MEMORANDUM FOR RECORD

SUBJECT: Standard Operating Procedures for the Visual Information Branch

1. References.
   a. DOD Instruction 5040.2, Visual Information
   b. Army Regulation 25-1, Army Knowledge Management and Information Technology

2. The management and execution of Visual Information (VI) and Audiovisual Services is an Installation Management Command program. As a garrison commander I am charged with ensuring that Army resources are carefully managed, documented and monitored through the established processes. These Standard Operating Procedures (SOP) are in place to ensure that Army VI resources are appropriately and efficiently utilized to support the mission of USAG Humphreys and Area III.

3. In accordance with DOD Instruction 5040.2, “VI is the element of IT that addresses the acquisition, creation, storage, transmission, distribution, and disposition of still and motion imagery; and linear or nonlinear multimedia, with or without sound, for the purpose of conveying information. VI includes the exchange of ideas, data, and information, regardless of formats and technologies used (see DODI 5040.02). VI shall be viewed and used as an essential information resource and a supporting capability for strategic communication. Army activities shall make, acquire, or create VI, appropriately distribute VI gathered, and preserve VI obtained following procedures detailed in DODI 5040.02.”

4. Reimbursement for materials will be handled by garrison Resource Management Office.

4. The garrison VI Branch Chief, is George Jumara, 315-753-8010 george.jumara.civ@mail.mil

JOSEPH C. HOLLAND
COL, AR
Commanding
Visual Information Branch Mission Statement

Our mission is to provide timely, dynamic multimedia services and products to the United States Army Garrison Humphreys, and other Area III units to support and enhance the communications process.

Our vision is to lean forward and surpass expectations of our customers; visually enhance communications of the units’ mission, goals and direction.

DA PAM 25-91, Chapter 3–1.
M/VI contributes significantly and powerfully to the total Army mission. It uses multimedia-based information to greatly support and enhance the communications process. The communications process is the exchange of ideas, data, and information, regardless of the forms or technologies used. M/VI professionals in the M/VI community capture, create, and exploit visual images and sounds that provide timely, accurate, and highly-accessible information for communication, assessment, training, and decision-making. To continue to improve the Army M/VI Program, ongoing and deliberate business improvements must be accomplished. Immediate, long-term, and strategic plans are keys to achieving these aims.
1. PURPOSE

2. APPLICABILITY

3. OVERVIEW

4. OBJECTIVES

5. SERVICES PROVIDED

6. REFERENCES

7. RESPONSIBILITIES
   a. Customers
   b. Work order manager
   c. VI Personnel
   d. Quality Control
   e. Material Reimbursement

8. PROCEDURES
   a. Studio Photography
   b. Event Photography
   c. Event Videography
   d. Graphic Design and Illustration
   e. Audiovisual Presentation
   f. Equipment Loan
   g. Print Production
   h. Billing

9. GLOSSARY

10. ENCLOSURES
    a. DA Form 3161
    b. Command, Control, Communications, Computers, and Information Management (C4IM) Services List, Visual Information only excerpt
    c. Visual Information Ordering System (VIOS) Work Request Instructions
1. PURPOSE: The purpose of these Standard Operating Procedures (SOP) is to outline the system for the requesting, approval, and completion of services provided by the Visual Information Branch (VIB) at United States Army Garrison Humphreys (USAG-H).

2. APPLICABILITY: This SOP applies to all USAG-H and Area III units that have a current Inter Service Support Agreement (ISSA) with the garrison.

3. OVERVIEW: The Visual Information Branch uses multimedia-based information to support and enhance the communications process. Multimedia and Visual Information (VI) professionals capture, create, and exploit visual images and sounds that provide timely, accurate, and highly-accessible information for communication, assessment, training, and decision-making. The scope of VI services is comprised of Video Production, Graphic Design, Illustration, Printing Services, Photography, and Audiovisual (AV) Equipment Loan/Presentation Support.

4. OBJECTIVES: Utilize existing communication tools to improve request processes and ensure timely, efficient customer service and interaction. Identify customer responsibilities when requesting VI services. Outline the roles and responsibilities of the VI service center.

