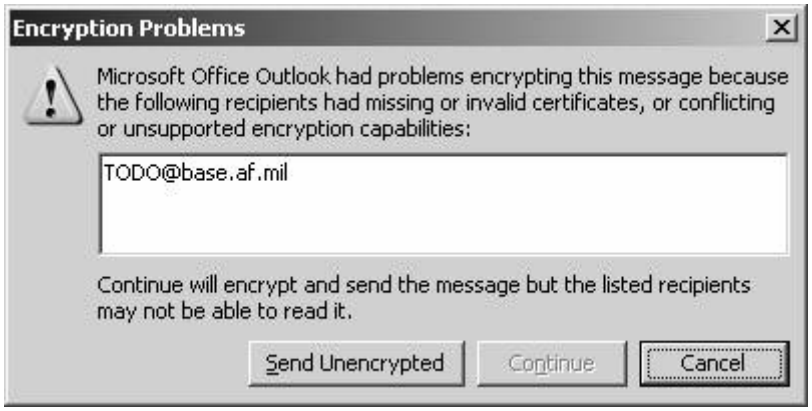
1. **General.** This memorandum identifies work-around procedures for the distribution of interim TOs (ITO). Current distribution processes are often difficult to implement and progress is still needed in modernizing the Air Force Standard TO Management System. The procedures provided below reflect some of the "best practices" and their use is optional. TO managers have the flexibility to use any or none of the potential work-arounds based on their program's needs and current processes. Regardless of the methods chosen, TO managers must remain committed to distribution timelines and enforcing information security requirements published in AF and AFMC publications. The procedures provided in this memo are to be used in conjunction with TO policies and procedures in AFI 33-129, *Web Management and Internet Use*, AFI 61-204, *Disseminating Scientific and Technical Information*, AFMCMAN 21-1, *AFMC Technical Order System Procedures*, AFMC 21-302, *Processing Interim Technical Orders and Rapid Action Changes (RAC)* and TO 00-5-1, *AF Technical Order System*.

2. **Background.** When the Defense Message System (DMS) was fielded to replace the legacy AUTODIN message centers, it failed to fully replace legacy business practices for local notification and distribution of ITO messages. As a result, several years later, TODOs are not always aware that ITOs are being published and distributed for subscribed TOs. To address this problem, several ideas for workarounds have been put in place and proposed by TO Program Managers that could be used in addition to or in place of the DMS for ITO notification and distribution. Current TO System policy allows such alternatives to be used.

3. **Work-Around 1.** The latest release of AFI 33-129 now authorizes distribution of limited distribution tech data (Distro Statements B through F, not X) via a website that is controlled using Public Key Infrastructure (PKI) certificates and encryption (see AFI 33-129, Table 1, "Private" and corresponding note 2). For AF civilian, military, and support contractors, PKI certificates are stored on Common Access Cards (CAC) being issued across the DoD. Normally local comm groups are able to help programs implement PKI access across their websites. Use of PK-enabled websites may prove more viable than DMS for the average TO user. While not

every user has a CAC, provisions are in place for external contractors and some foreign nationals to obtain compatible certificates. More information on this may be found at http://iase.disa.mil/pki/eca/.

4. **Work-Around 2.** Along with PK-enabled websites, programs may want to consider sending interim TOs using signed (authenticated) and encrypted MS Outlook email to individuals like TODO TM Account e-mail addresses able to receive these messages. This capability is made possible through the use of the Common Access Cards. One of the quickest ways to see if a person or address can accept encrypted messages is to send a test message to your expected recipients. After addressing an encrypted and signed ITO email message, an Outlook dialog box should pop up to show a list of email addresses that may not be able to read an encrypted message from you. Depending on the subscription size (total Initial Distribution [ID] quantity) of the TO being managed, this workaround may prove most successful for smaller and well-defined TO programs. Managers who must transmit to hundreds of recipients will likely not find this workaround desirable.



Example

5. **Work-Around 3.** Both OO-ALC and WR-ALC proposed similar recommendations to require TO managers use the JCALS TO Index Catalog Note field to enter information like the date/time/group (DTG) of Interim TOs transmitted via the Defense Message System (DMS) when they index the ITO in JCALS. Additional instructions could be included like the POC name and email address to contact to obtain a copy of the ITO when not received via normal distribution. A web address could also be included as well if the program has a suitable webpage for hosting ITOs.

