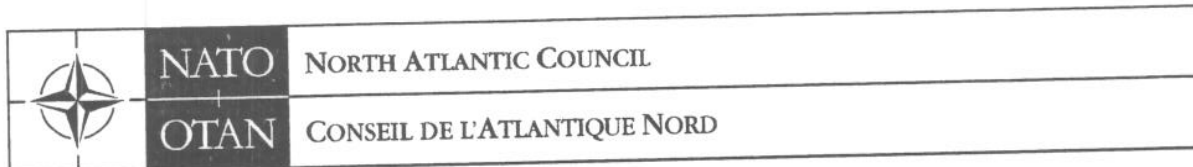


M  
A ~~A~~**NATO UNCLASSIFIED**

15 May 2008

**WORKING PAPER**  
WGNTTE(MBC)WP(2008)0027  
900.09/184  
**Silence Procedure ends:**  
**31 Jul 2008 18:00****MILITARY BUDGET COMMITTEE**  
**WORKING GROUPS OF NATIONAL TECHNICAL EXPERTS****NHQ SARAJEVO - 2009 CIS REQUIREMENTS****Note by the Secretary**

1. Members will recall that during the 2006 review of the WGNTTE business process a favourable reaction was expressed as regards application of a silence procedure on approval of budgets which demonstrated a noticeable decrease.
2. As at Enclosure, NHQ Sarajevo has submitted 2009 CIS requirements in a total amount of € 247,905, an 18% reduction in comparison with the budgetholder's 2008 requirements of € 303,741.
3. In the light of the foregoing and in order to remain consistent with past WGNTTE(MBC) decisions to streamline the budget screening process, Members are invited to consider and support these 2009 requirements under silence ending at **COB on Monday, 31 July 2008**.
4. Given the budgetholder's status as a CRO, Members are reminded that any comments will be forwarded to NOR/MI for incorporation in the IS report (reflecting the common views of the IS and of the Experts) for subsequent consideration by the MBC.

(Signed) J. Neshar

Enclosure 1: 5100/SHJ6CMR/082/08, dated 5 May 2008.

1 Enclosure

Action Officer: Ext. 4617  
Original: English**NATO UNCLASSIFIED**



SUPREME HEADQUARTERS  
ALLIED POWERS EUROPE  
B-7010 SHAPE BELGIUM



GRAND QUARTIER GENERAL  
DES PUISSANCES ALLIEES  
EN EUROPE  
B-7010 SHAPE BELGIQUE

5100/SHJ6CMR/082/08

TO: Secretary General  
North Atlantic Treaty Organisation  
Attn.: NATO HQ IS EM (BCS) WGNTTE ADP & COMM  
Boulevard Leopold III  
B-1110 BRUSSELS

SUBJECT: NATO HQ SARAJEVO FY 2009 CIS REQUIREMENTS

DATE: 05 May 2008

#### PURPOSE

1. The purpose of this document is to request the WGNTTE to screen NATO HQ SARAJEVO CIS requirements and to recommend the approval of those requirements to the MBC.

#### BACKGROUND

2. The requirements included in the attached document have been reviewed by SHAPE J6 and NCSA HQ and are supported. The requested courses cannot be provided by NCISS.

#### RECOMMENDATION

3. The Working Group of National Technical Experts is invited to:
- a. Note the information provided,
  - b. Recommend to the MBC the approval of the requirements as presented.

FOR THE ASSISTANT CHIEF OF STAFF, J6 DIVISION

*....Original Signed ....*

ANTONIO CUPPONE  
Col, ITA AF  
Chief, Management Branch  
J6 Division



COPY TO

External -

Information:

JFC HQ NAPLES  
NHQ Sarajevo

Internal -

Information:

CENTRAL RECORDS "B"  
J6/ MGB/ADMIN



# **NATO HQ Sarajevo and EUFOR 2009 CIS REQUIREMENTS**

**BUDGET CODE: 184  
CURRENCY: EUR**

**and E82  
EUR**





**TABLE OF CONTENTS**

<b>Page</b>	<b>CISI</b>	<b>Table of Contents</b>
1		Introduction
2		Summary of Requirements
5		Training NATO Civilian
6	716111	Training LWR
8	716211	Rental and Operational Lease
9	722311	Consumable Supplies
10	722321	Spare parts
11	722322	Services
12	722331	AIS Minor Equipment
13	722361	Consumable Supplies
14	722421	Services
15	722431	Minor COMMS Equipment
16	722461	Capital and Investments
17	731001	Communications Capital and Investments
18	732001	List of Acronyms
19		EUFOR Summary
20		