5. SERVICES PROVIDED:
   a. Photography – Department of the Army (DA) Photo Portraits, event documentation
   b. Videography - event documentation, video recording, editing, Garrison Command Channel content
   c. Graphic Design and Illustration - posters, programs, charts, logos
   d. Audiovisual Presentation - event support, equipment loan, equipment set-up
   e. Print Production – posters, charts, printing, mounting, lamination

6. REFERENCES:
   a. DOD Instruction 5040.2, Visual Information
   b. Army Regulation 25-1, Army Knowledge Management and Information Technology
   c. Army Regulation 640-30, Photography for Military Human Resources Records
   d. DA Pamphlet 25-91, Visual Information Procedures
   e. Command, Control, Communications, Computers, And Information Management (C4IM) Services List

7. RESPONSIBILITIES:
   a. Customers:
i. Submit all work requests on the Visual Information Ordering Site (VIOS), ensure there is enough time for VI personnel to create/produce product. Contact the VIB for estimated time for completing your job.

ii. Immediately contact the VIB if requirements change, e.g. cancellation, or date change.

iii. Provide sufficient information to prepare equipment for set-up for event support or on-site photo/video documentation to include location, time, and current correct contact information. Include all services that are required.

iv. Provide sufficient information to create graphics or illustration; to include size, quantity, provided photographs, text, and theme.

v. Customers borrowing items will sign a DA Form 3161 (see enclosure 1) and return items to the VIB upon completion of their requirement. VIB will contact the customer if not returned within 5 business days of stated return date. If an extension is required customers should submit a new work request in VIOS. If not returned within one week or extended an email will be sent to the customer. If not returned after two weeks or extended, an email is sent to the customer’s unit Commander.

vi. Provide sufficient information to prepare print product to include size, quantity, of products to be printed. VIB personnel will notify the customer if the provided graphics are not of sufficient quality for print production and fix or replace if time permits.

vii. Provide written permission for usage of all copyright materials used in supplied artwork or A/V requests. VIB cannot use copyrighted material without permission from the copyright owner.

b. Work Order Manager:
   i. Monitor VIOS for new customer requests.
   ii. Approve or disapprove requests in VIOS per DA Pam 25-91, paragraph 7-5, prior to accepting a new VI requirement, support personnel shall ensure appropriateness of the request in conjunction with the production manager, “M/VI productions will be used when cost-effective and appropriate to support mission requirements.”
   iii. Ensure resources are available to perform work before approving.
   iv. Assign work to VI personnel.
   v. Maintain an automated copy log of VI work orders and assignments.
   vi. Ensure contingency plans are established and back-up equipment and supplies are on-hand during photographic and video shoots to minimize downtime if equipment and/or supplies malfunction.

c. VI Personnel
ii. Coordinate with customers to ensure the approved projects are produced in time and to specifications. Clarify any questions or details that are ambiguous in request.

iii. Create/produce VI products, provide audiovisual support, and prepare equipment for loan.

iv. Document production time and the correct quantity and size of materials used in VIOS.

v. Document project completion in VIOS, notify the customer that the work is ready for pick up.

vi. Ensure that Official DoD imagery is not altered IAW DoDI 5040.02 “Prohibited alterations include the addition, removal, or changing of photographic details.” The integrity of the image must be ensured.

d. Quality Control
   i. Oversee quality of product and ensures it meets customers specifications.
   ii. Ensure billing for material reimbursement is correct and all products that were produced are accounted for in VIOS.

e. Material Reimbursement
   i. Generate invoices for the supported units, ensure correctness of costs.
   ii. Forward to finance for invoicing, follow up as required.

8. PROCEDURES

a. Submit all requests for VI and AV support through VIOS.

b. Management at the VIB will review the request and determine its appropriateness and feasibility and update the status of the request in VIOS.

c. Upon acceptance or denial of the project, VIOS will generate an electronic response automatically sent to the requester’s email and a production team member will contact the customer to verify details and coordinate estimated completion date.

d. Notify the VIB of cancellations through VIOS as soon as they are aware of the change. If the cancelation is within 24 hours of the event/appointment, notify the VIB by email or telephone.

e. Studio Photography – Department of the Army (DA) and Official Photographs:
   i. Customers will schedule the time/date for the studio appointment via VIOS as part of the work request.
   ii. For appointment no-shows, an email will be sent to the member’s commander
   iii. Customer must provide a memorandum from the passport office for official government sponsored passport photos.
   iv. DA Photos capability is available for all soldiers. Digital photos will be uploaded to DA photograph Management Information System (DAPMIS) for
E6 and above, 02 and above, and CW2 and above. E1-E5, 01 and CW1 photos will be provided 1 print of the photo, their digital image will not be uploaded to DAPMIS IAW AR 640-30.

