

20 MARCH 2003

Communication and Information

159th MULTIMEDIA SUPPORT CENTER SERVICES

COMPLIANCE WITH THIS INSTRUCTION IS MANDATORY

NOTICE: This instruction is available digitally on the Headquarters WWW site at: <https://hq.mil>

OPR: 159 CF/SCS (MSgt Daniel P. Farrell)

Certified by: 159CF/CC (Capt Arthur B. Troncoso, III)

Pages: 6

Distribution: F

This instruction establishes policy for the use of 159th Fighter Wing (FW) Multimedia Support Center (MSC) services and is applicable to all Louisiana Air National Guard (LA ANG) supported units and functions including geographically separated units. All information is referenced from AFI 33-117, *Visual Information (VI) Management*.

1. Introduction. The Multimedia Support Center will perform the functions of a Combat Visual Information Support Center during wartime contingency operations. During non-contingency operations, the function will be referred to as the 159th Multimedia Support Center. All official multimedia activities in the LA ANG will be performed or coordinated by the 159th Multimedia Support Center (159CF/SCS).

- 1.1. Location..... 159FW HQ (Building 24), Room 152
- 1.2. Hours of Operation.....0700-1630 M-F, Excluding scheduled Wing down days
- 1.3. Full-Time POC..... MSgt Daniel P. Farrell
- 1.4. Phone Numbers..... Office: 504-391-8347, Alert pager: 504-403-5606

2. Services. The MSC is composed of three sections (Graphics, Photography, and Video) that offer a wide variety of multimedia services and products for LA ANG customers, including but not limited to the following:

2.1. Graphics: Graphic artists design and produce professional high-quality artwork in electronic and print (hard copy) media formats. Specific services include the following:

- 2.1.1. Imagery support (scan, isolate, enhance, enlarge, reproduce, convert format)
- 2.1.2. Presentation asset support (theme, design, layout, graphics, audio, video)
- 2.1.3. Presentation equipment support (LCD projector, screen, set-up/operation)
- 2.1.4. Mass-publication support (assets, design, layout, pre-press vendor proof)
- 2.1.5. Certificate/plaque support (design, produce, awards/retirement/appreciation)
- 2.1.6. Internet/Intranet support (site design, graphics, banners, animations, audio)
- 2.1.7. Banquet/Conference host support (invitations, signs, badges, nameplates)

- 2.1.8. Graphic design support (patch/badge, logo, mural, photo backdrop)
- 2.1.9. Print media support (signs, posters, flyers, pamphlets, business cards)
- 2.1.10. Network support (unit approved screen savers, backgrounds)
- 2.1.11. Ops/Intel support (edit weapon systems video, accession video to MAJCOM)

2.2. Photography: Professional photographers compose, process, and print digital imagery using electronic equipment and processes. Specific services include the following:

- 2.2.1. Studio support (official, chain of command, promotion/award package)
- 2.2.2. Special event support (deployment, ceremony, promotion, retirement)
- 2.2.3. Alert support (LA ANG aircraft/personnel/contractor/vehicle accident)
- 2.2.4. Aerial support (aircraft exercises, recruiting commercials, base layout)
- 2.2.5. Presentation asset support (deployment slideshow, chain of command)
- 2.2.6. Imagery support (scan, isolate, enhance, enlarge, reproduce, convert format)
- 2.2.7. Internet/Intranet support (photos, animations, convert resolution/file format)
- 2.2.8. Mass-publication support (photos, convert resolution/file format)
- 2.2.9. Accessioning support (transfer photo assets to MAJCOM/DoD agencies)
- 2.2.10. Aircraft Maintenance support (damaged parts, modifications/upgrades)
- 2.2.11. 159FW Safety Office support (unsafe conditions, aircraft bird/lighting strikes)

2.3. Video: Professional video graphers produce local video productions using digital video cameras and digital non-linear editing systems. The Video section also maintains and operates the 159FW Close Circuit Television (CCTV) system that broadcasts programs throughout the Wing. Specific services include the following:

