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DVS Training Policy Document

5 April 2005



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METHODS AND PROCEDURES

Defense Information Systems Network (DISN) Video Services (DVS) Performance Evaluation and Certification Program

Preface

Purpose:

The Defense Information System Network (DISN) Video Services (DVS) Training Policy Document establishes standards of performance required to certify a video teleconferencing (VTC) facilitator within the DVS community. The Training Policy Document prescribes the policy, assigns responsibilities, and provides procedures for the conduct and administration of the technical evaluation and certification of DVS facilitators.

Applicability:

This Training Policy applies to all Department of Defense (DOD) components, other government departments and agencies, and sponsored contractor/allied personnel operating Video Teleconferencing Facilities (VTFs) connecting to the DVS network.

Authority:

This Training Policy Document is published in accordance with the authority contained in DOD Directive 5105.19, Defense Information Systems Agency (DISA), dated 25 June 1991.

References:

The following references apply to this DVS Training Policy.

DOD Directive 5105.19, Defense Information Systems Agency (DISA), dated 25 June 1991.

DISN Video Services Key User's Manual Annex F, dated September 2004.

Level 1. Video Teleconference Workshop Student Guide, December 2002.

Level 2. Video Teleconference Certification Course Student Guide, July 2004.

Glossary of Terms:

A list of abbreviations and acronyms utilized in the Training Policy Document are provided in Appendix C. References made to facilitators refer to employees of the command authorized to operate DVS associated facilities, and references to customers refer to participants in a VTC.

Policy:

All personnel assigned to operate or supervise VTC facilities that connect to DVS shall require formal certification, as prescribed in this Training Policy. Personnel unable to maintain

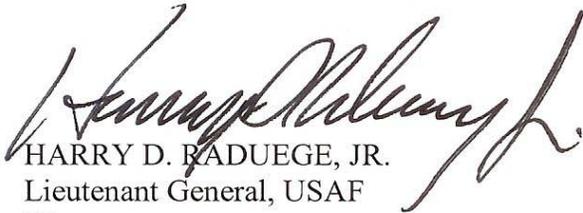
performance standards (see paragraph 3-6) shall have their certification suspended and will require recertification in order to resume facilitator duties without direct supervision.

Responsibilities:

Responsibilities of DVS concerning the development, conduct, administration, and maintenance of the Facilitator Performance Evaluation and Certification Program are contained in Chapters 1 and 2 of this document.

Relationship to Other Publications:

The practices, procedures, and methods herein have precedence over all previous publications within the functional area of DVS facilitator technical performance certification. DVS associated facility facilitators will be required to adhere to other DISA and DOD publications, regulations, technical manuals, and technical orders that contain detailed and specific information necessary for efficient operation of DVS VTFs.



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Director

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CHAPTER 1. Overview of DVS Video Services Facilitator Certification Training and Evaluation Program

1-1. Background:

DVS provides video teleconferencing capability for all DOD components, other government departments and agencies, and sponsored contractor/allied personnel. Video Teleconferencing Facilitators are required to demonstrate the professional qualifications necessary to sustain DVS operations, including call setup, oversight, scheduling, and management of DVS associated facilities. The Chief, DISN Video Services implements the DVS Facilitator Performance Evaluation and Certification Program (DFPEC). This program is designed to ensure that DVS associated facilities are staffed with highly qualified facilitators who operate, monitor, and control an effective and responsive VTC system.

1-2. Facilitator Certification Program Authority:

The Director of DISA is vested with authority pursuant to DOD Directive 5105.19 to perform program management, operational direction, and to regulate such authority over all DISA subsections as appropriate. DVS is the video transfer portion of DISN and falls under the purview of this authority. In accordance with (IAW) DISA Director Appointment, the Video Service Manager for DISA is the Chief of Video Services (GS25) and authorized to execute overall DVS management control and technical direction.

1-3. Facilitator Certification Program Management:

The Chief of Video Services (GS25) performs overall operational direction and management control to ensure that the various segments of DVS work together in the most effective manner to satisfy the DOD validated user community requirements. As such the DVS Chief exercises certification program management.

1-4. Program Responsibilities:

1-4-1. DVS Responsibilities

DVS is responsible for developing and maintaining the operational management procedures for the DVS Facilitator Evaluation and Certification Program. DVS's ability to successfully service its customers is directly related to customers' adherence to the technical standards and operating procedures described in the certification program. The DVS Training Board, consisting of the DVS Chief, Deputy, Ops Lead, and Line of Business Manager, is responsible for analyzing and evaluating the performance of the facilitators according to prescribed standards, including the possible conduct of on-site performance evaluation visits, and for recommending improvements to the owners of the DVS associated facilities. DVS is responsible for developing facilitator certification standards and administering certification programs.

1-4-2. DVS Facilitator Certification Line of Business Manager Responsibilities

The DVS Facilitator Certification Line of Business Manager's position is an additional duty and may be assigned to anyone working in a subordinate role to the Chief, DISN

Video Services. The Facilitator is directly responsible for technical direction, maintenance, performance, and administration of the program. The DVS Facilitator will ensure that DVS instructional support contracts include requirements for contractor certification where the contractor will be required to conduct facilitator certification instruction without direct supervision of the DVS Line of Business Manager.

1-5. Facilitator Certification Functions and Positions:

DISN-managed and DVS-operated network hubs conduct day-to-day operations necessary to support DVS associated facilities effectively. Facilitators working at DVS associated facilities although not employed by DVS, are responsible for the conduct and quality of the VTCs carried over the DISN / DVS network. DVS has instituted a facilitator training and certification program to increase quality of service. Primary DVS control functions supporting the Facilitator Evaluation and Certification program include developing and administering Level 1 and Level 2 VTC facilitator training and certification. The Chief, DISN Video Services has appointed a Line of Business Manager and contract personnel for day-to-day operations of the training program.

1-5-1. DVS Facilitator Evaluation and Certification Line of Business Manager

The Line of Business Manager oversees the DVS Facilitator Evaluation and Certification Program. The manager has direct supervision responsibilities over all instructional development and is responsible for all performance, testing, evaluation, and certification programs. The Line of Business Manager ensures that all the DVS Facilitators adhere to the established policies and procedures set forth by the Chief, DISN Video Services and supplies the technical content supporting the established policies and procedures. The Line of Business Manager monitors the implementation of a reservation and scheduling program for VTC training sessions.

1-5-2. Contract Personnel

The Contract Personnel are responsible to the DVS Facilitator Evaluation and Certification Line of Business Manager. They will provide educational materials and conduct Level 1 and Level 2 DVS training as prescribed by the contract statement of work (SOW). The contract personnel will provide Subject Matter Expert (SME) support to the Line of Business Manager on instructional delivery methods and content selection.

1-6. Facilitator Certification:

DVS facilitators are certified to indicate the successful completion of prescribed training and to document a demonstrated, consistent level of quality performance. The objective of the Evaluation and Certification Program is to ensure that each DVS facilitator has the capability to perform DVS operations satisfactorily without direct supervision. The Chief, DISN Video Services, in recognition of the mastery of the skill set required for DVS Facilitator positions, awards those who achieve the standards with a Certification. Facilitators who are certified are responsible for ensuring the proper conduct of DVS associated facilities and maintaining their knowledge and skills in providing the highest quality possible to customers while participating in a VTC.