v. Army regulation 640-30 paragraph 6 covers the frequency at which official DA Photos can be taken

vi. Customers are responsible for the correct wear and appearance of their uniforms. Uniform items are not available for loan.

vii. Hard copy prints for Chain of Command boards will be provided in the following quantities and are unit reimbursable:
   
   1) Battalion Commanders and Battalion Sergeants Major; 7-10 prints
   2) Company Commander and First Sergeant; 3-4 prints
   3) Award photos (head and shoulders) 1 print and email to awardee
   4) Special Duty photos 2 5X7 prints and email to appointee
   5) Korean Augmentation to the United States Army (KATUSA) ETS photos 1 page of 8 small portraits approximately 2cm x 2.5 cm for the Korean Service Completion Card (Chon Yuk Chung)

f. **Event Photography** – photo documentation of official events

   i. Customers must provide pertinent information for event including a point of contact, time and place for event, and time and place for rehearsal.

   ii. Coordinate with photographer any specifics and details.

   iii. Delivery of digital event photos are made by posting onto the Garrison Flickr page (www.flickr.com/usaghumphreys), other methods of delivery must be approved by the VI chief. Any photos posted to the USAG-H Flicker site must first be approved for release by the garrison Public Affairs Office.

g. **Event Videography** – video documentation of official events

   i. Customers must provide pertinent information for event to include a point of contact, time and place for event, and time and place for rehearsal.

   ii. Coordinate with videographer any specifics and details

   iii. Coordinate with videographer the delivery format/method for Video products

   iv. Video Production requires additional coordination and production time. There are three basic phases of video production cycle:

   1) Pre-Production Phase: Hold planning meetings; conduct research; develop timelines; prepare and coordinate written scripts; and prepare storyboard and shot lists as required. For event support requests, the VI technicians will coordinate time and place to set-up with the point of contact listed on the request.

   2) Production Phase: Conduct site surveys; provide live video recording; perform editing; provide a rough-cut copy for review; and obtain legal releases for copyrights and/or permissions as required.

   3) Post-Production Phase: Edit for final cut of the video; perform duplication of the video; distribute the video to the original requestor; adapt the finished product to other media formats if required; archive the completed product.
h. **Graphic Design and Illustration:** Custom-made Graphics and illustrations for digital and printed media.
   i. Enough lead-time is required for the design/creation of customized graphics, coordinate with graphics staff for specific time requirements.
   ii. Provide the desired elements for projects that combine photographs and text, custom illustrations can be created for your project if details are provided.
   iii. Web resolution graphics are much smaller in size than print resolution graphics. Photographs taken from web sites will probably not be large enough or good enough quality for print.
   iv. The VIB cannot use copyrighted material without permission from the copyright owner. It is the customer’s responsibility to get written permission.

i. **Audiovisual Presentation Support:** Audiovisual support for official Army ceremonies and other events
   i. Customers must provide pertinent information for event including a point of contact, time and place for event, and time and place for rehearsal.
   ii. Coordinate with Audiovisual technician any specifics and details to include power requirements, podium support, number of microphones and size of the venue.

j. **Equipment Loan:** Coordinate any special requirements with the VIB, ensure you contact the VIB early enough to arrange for support.
   i. The customer will be informed when the products is complete and ready for pick up via an automated email from VIOS or a phone call.
   ii. Customers will be required to fill out a DA Form 3161 (see enclosure 1)
   iii. Customers should contact the VIB if they are unable to return the equipment at the scheduled time, a new VIOS work request will be necessary to extend the loan.
   iv. For unreturned equipment, an email will be sent to the member’s commander

k. **Print Production:** The VIB has capability to print, mount and laminate charts, graphs and posters in different sizes. Units will be responsible for reimbursement of materials for these products.
   i. The VIB cannot use copyrighted material without permission from the copyright owner. It is the customer’s responsibility to get written permission.
   ii. Graphics personnel will notify the customer if the provided graphics are not of sufficient quality for print production and fix or replace if time permits.
   iii. Graphics that are designed for smaller size lose quality when enlarged and printed. You may be asked to provide a better resolution version for print production.