> NOTE: information entered into the JCALS Index Comment field will not be seen in the TO Catalog Notes field. A glitch in the past allowed JCALS Index Comments to be viewed in the TO Catalog Notes field if JCALS Index Notes were empty. For a time, all comments/notes were suppressed until a fix could be implemented. The fix was implemented with deployment of JCALS software release MD2 in mid-August 2004. Effective with the September update to the TO Catalog, Catalog notes may once again be viewed in the TO Catalog.
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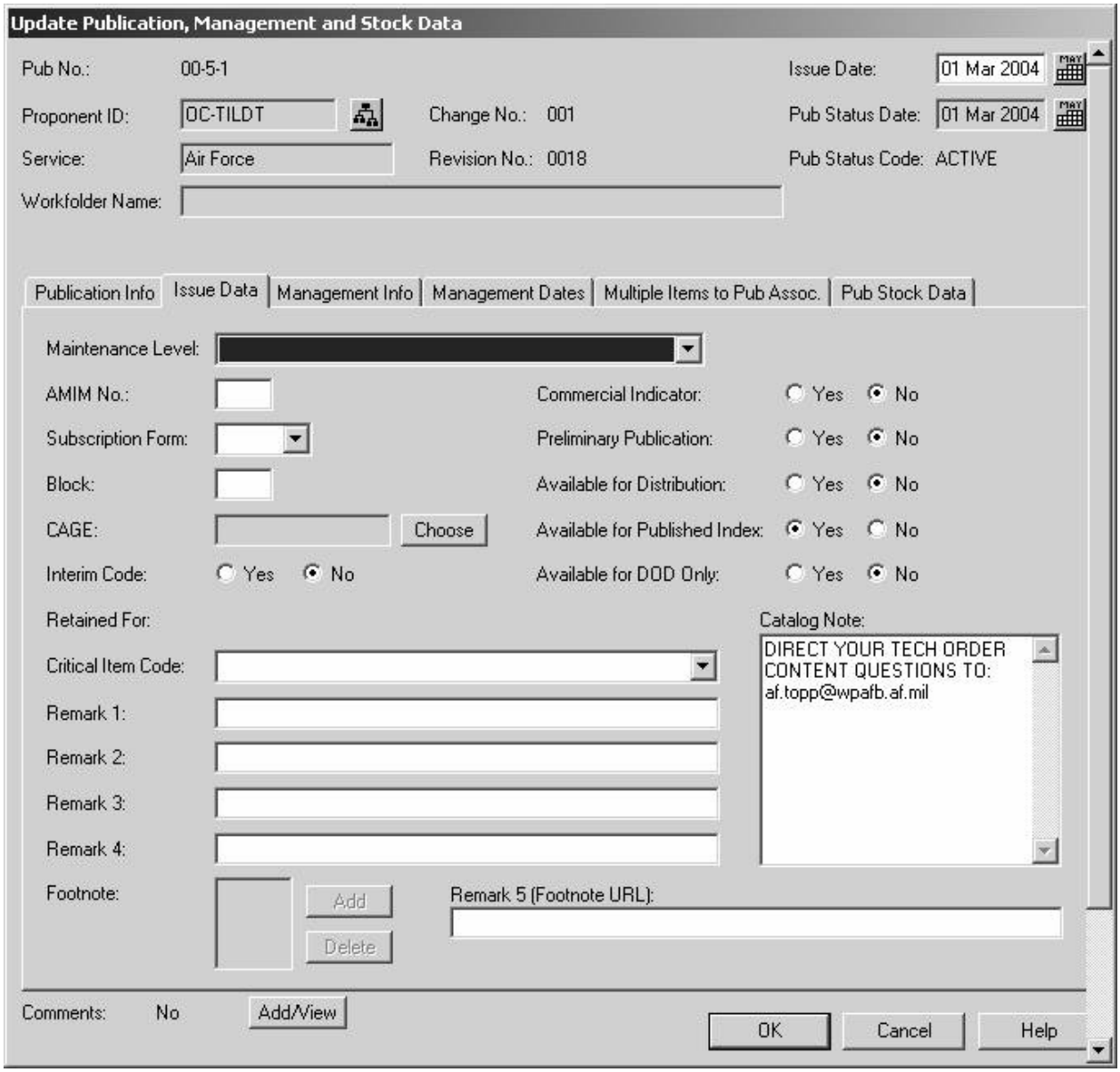
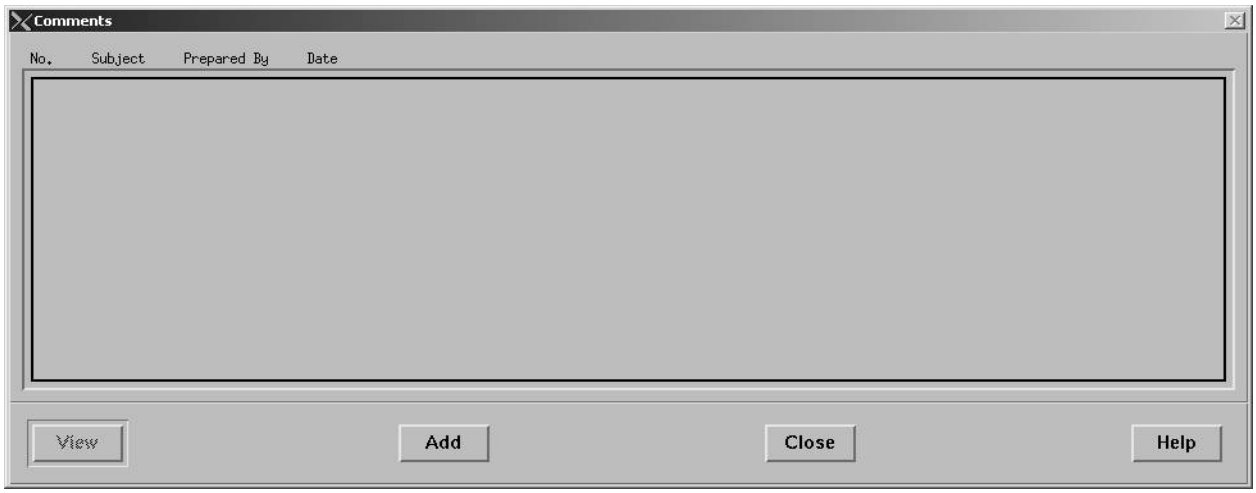
> Extract from AF JCALS DI 3.1.2 Vol 1 for entering information into JCALS Index Catalog Notes field:

