



DEFENSE HEALTH AGENCY
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DHA-IPM 18-011
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 18-011, Video Network Center (VNC) Endpoint Standards

References: See Attachment 1.

Purpose. This Defense Health Agency-Interim Procedures Memorandum (DHA-IPM), based on the authority of References (a) through (c), and in accordance with the guidance of References (d) through (g):

- Provides guidance for video network endpoint standards required for sites to connect to the Defense Health Agency (DHA) VNC network. These standards will help ensure security compliance, efficiency, and best practices are maintained across the DHA network. Meeting certification requirements brings many benefits, including: increased assurances of a successful video teleconference (VTC) experience, full access to bridge and point-to-point calls, and access to peer video networks, including the Department of Veterans Affairs, academia, and industry partners. Compliance with stated standards does not preclude users connecting to other DoD approved networks.
- This DHA-IPM is effective immediately; it will be converted into a DHA-Procedural Instruction. This DHA-IPM will expire effective 12 months from the date of issue.

Applicability. This DHA-IPM applies to Army Medical Department, United States Air Force Medical Service, and the Navy Bureau of Medicine and Surgery (referred to collectively in this DHA-IPM as the “Service Medical Departments”).

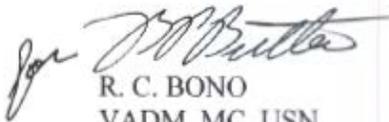
Policy Implementation. It is DHA’s policy, pursuant to References (d) through (g), that all video endpoint devices connecting to the DHA VNC video network will adhere to DHA VNC standards.

Responsibilities. See Attachment 2.

Procedures. See Attachment 3.

Information Collection Requirements. The Service Medical Departments will provide quarterly reports to the DHA on the status of VTC endpoint compliance efforts by the sites.

Releasability. **Cleared for public release.** This DHA-IPM is available on the Internet from the Health.mil site at: www.health.mil/DHAPublications.



R. C. BONO
VADM, 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

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) DoD Instruction 8100.04, “DoD Unified Capabilities (UC),” December 9, 2010
- (e) Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIG)¹
- (f) Video Network Center System Requirements and Information²
- (g) Public Law 104-191, Sections 261-264, “Health Insurance Portability and Accountability Act of 1996”
- (h) DoD 6025.18-R, “DoD Health Information Privacy Regulation,” January 2003

¹ This reference can be found at: <https://iase.disa.mil/stigs/Pages/index.aspx>

² This reference can be found at: <https://vnc.health.mil>

ATTACHMENT 2

RESPONSIBILITIES

The following provides interim amplifying guidance for requirements to connect to the DHA Deputy Assistant Director, Information Operations (DAD IO)/J-6 VNC. This DHA-IPM provides responsibilities to achieve and maintain standards for video systems, maintenance, and assurance of security for devices connecting to the DHA VNC video network, based on the authority of References (a) and (b), and in accordance with the guidance of References (c) and (h).

1. DHA DAD IO/J-6. The DHA DAD IO/J-6 will:

- a. Provide overall management and control of the DHA video network to ensure security compliance, efficiency, and best practices are maintained.
- b. Work with the Services to develop and implement a plan to bring all VTC endpoints connecting to the VNC into compliance.
- c. Provide guidance and recommendations for compliant hardware and maintenance requirements.
- d. Assist sites to certify their endpoints when they are installed or upgraded.
- e. Continue to provide VTC bridge access on a case-by-case basis as sites upgrade their equipment.
- f. Maintain a website with current system requirements, a list of compliant systems, technical support, and Frequently Asked Questions.

2. SERVICE MEDICAL DEPARTMENTS. The Service Medical Departments will:

- a. Work with the DHA DAD IO/J-6 to ensure all of their endpoints connecting to the VNC are in compliance with References (d) and (e) and in accordance with the guidance of Reference (f).
- b. Develop a plan for all sites to be compliant or actively working to become compliant within 180 days post publication of this DHA-IPM. Endpoints must:
 - (1) Be compatible with an internet protocol (IP)-based network.
 - (2) Use current equipment on the DoD Approved Products List.

(3) Be in compliance with latest approved firmware upgrade for Information Assurance compliance.

(4) Endpoint managers must have assurance of access to manufacturer firmware upgrades. VNC policy (Reference (f)) follows DoD guidance (References (c) and (d)) to ensure a maintenance agreement is in place and activated to provide assurance of network security compliance. The VNC will provide guidance on obtaining vendor-provided agreements; however, it is the endpoint managers' responsibility to procure contracted agreements.