l. **Billing:** VIOS will tabulate cost of materials and units will be invoiced on a monthly basis.
   i. Upon submission of work request, VIOS generates an estimate of material costs, final cost may vary from the estimate.
9. GLOSSARY

Acronyms and Abbreviations

AR  Army Regulation
AV  Audio Visual
DA Pam  Department of the Army Pamphlet
DAPMIS  Department of the Army Photograph Management Information System
DODI  Department of Defense Instruction
IAW  In Accordance With
M/VI  Multimedia/Visual Information
MOU  Memorandum of Understanding
SOP  Standard Operating Procedure
USAG-H  United States Army Garrison - Humphreys
VI  Visual Information
VIB  Visual Information Branch
VIOS  Visual Information Ordering Site
YCTV  Youth Center Television
<table>
<thead>
<tr>
<th>REQUEST FOR ISSUE OR TURN-IN (DA FORM 3161)</th>
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<tbody>
<tr>
<td>1. REQUEST NO.</td>
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<td>5. END ITEM IDENT</td>
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<tr>
<td>9. MANUFACTURER</td>
</tr>
<tr>
<td>12. ITEM NO.</td>
</tr>
<tr>
<td>16. STOCK NO.</td>
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<tr>
<td>20. CODE</td>
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<td>24. GRAND TOTAL</td>
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PREVIOUS EDITION IS OBSOLETE.
# C4IM Services List (V/M Excerpt)

**List of Network Enterprise Center (NEC) Directorate of Information Management (DIM) and Cyber Centers C4IM Services**

- The C4IM Services List pertains to NEC/DIM and Cyber Center provided services and managed infrastructure. There will be only one physical plane on the installation with one NEC/DIM network and multiple mission networks.
- Baseline Services - These services are specifically designated as "Baseline" in the C4IM Services List. Installation NEC/DIM will provide baseline IT services to Army activities on a non-reimbursable basis.
- Enhanced Services - These services are "Enhanced" services with "Enhanced" performance measures that exceed one or more of the standards listed in the C4IM Services List. Army Activities desiring "Enhanced" IT services will request and obtain these services from the installation NEC/DIM on a reimbursable basis. Army activities and the NEC/DIM will enter into support agreements for "Enhanced" Services.
- Mission Funded Services - These services are specifically designated as "Mission Funded" in the C4IM Services List. Army activities will reimburse the NEC/DIM for these services unless the NEC/DIM determines that the NEC/DIM operations cannot reasonably provide the required services. Army activities and the NEC/DIM will enter into support agreements for "Mission Funded" Services.

## Task ID & Task Description

<table>
<thead>
<tr>
<th>Task ID</th>
<th>Task Description</th>
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<tbody>
<tr>
<td>700.1.1.1</td>
<td>Provide the capability to send, store, access, retrieve, and browse email and multi-media email attachments, with interoperability across the Army, within the DoD, and outside of DoD.</td>
</tr>
<tr>
<td>700.1.1.2</td>
<td>Provide e-mail services including directory replication, access to public folders, connector services, Internet mail, calendar services, instant messaging, and team-based forwarding discussions.</td>
</tr>
<tr>
<td>700.1.1.3</td>
<td>Provide archiving, searching, and retrieval of e-mail and files from anyplace and via any policy.</td>
</tr>
<tr>
<td>700.1.1.4</td>
<td>Provide email account management/deliveries creating, deleting, supporting/guiding user with new accounts. PCS moves, general mailbox migrations, and support as a tenant to DODA.</td>
</tr>
<tr>
<td>700.1.1.5</td>
<td>Provide backup/Archive Storage, including local and remote replication, restoring/creating, and configuring E-mail services, and meet service level agreements.</td>
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</table>

## Baseline (B) / Mission Funded (MF)

<table>
<thead>
<tr>
<th>Service</th>
<th>MF/NEC</th>
<th>Availability</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail services 24x7 (less scheduled down times)</td>
<td>B</td>
<td>Next 99% reliability for e-mail</td>
<td></td>
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<tr>
<td>Mailbox size 320MB with attachment size determined by local Site policies</td>
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## Performance Standards

- **Availability:**
  - E-mail services 24x7 (less scheduled down times)
  - Next 99% reliability for e-mail

- **Response Time:**
  - Mailbox size 320MB with attachment size determined by local Site policies

