



DEFENSE HEALTH AGENCY
7700 ARLINGTON BOULEVARD, SUITE 5101
FALLS CHURCH, VIRGINIA 22042-5101

DHA-IPM 18-010
September 20, 2019

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (MANPOWER AND RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE NAVY (MANPOWER AND RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE AIR FORCE (MANPOWER AND RESERVE AFFAIRS)
DIRECTOR OF THE JOINT STAFF
DEPUTY ASSISTANT SECRETARY OF DEFENSE (HEALTH READINESS POLICY AND OVERSIGHT)
DEPUTY ASSISTANT SECRETARY OF DEFENSE (HEALTH SERVICES POLICY AND OVERSIGHT)
DEPUTY ASSISTANT SECRETARY OF DEFENSE (HEALTH RESOURCES MANAGEMENT AND POLICY)

SUBJECT: Interim Procedures Memorandum 18-010, Medical Community of Interest (Med-COI) Circuits

References: (a) DoD Directive 5136.01, "Assistant Secretary of Defense for Health Affairs (ASD(HA))," September 30, 2013, as amended
(b) DoD Directive 5136.13, "Defense Health Agency (DHA)," September 30, 2013
(c) DHA-Procedural Instruction 5025.01, "Publication System," August 21, 2015, as amended
(d) DHA Health Information Technology Catalog of Services, June 14, 2016¹
(e) DHA Mission Partner Website, <https://io.dha.health.mil>
(f) Defense Information Systems Agency Circular 310-65-1, "Channel and Circuit Allocation: Circuit and Trunk Table Management for the Department of Defense Information Network," April 14, 2014

Purpose. This Defense Health Agency-Interim Procedures Memorandum (DHA-IPM), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through (f), establishes the Defense Health Agency's (DHA) procedures to procure and to establish contact and support for the deployment and monitoring of the installation of the Med-COI circuits. Another DHA-Procedural Instruction, "Circuit Management," will cover all other circuits and services of the Medical Circuit Management Office (MCMO).

Applicability. This DHA-IPM applies to the DHA and its organizations to include the Military Medical Treatment Facilities (MTFs) and other potential DHA Med-COI customers.

¹ This reference may be found at: https://info.health.mil/hit/id/km/intranet/Guides/HIT_Catalog_of_Services.pdf

Policy Implementation. It is DHA's instruction, pursuant to References (c) through (f), that the procedures outlined in this DHA-IPM will implement policies of the DoD, DHA, and the Defense Information Systems Agency (DISA) to procure and monitor the installation of Med-COI circuits.

Responsibilities. See Attachment 1.

Procedures. Med-COI circuits are identified through meetings with the MCMO, which is part of the Operations and Sustainment Division, and the Med-COI Program Management Office (PMO), which is part of the Architecture, Advanced Concepts & Engineering (AACE) Division. The Med-COI PMO sends the Circuit Request Forms (CRFs) to MCMO for provisioning these circuits through DISA. DISA procedures are identified in Reference (f). Any issues or questions regarding Med-COI circuits, or the deployment of these circuits, may be addressed to the MCMO at DHA Joint Base San Antonio Operations Sustain Mailbox @<dha.jbsa.ops-sustain.mbx.hit-io-os-mcmo@mail.mil>

Releasability. **Cleared for public release.** This DHA-IPM is available on the Internet from the DHA SharePoint site at: <http://www.health.mil/dhapublications>.



R. C. BONO
ADM, MC, USN
Director

Attachments:

As stated

cc:

Acting Assistant Secretary of Defense for Health Affairs

Surgeon General of the Army

Surgeon General of the Navy

Surgeon General of the Air Force

Medical Officer of the Marine Corps

Joint Staff Surgeon

Director of Health, Safety, and Work-Life, U.S. Coast Guard

Surgeon General of the National Guard Bureau

Director, National Capital Region

ATTACHMENT 1

RESPONSIBILITIES

1. CHIEF, MCMO. The Chief, MCMO, will:

- a. Serve as Contracting Officer's Representative (COR) for the circuit management team.
- b. Direct provisioning, management, and discontinue actions of Med-COI, as well as wide area network circuits supporting Military Health System (MHS) centrally-managed automated information systems.
- c. Interface with DISA, Defense Information Technology Contracting Office, the Service Medical Chief Information Officers, and MHS customers on circuit management issues;
- d. Review and approve bandwidth requirements' analyses, and provide recommendations concerning bandwidth availability.