- 2.3.1. Historical documenting support (deployments, special events, exercises)
- 2.3.2. Training support (classes/seminars, maintenance/operating procedures)
- 2.3.3. Presentation asset support (video, audio)
- 2.3.4. Presentation equipment support (video player, monitor, set-up/operation)
- 2.3.5. Warrior Net support (CCTV broadcasting, advertise program schedule, taping)
- 2.3.6. Distance Learning support (CCTV broadcasting, scheduling, equipment set-up)

2.3.7. Tape media support (edit, tape duplication, covert tape format, archive)

2.3.8. Accessioning support (transfer video assets to MAJCOM/DoD agencies)

2.4. Miscellaneous: The MSC provides other professional services that aid in completing specific tasks for LA ANG customers. These services include the following:

2.4.1. Digital media archive support (copy data to CD-R/DVD+R for transfer or storage)

2.4.2. Equipment purchase support (recommendation/approval of multimedia equipment)

2.4.3. Defense Automated Visual Information System (DAVIS)/Defense Instructional Technology Information System support (how to use, video productions and interactive training products search assistance)

2.5. Self-Help: The MSC provides self-help nonprofessional equipment that can be signed-out to LA ANG customers. The following is a list of available equipment:

2.5.1. Digital still camera

2.5.2. Analog (VHS) video camera

2.5.3. TV/VCR on portable rack

2.5.4. LCD computer data/video projector

2.5.5. Overhead projector

3. Job Request Procedures. Requests for photographic, video, or graphic services will be accomplished on an Air Force Form 833, **Multimedia Work Order**. The requester, prior to any work being accomplished, will fill out the top portion of the AF Form 833. Emergency telephone or e-mail requests may be accepted, however, no completed job may be released until the requester or his designated representative certifies the form. *AF Form 833s will be submitted on all job requests, without exception.*

3.1. All requests submitted on an AF Form 833 will be for “official business” only in accordance with AFI 33-117. The MSC NCOIC or MSC Manager will approve questionable job requests.

3.2. The MSC NCOIC or MSC Manager will assign each AF Form 833 a priority depending on the urgency and nature of the request. Job request priorities and job turnaround times are described in detail in paragraph 4 of this instruction.

3.3. All jobs that request materials intended for public exhibition or public release (anyone outside the DoD) need authorization prior to production. The 159th Public Affairs Office will be contacted to obtain public clearance approval on MSC productions.

3.4. Reproduction of any kind of copyrighted material is strictly prohibited. MSC projects that use copyrighted material (still/motion imagery and audio) must obtain a separate license. **Note:** generally, audio and imagery obtained from commercial sources are copyrighted.

3.5. MSC personnel will ensure absolute credibility of all imagery. The alteration of a photographic, video, or graphic image, by any means, for any purpose, other than to establish the image as the most accurate reproduction of an event, is strictly prohibited. AFI 33-117, paragraph 2.8 contains limited specific exemptions to the above prohibition.

3.6. Upon completion of the job, it will be quality control checked by the MSC NCOIC or MSC Manager. If the job meets MSC Quality Control Standards (as described in 159MSCOI-05, *Production Quality Control*), then the job creator contacts the job requestor via phone or e-mail that their job has been completed.

3.7. MSC members will not deliver completed job requests assets to the customer unless approved by the MSC NCOIC or MSC Manager. When the customer arrives at the MSC for job pick-up, they will fill-out the bottom section of the AF Form 833 labeled, "Customer Critique" and "Acceptor Information".

4. Job Request Priorities and Turnaround Times. All job requests submitted to the 159MSC will assigned a priority number (1-4) on the AF Form 833 corresponding to the following designations:

4.1. Priority 1: Job requests of an emergency nature that are essential to the safety and support of the operational flying mission. This will be completed ahead of all other work in the MSC and requires an immediate turnaround. Working after "duty hours" may be required to complete the job in a safe manner. (Examples: aircraft accidents, base disasters).

4.2. Priority 2: Job requests that are considered highly important to the base mission and are required to be completed for use within 48-72 hours. (Examples: Requests from Security Police, Base Safety Office or Public Affairs Office).

4.3. Priority 3: Job requests requiring special attention due to a time constraint, security or special handling. This priority usually requires a 5-10 working day deadline. (Examples: Commander's projects, presentations, special event support).