## Printed on: 10/15/2013

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<tr>
<th>Task ID</th>
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<th>Service Provider</th>
<th>RDEP</th>
<th>Baseline (B) Mission Funded (RF)</th>
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<th>Response Time</th>
<th>PERFORMANCE STANDARDS</th>
<th>Capacity</th>
<th>Workload</th>
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<tbody>
<tr>
<td>751.16.3.6</td>
<td>Provide a Frequency Spectrum Manager</td>
<td>NEC</td>
<td>OCR</td>
<td>B</td>
<td>2000-1700 daily on non-holiday workdays</td>
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<tr>
<td>751.16.3.7</td>
<td>Report, investigate, and require interference caused or received by Army radio frequency (RF) operations</td>
<td>NEC</td>
<td>OCR</td>
<td>B</td>
<td>Per training week only daily, 2000-1700</td>
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<tr>
<td>751.16.3.8</td>
<td>Upon request from user, verify Spectrum certification for new user equipment</td>
<td>NEC</td>
<td>OCR</td>
<td>B</td>
<td>2000-1700 daily on non-holiday workdays</td>
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**Function - 751.16.4 - Military Affiliate Radio System (MARS)**

751.16.4.1 | Provide auxiliary communications for military, civil, and disaster efforts during periods of emergency. | NEC              |       |                                 |                    |

751.16.4.2 | Assist in offering normal communications under emergency conditions. | NEC              |       |                                 |                    |

**Function - 751.16.5 - Touch Labor Support**

751.16.5.1 | Provide local touch labor (niboshooting, repairing, etc.) | NEC              | OCR  | B                               | 24/7               | Touch Labor within 2 days |

751.16.5.2 | Provide local touch labor for troubleshooting and repair of mission related tasks. | NEC              |       |                                 |                    |

**Service 702.0 - Multimedia Information Processes** - Provide Multimedia Information support and services to support a diverse customer base.

**Primary Service Category (PSC) 702.2 - Graphic Arts Services** - Provide all types of Graphic Arts services.

**Function - 702.2.1 - Graphic Self Help**

702.2.1.1 | Operate a Media Self Help Facility by providing equipment for customer use for Graphic Arts Services. | V1 Mgr | OCR  | B                               | 2000-1700 daily on non-holiday workdays |

**Function - 702.2.2 - Graphic Arts Support**

702.2.2.1 | Furnish graphic arts services and support to include consultation, design, estimate, and produce graphic art products, records, information, reports, and statistical data. | V1 Mgr | OCR  | B                               | 2000-1700 daily on non-holiday workdays |

702.2.2.2 | Provide animation capabilities. | V1 Mgr |       |                                 | 24/7               |

702.2.2.3 | Provide custom framing, lettering, mounting and mailing for artwork. | V1 Mgr |       |                                 | 24/7               |

Printed on: 10/15/2015  Retired information is not displayed (UNCLASSIFIED)
| Task ID | Task | Service Provider | INDEP | Baseline (B) / Mission Funded (MF) | Availability | Response Time | Reliability | Resolution | Capacity | Workload |
|---------|------|------------------|-------|-----------------------------------|--------------|---------------|-------------|------------|----------|----------|----------|
| 792.3.2.4 | Produce large format graphic images. | V1 Mgr | MF | | | | | | | | |
| 792.3.2.3 | Provide 3D displays and exhibits, i.e., fabricate 2 or 3 dimensional objects. | V1 Mgr | MF | | | | | | | | |
| 792.3.2.4 | Provide recordings or copies of historical and significant events. | V1 Mgr | NM/IM | B | 2-100 daily on non-holiday workdays | | | | | | |

**Primary Service Category (PSC) 792.3 - Photography Services - Provide all types of Photography services.**

**Function - 792.3.1 - Photography**

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<tr>
<th>Task ID</th>
<th>Task</th>
<th>Service Provider</th>
<th>INDEP</th>
<th>Baseline (B) / Mission Funded (MF)</th>
<th>Availability</th>
<th>Response Time</th>
<th>Reliability</th>
<th>Resolution</th>
<th>Capacity</th>
<th>Workload</th>
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</thead>
<tbody>
<tr>
<td>792.3.1.1</td>
<td>Scan negative or positive film or other flat media, up to 11x17 or size, to electronic or archival media and/or produce high-quality prints from scans not for exceed 24x36 inches. (Includes overall camera based imagery capture).</td>
<td>V1 Mgr</td>
<td>NM/IM</td>
<td>B</td>
<td>2-100 per day on non-holiday workdays</td>
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<td>792.3.1.2</td>
<td>Provide digital photographic services in studio (such as Head &amp; Shoulders, tabletop photography and passports) and field environments such as ceremonies, on-location assignments, and special events. (Includes still camera based imagery capture).</td>
<td>V1 Mgr</td>
<td>NM/IM</td>
<td>B</td>
<td>2-100 daily on non-holiday workdays</td>
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**Function - 792.3.1.3 - Multimedia**