1-6-1. DVS Facilitator Certification

DVS facilitator certification is achieved by one of two methods: initial evaluation and recertification evaluation:

- a. Initial evaluation denotes the initial certification for personnel assigned to a DVS associated facility. DVS personnel receive their certification by completing performance evaluations given by certified instructors in accordance with the guidance and procedures defined in the Training Policy Document.
- b. Recertification evaluation denotes the method by which certified facilitators maintain their present certification. All facilitators must recertify every 5 years to maintain their currency. Facilitators become certified by attending a Level 2 class and achieving the course standards as prescribed in this document. In the event of a large technology paradigm shift, either in equipment or operations, the field will be notified of a new requirement for recertification.

1-6-2. DVS Evaluation Process

There are two components to the evaluation process that leads to facilitator certification. The first component (Level 1) consists of introductory instruction containing an overview of the DVS System, VTC Equipment, Scheduling, Etiquette, Communications Security (COMSEC), and Troubleshooting. The second component (Level 2) consists of a much more detailed discussion of VTC Technical Data, Equipment, COMSEC, and Troubleshooting with hands-on training followed by written and performance examinations. The facilitator's scores on the written and performance examinations will determine if he or she will be certified as a DVS facilitator and is capable of performing the required facilitator tasks. Specific instructional content for Levels 1 and 2 are provided in Appendix A and B of the Training Policy Document. These appendices contain specific performance criteria and standards for evaluating and certifying all DVS facilitator positions.

- a. Annex A specifies the Level 1 content and criteria used to validate participation and completion.
- b. Annex B specifies the Level 2 evaluation tasks, conditions, and standards for facilitator certification.

1-7. Facilitator Decertification:

A facilitator will be decertified when their skills are judged to be insufficient to meet the performance standards established by the Training Policy Document (para 3-6, page 3-3). Decertification may result from the recurring or special evaluation process conducted by supervisory personnel within the facilitator's chain of command. If a facilitator's ability to control a VTC facility is evaluated as doubtful, the command may ask the Chief, DISN Video Services to decertify the facilitator. Each DVS VTC site must maintain a certified facilitator in order to maintain room certification and the right to operate on the DISN VTC Network.

1-8. Facilitator Failure to Certify:

Facilitators attending Level 2 Evaluation and Certification classes will be given an examination consisting of three components, a written portion and two performance examinations (see Appendix B). Facilitators who pass the written exam may take the performance examination. If a facilitator fails to attain a passing score, he or she will be retested before taking the performance examination provided he or she receives a passing score on the retest. Facilitators who attain a passing score on the performance examination will be issued a certification. If a facilitator fails to attain a passing score on each of the three examinations, he or she will be allowed one retest for each of the examinations failed. If after a retest a facilitator has not achieved a passing score on each of the examinations, he or she will fail to certify. Facilitators who fail to certify may attend another certification course after a period of four to six-months, depending upon results of an intensive self-paced study review.

1-9. Recertification:

There are two possible scenarios that require facilitator recertification. The first concerns DVS facilitators who fail to meet the performance standards and knowledge prescribed by this Training Policy Document. The second scenario concerns a lapse of a facilitator's certification.

1-9-1. Performance Decertification

If a facilitator is decertified due to the performance evaluation process, he or she must be recertified prior to resuming their duties without direct supervision. The DVS Evaluation and Certification Line of Business Manager will be responsible for scheduling the facilitator for retraining to correct specific deficiencies identified during the evaluation process. To be recertified, a facilitator must attend a DVS Level 2 certification course. A facilitator will be recertified after he or she successfully completes the certification course.

1-9-2. Lapse of a Facilitator's Certification

A facilitator may be decertified if his or her certification expires. A facilitator's certification will be considered expired when the date of certification is greater than five years old. The affected facilitator may continue his or her duties but must attend a recertification course within six months of the decertification date. If the facilitator is not recertified within the six-month grace period, then the DVS Evaluation and Certification Line of Business Manager will advise the facilitator's chain of command that his or her certification is in default. To be recertified, a facilitator must attend a Level 2 recertification course. A facilitator will be recertified after he or she successfully completes the course.

1-10. Training Requirements:

The intent of the Evaluation and Certification program formal training guidance is to allow facilitators to complete the Video Teleconference Workshop (Level 1) within six months of hire date and successfully complete the DVS Certification (Level 2) within six months to a year after completing the Level 1 course. The certification will be valid for a period of five years unless there is a large technology paradigm shift, at which time DVS will notify the field of new training requirements.

1-11. Proficiency Requirements:

All personnel assigned to a DVS associated facility should be certified IAW the Training Policy Document within 18 months of hire date. It is highly recommended that all facilitators who have not completed Level 1 training do so at their earliest possible opportunity. Facilitators who have completed Level 1 training should attend a Level 2 certification at the earliest possible opportunity. All facilitators who are assigned to leadership positions within DVS associated facilities will maintain currency of their DVS certifications. Facilitators assigned to DVS associated facilities are expected to achieve certification, maintain cognizance of operations within the facility, and perform facilitator duties for a minimum of eight hours every calendar month to maintain currency. The goal is for all personnel assigned to DVS associated facilities to be certified in their respective facilities at the level established by DVS and their local chain of command.

CHAPTER 2. Facilitator Certification

2-1. Facilitator Certification Program:

The Chief, DISN Video Services has established the DVS Facilitator Certification Program to fulfill two objectives: to formulate performance criteria and to establish a technical appraisal process for DVS VTC facilitators.

2-2. Background:

DVS has established a requirement for a VTC site facilitator certification-training program, after receiving comments from customers about less than optimal VTC experiences. The Training Policy Document outlines operational procedures and instructional tasks on how to develop certified facilitators for DVS associated facilities.

2-2-1. DVS Functions

DVS was designed to support the VTC segment of the DISN and provides several functions: point-to-point or multipoint VTC connections, classified and unclassified transmissions, and the establishment of five regional hubs for conferencing support.

- a. Customer: Denotes a VTF that utilizes the services provided by the DVS network.
 - (1) Dedicated Customer: A dedicated customer denotes a VTF that uses a dedicated transmission path to connect to a regional hub for all conferences (point-to-point and multipoint).
 - (2) Dial-up Customers: A dial-up customer denotes a VTF that dials into a network when a connection is needed. VTFs that are on the same network may be dialed directly without utilizing a hub (point-to-point conferences). VTFs not on the same network or dissimilar CRYPTO equipment must utilize a hub to conduct a conference.
- b. Classified and Unclassified Transmissions: The DVS Network has the capability to support Unclassified, US Secret, US Top Secret, Allied Secret, and Allied Top Secret bridging requirements to provide VTC services to all US Forces and other operational activities deployed worldwide.
- c. Centralized Hubs: There are five DVS Hubs located worldwide and controlled from the Video Network Management Center (VNMC) at Dranesville, VA. Each hub contains numerous multipoint control units (MCUs) and assorted COMSEC equipment to support VTCs.

2-2-2. DVS Situation

The growth and importance of the DVS Network continues with increased visibility and emphasis on conference call quality and completion. The workload and criticality of the

system requires trained and certified facilitators who will provide the best opportunity for a successful conference.