2. MCMO TEAM. The MCMO Team will:

- a. Evaluate, coordinate, prepare, process, provide quality control, and track all circuit actions.
- b. Track and validate Med-COI circuit requests from the Med-COI PMO.
- c. Provide circuit management weekly, monthly, and quarterly reports.
- d. Provide circuit expertise and circuit status, as required.
- e. Work closely with sites, Med-COI PMO, DISA, and Space and Naval Warfare Systems Command (SPAWAR) to ensure delivery and completion of Med-COI circuits.
- f. Send DISA authorized service interruption messages to the affected MHS site or sites to inform them when scheduled maintenance, upgrades, engineering changes, or complete shutdown is required.
- g. Provide information on System Network Approval Process or circuit accreditation status, if available, in conjunction with the Information Assurance team, when needed, to implement pending circuits.
- h. Track Defense Health Agency Global Service Center (DHAGSC)-identified circuit issues when circuit management assistance is requested.

i. Work with site personnel, commercial vendors, and PMO representatives to complete installation, de-installation, and upgrade of Med-COI circuits.

j. Serve as primary point of contact with DISA/Defense Information Technology Contracting Office on circuit contracts.

3. MED-COI PMO, AACE DIVISION. The MED-COI PMO, AACE Division, will:

a. Survey and schedule MTFs for Med-COI circuit implementation.

b. Complete MCMO CRF, and send to MCMO for processing, provisioning, and monitoring implementation of Med-COI circuits.

c. Work closely with sites, MCMO, DISA, and Space and Naval Warfare Systems Command to ensure delivery and completion of Med-COI circuits.

4. DHAGSC. The DHAGSC will:

a. Receive, document, and route circuit-related incidents as trouble tickets to DISA or the appropriate agency.

b. Follow up on the resolution of trouble tickets if necessary.

5. DISA. DISA will:

a. Process each circuit request submitted by MCMO.

b. Issue a Telecommunications Service Order to authorize agencies to procure and install circuits and services.

c. Send DISA authorized service interruption messages to inform MCMO when scheduled maintenance, upgrades, engineering changes, or complete shutdown is required for DISA communications systems, Med-COI circuits, Non-classified Internet Protocol Router Network, Defense Information Systems Network, or Defense Information Systems Network optical core transport.

d. Work with site personnel, commercial vendors, and MCMO representatives to complete installation, de-installation, and upgrade of Med-COI circuits.

e. Work with MCMO, site personnel, commercial vendors, and Service representatives to resolve Med-COI circuit incidents, and document resolution.

6. SITE PERSONNEL. Site personnel will:

- a. Work with DHA and DISA personnel, commercial vendors, and PMO representatives to complete installation, de-installation, and upgrade of Med-COI circuits.
- b. Report issues concerning Med-COI circuits via the DHAGSC process.
- c. Work closely with DHA staff to proactively identify additional circuit requirements, as well as identified circuits that are no longer required.

GLOSSARY

ABBREVIATIONS AND ACRONYMS

AACE	Architecture, Advanced Concepts & Engineering
COR	Contracting Officer's Representative
CRF	Circuit Request Form
DHA	Defense Health Agency
DHAGSC	Defense Health Agency Global Service Center
DHA-IPM	Defense Health Agency-Interim Procedures Memorandum
DISA	Defense Information Systems Agency
MCMO	Medical Circuit Management Office
Med-COI	Medical Community of Interest
MHS	Military Health System
MTF	Medical Treatment Facility
PMO	Program Management Office