



REPLY TO
ATTENTION OF

DEPARTMENT OF DEFENSE
UNITED STATES SOUTHERN COMMAND
3511 NW 91ST AVENUE
MIAMI, FLORIDA 33172-1217

SCCS

21 October 2003

POLICY MEMORANDUM 5-03

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Visual Information Support

1. **Purpose:** To provide policy guidance for visual information (VI) support, to include graphics/multimedia, conference rooms, photography, and video teleconferencing.
2. **References:**
 - a. Army Regulation (AR) 25-1, Army Information Management, 15 February 2003.
 - b. Department of the Army Pamphlet (DA PAM) 25-91, Visual Information Procedures, 15 February 2003.
 - c. AR 360-1, The Army Public Affairs Program, 15 September 2000.
 - d. AR 640-30, Photographs for Military Personnel Files, 1 October 1991.
 - e. AR 735-5, Policies and Procedures for Property Accountability, 10 June 2002.
3. **Scope:** This policy applies to all military, civilian, and contracted members assigned to the U.S. Southern Command Headquarters (USSOUTHCOM HQ) and its component and tenant organizations. It also applies to visitors who use USSOUTHCOM facilities.
4. **Responsibilities:**
 - a. Graphics Support:
 - (1) ASA will—
 - (a) Create, design, and prepare multimedia graphics (still and motion imagery) for presentation, transmission, and distribution for the purpose of conveying command and Department of Defense (DoD) information.
 - (b) Consult with members of USSOUTHCOM and functional proponents to determine VI requirements in support of particular needs to accomplish a specific task or mission.
 - (c) Recommend methods and techniques that can be used to enhance instruction or presentation through the use of related VI products.
 - (d) Conceive, design, and produce projects, such as training aids, exhibits, logos,

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displays, posters, publications, and presentations involving a numerous range of art media.

(e) Design and produce exhibits and displays up to a maximum size of 48" x 96". Lamination is not supported.

(f) Mount charts, signs, and maps on foam core (display board) up to a maximum size of 48" x 96". Lamination is not supported.

(g) For retirement and promotion ceremonies, design and produce one letter-size, folded, front-and-back program, not to exceed 75 copies. Personal posters are not authorized.

(h) For special-events, design and produce displays and exhibits up to a maximum size of 48" x 96"; posters not to exceed 10; and flyers, badges, covers, and participant name tent cards not to exceed 150 copies each.

(i) For conferences, create and design images applicable to the conference's theme; posters not to exceed 4; and covers, badges, and name tent cards not to exceed 150 copies each.

(j) Manage the VI self-help area, which provides customers with the use of binding equipment.

(k) Maintain an electronic library of graphics products, such as official shields, clip art, and maps, located on the **SIPRNET USSOUTHCOM Knowledge Online (SCKO)** portal, **Help Desk** channel, **SC Visual Information** window, **ASA Graphics** hyperlink.

(2) Customer will

(a) Complete a Communications Support Request form via the **SIPRNET** or **NIPRNET SCKO** portal, **Help Desk** channel, **SC Conference Support** window, **Communications Support Request** hyperlink, indicating the event's communications and VI requirements (e.g., PCs, printers, telephones, posters, place cards, etc.) ASA Requirements, Plans, and Exercises Branch (RPE) will receive the request and complete coordination. Please follow up with a phone call to the RPE point of contact (POC) at the number provided on the form.

(b) Submit a completed DA Form 3903, Visual Information (VI) Work Order, to the ASA VI Branch, Thurman Bldg, Rm 1503, requesting and justifying all VI multimedia support, at least 1 normal duty day in advance of the requirement. Submit work orders with less than 1-day advance notice through the directorate's information technology officer (ITO) or staff principal for approval.

b. Photographic Support

ASA will provide support for-

(a) Historical or significant Commander (CDR)-level and command-sponsored events, such as conferences and special-event programs.