2-2-3. DVS Facilitator Evaluation Criteria

Facilitators assigned to DVS associated facilities are encouraged to attain a DVS certification. The performance measures for certification include those essential to the operational effectiveness of the VTC facility. Specific performance criteria and standards for evaluating and certifying DVS facilitators are defined in Appendix B.

2-3. DVS Facilitator Certification Training Program (DFCTP) Description:

The DFCTP establishes a set of standardized and measurable skills, knowledge, and abilities for DVS associated facilitators. The goal of DFCTP is to minimize facilitator errors, enhance the success of DVS conferences, and provide overall customer satisfaction.

2-3-1. DVS Facilitator Certification Syllabus

The DFCTP is based on two syllabuses (Level 1 and Level 2) that systematically outline the technical knowledge that an incumbent or new facilitator (with a minimum of six months experience) will be required to master in order to achieve DVS certification.

2-3-2. Technical Certification

Two Levels (1 and 2) comprise the DFCTP process. The two levels and their relationship to the DVS facilitator position include:

- a. Level 1: Video Teleconference Workshop, which is designed as an entry-level introduction to the DVS associated facility and VTC operations. The instruction focuses on a basic introduction, equipment, scheduling, etiquette, COMSEC, and troubleshooting.
- b. Level 2: DVS Evaluation and Certification Training is designed for the experienced facilitator. The instruction expands on many of the subjects discussed in Level 1 but in greater detail. It also contains many hands on exercises including call initiation, COMSEC setup / operation, and troubleshooting. After each facilitator completes the instruction he or she will be evaluated, formally tested, and issued a DVS certification, if applicable.

2-3-3. DVS Facilitator Certification Examination:

The DVS facilitator certification examination will be a two-part process containing written and performance examinations.

- a. Written Examination: To verify the proficiency of individual DVS facilitators, a written examination will be administered. The examination will contain multiple-choice test questions based on Level 2 training (see Appendix B).
- b. Performance Evaluation: To verify the proficiency of individual DVS facilitators, a series of hands-on tasks will be administered. Each task will focus on VTC equipment and COMSEC operations (see Appendix B).

- c. Evaluation Methodology: Facilitators will be required to successfully complete Level 1 (Video Teleconference Workshop) before attending Level 2 (DFCTP).

2-4. Facilitator DFCTP Management:

The Chief, DISN Video Services is responsible for developing the performance standards and criteria for DVS facilitators, and overseeing the Performance Evaluation and Certification Program. The Chief, DISN Video Services has delegated the DVS Training Board with the authority to approve the performance standards and criteria of the DVS Facilitator Certification Program and advise on its administration.

2-5. DFCTP Responsibilities:

The responsibilities of the DFCTP reside within DVS, specifically with the Chief, DISN Video Services and the DFCTP Line of Business Manager.

2-5-1. Chief, DISN Video Services will:

- a. Maintain control over the Facilitator Evaluation and Certification Program.
- b. Award facilitator certifications based on successful completion of the DFCTP.
- c. Arbitrate issues between the DVS associated facility chain of command and DVS concerning facilitator certification, decertification, and recertification.

2-5-2. DVS DFCTP Line of Business Manager will:

- a. Administer the DFCTP.
- b. Provide staff training materials developed by the contractor with the DVS Training Board.
- c. Monitor performance criteria and standards for facilitator certification.
- d. Monitor program syllabuses to conform to changes in policy.
- e. Coordinate changes to certification, decertification, and recertification policies with the Chief, DISN Video Services.
- f. Work in conjunction with the contractor to develop both Level 1 and Level 2 training yearly class schedules, and provide registration and confirmation services for classes.

CHAPTER 3. Facilitator Evaluation

3-1. Program Administration:

The Centralized Training Facility (CTF) administrators will maintain facilitator training records. DVS associated facility personnel should ensure that facilitator duties be performed at a level commensurate with the developing facilitator's training and under the direct supervision of a certified facilitator. Facilitators must complete Level 1 and Level 2 training to be certified. The Chief, DISN Video Services will issue a facilitator their Facilitator Certification after he or she completes Level 2 training.

3-2. Request for Certification Training:

Requests for certification training may be obtained through the CTF website (<http://dvstraining.prosoft.tv>) or by e-mailing DVSVTC@prosoft.tv. The CTF registrar will provide the requester with a date and location of the next available certification class. After the facilitator has been registered, the CTF will e-mail a registration confirmation to the requester.

3-3. Examinations:

3-3-1. Written Examination

The written examination will test a facilitators' supporting knowledge of DVS facilitator tasks. The examination is comprised of a group of multiple-choice questions and requires a minimum score of 80% before proceeding to the performance examination. Scores will be recorded and forwarded to the DFCTP Line of Business Manager. A facilitator who scores less than 80% on the written examination will receive one retest. A facilitator who fails the retest will not be permitted to move on to the performance examination and will fail to certify. Facilitators who fail to certify should be rescheduled for another Level 2 class in the future (no earlier than 90 days after failure to certify).

3-3-2. Performance Examination

The performance examination will test facilitator task performance. The examination is an individual hands-on performance test and requires a minimum score of 80% for VTC equipment and a 78% for COMSEC equipment for certification. Scores will be recorded and forwarded to the DFCTP Line of Business Manager. A facilitator who scores less than the required percentage will receive counseling from a member of the CTF staff on areas of weakness. After counseling the facilitator will be allowed a period of self-study prior to retesting. The facilitator will be allowed one retest. If the facilitator does not receive a passing score on the retest, he or she will fail to certify. Facilitators who fail to certify should be rescheduled for another Level 2 class in the future (no earlier than 90 days after failure to certify).

3-4. Certification Records:

The CTF Project Manager will document facilitator certification milestones utilizing the DVS Facilitator Evaluation and Certification database. The database program will generate a Student

Information Report. An example of the Student Information Report is shown in Figure 1. Entries will include but not be limited to Site ID student supports, facilitator experience level, facility of assignment, e-mail address, mailing address of facility, contact phone number, level of training (Level 1 / 2), date and location of training, date of certification, and other events relevant to the training and certification process, for example, date recertification must occur to maintain currency.

Student Information Report							
Student Name							
Unit of Assignment	Site address	City	State	Zip Code	Contact Phone	Location	DVN Phase
E-Mail		DVS Experience	COI	COI POC		Phase ID	
DVS Phase Completed <input type="checkbox"/> Phase 1 Class Date Phase 1 Class Location				DVS Phase 1 Completed <input type="checkbox"/> Phase 1 Class Date Phase 1 Class Location			

Figure 1 (Facilitator Evaluation and Certification Report)

3-5. Certificate Issuance:

The Chief, DISN Video Services will authorize facilitator certification based on the recommendation of the DFCTP Line of Business Manager. The Chief, DISN Video Services and DFCTP Line of Business Manager will sign the Certificates. DVS-issued facilitator certificates are valid until suspended, or a facilitator exceeds the five-year recertification requirement. An example of a DVS facilitator certificate is shown in Figure 2. DVS will maintain an official record of each facilitator certification identifying the date and location where the certification took place.