TM Index – Adding Notes – In the JCALS TM Index, Update Publication, Management and Stock Data window, a Catalog Notes field allows TM Managers to enter notes-like data similar to the data added in the legacy Index system. The TM Catalog source data processing rule is: When JCALS TM Index Catalog Notes exist in the appropriate JCALS data field; these JCALS Catalog Notes will be included in TM Catalog source file instead of the legacy notes.





6. **Work-Around 4.** Another proposed workaround is that it may be desirable to generate an Initial Distribution (ID) label deck from JCALS for the TO being supplemented by the ITO and use this label deck to physically distribute paper copies of ITOs as a backup alternative to the electronic distribution. Although this option would result in printing and distribution costs, for safety related information, the risk mitigation may be seen to justify the added expense.

7. **Work-Around 5.** Another proposed distribution method involves the use of knowledge management websites like AFMC's Knowledge Now program (https://afkm.wpafb.af.mil/ASPs/cop/Entry.asp?Filter=OO). At least one program (20AF) uses a Knowledge Now Community of Practice as a backup distribution method for ITOs and AFTO 22s.

a. A Community of Practice (CoP) workspace provides a web-based collaborative environment where members of a group use shared information in combination with administrative and communications tools to conduct business, manage a project, keep abreast of important group issues and to solve group problems. Knowledge Now provides the capability to select or tailor CoP capabilities, revise its structure, and proactively manage content.

b. It is important to recognize that while these sites are hosted on a .mil domain, they are not be appropriate for distributing limited distribution data unless the CoP is set up to require a user login in and password. This feature may be requested when establishing the CoP and is fairly easy to administer. The biggest barrier to widespread use of CoPs is access by outside contractors coming from .com and foreign nationals. A partial workaround for contractors is to gain a government sponsor and apply for an AF Portal account. With a portal account approved users may access the CoPs from any Internet-ready computer. This capability works for military and civilians as well and provides access to the CoPs even from a home PC.

8. **Conclusion.** No single distribution method or solution works for everyone. Often a combination of multiple approaches must be used. Transmission of Interim TO data continues to be difficult and we recognize the challenges TO managers face. The Command has made a commitment to improve this situation through development of the Enhanced Technical Information Management System (ETIMS) and will continue to work toward an acceptable solution for all users.

9. **Contact.** Direct all questions on this memorandum to the TO Policy and Procedures team at AF.TOPP@wpafb.af.mil.

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