(5) Provide quarterly status checks to the DHA until all sites are compliant.

c. Ensure sites establish maintenance contracts to provide site managers ability to perform required firmware upgrades in accordance with DoD and DHA standards (References (c) through (e)). Normal procurement provide only 1 year of firmware upgrades. A maintenance contract for video endpoints provides assurance of firmware upgrades for the equipment lifecycle.

ATTACHMENT 3

PROCEDURES

All amplifying information and points of contact for the following procedures can be found on the VNC website (<https://vnc.health.mil>).

a. Compatibility. Utilize the VNC website (<https://vnc.health.mil>) to ensure current equipment, or equipment to be purchased, meets DoD network device approval and VNC Enterprise Infrastructure compatibility requirements. Contact the VNC for compatibility verification of endpoints not listed on the VNC website (<https://vnc.health.mil>).

b. Endpoint Equipment. Contact the VNC to register and certify endpoint equipment with the VNC.

In accordance with References (d) through (h):

c. DHA Video Network Endpoint Standards. The VNC requires all video endpoints operating on the DHA video network to meet DoD standards for currency, assured security, and sustainment. Further, the VNC uses established best practices and procedures for maintaining the integrity and quality of the video network.

(1) Endpoints. All systems must be current on the DoD Approved Products List and compatible with the VNC Enterprise VTC Infrastructure (see VNC website, or contact VNC for endpoint compatibility verification).

(2) Firmware. Systems must be in compliance with latest approved firmware upgrade for Information Assurance compliance.

(3) Maintenance. In order to provide assurance of firmware upgrades to meet Information Assurance and Cyber compliance, customers must have a maintenance contract in place.

(4) Transport. The VNC operates on an IP-based network. Integrated Services Digital Network transport is not supported by the VNC. Endpoints must be IP compatible.

(5) Compression and Encryption. The VNC network utilizes the highest standards of compression, transport, and encryption for DoD and Health Insurance Portability and Accountability Act support. To meet Health Insurance Portability and Accountability Act standards, the VNC forces encryption on all network connections.

d. Registration. All video endpoints must be registered with the VNC for video services. Registration provides client and traversal licensing and connection throughout the DHA video network and through neighbored networks such as the Department of Veterans Affairs and the U.S. Army 7th Signal video network.

e. Certification. All video endpoints must conduct a one-time certification for multipoint video bridging. Certification is a best practice that provides the highest degree of quality and reduces common errors, issues, and problems. Procedures for certification are found on the VNC website.

f. Decertification. Endpoints exhibiting issues or problems that cause interruptions or degrade a multipoint call will be decertified. Once the customer has rectified the issue, the site can re-certify the endpoint with the VNC.

g. Exceptions. With the understanding that customers may need time to procure new systems, maintenance contracts, or conduct local network approvals for IP-based video, the VNC grants exceptions with the following stipulations:

(1) Customers must provide a plan for compliance with the VNC Chief of Technical Support or VNC Chief of Operations. The plan must include the following:

(a) Non-compliant endpoint (devices must be within hardware life cycle as identified in Reference (f)). The VNC will not approve access or waivers to endpoints that are not approved for DoD networks or past manufacturers' end of service/support date per Reference (f). These endpoints should be discarded and new equipment procured using host organization's life cycle management procedures.

(b) Reason for non-compliance.

(c) Steps taken to become compliant.

(d) Estimated date of compliance.

(2) The VNC will grant a 90-day waiver for the endpoint(s) via memorandum between the VNC Chief and the site Chief Information Officer or equivalent.

(3) Exceptions are normally for 90 days.

(4) Exceptions for longer than 90 days will need DHA DAD IO/J-6 approval to extend waiver with the VNC.

(5) Endpoints under waiver will be provided access to participate in multi-point calls. However, as with all endpoints, the VNC reserves the right to mute or disconnect any endpoint that is unstable, disruptive, or non-responsive to VNC bridge communication and direction.

GLOSSARY

ABBREVIATIONS AND ACRONYMS

DAD IO	Deputy Assistant Director Information Operations
DHA	Defense Health Agency
DHA-IPM	Defense Health Agency-Interim Procedures Memorandum
IP	internet protocol
VNC	Video Network Center
VTC	video teleconference