Figure 2 (Facilitator Certification Certificate)

3-6. Decertification:

The facilitator's chain of command may request that a facilitator be decertified based on conditions listed below. Requests will be submitted to the Chief, DISN Video Services for review. If a facilitator is decertified, he or she may continue to perform duties under direct supervision. A facilitator may be decertified under conditions such as:

- a. Breach of security standards.
- b. An inordinate number of facilitator controllable conference errors reported.
- c. Numerous verifiable complaints received from VTC customers.

3-7. Recertification:

A facilitator may be recertified after completing Level 2 training. Facilitators must be recertified every five years, at which time they must complete Level 2 training. In the event of a large technology paradigm shift, either in equipment or operations, the field will be notified of a new requirement for recertification.

APPENDIX A - Level 1 Video Teleconference Workshop Syllabus

A-1. Intent:

The intent of this syllabus is to provide information and procedures for conducting a Level 1 Video Teleconference Workshop.

A-2. Prerequisites:

Authorized personnel may attend this course. Personnel attending Level 1 training should have at least 12 months retainability after completing the course. Security clearances must match the training venue.

A-3. Purpose of the Workshop:

Level 1 is a basic course designed to improve facilitator efficiency and effectiveness. It is the first step of a two-step facilitator certification process.

A-4. Workshop Content:

The content of this workshop is based on Joint Interoperability Test Center reports, GS25 Metrics, informal interviews with DVS facilitators, Community of Interest (COI) managers, and personnel associated with DVS operations. The information was cross-referenced with the daily customer error reports to define the training modules found in this syllabus.

A-5. Level 1 Organization:

A-5-1. Defense Information Systems Network Video Services

The Level 1 Video Teleconference Workshop is the responsibility of DVS.

A-5-2. Chain of Command

The academic chain of command consists of Chief, DISN Video Services, DFCTP Line of Business Manager, and the instructor team.

A-5-3. Instructors

Each Level 1 workshop will have two instructors assigned to provide instruction and student mentoring. Students are encouraged to seek guidance from the instructors regarding course academic questions.

A-5-4. Student Organization

Due to the short duration of the Video Teleconference Workshop there is no need for a student chain of command. The instructors are charged with the day-to-day classroom administration.

A-6. Classroom Attendance:

A-6-1. Workshop Schedule

Students will comply with the posted workshop schedule unless otherwise directed by the instructors.

A-6-2. Absences

The instructors may approve a routine absence of up to 50 minutes.

A-6-3. Tardiness:

Excessive tardiness will jeopardize Level 1 completion. Those students who persist in being tardy will be referred to the Line of Business Manager for appropriate disciplinary action.

A-7. Classroom Attire:

Classroom attire is civilian casual unless otherwise specified.

A-8. Classroom Maintenance:

A-8-1. Classroom Cleanliness

Cleanliness of the classroom is a shared responsibility.

A-8-2. Off-site Classroom Security

When a host facilitator trains off-site, classroom security is his or her responsibility.

A-9. Basic Rules of the Classroom

A-9-1. Smoking Policy

Students and instructors may smoke during breaks, but only in designated smoking areas. Use of tobacco (smoke or smokeless) products during classroom instruction is strictly prohibited.

A-9-2. Tardiness Policy

If a student is tardy, he or she must report to the instructors upon arrival at the classroom and state the reason for the tardiness. Disciplinary actions for tardiness are up to the discretion of the instructors.

A-9-3. Appearance Policy

Students are responsible for maintaining their personal hygiene and appearance. Any actions resulting in a student's failure to comply with appearance or personal hygiene standards are up to the discretion of the instructors.

A-9-4. Classroom Etiquette

Due to the large amount of information that is presented by the instructional team it is imperative that students not talk or cause a disturbance during classroom presentations. If a question arises, students are advised to raise their hands until recognized by an instructor. When working in small groups, students are encouraged to talk softly to avoid disturbing other groups. During classroom discussions, a one person talking rule will be in effect.

A-9-5. Cheating Policy

There is no requirement for independent work within the Level 1 workshop; therefore, a cheating policy is not required. Students should always do their own work where applicable.

A-9-6. Food and Drink in Classroom Policy:

If not specifically posted, there will be no food or drinks allowed during classroom instruction. No drinks or food will be allowed when students are working in computer labs or VTC suites.

A-10. Evaluation of Students:**A-10-1. Workshop Diploma Awards:**

Level 1 Workshop was designed not to contain a student performance evaluation; therefore, instructors will award a student a Certificate of Training at their discretion. A student will receive a Certificate of Training based upon his or her classroom participation and attendance.

A-10-2. Course Requirements:

Students are encouraged to be active participants in all classroom and small group discussions as well as maintain acceptable attendance records.

A-11. Workshop schedule:

The Video Teleconference Workshop is taught over a two day period and is presented in six modules utilizing scenario-based training.

A-11-1. Workshop Overview

The instructors will deliver an overview of DVS in a lecture format. The lecture will be approximately 90 minutes in length, and will contain the following:

A-11-1-1. Welcome

Instructors will welcome all the students to the Level 1 workshop and students will introduce themselves with a brief personal bio.

A-11-1-2. Workshop Development Process

Instructors will briefly discuss the process that led to the development of the Level 1 workshop to include but limited to the following:

- a. Daily Status Reports
- b. DVS Surveys
- c. DVS Personnel Interviews

A-11-1-3. Workshop Goal

Instructors will give a brief synopsis of the goals they intend to achieve during the workshop.

A-11-1-4. Administrative Information

Instructors will distribute a sign-in roster that the students will complete. Once students complete the roster, instructors will use it to develop workshop certificates as well as provide information for the facilitator certification database. The instructors will also utilize this time to inform the students of the training venue accommodations (restrooms, break areas, and phones), lunch and break times, and any other venue specific regulations.

A-11-1-5. Student introductions

Instructors will guide the students through a brief introduction including students' names, work locations / positions, VTC experiences, and what they expect to gain from the workshop.

A-11-1-6. Organization of the Student Guide

Instructors will briefly discuss the makeup of the student guide, how it is organized into six separate modules and five appendices that contain job aids, tips, checklists, scenarios, and a glossary of terms which the students will use during the workshop.

A-11-1-7. DVS Audio Visual Aid

The instructors will present an audio visual aid that will allow the students to perform a self-analysis of their understanding of DVS.

A-11-1-8. DVS System Overview

Instructors will deliver a once over the world DVS system overview that will contain information on how DISA is organized, where DVS fits into that organization, facilities operated by DISA that propagates video / audio signals that allow a VTC to take place, types of suites used for VTC, and call types utilized by DVS.

A-11-2. Equipment

The instructors will deliver the VTC Equipment module in both lecture and discussion modes. The module will be approximately one hour in length, and will contain the following:

A-11-2-1. Equipment Brands and Communications Standards

Instructors will elicit responses from the students regarding the type of equipment they use in their day-to-day operations followed by a brief lecture of the equipment brands available and communications standards, both audio and video used in DVS facilities.

A-11-2-2. Room Types

Instructors will discuss the two types of VTC rooms used in DVS associated facilities, how they are equipped, and by what methods they are connected to other VTCs to support video teleconferencing.

A-11-2-3. VTC Components

The instructors will guide the students through a discussion of the various components found in typical DVS associated facilities. They will ask students to identify the components presented and give a brief description of the functions of the components.