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<th>INDEP</th>
<th>Baseline (B) / Mission Funded (MF)</th>
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<th>Response Time</th>
<th>Reliability</th>
<th>Resolution</th>
<th>Capacity</th>
<th>Workload</th>
</tr>
</thead>
<tbody>
<tr>
<td>792.3.1.3</td>
<td>Provide large format prints, and/or lamination and mounting where required.</td>
<td>V1 Mgr</td>
<td>MF</td>
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<tr>
<td>792.3.1.4</td>
<td>Provide large scale printing and plotting with GeoG print plant facilities or Army Laboratory Print Centers.</td>
<td>V1 Mgr</td>
<td>MF</td>
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<tr>
<td>792.3.1.5</td>
<td>Provide recordings or copies of historical and significant events.</td>
<td>V1 Mgr</td>
<td>NM/IM</td>
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<td>2-100 daily on non-holiday workdays</td>
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**Primary Service Category (PSC) 792.4 - Multimedia Services - Provide all types of Multimedia services.**

**Function - 792.4.1 - Multimedia**

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<tr>
<td>7924.1.1</td>
<td>Produce S&amp;O compliant non-linear, interactive multimedia products.</td>
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<tr>
<td>7924.1.2</td>
<td>Produce S&amp;O compliant non-linear, interactive multimedia products.</td>
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<tr>
<td>7924.1.3</td>
<td>Create multimedia presentations.</td>
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<td>7925.1</td>
<td>Broadcast Command Channel.</td>
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<tr>
<td>7925.2</td>
<td>Video/Audio</td>
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<th>Function - 792.5.1 - Broadcast Command Services</th>
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<td>7925.1.1</td>
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<tr>
<th>Function - 792.5.2 - Video/Audio</th>
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Primary Service Category (PSC) 7925 - VII Broadcast/Video/Audio Services: Provide Command Channel and closed-circuit TV (CCTV) Services; provide local and non-local audio/video productions.
<table>
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<th>Task ID</th>
<th>Task</th>
<th>Service Provider</th>
<th>INDEP</th>
<th>Baseline (B)/Mission Funded (MF)</th>
<th>Availability</th>
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<th>Reliability</th>
<th>Resolution</th>
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<tr>
<td>762.5.2.6</td>
<td>Produce 508 compliant products in accordance with DoD instruction 5040.60 for local VI video productions. Local video products are those that are less than $5,000 (ex. include travel, equipment rental, administrative expenses, and other operating costs), are within the portfolio of responsibilities as per AF 3-4, and incur no direct out of pocket expenses (e.g., translation services, equipment rental or video capturing services).</td>
<td>VI Mgr</td>
<td>MU/MIM</td>
<td>B</td>
<td>2000-1700 daily on non-holiday weekdays</td>
<td>Complete all video products within 7 working days of event date</td>
<td>Test (2) copies for local productions</td>
<td>60% of requests are completed</td>
<td></td>
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</tr>
<tr>
<td>762.5.2.7</td>
<td>Produce 508 compliant products in accordance with DoD instruction 5040.60 for non-local VI video productions. Non-local video products are those that are greater than $5,000 (ex. include travel, equipment rental, administrative expenses, and other operating costs), are distributed army-wide, and incur direct out of pocket expenses.</td>
<td>VI Mgr</td>
<td>MU/MIM</td>
<td>MP</td>
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<tr>
<td>762.5.2.8</td>
<td>Research and acquire imagery from internal DoD archives.</td>
<td>VI Mgr</td>
<td>MU/MIM</td>
<td>B</td>
<td>2000-1700 daily on non-holiday weekdays</td>
<td>10 day turn around for all work orders</td>
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</tr>
<tr>
<td>762.5.2.9</td>
<td>Research and acquire imagery from outside/commercial sources.</td>
<td>VI Mgr</td>
<td>MU/MIM</td>
<td>MP</td>
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<tr>
<td>762.5.2.10</td>
<td>Provide the service to duplicate video tapes, CDs, and digital video discs (DVDs) up to locally established limits (no copyrighted material).</td>
<td>VI Mgr</td>
<td>MU/MIM</td>
<td>MP</td>
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<tr>
<td>762.5.2.11</td>
<td>Provide recordings or copies of historical and significant events.</td>
<td>VI Mgr</td>
<td>MU/MIM</td>
<td>B</td>
<td>2000-1700 daily on non-holiday weekdays</td>
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</tr>
</tbody>
</table>