## INTRODUCTION

### **TOR (Mission)**

NATO Headquarters Sarajevo has three primary missions, which include BiH Defence Reform, capture of persons indicted for war crimes, and provision of support to EUFOR. NHQ Sa is assisting the BiH government to meet requirements for NATO membership, now that BiH has been invited to become part of the Partnership for Peace (PfP) program. NHQ Sa also continues certain operational support tasks, including counter-terrorism, support to the International Criminal Tribunal for the former Yugoslavia, with regard to the detention and arrest of Persons Indicted For War Crimes (PIFWCs) and intelligence sharing with EUFOR. In accordance with the Berlin Plus agreement, NHQ Sa provides Host Nation Support to EUFOR.

### **NATO-EUFOR Cost Sharing**

NHQ Sa and EUFOR have cost sharing arrangements for equipment and services used by both HQs. The percentages are based on the currently agreed cost sharing formula. The cost sharing formula (i.e. percentages) is reviewed approx. every 6 months. Changes to the cost sharing formula may have an impact on current year budget. For example, Training and Rental and Operational Lease expenses are shared between NATO and EUFOR as per the Berlin-Plus Agreement.

### **Overview of Command, location, structure, PE, etc.**

There are 138 established positions on the NHQ Sa CE (crisis establishment) 5.0, including 58 military, 5 NATO civilians, 17 ICC (international civilian consultant), and 58 LCH (local civilian hire) supported by NATO Sa CJ6. CJ6 also supports approximately 535 EUFOR personnel assigned to Camp Butmir and civilian personnel who work with the Transition Management Group (TMG) and a small number of non CE personnel from both HQs as approved by the two Chief of Staffs. Work involved with the BiH Defence Reform mandate requires close relationship with the Transition Implementation Expert Team (TIET) comprised of BiH Ministry of Defence personnel. In order to create a synergy between all parties involved with this mandate, NATO has regrouped these organizations in a common office facility in downtown Sarajevo (Bldg 001). This initiative is supported by CJ6 by provision of all computer and information services (automated data processing and communications). CJ6 also provides connectivity support to the EUFOR RCCs (regional cooperation council) and LOT (liaison observation teams) Houses with the closure of the Multi National Task Forces.



**Major changes in architecture, contracts, etc. to prior year, major increases/decreases.**

The Camp Butmir Upgrade Project officially started on 16 Apr 07 and was completed in January 08. This project updated all network components to provide gigabit backbone and 100Mb to the desktop: in addition, the obsolete Windows NT domain was upgraded to an AIS compliant active directory structure with e-mail upgrade to Microsoft Exchange 2003. The transition to these new systems and applications created a change in the type of support required to maintain on-going operational services. In addition, the implementation of the EUFOR force structure (from MNTFs to RCC/LOTs) resulted in an increase of EUFOR personnel at Camp Butmir with the consolidation of personnel in Sarajevo. The increases in capability resulting from the upgrade have caused challenges for CJ6 in utilizing the full potential of the new applications such as Microsoft SharePoint Portal Server and Microsoft Systems Management Server.

**Problem areas**

NATO Sa communications and information systems infrastructure is good shape with the recent completion of Butmir Upgrade project. Concern exists with the current Communications and Information Outsourcing contract, help by ATCO Frontec, which will terminate on 30 Nov 08. NATO needs to ensure a replacement vehicle is in place prior to termination to ensure a seamless handover. CJ6 has released a project submission, which is currently in the NATO coordination process. NAMSA has indicated it will draft a statement of work for an Internationally Competitive Bid contract and expects to meet the Nov 2008 timelines. NAMSA indicated that if delays occur they will request a couple of month extension to the ATCO Frontec contract, but the contractor may have problems hiring staff for several months, if asked to extend at the last moment.



