



CHAIRMAN OF THE JOINT CHIEFS OF STAFF INSTRUCTION

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CJCSI 6722.02
1 March 2000

GLOBAL COMMAND AND CONTROL SYSTEM (GCCS) OPERATIONAL FRAMEWORK POLICY

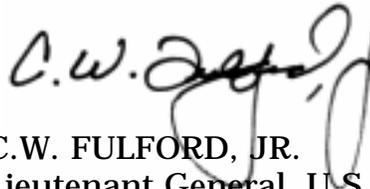
References: See Enclosure C

1. Purpose. The purpose of this instruction is to provide the framework necessary to ensure operational requirements are met by GCCS.
2. Cancellation. None.
3. Applicability. This instruction applies to CINCs, Services, and agencies (C/S/A), the Joint Staff, and all others who use the GCCS.
4. Policy
 - a. GCCS provides an Information Technology/Information Management system the National Command Authorities and subordinate elements use in the generation and application of national power. The system must be highly flexible, able to collect, process, disseminate, and protect information, and support C2 operations and decision-making processes. This information should be accurate, relevant, essential, timely, and available.
 - b. The GCCS operational environment includes automatic data processing hardware and software, communications hardware and software, applicable portions of the Defense Information Systems Network (DISN), and support activities. To provide the required operational readiness, GCCS sites will adhere to GCCS Operational Requirements for system availability (Enclosure A), and GCCS management functions (Enclosure B).
5. Definitions. See Glossary.

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6. Responsibilities. Responsibilities for operation and management of the GCCS are specified in references b and c.
7. Summary of Changes. None.
8. Releasability. This instruction is approved for public release; distribution is unlimited. DOD components (to include the combatant commands), other Federal agencies, and the public may obtain copies of this instruction through the Internet from the CJCS Directives Home Page--<http://www.dtic.mil/doctrine>. Copies are also available through the Government Printing Office on the Joint Electronic Library CD-ROM.
9. Effective Date. This instruction is effective upon receipt

For the Chairman of the Joint Chiefs of Staff:



C.W. FULFORD, JR.
Lieutenant General, U.S. Marine Corps
Director, Joint Staff

Enclosures:

- A - GCCS Operational Requirements for System Availability
- B - GCCS Operational Management Functions
- C - References
- GL - Glossary

ENCLOSURE A

GCCS OPERATIONAL REQUIREMENTS FOR SYSTEM AVAILABILITY

1. Critical Sites.

a. Within GCCS, certain information resources at key sites are defined as critical to C2 operations. Critical sites will endeavor to provide operational availability of 100 percent. Current critical sites are identified as:

- (1) National Military Command Center.
- (2) Alternate National Military Command Center (Site R).
- (3) CINC Headquarters.
- (4) Joint Force Headquarters.
- (5) Service Headquarters.
- (6) Service and transportation feeder sites.

(7) Common user data base (such as Joint Operations Planning and Execution System (JOPES), Common Operating Picture (COP), Global Status of Resources and Training System (GSORTS)).

b. In order to meet the operational availability requirement, critical sites will endeavor to achieve:

- (1) Fully redundant critical circuits.
- (2) Uninterrupted Power Supply for all critical components comprising an end-to-end system.
- (3) Global status monitoring enabled.
- (4) Elimination of single points of failure.
- (5) Adequate staffing, training and maintenance support.

c. Scheduled outages must be conducted in accordance with the procedures specified in Enclosure B of this instruction.

2. Noncritical Sites. All other sites have an operational availability requirement of at least 98 percent. To ensure operational availability, sites must provide adequate engineering, staffing, training, and maintenance support. Backup power must be available for extended primary power outages. Scheduled system outages must be conducted in accordance with the procedures specified in Enclosure B of this instruction.

ENCLOSURE B
GCCS OPERATIONAL MANAGEMENT FUNCTIONS

General Reporting Procedures. This section defines the recurring reporting requirements of the GCCS sites to the Joint Staff. The GCCS Management Center (GMC) will be responsible for receiving, compiling, and forwarding the reports to designated Joint Staff elements. The format and information required in each report is discussed below.

a. Scheduled Outages. Sites must notify the GCCS Management Center (Pentagon) of all scheduled outages at least 48 hours in advance. Outages under 6 hours can be approved by GMC personnel. Approval of the Data Information Coordination Officer (DICO) (who is the Joint Staff J3 operational agent for GCCS) and notification of the GCCS Director (DIR) (who is the Joint Staff J6 operational agent for GCCS) are required for outages in excess of 6 hours. Once an outage has been approved, the GMC will enter the data into the trouble ticketing system as a planned outage where it can be tracked in the data base. Planned outages scheduled less than 48 hours in advance will be reported to the GMC-Help Desk by telephone or e-mail. For statistical purposes, these short notice outages may be considered unscheduled outages. GCCS Site Coordinators (GSC) should provide the following information when requesting an outage:

- (1) GCCS site name.
- (2) Start date and time of the outage in Zulu time.
- (3) Stop date and time of the outage in Zulu time (or best estimate).
- (4) Brief explanation of the outage.
- (5) Point of contact (name and telephone number).