Primary Service Category (PSC) 762.6 - VI Media / Equipment Support Services: Provide various VI Media / Equipment Support Services.

Function - 762.8.1 - Media / Equipment Services

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
<th>Service Provider</th>
<th>INDEP</th>
<th>Baseline (B)/Mission Funded (MF)</th>
<th>Availability</th>
<th>Response Time</th>
<th>Reliability</th>
<th>Resolution</th>
<th>Capacity</th>
<th>Worried</th>
</tr>
</thead>
<tbody>
<tr>
<td>762.8.1.1</td>
<td>Provide instruction and briefings in the use of VI systems and instructional technology.</td>
<td>VI Mgr</td>
<td>MU/MIM</td>
<td>B</td>
<td>2000-1700 daily on non-holiday weekdays</td>
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<tr>
<td>762.8.1.2</td>
<td>Maintain VI library of applicable media products for loan.</td>
<td>VI Mgr</td>
<td>MU/MIM</td>
<td>B</td>
<td>2000-1700 daily on non-holiday weekdays</td>
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</tr>
<tr>
<td>762.8.1.3</td>
<td>Provide VI equipment loans.</td>
<td>VI Mgr</td>
<td>MU/MIM</td>
<td>B</td>
<td>2000-1700 daily on non-holiday weekdays</td>
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</tbody>
</table>

Primary Service Category (PSC) 762.7 - Presentation Support: Provide public address system / presentation support for official functions (set up, operations, and tear down).

Function - 762.7.1 - Presentation Support

Printed on: 10/15/2015

Retired information is not displayed

(UNCLASSIFIED)
<table>
<thead>
<tr>
<th>Task ID</th>
<th>Task</th>
<th>Service Provider</th>
<th>MDP</th>
<th>Baseline (B) / Mission Funded (MF)</th>
<th>Availability Time</th>
<th>Response Time</th>
<th>Reliability</th>
<th>Resolution</th>
<th>Capacity</th>
<th>Workload</th>
</tr>
</thead>
<tbody>
<tr>
<td>762.7.1.1</td>
<td>Provide system/user address system/user presentation support (set up, operation, and tear down) within the area of operation of the VI facility.</td>
<td>VI Mgr</td>
<td>N/A</td>
<td>D</td>
<td>2/00-17:00 daily on non-holiday workdays</td>
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</tbody>
</table>

Primary Service Category (PSC) 762.6 - VI Service Support - Provide customers with initial POC for work requests and problem reporting; track; audit, and resolve issues; and provide feedback and close loop with customer.