A-11-2-4. Studio Settings, Registration, Certification, and Validation

Instructors will discuss several items in this block of instruction. The first is the importance of setting the equipment communication strings to synchronize with DVS equipment and other DVS sites. The second is a discussion of the registration process, certifying, and validating a VTC suite with its associated equipment.

A-11-2-5. Multipoint Control Units

Instructors will discuss what a MCU is and its purpose. Due to the possible errors that an MCU could possibly introduce into a conference, the instructors will discuss how they should be used, registered and what items should be placed in a Standard Operating Procedures (SOP) document for MCU usage.

A-11-2-6. Module Reinforcement Activity

Instructors will separate the class into small groups. Each group will be given a scenario and a list of activities. Instructors will give the groups ample time to solve the activities and provide their solutions.

A-11-3. Scheduling

The instructors will deliver the VTC Scheduling module in lecture, demonstration, and discussion modes. The lecture, demonstration, and discussion modes will be approximately one hour in length, and will cover the following:

A-11-3-1. DVS Global Reservation System Demonstration

Instructors will demonstrate the online DVS Global Reservation System and answer any questions from the students.

A-11-3-2. Suggested Responsibilities

Instructors will discuss chairperson and facilitator responsibilities including conference coordination, conference requirements, attendee/ Point of Contact (POC) lists, notification of POCs / attendees, conference scheduling, and conference confirmation.

A-11-3-3. Call Configuration

The instructors will discuss and elicit student responses concerning the importance of call configuration. At a minimum, they will discuss conference security level, conference rate, audio / video mode, speed matching, chair control, conference time, and conference setup time.

A-11-3-4. Conference Reservation Requests

Instructors utilizing the lecture mode will cover how a facilitator submits a request for a conference through the Video Operations Center (VOC) or contracted carrier.

A-11-3-5. Reservation Confirmation

Instructors will discuss confirmation responsibilities of both the facilitator and the chairperson.

- a. Facilitator: At a minimum, the instructor will discuss confirmation control numbers, confirmation with conference chairperson, and confirmation notification to participating sites.
- b. Chairperson: At a minimum, the instructor will discuss reservation accuracy and attendee POC notifications.

A-11-3-6. Conference Modifications

Instructors will discuss what must occur if a conference must be modified. At a minimum, they will discuss conference time changes, additions to or deletions from the site list, security level changes, speed changes, attendee notification, and coordination with the VOC or contracted carrier.

A-11-3-7. Flag Level Conferences

Instructors will discuss the importance of pre-conference planning when a flag level conference is planned. The instructors will emphasize the need for additional setup time, confirmation of the conference reservation, and additional time for special requirements for flag officers.

A-11-3-8. Module Reinforcement Activity

Instructors will separate the class into small groups. Each group will be given a scenario and a list of activities. Instructors will give the groups ample time to solve the activities and provide their solutions.

A-11-4. Etiquette:

The instructors will deliver the VTC Etiquette module utilizing the discussion mode. The module will be approximately one hour in length, and will contain the following:

A-11-4-1. Know Your Equipment

Instructors will engage the students in a discussion concerning VTC equipment prior to a conference. The discussion will be focused on equipment capabilities, equipment status, operational status, and technical support availability at a minimum.

A-11-4-2. Know Your Schedule

Instructors will engage the students in a discussion concerning VTC suite schedules. The discussion will be focused on room scheduling, posting signs and placards as appropriate, and the development of customer check lists at a minimum.

A-11-4-3. Room Arrangement

Instructors will engage the students in a discussion concerning VTC room arrangement. The discussion will be focused on participant seating, microphone placement, and placement of additional equipment that may be required during the conference.

A-11-4-4. Day Before Conference

Instructors will engage the students in a discussion concerning activities that should be accomplished the day prior to a conference. The discussion will be focused on a review of scheduling requirements, check of VTC equipment, notification to the customer with time and date of the conference, and the importance of obtaining materials the customer will use in the conference.

A-11-4-5. Day of the Conference:-

Instructors will engage the students in a discussion concerning activities that should be accomplished the day of the conference. The discussion will be focused on area notifications, check of room configuration, check of cameras / peripherals / microphones check of suite lighting, and notifying participants if applicable.

A-11-4-6. Just Before the Conference

Instructors will engage the students in a discussion concerning activities that should be accomplished just before the conference. The discussion will be focused on how to greet participants, providing an in-briefing, explanation of suite limitations (if applicable), conducting an audio / video check, conducting a roll call, and coordinating with the customer for a 15/5 minute warning.

A-11-4-7. During The Conference

Instructors will engage the students in a discussion concerning activities that should be accomplished during the conference. The discussion will be focused on how to monitor the conference to include cameras and microphones, purge secure graphics if applicable, and troubleshoot equipment if required.

A-11-4-8. After The Conference

Instructors will engage the students in a discussion concerning activities that should be accomplished after the conference. The discussion will be focused on how to explain errors that occurred during the conference if applicable, troubleshooting errors if applicable, and resetting the suite for the next conference.

A-11-4-9. Educating the Customer

Instructors will discuss the need to educate customers in preparing a VTC, developing presentations, responsibilities, and conferencing attire to ensure a successful conference.

A-11-4-10. Audio Multipliers

Instructors will discuss topics related to using audio multipliers to enhance a conference such as when to mute microphones, movement of microphones, voice tone / pace, interrupting the speaker, allowing a pause before responding, stopping sidebar conversations, and avoiding ancillary noise during a conference.

A-11-4-11. Video Multipliers

Instructors will discuss topics related to using video multipliers to enhance a conference such as camera presets, participant movements, camera orientation, and slide presentations.

A-11-4-12. VTC Basic Courtesies

Instructors will discuss basic VTC courtesies such as paying attention, making eye contact with the camera when talking, staying awake, and being yourself when participating in a VTC.

A-11-4-13. Module Reinforcement Activity

Instructors will break the class into small groups. Each group will be given a scenario and a list of activities. Instructors will give the groups ample time to solve the activities and provide their solutions.

A-11-5. COMSEC

The instructors will deliver the VTC COMSEC module utilizing the lecture and discussion modes. The module will be approximately 90 minutes in length, and will contain the following:

A-11-5-1. COMSEC Equipment

Instructors utilizing the lecture mode will discuss the secure equipment used in DVS facilities. The equipment discussed will be KG-194 / KIV-19, KIV-7HS, Secure Terminal Equipment (STE), and Secure Telephone Unit (STU-III).

A-11-5-2. Connections

Instructors will discuss connections used by DVS and how those connections are established. The two connections they will discuss are Point-to-Point Secure and Multipoint Secure.

A-11-5-3. Keying Material (KEYMAT)

Instructors will discuss several terms that frequently appear when discussing secure communications. The terms to be covered include National Security Agency (NSA), Security Levels, Intertheater COMSEC Package (ICP), COMSEC Custodian, Local COMSEC procedures, and Standardized Tactical Entry Point (STEP) sites. Instructors will also discuss why it is important to know how to reach your COMSEC custodian.

A-11-5-4. KG-194 / KIV-19 Procedures

Instructors will discuss how to use the KG-194 / KIV – 19 to perform secure conferencing. They will cover the type of KEYMAT used, start-up procedures, error symptoms, and problems facilitators may experience while operating the equipment.