(b) General officers representing the CDR and USSOUTHCOM at official functions.

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(c) Retirement and promotion ceremonies hosted by a general officer (not more than 10 5"x7" photo prints and a photo CD upon request).

(d) Reenlistment and award ceremonies (not more than four 5"x7" photo prints and a photo CD upon request).

(e) Distinguished visitors (DVs) (one 8"x10" print per visitor).

(f) CDR's monthly award ceremonies (digital photos posted to the **ASA VI Branch/Commander's Monthly Awards** secret LAN Outlook public folder).

(g) Promotions, awards, retirements, or farewells without presence of a general officer, subject to availability of resources. A digital camera is available for the customer to sign out in lieu of the VI photographer.

(2) The customer will submit a completed DA 3903 to the ASA VI Branch, Rm 1503, at least 1 normal duty day in advance of the requirement for all photographic support requests.

(3) The VI photographer will contact the event POC to verify and coordinate support requirements.

(4) U.S. Southern Command Public Affairs Office (SCPA) will cover newsworthy events or events with journalistic value, as determined by SCPA. Customers will coordinate still photography support of command information value with SCPA, Thurman Building, Rm 1240, phone 305-437-1213.

(5) U.S. Army Garrison-Miami will provide official Department of the Army (DA) photos. These include military personnel file, full-length and $\frac{3}{4}$ portrait official photographs of general officers, promotable colonels, commissioned officers, warrant officers, and noncommissioned officers. GM/GS-15 civilians are also included in this policy. Customers can schedule a photo shoot by calling the DA photographers at 305-437-3917 from Monday through Friday, 0800 to 1200 and from 1330 to 1630. This service is provided by appointment only, which must be made a minimum of 10 working days in advance; the last photo session will be taken at 1545. The U.S. Army Garrison-Miami photo studio is collocated with the ASA VI Branch in the Thurman Bldg, Rm 1503.

c. Audiovisual Support:

(1) ASA will—

(a) Provide support for official and special event programs (e.g., CDR's change of command, CDR's message to USSOUTHCOM members, CDR's introduction to INFOSEC training).

(b) Provide videotape duplication in the following formats: VHS, Beta Sp, 8mm, mini, and standard DV tapes. The ASA VI Branch will not duplicate any written material.

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(c) Transfer official videotape to CD. Maximum run time cannot exceed 640 MB. Videotape editing and conversion will be provided in AVI, MPEG-1, or MPEG-2 format.

(d) Provide 8mm camera for signing out to customers requiring audiovisual support for award, promotion, or retirement ceremonies. Videotapes and camera operator for the event are the customer's responsibility.

(e) Provide a portable public address (PA) system, which can include up to four speakers and two podiums with microphones, and a CD containing the national anthem and service medley. Coordination must be made 48 hours in advance. PA system is available for command events within the Thurman Building's compound only.

(f) Provide ceremonial music and slides posted to the **ASA VI Branch/Ceremony Template Files** secret LAN Outlook public folder. VI technician will not provide personal assistance in the development and creation of ceremonial music or presentations.

(g) Provide use of communications support room 1416, which must be coordinated through the ASA Requirements, Plans, and Exercises Branch (x1921/2867/1914/1945 or pagers 305-738-6088 or 305-291-0031). This room contains a SIPRNET PC, a printer, two fax machines, and two POTS telephones for use of conference attendees. Upon conclusion of the briefing, the briefer will ensure the room is clean and all equipment is on hand and operational per the room's checklist.

(h) Provide technical support and troubleshooting of the cable television (CATV) system.

(2) The customer will submit a completed DA 3903 to the ASA VI Branch, Rm 1503, at least normal duty day in advance of the requirement for all audio and video support requests.

d. Conference Room Support – Thurman Building Only

(1) ASA will provide—

(a) Technical support and troubleshooting of VI equipment in all conference rooms.