**Function - 702.8.1 - Service Support**

<table>
<thead>
<tr>
<th>Task ID</th>
<th>Task</th>
<th>Service Provider</th>
<th>MDP</th>
<th>Baseline (B) / Mission Funded (MF)</th>
<th>Availability Time</th>
<th>Response Time</th>
<th>Reliability</th>
<th>Resolution</th>
<th>Capacity</th>
<th>Workload</th>
</tr>
</thead>
<tbody>
<tr>
<td>762.8.1.1</td>
<td>Receive and process work requests using automated software.</td>
<td>VI Mgr</td>
<td>N/A</td>
<td>D</td>
<td>2/00-17:00 daily on non-holiday workdays</td>
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<tr>
<td>762.8.1.2</td>
<td>Provide Property Book/Accessibility, where applicable, for VI production equipment and equipment alone $20,000.00 for user VI equipment and assessment.</td>
<td>VI Mgr</td>
<td>N/A</td>
<td>D</td>
<td>2/00-17:00 daily on non-holiday workdays</td>
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<tr>
<td>762.8.1.3</td>
<td>Provide dedicated VI consultations to customers where a work request is not expected.</td>
<td>VI Mgr</td>
<td>N/A</td>
<td>D</td>
<td>2/00-17:00 daily on non-holiday workdays</td>
<td>Complete consultation within 15 minutes</td>
<td></td>
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</tr>
<tr>
<td>762.8.1.4</td>
<td>Receive, document, assign, monitor, and close work requests via VOG.</td>
<td>VI Mgr</td>
<td>N/A</td>
<td>D</td>
<td>2/00-17:00 daily on non-holiday workdays</td>
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<tr>
<td>762.8.1.5</td>
<td>Provide help desk/systems management data analysis; includes help desk management tool and outputs associated to trend analysis and help desk performance.</td>
<td>VI Mgr</td>
<td>N/A</td>
<td>D</td>
<td>2/00-17:00 daily on non-holiday workdays</td>
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<tr>
<td>762.8.1.6</td>
<td>Provide timely notifications by the Enterprise VI help desk of planned or unplanned system maintenance or degradation.</td>
<td>VI Mgr</td>
<td>N/A</td>
<td>D</td>
<td>2/00-17:00 daily on non-holiday workdays</td>
<td>Notifications sent no less than 24 hours prior to scheduled outage</td>
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<tr>
<td>762.8.1.7</td>
<td>Send out customer satisfaction surveys after completion of work.</td>
<td>VI Mgr</td>
<td>N/A</td>
<td>D</td>
<td>2/00-17:00 daily on non-holiday workdays</td>
<td>Surveys sent within 3 working days of product</td>
<td></td>
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</tbody>
</table>
Visual Information Ordering System (VIOS) Work Request Instructions

- Basic information for all requests  
- Requesting Studio Photography Support  
- Requesting Event Photography Support  
- Requesting Event Videography Support  
- Requesting Graphic Design and Illustration Support  
- Requesting Audiovisual Support  
- Requesting Audiovisual Equipment Loan  
- Requesting Print Support
Basic Information for all Requests

Select Asia

Select your digital certificate

Select “SUBMIT WORK REQUEST”

Verify your contact information.
Add justification, select “Photography”.

This block of text will appear when you select Photography:
PHOTOGRAPHY: DA Photos (also USN, USMC, USAF), Chain of Command Portraits, Official Passport/VISA Photos for official travel, photo documentation of events and training; Printing, 35mm Negative & slide scanning, flatbed scanning up to legal size

Select the Type of Photography.
Requesting Studio Photography Support (Continued)

Fill in Details, use calendar to schedule appointment.

Select time and date from pop-out calendar.
Requesting Studio Photography Support
(Conclusion)

The scheduled appointment will populate the form.

Fill in additional comments.

Review and submit.
Select “Photography” and add justification.

Select “Photography of Special Event”
Requesting Event Photography Support (Continued)

Fill in details about the event, time, date, location etc.

Fill in additional comments.

Review and submit.
Select “Audiovisual Events (Presentation Support)” and add justification.

Fill in details about event, location, rehearsal dates, time date, etc.
Add Additional Comments. Cost estimate may not include CD/DVD media at this time. A small charge for the media may be incurred and charged to the unit.

Review and submit.
Select “Design/Graphic Services” and add justification.

Select the type of product you need.
Enter job specifics, theme, size, style, etc.

Click on “Add Products” and the blue box with the product appears. For more products, fill in required fields and hit the “Add Product(S)” button again.
Add additional comments or details about project. If printing is required, reimbursement cost cannot be calculated at this time for Graphic Design Services.

Review and submit.
Select “Audiovisual Events (Presentation Support)”.  

Fill in the type, location and time date of support you are requesting.
Add Additional Comments, no cost is incurred for presentation support.

Review and submit.
Select “Audiovisual Equipment & Loan Media Item Support”.

Select the equipment type and quantity, date required and return date.
Add Additional Comments or details, no cost is incurred for A/V Equipment support.

Review and submit.
Select “Prints, Photos, Signs and Charts” and add justification.

Select Hard Copy or Computer File.
Select specific size and specifics for your product.

Fill in Quantity, upload file to be printed and hit the “Add Product(S)” button.
For more products, fill in required fields and hit the “Add Product(S)” button again.

Add additional comments or details. The estimate may not be accurate because of actual quantity required.

Review and submit.