



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY**  
HEADQUARTERS US ARMY GARRISON  
2837 BOYD AVENUE  
FORT HUACHUCA ARIZONA 85613-7001

ATZS-CDR (25)

16 June 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy - Server Standards

1. References:

- a. AR 25-1, 31 March 2002, Army Information Management.
- b. PAM 25-1-1, 27 August 1991, Installation Information Services.
- c. DA Memo 25-3 30 March 1991, Information Management.
- d. PAM 25-6, 31 June 1991, Configuration Management for Automated Information Systems.

2. Purpose. The purpose of this policy is to establish policies and procedures for the use of implementation, acquisition and transition of servers and associated automation resources, within Directorate of Information Management (DOIM) Information Processing Center (IPC).

3. Objective. The objective of this policy is to provide uniform guidance and procedures for the implementation, acquisition and transition of servers and associated automation resources, within DOIM IPC.

4. Applicability. The policies and procedures in this memorandum apply to all Fort Huachuca units/activities, including partners supported by the Fort Huachuca DOIM. They also apply to satellite activities and contractors serviced and/or supported by the Fort Huachuca DOIM.

5. Policy.

- a. It is the policy of the US Army, Fort Huachuca Directorate of Information Management to develop and implement a server systems configuration management profile for use by all Fort Huachuca units/activities, including partners, satellite activities, and contractors serviced and/or supported by the Fort Huachuca DOIM.

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b. Consistent with this policy all Fort Huachuca units/activities, including partners, satellite activities, and contractors serviced and/or supported by the Fort Huachuca DOIM requiring IPC facility server support will ensure that their sever conforms to the following:

- (1) Standard rack mount compatible server.
- (2) Minimum 2.4 GHz, Pentium 4 processed.
- (3) Minimum 512 MB, Base Memory.
- (4) Minimum 2 Hard drives (recommend 72GB ea).
- (5) Licensed Operating System (to support intended client base).
- (6) Licensed Software (to support intended client base).

c. Additionally, all Fort Huachuca units/activities, including partners, satellite activities, and contractors serviced and/or supported by the Fort Huachuca DOIM requiring IPC facility server support will provide:

(1) Funding to the Fort Huachuca DOIM for the purchase of “Wright-Line” Universal Paramount Enclosure System. (The standard server enclosure for the Fort Huachuca DOIM IPC facility.)

**NOTE: ALL SERVERS WILL BE RACK MOUNTED IN WRIGHT-LINE PARAMOUNT ENCLOSUES. ALL REQUESTS FOR EXCEPTION MUST BE SUBMITTED TO THE DIRECTOR OF INFORMATION MANAGEMENT WITH INDISPUTABLE JUSTIFICATION FOR CONSIDERATION.**

(2) Copies of all accreditations, warrantees, software and licenses for the servers and systems supported by the Fort Huachuca DOIM in the Fort Huachuca DOIM IPC facility.

(3) In the event that the Fort Huachuca unit/activity, partner, satellite activity, and contractor serviced and/or supported by the Fort Huachuca DOIM desires to have the Fort Huachuca DOIM procure the server the procedures herein established will prevail.

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6. Procedure. The procedures established by this memorandum provide guidance to all Fort Huachuca units/activities, including partners, satellite activities, and contractors serviced and/or supported by the Fort Huachuca DOIM.

a. Establishing server requirements and project management.

(1) Contact the Fort Huachuca DOIM Service Desk at extension 3-1111. This is to initiate a project requirement to the DOIM Plans and Programs section. The client will need to provide the following:

- (a) Point of contact name and alternate name.
- (b) Point of contact phone number and alternate number.
- (c) Clear concise description of server requirement.

The Fort Huachuca DOIM Service Desk will assign a project number and provide that to the initiator of the requirement.

(2) The DOIM Plans and Programs section will assign a Project Manager (PM) to the project.

(3) The assigned DOIM PM will contact the client point of contact or alternate to coordinate and document the requirements.

(4) The DOIM PM will coordinate with the DOIM Data Networks Division Chief to assess, assign and develop the server location and network requirements necessary to support the client request.

(5) The DOIM PM will coordinate with the DOIM acquisitions point of contact to develop and provide a firm fixed cost for the clients project costs.

(6) The DOIM PM will coordinate with client point of contact and provide written instructions for the transfer of funds (MIPR process) along with a firm fixed cost to the client.

(7) The DOIM PM will coordinate with DOIM budget office to track MIPR funds.

(8) The DOIM PM will coordinate with all parties involved to ensure appropriate procurement, deployment, and implementation of the server project.



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(9) Upon completion of the server project, the DOIM PM will coordinate with client point of contact and DOIM Data Networks Division Chief to secure and document acceptance of the completed project.

b. Establishing a Memorandum of Understanding/Level of Service Agreement.