(b) A Conference Room Operations Course per the course schedule posted at the **SIPRNET SCKO** portal, **Training** channel, to teach users how to operate the conference room equipment.

(c) Administration of the Conference Center rooms' schedule via the **SIPRNET SCKO** portal, **Help Desk** channel, **Conference Room Scheduler** hyperlink (main conference room (MCR), 1401, 1403, and 1415).

(d) Additional equipment for use in the conference rooms as requested by the customer and subject to equipment availability.

(e) Notification to the POC if an event is being moved from a Conference Center room or cancelled (MCR, 1401, 1403, and 1415). The Chief of Staff establishes priority and adjudicates

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schedule conflicts for the Conference Center rooms, not ASA. The directorate closest to the room administers the conference rooms listed below (non-SCIF area). Questions about these rooms should be addressed to the extensions listed.

Combatant Commander's Briefing Room (CCBR, Rm 2305) is administered by J3 (x3004/06)

Rm 2404 is administered by J3 (x3004/06)

Rm 1118 is administered by J4 (x1400)

Rm 2412 is administered by J5 (x1574)

Rm 1230 is administered by J6 (x1604)

(2) Customer will—

(a) Know how to operate the conference room equipment (e.g., turn on the equipment and upload and manipulate presentations). Customers may register for the mandatory Conference Room Operations Course via the **SIPRNET SCKO** portal, **Training** channel. VI technicians are not available to operate the equipment.

(b) Request conference rooms as follows:

1. For conference rooms 1414/1507 (MCR), 1401, 1403, 2305 (CCBR), 2404, and 2412, use the Conference Room Scheduler located on the **SIPRNET SCKO** portal, **Help Desk** channel, **Conference Support** window, **Conference Room Scheduler** hyperlink. Provide a valid POC name and telephone number and indicate all additional items required (e.g., whiteboard, document camera (Elmo®), cable for connecting user's laptop to display system, additional podium (MCR only), and additional hardwired microphones (MCR only)).

2. For conference rooms 1230 (J6) and 1118 (J4), call the extensions provided at paragraph 4.d(1)(e) above.

3. For conference room 1415 (VTC suite), contact the ASA VI/VTC Section at x1871/1737/1732 or Rm 1503. VTCs have priority use of conference room 1415. If the room has been scheduled for a non-VTC event, the likelihood of being moved or cancelled to make way for a VTC is extremely high. If the room is not committed to a VTC, it can be scheduled for non-VTC events not more than 12 hours in advance.

(c) Submit additional communications requirements (e.g., telephones, laptops, printers) by completing a Communications Support Request form via the **SIPRNET** or **NIPRNET SCKO** portal, **Help Desk** channel, **SC Conference Support** window, **Communications Support Request** hyperlink.

(d) Identify any briefings that are classified as secure compartmented information (SCI) when scheduling the conference room via the Conference Room Scheduler on the **SIPRNET SCKO** portal. Be aware that the use of SCI data storage media on conference room computers is prohibited. However, SCI briefings may be displayed on the room's projection system by utilizing either a document camera (for hard copy or transparencies) or a user-provided SCI

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laptop computer connected to the room's display system. The need for either of these options should be noted on the Conference Room Scheduler form in the **Other** area of the **Support Needed** section.

(e) Submit additional VI multimedia support requirements via a completed DA 3903 to the ASA VI Branch, Rm 1503.

(f) Arrange for physical security (guards, etc.) and follow communications security (COMSEC) procedures as necessary.

(g) Reconfirm the conference room reservation at least 24 hours prior to the start time by checking the current Conference Room Scheduler on the **SIPRNET SCKO** portal. Keep in mind that all conference room reservations are subject to last-minute cancellation based upon command priorities. Although ASA will attempt to contact the POC for reservations in the Conference Center, the customer is responsible for checking the Conference Room Scheduler.