4.4. Priority 4: Job requests that do not fall into one of the above categories are a priority 4. This priority is used when the customer does not request urgency for the product. This priority usually requires a 10-30 day turnaround.

5. MSC/VI Video Productions.

5.1. VI productions will be created for official purposes in support of the LA ANG mission.

5.2. The requester will ensure life cycle management products are available when needed. They will also ensure removal of products from service when obsolete, and preclude replication of subject matter.

5.3. Customers will request authorized local productions by submitting a DD Form 1995, **Visual Information Production Request and Report**.

5.4. MSC personnel or the requester will conduct a DAVIS search for repetitive subject matter, before submitting a request for local productions.

5.5. If local production is authorized, the requester will provide the MSC with a subject matter expert/advisor or customer representative for the creation of the production.

5.6. DD Form 1995 must be approved by requester or representative of the functional area (Operations, Support, Logistics, etc.).

5.7. Detailed instructions for completing DD Form 1995 are available in the MSC, or online at <http://dodimagery.afis.osd.mil/dodimagery/html/productions.html>. Go to: Fill Out the Visual Information Production Request and Report (DD Form 1995)

6. Handicapped Access To Multimedia Products.

6.1. Code of Federal Regulation (CFR) part 1194, section 508 concerns access to federal information by the public and federal employees with disabilities. This federal regulation impacts the multimedia community in that it requires all multimedia/video productions produced by the federal government be capable of being closed/open captioned and audio described for the visually and hearing impaired. All levels of production, including local, command or AF-wide must be capable of being made section 508 compliant.

6.2. All productions completed before 21 June 2001 are exempt from Section 508.

6.3. Customers must be prepared to fund Section 508 compliance requirements, and will so state in a letter to the base Multimedia Manager. The letter of agreement (Attachment 1) must be signed by the organizational commander of the unit requesting the product.

6.4. Each product will require an original letter to be placed into the master production folder at Tobyhanna. For local productions the original letter will be kept on file at the MSC.

7. Referenced Publication. AFI 33-117, *Visual Information (VI) Management*.

8. Forms Prescribed. AF Form 833, **Multimedia Work Order**, and DD Form 1995, **Visual Information (VI) Production Request and Report**.

BY ORDER OF THE GOVERNOR

BENNETT C. LANDRENEAU
Major General, LAARNG
The Adjutant General

OFFICIAL

//Signed//

JOHN B. SOILEAU, JR., COL, LA ANG
Acting ESSO

Attachment:
Section 508 Compliance Agreement Letter

ATTACHMENT 1

Section 508 Compliance Agreement Letter

“This letter is written with the express intent of covering any future costs for Section 508 compliance, subject to the availability of funds.” 36 Code of Federal Regulations (CFR) part 1194, Section 508 concerns access to federal information by the public and federal employees with disabilities. This federal regulation requires all multimedia/video productions produced by the federal government be capable of being closed/open captioned and audio described for the hearing and visually impaired. All levels of productions, including local, command, or AF-wide, completed after 21 June 2001, must be section 508 capable. Productions completed before 21 June 01 do not have to be retro-fitted, but must be made accessible if requested. Customers must be prepared to fund for 508 services and will so state in a letter to the base level multimedia manager. The letter of agreement must be signed by the organizational commander of the unit requesting the production. Commanders may designate a member of their organization to sign in their stead, obligating the organization. Customers at the Air Staff, MAJCOM, DRU, or FOA level will provide a letter signed by a member of the organization who has the authority to obligate the government. Each product will require an original letter to be placed into the master production folder at Tobyhanna, or in the case of a local production, the original letter will be kept on file at the originating Base Multimedia Center.

Customer 508 Agreement below

I am aware of the 36 Code of Federal Regulation (CFR) part 1194, Section 508 that affects the

AF-wide or local use of my product when requested by an individual with disabilities. I

understand that if my product, _____,
Title and PIN# or PAN#

is requested by a disabled individual and is releasable, my organization, _____

_____, is responsible for covering those costs, subject to availability of

funds, to ensure the product meets the requestor’s needs (i.e. open/closed captioning, audio

descriptive).

Organization

By: _____

Date: _____