(1) With an assigned project number from the DOIM service desk, the Fort Huachuca unit/activity, partner, satellite activity, and contractor serviced and/or supported by the Fort Huachuca DOIM must contact the DOIM Operations Chief to coordinate/negotiate a Memorandum of Understanding/Level of Service Agreement.

(2) Upon acceptable coordination/negotiation of a Memorandum of Understanding/Level of Service Agreement, the document will be prepared, coordinated, and signed. The Memorandum of Understanding/Level of Service Agreement must be signed by the Director of the requesting organization and the Director of Information Management.

(3) Memorandum of Understanding/Level of Service Agreement is to be maintained by both the requesting organization and the DOIM Operations.

(4) The Memorandum of Understanding/Level of Service Agreement is to be reviewed annually. Failure to review and document the review within 30 days of the annual review date will constitute acceptance by both parties in an as is state.

7. DOIM Provides: All Fort Huachuca units/activities, including partners, satellite activities, and contractors serviced and/or supported by the Fort Huachuca DOIM and receiving IPC facility server support can expect environmental, power, technical, security, and general systems support as a baseline level of support. Additional support requirements would be pre-coordinated and established within the Memorandum of Understanding/Level of Service Agreement.

8. The proponent for this policy is the Directorate of Information Management, 533-5211.

4 Encls

1. MIPR Process Work Sheet
2. Firm Fixed Cost Spreadsheet
3. SAMPLE Certificate of Project Acceptance
4. SAMPLE Memorandum of Understanding/  
Level of Service Agreement

LAWRENCE J. PORTOUW  
Colonel, MI  
Commander, US Army Garrison



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MIPR Process Work Sheet

**INFORMATION CHECKLIST REQUIRED FOR ISSUANCE OF MIPR**

TO ADDRESS: James Kruse-GSA Sonoran Area, FAX: 520-803-7309  
5725 N. Scottsdale Road, Suite C150  
Scottsdale, AZ 85250  
Phone: (480) 663-9721, FAX: (480) 481-9407  
(FAX CC: GSA Administration (415) 522-4015)

CONTRACT: COMPUTER SCIENCES CORPORATION, GS09K99BHD0003, TASK ORDER  
9T2Z284JKA

SUBTASK #: Subtask 4 – Installation Infrastructure Support

\$ AMOUNT: \$. Amount of money needed

PURPOSE: Sentence or short paragraph describing work needing to be done; i.e., To install 4 cable drops in bldg 12345, room 678.

**CLIENT REPRESENTATIVE: APRIL RIGG, (520) 533-7272 FAX: (520) 533-3427**

TECHNICAL POC:  
Bill Walker, (520) 538-8119

SHIPPING INFORMATION:

PAY OFFICE DODAAD (BLK 13) HQ0305  
DELIVER TO ADDRESS:  
POCs ATTN LINE: MR. JOHN MCLEAISH  
POC PHONE NUMBER: (520) 533-4623 FAX (520) 533-4720

Encl 1

SAMPLE

Firm Fixed Cost Spreadsheet

Encl 2

# SAMPLE

## Certificate of Project Acceptance

### CERTIFICATION OF PROJECT ACCEPTANCE

Certification verifies that the system performs and meets the establish requirements of the project. This certification effort must establish that the hardware and software are acceptable to all parties involved and are in accordance with established standards.

Format:

1. The certification was conducted by (team members) on (dates).
2. The results of the tested areas are:
  - a. Hardware
  - b. Software
  - c. Documentation
  - d. Accreditation
3. Effective Date. This agreement will be in effect when signed and dated.

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(Client Signature)

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(DOIM Signature)

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(Date)

---

(Date)

Encl 3

SAMPLE  
Memorandum of Understanding / Level of Service Agreement

DEPARTMENT OF THE ARMY  
Directorate of Information Management  
US Army Garrison  
Fort Huachuca, Arizona 85613-7008

MEMORANDUM OF UNDERSTANDING/LEVEL OF SERVICE AGREEMENT

BETWEEN

(The client authority and the individual)

SUBJECT: Server Systems Support

1. References:

- a. AR 25-1, 31 March 2002, Army Information Management.
- b. PAM 25-1-1, 27 August 1991, Installation Information Services.
- c. DA Memo 25-3 30 March 1991, Information Management.
- d. PAM 25-6, 31 June 1991, Configuration Management for Automated Information Systems.

2. Purpose. The purpose of this memorandum is to outline the responsibilities of management and the owner of an employee-owned PC when the employee-owned PC is to be used for the performance of official duties.

3. Scope. This memorandum will outline the responsibilities of both.

4. Understandings, agreements, support and resource requirements.

- a.
- b.
- c.
- d.

5. Effective Date. This agreement will be in effect when signed and dated.

\_\_\_\_\_  
(Client Signature)

\_\_\_\_\_  
(DOIM Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Date)