(h) Sign for the key and remote control (if available) from the appropriate directorate at the time the reservation starts, not before. The customer is responsible for scheduling any necessary preparation time since the room is unavailable to the customer until the scheduled start time.

(i) Claim the reservation for a Conference Center room (MCR, 1401, 1403, or 1415) not later than 1 hour after the scheduled start time. If the room reservation is not claimed by that time, the room will be considered open for other customers for that particular time period.

(j) Prior to use, verify that the room's condition is as reported by the previous user by going over the last completed column of the Conference Room Inspection Checklist that is handed to the customer along with the room's key. Immediately report any discrepancy to the VI/VTC POC and document it in the "Exceptions" portion of the checklist. By accepting the room without reporting any unreported irregularity at the onset of the reserved time, the customer is approving the condition of the room, thereby relieving the previous customer from any liability for unreported damage to the equipment or room assets.

(k) After use, clean the room and inspect it using the checklist provided. Report any damage that may have occurred during use in the "Exceptions" portion of the checklist. (If you need more space, use the back of the form, identifying your user number.) Return both the inspection checklist and the room's key to the VI/VTC Section. The staff POC or briefer using the room will be held liable for any damage to the equipment or room assets.

(l) Assist all visiting briefers with use of the conference room equipment.

(m) If an equipment problem develops while using the room, contact the VI/VTC Section (x1871/1732). If no one is available at those numbers, call the Help Desk (x1234) and ask that a VI/VTC technician be paged.

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(n) Clean and repair any damage incurred during use of the facility. The customer will ensure that the facility is left in a condition ready for the next user, to include the following:

- Remove all items brought into the room by event participants.
- Turn off projectors, rack, and computer monitor.
- Remove all papers and data storage media.
- Do NOT tape any items onto the walls or screens.
- Remove any additional furniture or equipment brought into the room.
- Move all furniture back to its original layout.
- Clean the conference room table.
- Clean up any spills.
- Ensure the trash receptacle contains neither odorous nor classified materials.

e. Video Teleconferencing Support:

(1) ASA will—

(a) Provide technical support and troubleshooting of all VI video teleconferencing (VTC) equipment.

(b) Provide unclassified and secret VTC support requested with at least 8-hour advance notice. This lead time is required to complete coordination with the distant VTC station and for acquiring a VTC-capable room.

(c) Provide support on a first-come-first-served basis unless otherwise directed by the Chief of Staff.

(2) Customer will—

(a) Reserve a VTC-capable room with at least 8-hour advance notice by calling the VI/VTC Section at x1871/1737/1732 and providing the following:

1. POC name and telephone number for the VTC scheduling technician at each site participating in the call.
2. Reservation date, start time, and end time. Make the start time at least 1 hour prior to the actual VTC's start time to allow for VTC setup and testing.
3. Subject-matter title.
4. Classification of the VTC.

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5. Advance notification if slides or hard-copy documents need to be sent over the VTC signal (using a document camera).

(b) Ensure VTC content remains within the classification level authorized.

(c) Contact the VI/VTC Section and the distant-end participating parties if the VTC is changed or cancelled.

f. Events Outside the Thurman Building:

(1) ASA will provide—

(a) Only limited support, to include a portable LCD projector and a digital camera, subject to availability. ASA does not have portable projection screens.

(b) Information to contract out VI support from a commercial vendor.

(2) Customer will—

(a) Sign for ASA items requested from the VI/VTC Section in Rm 1503. ASA items will not be removed from the Miami area.

(b) Return all items on time and in good condition.

(c) Safeguard all items.

(d) Be responsible for the repair or replacement of all items that are damaged due to negligence.

(e) Contract out any additional VI support required from a commercial vendor.

5. The point of contact is the VI Branch chief at DSN 567-1737 or commercial 305-437-1737.

FOR THE COMMANDER:

Encl


MICHAEL B. LEHNERT
Brigadier General, U.S. Marine Corps
Chief of Staff

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