A-11-5-5. KIV-7HS Procedures

Instructors will discuss how to use the KIV-7HS to perform secure conferencing. They will cover the type of KEYMAT used, start-up procedures, error symptoms and problems facilitators may experience while operating the equipment.

A-11-5-6. Facilitator Responsibilities When Conducting a Secure Conference

Instructors will discuss the facilitator's responsibilities when preparing for and conducting a secure conference. They will also discuss how to secure the facility during the conference, control the suite audio add-ons, post conference security level, secure attendee electronic equipment, troubleshoot problems during a secure conference, halt transmissions when a participant leaves the suite, insure materials are marked with the appropriate classification, and purge all documents / slides from the buffer at the completion of the conference.

A-11-5-7. Chairperson Responsibilities When Conducting a Secure Conference

Instructors will discuss the chairperson's responsibilities when conducting a secure conference. They will discuss how to verify appropriate clearances for all attendees, poll each site to confirm participants match attendee lists, announce the security level at the beginning of the conference, mark and remove all classified material at the end of the conference, and ensure picture IDs are concealed during the conference.

A-11-5-8. Module Reinforcement Activity

Instructors will separate the class into small groups. Each group will be given a scenario and a list of activities. Instructors will give the groups ample time to master the activities and provide their solutions.

A-11-6. Troubleshooting

The instructors will deliver the VTC Troubleshooting module utilizing the lecture and discussion modes. The module will be approximately 90 minutes in length, and will contain the following:

A-11-6-1. Problem Identification

Instructors will utilize the lecture and discussion modes to describe the process a facilitator should use to solve a problem with the VTC equipment. The instructors will discuss, at a minimum, how to identify symptoms, categorize, identify possible errors, identify the stage at which the error

occurred, and take immediate actions that should be applied to resolve the error.

A-11-6-2. Immediate Actions

Instructors will discuss how a facilitator would initiate immediate actions to resolve a problem including how to assess the situation, determine if the problem is common, and how to take corrective actions.

A-11-6-3. Troubleshooting Limitations

Instructors will discuss troubleshooting limitations including following standard operating procedures when troubleshooting, changing equipment settings, and how to call for help.

A-11-6-4. Informing Conference Participants When Errors Occur

Instructors will discuss how a facilitator should inform participants when an error occurs during a conference. Topics instructors will cover include letting the attendees know what problem is suspected, providing an estimated time to correct the problem, deciding if the conference should continue, informing far sites that you are experiencing problems, and thanking participants for their understanding.

A-11-6-5. Who Can Help When You Are Experiencing a Conference Error

Instructors will discuss how to develop a technical support list, DVS operations list, and local emergency numbers. They will also discuss how to verify all the lists quarterly.

A-11-6-6. How To Describe a Problem When Calling For Help

Instructors will discuss the items a facilitator should gather prior to calling for help including all symptoms, problem category, stage of the occurrence, equipment indications, and what actions have been taken to alleviate the problem.

A-11-6-7. Module Reinforcement Activity

Instructors will divide the class into small groups. Each group will be given a scenario and a list of activities. Instructors will give the groups ample time to master the activities and provide their solutions.

A-12. Remedial Training:

Training occurs in a workshop environment; therefore, the material will not be testable. Students are encouraged to ask instructors questions during instructional periods or during breaks for those items they do not understand. Remedial training will only occur upon request from a student and will be conducted outside the normal classroom instruction.

A-13. General Instructions:

A-13-1. Student Billeting

Students attending training at the CTF will be required to make billeting arrangements in the Williamsburg, VA area. Students attending training at locations other than the CTF will be billeted in military quarters. If military quarters are not available, students should make reservations for off-post quarters.

A-13-2. Training Dates and Curriculum

Training dates and curriculum are subject to short notice changes.

A-13-3. Course Critique

Each student will complete an end-of-course critique and present it to the instructors prior to receiving a course Certificate of Training. The critique should include constructive comments and recommendations concerning the Program of Instruction (POI) and overall conduct of the course.

APPENDIX B - Level 2 DVS Facilitator Certification Training Program

B-1. Intent:

The intent of this syllabus is to provide information and procedures concerning the Level 2 Facilitator Evaluation and Certification course.

B-2. Prerequisites:

Army, Air Force, Navy Marine Corps, DOD civilian personnel, and contractors authorized to act as DVS facilitators and who have successfully completed DVS Level 1 training may attend this course. All personnel should have at least 12 months retainability after completing the course. A Secret security clearance is not required but highly recommended.

B-3. Purpose of the Course:

Level 2 is an advanced course that was designed to enhance a facilitator's knowledge and hone his or her skills running a DVS associated videoconferencing facility. If the facilitator completes Level 2 training successfully, he or she will receive a facilitator certification.

B-4. Course Description:

The content of this course is based on Joint Interoperability Test Center reports, GS25 Metrics, informal interviews with DVS facilitators, COI managers, and personnel associated with DVS operations. The information was cross-referenced with the daily customer error reports to define the training modules found in this syllabus.

B-5. Faculty Organization:

B-5-1. CTF Instructional Team

CTF staff instructors conduct the facilitator Evaluation and Certification Course. The instructional team is normally comprised of four certified instructors employed by the DVS selected contractor and is responsible for providing the highest quality training possible.

B-5-2. Defense Information Systems Network Video Services

The Level 2 Facilitator Evaluation and Certification Course is the responsibility of DVS. DVS is responsible for the content and conduct of the Level 2 certification course.

B-5-3. Chain of Command

The academic chain of command consists of Chief, DISN Video Services, Facilitator Evaluation and Certification Line of Business Manager / DVS Training Officer, and the instructor team.

B-5-4. Instructors

Each Level 2 certification course will have four instructors assigned to provide instruction and student mentoring. Students are encouraged to seek guidance from the instructors regarding course academic questions.

B-6. Student Organization:

Due to the short duration of the Facilitator Evaluation and Certification Course there is no need for a student chain of command. The instructors are charged with the day-to-day classroom administration.

B-7. Classroom Attendance:**B-7-1. Workshop Schedule**

Students will comply with the training schedule as described by the instructors on the first day of class unless otherwise changed by the instructional staff.

B-7-2. Absences

The instructors may approve a routine absence of one period (50 minutes). The Line of Business Manager must approve absences exceeding 50 minutes. The instructors will ensure that classroom absences are kept to a minimum to detract from the quality of instruction.

B-7-3. Tardiness

The instructors will ensure that tardiness does not become a problem. Those students who persist in being tardy will be referred to the Line of Business Manager for appropriate disciplinary action.

B-8. Classroom Attire:

Classroom attire will be civilian casual (please no military uniforms unless otherwise specified). The instructors will ensure that students are in proper attire and will take appropriate action where discrepancies in dress and personal appearance are noted. Repeated problems will be referred to the Line of Business Manager.

B-9. Maintenance of the Classroom:**B-9-1. Classroom Cleanliness**

Cleanliness of the classroom is a shared responsibility. The students' role is to clean off their desktops, police up all loose papers around the classroom, and place trash in the trash receptacles located in the classroom.