**List of systems/assets**

AIS Assets	Servers		Workstations laptops		Projectors printers scanners plotters (networked)		Total	
	2008	2009	2008	2009	2008	2009	2008	2009
Total	43	43	910	910	215	215	1,168	1,168
HQ	24	24	229	229	64	64	317	317
EUFOR	19	19	681	681	151	151	851	851

CIS Support	2008	2009	Real Growth	2009	
				EUFOR	HQ
Personnel (PE + CE)	684	653	(5%)	515	138
A training investment per post	17	28	63%	97	134
Average IT support cost	52	42	(20%)		

COMM ASSETS	HQ	EUFOR	TOTAL
2009			
Total	858	822	1,680
PABX	9	0	9
TELEPHONES	641	542	1,183
MOBILE PHONES	118	196	314
FAX MACHINES	43	42	85
SATELLITE PHONES	4		4
DECT	43	42	85





Summary of Requirements

CISI	Title	2008 WGNT Endorsed	2009 Base Provision	Real Growth	HQ		EUFOR	
					Base Provision Share	Initial Request 0.00%	Base Provision Share	Initial Request 0.00%
	<b>TOTAL</b>	<b>303,741</b>	<b>247,905</b>	(18%)	<b>247,905</b>	<b>247,905</b>	<b>1,092,898</b>	<b>1,092,898</b>
<b>716000</b>	<b>Training</b>	<b>11,819</b>	<b>18,424</b>	<b>56%</b>	<b>18,424</b>	<b>18,424</b>	<b>49,793</b>	<b>49,793</b>
716111	Training NATO Civilian	8,634	11,174	29%	11,174	11,174	31,869	31,869
716211	Training LWR	3,185	7,250	128%	7,250	7,250	17,924	17,924
<b>722300</b>	<b>AI</b>	<b>128,164</b>	<b>75,884</b>	(41%)	<b>75,884</b>	<b>75,884</b>	<b>161,641</b>	<b>161,641</b>
722311	Rental and Operational Lease	8,664	2,854	(67%)	2,854	2,854	20,051	20,051
722321	Consumable Supplies	40,500	28,530	(30%)	28,530	28,530	76,590	76,590
722322	Spare Parts	10,000	10,000	0%	10,000	10,000	0	0
722331	Services	10,000	10,000	0%	10,000	10,000	25,000	25,000
722361	AI Minor Equipment	59,000	24,500	(58%)	24,500	24,500	40,000	40,000
<b>722400</b>	<b>Communications</b>	<b>158,758</b>	<b>147,497</b>	(7%)	<b>147,497</b>	<b>147,497</b>	<b>801,364</b>	<b>801,364</b>
722421	Consumable Supplies	15,000	14,000	(7%)	14,000	14,000	40,000	40,000
722431	Services	133,758	119,297	(11%)	119,297	119,297	721,364	721,364
722461	Minor COMMS Equipment	10,000	14,200	42%	14,200	14,200	40,000	40,000
<b>731001</b>	<b>AI Capital and Investments</b>	<b>0</b>	<b>0</b>	-	<b>0</b>	<b>0</b>	<b>20,000</b>	<b>20,000</b>
<b>732001</b>	<b>Communications Capital and Investments</b>	<b>5,000</b>	<b>6,100</b>	22%	<b>6,100</b>	<b>6,100</b>	<b>60,100</b>	<b>60,100</b>



**CIS Training NATO Civilian**

CISI	Title	2008 WGNTTE Endorsed	2009 Base Provision	Real Growth
716111	Training NATO Civilian	8,634	11,174	29%

Base Provision	
EUFOR	HQ
31,869	11,174

Serial No.	Name	Training Location	No of Days	No of Students	Cost per Student	Total Costs	Activity Code	EUFOR	HQ
<b>AIS</b>									
1	Systems Management Server: 2003	GBR	5	1	1,951	1,951	406	1,500	451
2	ITIL V3 Service Support	GBR	3	1	1,488	1,488	406	1,144	344
3	Computer Forensics and Incident Response	GBR	4	1	1,753	1,753	406	1,348	405
4	Prince 2 - Achieving Foundation	GBR	2	2	1,587	3,174	406	2,440	734
5	ITILV3 - Continual Service Improvement	GBR	3	1	1,488	1,488	406	1,144	344
6	ITILV3 - Service Operation	GBR	3	1	1,488	1,488	406	1,144	344
7	Microsoft Technology course hands-on	GBR	4	1	1,753	1,753	406	1,348	405
8	EUFOR staff			1	5,000	5,000	406	5,000	-



Serial No.	Name	Training Location	No of Days	No of Students	Cost per Student	Total Costs	Activity Code	EUFOR	HQ
<b>COMM</b>									
9	Introduction to telecom- & data communication	BEL	4	1	1,685	1,685	406	1,296	389
10	Advanced datacom	BEL	3	1	1,350	1,350	406	1,038	312
11	Fiber optic communication: Networking & DWDM	BEL	2	1	1,980	1,980	406	1,522	458
12	SDH / SONET networks	BEL	2	1	1,980	1,980	406	1,522	458
13	Alcatel-Lucent OmniMobility On Site Mobility DECT	FRA	2	1	1,176	1,176	406	904	272
14	Alcatel-Lucent OmniPCX Enterprise R8 Multi Site Network	FRA	5	1	3,336	3,336	406	2,565	771
15	Project management - Skills for success	GBR	4	1	2,541	2,541	406	1,954	587
16	EUFOR staff			1	6,000	6,000	406	6,000	-