Regularly scheduled outages such as backups, training, and preventive maintenance can be sent on a monthly basis, but no more than 30 days in advance. Specific dates, times, and explanations must be provided for each event.

b. Unscheduled Outages. GCCS sites will be required by Joint Pub 6-03.14 (update pending) to report GCCS outages and problems to the GMC. GCCS outages are considered the loss of hardware, software, or connectivity capabilities that degrade, impair, or sever a site's ability to

perform its command and control mission. The sites must attempt to notify the GMC of all unscheduled outages within 10 minutes of the problem occurring. If the site was not manned at the initial time of outage occurrence, the GMC will be immediately notified on discovery of an outage. In many cases the system and network management tools will alert the GMC of major problems through the smart agents. These problems will be captured by software that is fed from the smart agents. If the GMC has not heard anything from the site when a major problem occurs, they will start calling the site after 10 minutes. Status information must be reported to the GMC at least hourly and as significant changes in status occur until the problem is resolved. The GSC should provide the following information via secure e-mail or STU-III when reporting an outage:

(1) Reason for Outage. Explanation of the problem.

(2) Status of Actions. Explain what actions are being taken to resolve the problem.

(3) Estimated Time for Repair. Best estimate of how long to fix the problem.

(4) Corrective Action. Final closeout status report with corrective actions and restoral time.

c. Software Cutover Report. This report will be used by the GCCS sites to report the installation of software releases or segment upgrades to the GMC. The GMC will notify GCCS Site Coordinators (GSCs) when updated versions of software are available for the suite of GCCS software. The GMC will give instructions for downloading, installation, and verification testing of the new software. A timetable will be given specifying when all actions should be completed. This cutover report will provide the necessary feedback to the GMC to ensure sites have complied with the instruction. The following information will be provided via telephone or e-mail to the GMC when reporting an update to a site's software configuration:

(1) Software Installed. Identify the individual segments and version numbers.

(2) Time Installed. Date and Zulu time the software was installed in the operational system.

(3) Problems With Installation. Identify any problems encountered with installing the change.

d. Attainment of Priority Mode Operations. Priority Mode represents a higher state of readiness and is used to provide maximum support to the operational mission. The GMC will ensure that all GCCS sites are notified and proper system and network procedures are implemented when the GCCS is placed in Priority Mode. This report will be used by the GCCS sites to notify the GMC that their facility has attained the specified priority. The GMC will be notified via telephone or e-mail for this report. If the notification is via telephone the site's GCCS Site Coordinator must follow up with an e-mail within 24 hours. If communications are down, the GMC will be notified within 4 hours of the time e-mail connectivity is restored. The following information will be provided to the GMC when reporting compliance with priority mode operations:

(1) Date and Time of Attainment. Provide date and Zulu time of when the GCCS site has attained the proper mode in accordance with Joint Pub 6-03.14.

(2) Degraded Operations. List any site GCCS system or network problems that exist at the time of the attainment. Degraded conditions must be reported to the GMC in this subparagraph.

(3) Special Telephone Numbers for the GSC if the site requests the GMC to call a special number instead of the normally used telephone number at the site.

e. Classification of Reporting Data. Outage and performance data for GCCS and GCCS-T should be classified in accordance with the criteria outlined in the GCCS Security Policy (CJCSI 6731.01) and the GCCS Security Manual (CJCSM 6731.01).

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ENCLOSURE C

REFERENCES

- a. ASD(C3I) memorandum, 26 June 1995, "Management and Life-Cycle Support for the Global Command and Control System."
- b. CJCSI 6722.01 Series, "Global Command and Control System Configuration Management Policy."
- c. CJCSI 6721.01 Series, "Global Command and Control Management Structure."
- d. CJCSI 6731.01 Series, "GCCS Security Policy."
- e. CJCSM 6731.01 Series, "GCCS Security Manual."
- f. GCCS System and Network Management Concept of Operations, Version 1.8.2, 16 December 1996.

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GLOSSARY

C2	command and control
CINC	commander in chief of a unified command
CJCSI	Chairman of the Joint Chiefs of Staff Instruction
DICO	Data Information Coordination Officer
DIR	Director
GCC	Global Control Center
GCCS	Global Command and Control System
GMC	GCCS Management Center
GSC	GCCS Site Coordinator
GSORTS	Global Status of Resources and Training System
JOPEs	Joint Operations Planning and Execution System
NMCC	National Military Command Center
OASD/C3I	Office of the Assistant Secretary of Defense for Command, Control, Communications, and Intelligence
STU-III	Secure Telephone Unit - III