B-9-2. Classroom Lights

The instructors will ensure that lights are turned off and the classroom doors are secured at the conclusion of the day.

B-10. Basic Rules of the Classroom:**B-10-1. Smoking Policy**

Students and instructors may smoke during breaks; however, they may smoke only in designated smoking areas. Use of tobacco (smoke or smokeless) products during classroom instruction is strictly prohibited.

B-10-2. Tardiness Policy

If a student is tardy, he or she must report to the instructors upon arrival at the classroom and state the reason for the tardiness. Disciplinary actions for tardiness are up to the discretion of the instructors.

B-10-3. Appearance Policy

Students are responsible for maintaining their personal hygiene and appearance. Any actions resulting in a student's failure to comply with appearance or personal hygiene standards are up to the discretion of the instructors.

B-10-4. Classroom Etiquette

Due to the large amount of information that is presented by the instructional team it is imperative that students not talk or cause a disturbance during classroom presentations. If a question arises, students are advised to raise their hands until recognized by an instructor. When working in small groups, students are encouraged to talk softly to avoid disturbing other groups. During classroom discussions, a one person talking rule will be in effect.

B-10-5. Cheating Policy

The Level 2 Course contains modules that require a student to perform exercises that must be completed to standard prior to receiving a certification; therefore, a cheating policy is required. Cheating will not be tolerated. Should a student be caught cheating, his or her name will be forwarded to the Line of Business Manager for appropriate disciplinary action.

B-10-6. Food and Drink in Classroom Policy

If not specifically posted in the classroom, drinks and snacks will be allowed during classroom instruction. No drinks or food will be allowed when students are working in computer labs or VTC suites.

B-11. Evaluation of Students:**B-11-1. Certification Diploma Awards**

Level 2 Certification was designed to contain a student performance evaluation; therefore, the award of diplomas will be based upon classroom participation, student attendance, and passing scores on both the written and performance examinations.

B-11-2. Examinations

Level 2 contains two examinations. The first exam consists of a group of multiple choice questions. Students must answer a minimum of 80% of the questions correctly within 45 minutes prior to moving to the performance evaluation. The second exam is a performance examination. The performance examination contains two sub-components: hands-on equipment and hands-on COMSEC. Each sub-component must be accomplished within 20 minutes. Students must attain a score of 80% on the hands-on equipment and 78% on hands-on COMSEC to pass.

B-11-3. Examination Appeals

Students may appeal exam questions or evaluations through the Line of Business Manager. They must appeal in writing, within one week following the examinations. Students are encouraged to discuss test questions and evaluation procedures with the instructor prior to submitting a written appeal.

B-12. Academic Requirements:

Level 2 students are required to be active participants in all classroom and small group discussions. They must receive minimum scores of 80% on the multiple choice examination, 80% on the hands-on equipment, and 78% on the hands-on COMSEC performance evaluations.

B-12-1. Examination Scoring

Students must receive minimum scores of 80% on the written, 80% on the hands-on equipment, and 78% on the hands-on COMSEC to receive a certification. Students who fail to achieve a passing score on any of the examinations will receive verbal counseling from one of the CTF staff to identify areas of weakness. The facilitator will be given a period of self-study followed by a retest.

B-12-2. Retesting

CTF staff will only give one retest for each of the examinations. If a retest of the written examination is required, the facilitator must attain a minimum score of 80% to continue to the hands-on portion of the examinations. If a facilitator fails to attain an 80% on the retest, he or she will not be allowed to continue and will not receive a certification. If a retest is required on either of the two hands-on exams, the facilitator must attain minimum scores of 80% on the equipment and 78% on the COMSEC to certify. If a facilitator fails to attain passing scores on either of the hands-on exams, he or she will not be allowed to continue and will not receive a certification.

B-12-3. Retesting Policy

CTF staff will only give one retest for each examination. Facilitators who fail to attain a passing grade on the first retest will not be given another and will fail to certify.

B-12-4. Examination Failure

If a student fails to receive a passing percentage on the retest, he or she will not be allowed to continue with the hands-on portion of the testing and will fail to certify.

B-12-5. Failure To Certify Counseling

Students who fail to certify will receive one-on-one counseling from a CTF staff member. The counseling will be both verbal and written and will contain the students test percentages and subject area concerns as well as comments from the CTF instructional staff. Upon the completion of the counseling session the student will be instructed to sign and date the counseling statement. The CTF Program Manager will sign the statement and provide the student with a copy. The appropriate CTF personnel will retain the original counseling statement and a third copy will be sent to the facilitator's chain of command by the Line of Business Manager.

Date: _____

TO: _____

From: DVS Staff

Subject: Non-Completion of Level 2 Certification Training

1. The CIF Staff has identified the following areas as needing improvement:

Exam Type	Passing Score	Your Score
Written Knowledge Test	80%	
Hands-On Equipment	80%	
Hands-On CCIMREC	Go	

2. The following are areas that the CIF staff recommends that you need to review prior to attending another Level 2 Certification.

Subject Area	Area of Concern	Remarks
Technical Data		
Equipment		
Standards		
Networks		
Interfaces		
CCIMREC		
Troubleshooting		

CIF Support Staff _____ Date _____

Acknowledge Receipt of Self Improvement Suggestions

Student's Signature: _____ Date _____

Figure 3 Counseling Statement

B-12-6. Classroom Participation:

Students must participate in classroom discussions / activities, respond to the instructor's questions, and maintain an interest and a desire to learn.

B-13. Class schedule:

The DFCTP is taught over a five day period and is presented in five (5) modules and three (3) round robin hands-on training activities:

B-13-1. Technical Data

Instructors will provide the students with a once over the world understanding of the following:

- 13-1-1. Cloud
- 13-1-2. Global Information Grid (GIG)
- 13-1-3. DVS Facilities
- 13-1-4. DVS Networks

- 13-1-5. Video Teleconferencing Standards
- 13-1-6. Multiplexing and Inverse Multiplexing

B-13-2. Equipment

Instructors will discuss the many types of equipment found within a Video Teleconferencing Facility as well as equipment operations of the following:

- 13-2-1. VTC background and history
- 13-2-2. DVS conference configurations
- 13-2-3. Video Teleconferencing equipment configurations
- 13-2-4. Video Teleconferencing room configurations
- 13-2-5. Tandberg 6000 series equipment
- 13-2-6. Polycom VS4000 series equipment
- 13-2-7. Adtran Atlas 830 Inverse Multiplexer
- 13-2-8. Adtran ISU 512 Inverse Multiplexer
- 13-2-9. Access 35 Multiplexer
- 13-2-10. Integrated Controller / Control Panel
- 13-2-11. Audio Mixer
- 13-2-12. Scan Converters
- 13-2-13. Video Switchers

B-13-3. Equipment Round Robin

The instructors will guide the students through a hands-on practical exercise utilizing the Tandberg 6000, PolyCom VS 4000, and an identification exercise of equipment and interfaces in the backroom racks.