**CIS Training LWR**

CISI	Title	2008 WGNT E Endorsed	2009 Base Provision	Real Growth
716211	Training LWR	3,185	7,250	128%

Base Provision	
EUFOR	HQ
17,924	7,250

Serial No.	Name	Training Location	No of Days	No of Students	Cost per Student	Total Costs	Activity Code	EUFOR	HQ
1	Introduction to telecom- & datacommunication	BEL	4	2	1,685	3,370	406	2,591	779
2	Advanced datacom	BEL	3	2	1,350	2,700	406	2,080	620
3	Fiber optic communication: Networking & DWDM	BEL	2	1	1,980	1,980	406	1,522	458
4	SDH / SONET networks	BEL	2	1	1,980	1,980	406	1,522	458
5	Alcatel-Lucent OmniMobility On Site Mobility DECT	FRA	2	1	1,176	1,176	406	904	272
6	Alcatel-Lucent OmniPCX Enterprise R8 Multi Site Network	FRA	5	1	3,336	3,336	406	2,565	771
7	Project management - Skills for success	FRA	4	2	2,541	5,082	406	3,900	1,182
8	Finance and accounting for non-financial managers	GBR	3	1	1,850	1,850	406	1,420	430
9	GSM/GPRS System Survey	BEL	5	2	1,850	3,700	406	1,420	2,280





**AIS Rental and Operational Lease**

CISI	Title	2008 WGNTTE Endorsed	2009 Base Provision	Real Growth	Base Provision	
					EUFOR	HQ
722311	Rental and Operational L.	8,664	2,854	(67%)	20,051	2,854

Serial No.	SYSTEM / APPLICATION OPERATING SYSTEM:	Number of licenses		Requested number of licenses	Per License	Total	Activity Code	EUFOR	HQ
		2008	2009						
1	Amadeus Vista	2	2	2	768	1,536	567	1,182	354
2	Leasing of the Air ticket writer	1	1	1	750	750	567	577	173
3	BMC Service Desk Express Suite 9.x	12	12	12	375	4,500	567	3,461	1,039
4	BMC Service Desk Express Change Management 9.x	8	8	8	375	3,000	567	2,307	693
5	Device Seizure toolbox by Paraben	1	1	1	120	120	567	92	28
6	System/Application Operating System	4	4	4	1,358	5,432	567	5,432	0
7	Koch diagnosis software	1	0	0		0			0
8	EUFOR- other Rental and Operational					0	567	7,000	0

**Software Description and Justification**

- 1&2 Annual SW subscription and leasing of the necessary hardware for the Amadeus booking system installed in HQ CMDT travel office.
- 3&4 BMC Basic Support S2 includes customer support 8 hours x 5 days . Additionally BMC provides bug fixes, patches or workarounds in order to cause the Product to operate in substantial conformity with its then-current operating documentation, and new releases or versions, to the extent they are furnished to all other enrolled Support customers without additional charge. The support is to be provided via Web, Email and Phone.  
(The BMC Magic Service Desk was installed on all 2 main networks (NATO unclassified and EUFOR SECRET) as a part of the Butmir upgrade project.
- 5 - 7 Paraben software annual subscription. The software is used by DOCEX for forensic systems
- 8 EUFOR software such as :!2 Software package which includes iBridge and Analyst notebook used by EUFOR etc.



**AIS Consumable Supplies**

CISI	Title	2008 WGNT Endorsed	2009 Base Provision	Real Growth	Activity Code	Base Provision	
						EUFOR	HQ
722321	Consumable Supplies	40,500	28,530	(30%)	567	76,590	28,530

	No. of assets	Amount per asset	Total
Total	1,168	90	105,120
HQ	317	90	28,530
EUFOR	851	90	76,590



**AIS Spare parts**

CISI	Title	2008 WGNT Endorsed	2009 Base Provision	Real Growth	Base Provision	
					EUFOR	HQ
722322	Spare Parts	10,000	10,000	0%	-	10,000

Serial No.	Item	Amount	Activity Code	EUFOR	HQ
1	Spare parts NATO 100%	10,000	567		10,000

**Description and Justification:**

- 1 Spare parts will be procured for the equipment that will not get replaced by the BUTMIR Upgrade Project.



**AIS Services**

CISI	Title	2008 WGNTTE Endorsed	2009 Base Provision	Real Growth	Base Provision	
					EUFOR	HQ
722331	Services	10,000	10,000	0%	25,000	10,000

Serial No.	Item	Amount	Activity Code	EUFOR	HQ
1	AIS local support( such as printer, fax, plotter and scanner services)	10,000	567		10,000
2	AIS local support-EUFOR	25,000	567	25,000	-

NOTE: this is not cost share it is based on actual expenditure.

**Description and Justification:**

- 1 To hire local companies to perform maintenance of ADP equipment at the NATO facilities at Butmir and Bldg 001.
- 2 To hire local companies to perform maintenance of ADP equipment at the EUFOR facilities at Butmir





**COMM Consumable Supplies**

CISI	Title	2008 WGNT Endorsed	2009 Base Provision	Real Growth	Base Provision	
					EUFOR	HQ
722421	Consumable Supplies	15,000	14,000	(7%)	40,000	14,000

Serial No.	Item	Amount	Activity Code	EUFOR	HQ
1	COMM local support	9,000	671		9,000
2	NAMSA COMM support to NHQ SA	5,000	671		5,000
3	COMM local support/NAMSA for EUFOR	40,000	671	40,000	-

**Description and Justification:**

Comms consumables are required for supplies and materials normally consumed in the operation of the comm. eqpt.

- 1 For purchase through local companies – one time purchases
- 2 Purchase through NAMSA
- 3 For purchase through local companies – one time purchases and NAMSA for EUFOR



**COMM Services**

CISI	Title	2008 WGNT Endorsed	2009 Base Provision	Real Growth
722431	Services	133,758	119,297	(11%)

Base Provision	
EUFOR	HQ
721,364	119,297

**Local Circuits**

Serial No.	Type and Technical Information	Provider	No. of Circuits	Yearly Cost		Activity Code	EUFOR	HQ
				per Circuit	Total			
1	Sarajevo PABX -fixed phones	BH TELECOM	17	104	1,768	683	208	1,560
2	RS fixed phones	TELEKOM SRPSKE	5	60	300	683		300
3	Mobile phones in BIH (118)	BH MOBILE	314	141	44,274	683	27,636	16,638
4	Satellite phones	MIBO-ELSA	4	235	940	683		940
5	Secure GSM (10)	BH MOBILE	19	141	2,679	683	1,270	1,409
6	Internet access lines (13), speed 56k, 1024k.	BIHNET & EuroproNET	16	50	800	683	150	650
7	local E1 Links		1	17,900	17,900	671	9,100	8,800
8	International E1 link -EUFOR		1	386,000	386,000	671	386,000	-
9	VHF		1	55,000	55,000	671	55,000	-

**Description and Justification**

- 1 The IPN network is the basis of communications within the NATO theatre, NATO Core Network and external organizations.
- 2 These are 2 emergency backup analogue trunks to an alternate PTT, 1 line for NAT/TEAM and 2 for TMG/TIET.
- 3 Required to allow mobile forces to comply with Force Protection rules and to provide emergency contact to personnel.
- 4 Large parts of Bosnia are not covered by GSM networks. Also provide communications between Helicopters and ground.
- 5 Although they are not NATO Secret devices, secure phones are still required for security reasons to be used by duty officers etc. Duty coverage must be maintained on 24/7 basis.



- 6 Form the basis of deployable secure communications for mission.
- 7 E1 local links connectivity for external voice and data: 2 links between -camp Butmir and local PTT company , and 1 link -camp Butmir and office facility in downtown Sarajevo (Bldg 001)
- 8 E1 local links connectivity for external voice and data
- 9 The VHF radio system remains an essential requirement for ensuring safe air movements by EUFOR mission helicopters during routine flights, exercises and emergency situations.