B-13-4. COMSEC

Instructors will discuss the many types of COMSEC equipment found within a Video Teleconferencing Facility as well as equipment operations of the following:

- 13-4-1. KIV-7HS
- 13-4-2. KOI-18 / KYK-13
- 13-4-3. AN/CYZ-10
- 13-4-4. KIV-19
- 13-4-5. KG-194
- 13-4-6. KEYMAT
- 13-4-7. Encryption Interoperability
- 13-4-8. Secure Switches
- 13-4-9. Dial Isolation

13-4-10. Black and Red Loopbacks

B-13-5. Troubleshooting

Instructors will discuss facilitator troubleshooting procedures, actions, and limitations. At a minimum, the following will be discussed:

13-5-1. Identifying the problem

13-5-2. Immediate actions

13-5-3. Troubleshooting Limitations

13-5-4. Obtaining Help

B-13-6. Troubleshooting / COMSEC Round Robin

The instructors will guide the students through a troubleshooting and COMSEC hands-on practical exercise utilizing the Tandberg 6000, PolyCom VS 4000, and KIV-7HS / KG-194.

B-13-7. Equipment / COMSEC / Conference Management Round Robin

The instructors will observe the students as they work through hands-on practical exercises in preparation for the final hands-on examination. Students will also work a self-paced exercise on conference management at one of the stations in the round robin training.

B-14. General Instructions:

B-14-1. Student Billeting

Students attending training at the CTF will be required to make billeting arrangements in the Williamsburg, VA area.

B-14-2. Training Dates and Curriculum:

Training dates and curriculum are subject to change within short notice.

B-14-3. Course Critique:

Each student will complete an end-of-course critique and present it to the instructors prior to receiving a DVS Facilitator Certification Certificate. The critique should include constructive comments and recommendations concerning the POI, and overall conduct of the course.

APPENDIX C - GLOSSARY OF TERMS

AFB	Air Force Base
AIG	Address Indicating Group
AIS	Automated Information System
AKAT	Allied-Cryptographic-Operational-Tape
AKAU	Allied-Cryptographic-Operational-PROM
AM	Account Manager
Amplitude	The amount of variety in a signal
Analog	Voice, video or data signal received in the same form in which it was transmitted
Antenna	Device that concentrates a beam of electromagnetic waves
ASCII	American Standard Code for Information Exchange
Assessment	Determination of individual learning
Asynchronous	Communication that doesn't take place simultaneously
ATM	Asynchronous Transmission Mode
ATO	Approval to Operate
AVC	Audio Visual Control
2B&D	Two Way ISDN Line (2ea B-channels & 1ea D-channel)
B-channel	64 kilobit-per-second bearer channel
Backbone	Primary communication path connecting multiple users
Band	Range of frequencies between defined upper and lower limits
Bandwidth	Range of frequencies that can pass over a given transmission channel
Baud	Unit of signaling speed
Binary	Computer language containing only two digits in its alphabet
BEQ	Bachelor Enlisted Quarters
Bit	Single binary digit
Bit Rate	Speed at which bits are transmitted
Black	Associated with enciphered data
BOQ	Bachelor Officer Quarters
Byte	Single computer word (generally 8 bits)
CA	Controlling Authority
CAP	Connection Approval Process
C-Band	Frequency in the 4 GHz range
Chair	Site in control of the conference
Control	

Chairperson	Individual responsible for conduct of the conference
CIK	Crypto-Ignition Key
CODEC	Coder/Decoder
COI	Community of Interest
CONUS	Continental United States
COML	Commercial Telephone Service
CAI	Computer Assisted Instruction
CBT	Computer-Based Training
COMSEC	Communications Security
CONUS	Continental United States
CRE	CUSTOMER Reported Error
COTR	Contracting Officer's Technical Representative
CTF	Centralized Training Facility
DFCTP	DVS Facilitator Certification Training Program
D-Channel	A 16 kilobit-per-second bearer channel
DAA	Designated Approving Authority
DFCTP	DVS Facilitator Certification Training Program
DII	Defense Information Infrastructure
DIRNSA	Director, National Security Agency
DISA	Defense Information Systems Agency
DISN	Defense Information System Network
DITCO	Defense Information Technology Contracting Organization
DOD	Department of Defense
DSN	Defense Switched Network
DSS-G	DISN Support Services - Global
DS/BMS-C	DISN Switched / Bandwidth Manager Services - CONUS
DTD	Data Transfer Device
DTS-C	DISN Transmission Service - CONUS
DVS	DISN Video Services
DVS-G	DISN Video Services - Global
DVI	Digital Video Interface
EKMS	Electronic Key Management System
E-Mail	Electronic Mail
End-Point	Each site in a video conference
Facilitator	Point of contact between the VOC, Hub and the customer
Far End	Other end point in a video conference
FAX	Facsimile
Font	Particular typestyle
FPS	Frames per-second
FTS-2001	Federal Telecommunications Service - Two Thousand and one
FY	Fiscal Year
GIG	Global Information Grid

GMT	Greenwich Mean Time
Hertz	Measurement of frequency
Host Site	Site controlling conference
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
Hub	Master station which allows communications between users enabling them to connect all points in a network together
ICP	Intertheater COMSEC Package
IDs	Identification Cards
IATO	Interim approval to operate
IAW	in accordance with
IMUX	Inverse Multiplexer
IP	Internet Protocol
ISDN	Integrated Services Digital Network
ITU	International Telecommunications Union
Kbps	Kilobits per second
KEK	Key Encryption Key
KEYMAT	Keying Material
KG	Cryptographic Key Generator
KIV	Cryptographic COMSEC Component
LAN	Local Area Network
LIU	Line Interface Unit
Loopback	Signal that cycles through CODEC and back to same site
MCU	Multipoint Control Unit
Mpbs	Megabits per second
MILDEP	Military Department
MTT	Mobile Training Team
MUX	Multiplexer
NATO	North Atlantic Treaty Organization
NCS	Net Control Station
NRAD	Navel Command, Control and Ocean Surveillance Center Research and Development
NSA	National Security Agency
OCONUS	Outside the Continental United States
PBX	Private Branch Exchange
PDC	Program Designator Code
POC	Point of Contact
POI	Program of Instruction
POTS	Plain Old Telephone Service
PPP	Point-to Point Protocol
PRI	Primary Rate Interface
P-T-P	Point to Point
QCIF	Quarter Common Interface Format
QoS	Quality of Service
RFS	Request for Service

RJ-11	Common Telephone Jack
RJ45	8-pin Telephone Jack
SCN	Switched Circuit Network
SME	Subject Matter Expert
SMTP	Simple Mail Transfer Protocol
SOP	Standard Operating Procedures
SPID	Service Profile Identifier
SQ	Scheduling Quotient
SQCIF	Sub Quarter Common Intermediate Format
ST	Subscriber Terminal
STE	Secure Terminal Equipment
STEP	Standardized Tactical Entry Point
STU-III	Secure Telephone Unit
T-1	DS-1 High Speed Digital Data Channel
TCP	Transmission Control Protocol
TEK	Traffic Encryption Key
TFTP	Trivial File Transfer Protocol
URL	Uniform Resource Locator
USKAT	US-Only Punched Tape Key
USKAU	US-Only FIREFLY Key
VIXS	Video Information Exchange System
VNMC	Video Network Management Center
VOC	Video Operations Center
VTC	Video Teleconferencing
VTCS	Video Teleconferencing Scheduling System
VTF	Video Teleconferencing Facility
WAN	Wide Area Network