**Local User Charges**

Serial No.	Commercial & Mobile User Charges	Provider	Yearly Cost	Activity Code	EUFOR	HQ
1	Sarajevo PABX -fixed phones	BH TELECOM	170,000	683	120,000	50,000
2	RS fixed phones	TELEKOM SRPSKE	3,000	683		3,000
3	Mobile phones in BIH	BH MOBILE	153,000	683	120,000	33,000
4	Satellite phones	MIBO-ELSA	1,000	683		1,000
5	Secure GSM	BH MOBILE	2,000	683	1,000	1,000
6	Internet access lines	BIHNET & EuroproNET	2,000	683	1,000	1,000

**Description and Justification:**

- 1 All serials - Required amount is for local commercial communications charges based on



**Minor COMMS Equipment (<50% of EFL "A")**

CISI	Title	2008 WGNT E Endorsed Provision	2009 Base Provision	Real Growth
722461	Minor COMMS Equipment	10,000	14,200	42%

Base Provision	
EUFOR	HQ
40,000	14,200

SERIAL No.	EQUIPMENT NAME	NUMBER OF UNITS				COST					EUFOR	HQ
		On Hand 2008	Requested 2009		Unit Cost	Total Cost		Grand Total	Activity Code			
			New	Replaced		New	Replaced					
1	NETWORK SWITCH	33		4	2,500	-	10,000	10,000	671			10,000
2	PCMCIA CARDS		2		2,100	4,200	-	4,200	671			4,200
3	EUFOR Minor COMMS Equipment					-	-	0	671		40,000	-

**Technical Description**

- 1 This equipment is required for voice and data communications.
- 2 The ISDN tester - part of equipment hardware module.
- 3 This equipment provides essential safety communication networks.

**Justification**

- 1 For eqpt not replaced during the SDH Ring Upgrade project.
- 2 This ISDN E1 monitor and simulator work only in conjunction with PCMCIA cards 2X E1 Line interfaces on a card- hardware module.





**Communications Capital and Investments**

CISI	Title	2008 WGNT Endorsed	2009 Base Provision	Real Growth
732001	COMMS Capital & Investments	5,000	6,100	22%

Base Provision	
EUFOR	HQ
60,100	6,100

SERIAL No.	EQUIPMENT NAME	NUMBER OF UNITS			COST					EUFOR	HQ
		On Hand 2008	Requested 2009		Unit Cost	Total Cost		Grand Total	Activity Code		
			New	Repl.		New	Repl.				
1	ISDN (PRA)E1 monitor		2		5,100	10,200	-	10,200	671	7,800	2,400
2	ISDN (PRA)E1 simulator		2		8,000	16,000	-	16,000	671	12,300	3,700
3	EUFOR COMMS Capital&Inv.						-	40,000	671	40,000	

**Technical Description**

- 1 The ISDN monitor, this will allow us to monitor/test our E1 links. ISDN PRA Simulator license allows us simulate real time traffic and faults over E1 links.

**Justification**

- 1 The ISDN E1 Monitor license allows us to monitor/test our E1 links, allowing us to identify problems and provide better analysis to support proposed changes.
- 2 The ISDN E1 Simulator license allows us to test our E1 links by simulating real time traffic and inject already identified errors in order troubleshoot faults. These work only in conjunction with PCMCIA hardware module.



## LIST OF ACRONYMS

ACRONYM	EXPLANATION	ACRONYM	EXPLANATION
ADP	Automated Data Processing	LCH	Local Civilian Hired
B&W	Black and White	LOT	Liaison Observation Teams
BiH	Bosnia and Herzegovina	MNTF	Multi-National Task Force
BMC	BMC is the name of a software company	MOD	Ministry of Defense
CE	Crisis Establishment	NAMSA	NATO Maintenance and Supply Agency
CIS	Communication and Information Systems	NAT	NATO Advisory Team
COMM	Communication	NCISS	NATO Communication and Information System School
COMSEC	Communication Security	NHQ Sa	NATO HQ Sarajevo
COS	Chief of Staff	O&M	Operations and Maintenance
DOCEX	Documenet Exploitation	PABX	Private automated branch exchange (is now replaced by PBX)
EU	European Union	PCMCIA	Personal Computer Memory Card International Association
EUFOR	European Forces	PRA	Primary Access Rate
GSM	Globale System Mobile	PTT	Post Telephone Telegraph
HQ	Headquarters	RAID	Redundant Array of Inexpensive (or independent) Drives
i2	i2 is the name of a software company	RCCs	Regional Coord Centres\
ICC	International Civilian Contractor	RS	Republica Srpska (Serb Republic)
IP	Internet Protocol	SDH	Synchronous Digital Hierarchy
IPN	Integrated Peace Network	TIET	Transition Implementation Expert Team
ISDN	Integrated Services Digital Network	TMG	Transition Management Group
ISS	Information Systems Services	VHF	Very High Frequency
LAN	Local Area Network	WAN	Wide Area Network

