

The Cisco Air Force JELA

Support for all Air Force (and participating COCOM) Cisco networking equipment is consolidated under one master Joint Enterprise Level Agreement. A range of technical services are provided through this agreement. The **Air Force JELA Portal** provides a secure, single point of access to information about those services and how to request them.

Contract	Contract Type	Start Date	End Date
95960942	JELA	17 June 2017	16 June 2018

Please use the [Air Force JELA Portal](#) when in need of support from Cisco. It includes information on:

- Core technical support [SMARTnet] – technical support for existing Cisco products and services
- Cisco’s Technical Knowledge Library [TKS] - white papers, books, videos
- Cisco Technical Education [CTE] – online training
- The Inventory Collection and Reporting System [ICRS] –database of the Air Force’s Cisco equipment
- Classified Network Services [CNS] – secure high touch technical support
- Engineering/Consulting Services - support for network design and optimization, software management, hardware and change management, strategic support in IT planning, mission alignment, architecture management and program management

To access the portal, you will need a Cisco Connection Online Identification [CCO ID] and password. If you do not already have a CCO ID, please reach out to AFcco@cisco.com for further assistance.

Once you have a CCO ID, please follow the instructions provided to associate it with the Cisco JELA contract **95960942**. You will need to do that in order to open support cases. The JELA Portal is intended to facilitate your access to Cisco support and services – please use it.

Your Cisco Team

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Technical Support (SMARTNet)

24/7/365 SMARTnet support for all U.S. Air Force-owned, Cisco-branded hardware and software. This is an unlimited service provided under the AF JELA, and should be used as the first option when having any existing Cisco product or service issues.

Eligibility

The JELA allows unlimited access to all Air Force personnel in any organization supported under the JELA and possessing a CCO ID to open a support case under SmartNet.

Recommended Options to Open Service Requests with Cisco Technical Assistance Center (TAC)

In order to expedite issue resolution and better use your Cisco resources, the following options are recommended when opening service requests:

Severity Level	Recommended Option
Severity 1 (S1) and Severity 2 (S2)	<ul style="list-style-type: none"> • By phone: Call the Technical Assistance Center to open your service request at: 800-553-2447, Option 1 • Hand-off to engineer - the customer is required to be available in person to hand-off to a Cisco engineer
Severity 3 (S3) and Severity 4 (S4)	<ul style="list-style-type: none"> • By website: Open your service request using the online tool https://mycase.cloudapps.cisco.com/case

Information Needed to Open a Service Request

When opening a service request (by phone or website), make sure you have the following information available:

- Your Cisco.com ID and contact information (full name)
- The severity of your service request
- Your preferred contact method (email, phone number)
- JELA Contract number **95960942** and your device Serial Number
- Description of your issue (symptoms, business impact, technology)
- Site information (for verification purposes)
- Details on the troubleshooting steps you have taken
- Output from logs, captures, and other relevant outputs

Severity Levels

- **Severity 1 (S1):** Network or environment is down or there is a critical impact to your business operations. You and Cisco both will commit full-time resources to resolve.
- **Severity 2 (S2):** Operation of an existing network or environment is severely degraded. You and Cisco both will commit full-time resources during standard business hours to resolve the situation.
- **Severity 3 (S3):** Operational performance of your network or environment is impaired. You and Cisco both commit resources during standard business hours to resolve.
- **Severity 4 (S4):** Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact on your business operations.

Case Escalation Procedure

If a case is not progressing adequately or the quality of service is not satisfactory, we encourage you to escalate the case following the process below.

During business hours (8:00 AM – 5:00 PM ET): Call TAC at 1-800-553-2447 and request that severity be raised to S1/S2. Contact the JELA HTOM Team at AFHTOM@cisco.com.

After business hours including weekends:

Call TAC at 1-800-553-2447 and ask to have your case severity raised to S1/S2. You may also request the on-shift Duty Manager or reach out directly to the on-call US Public Sector HTOM by sending a brief message to ggsqhtom@epage.cisco.com.

Technical Knowledge Library (TKL)

The Cisco Technical Knowledge Library provides Air Force users with access to valuable Cisco intellectual property, including a wide range of technical white papers, design guides and on-demand videos based on Cisco's broad network optimization expertise. There are also Cisco press titles, case studies, validated configurations, and self-study guides to help you understand and avoid common problems and accelerate learning on Cisco products and technologies.

TKL is organized into five architectural solution modules - Wireless, Security, Network Infrastructure, Collaboration, and Data Center.

Eligibility

The JELA allows unlimited access to all Air Force personnel with a CCO ID to the Technical Knowledge Library. Please see the [Air Force JELA Portal](#) for more information on requesting access to TKL.

CTE (Cisco Technical Education)

The Cisco Technical Education e-learning portal contains over 13,000 training modules to help you address immediate issues and improve self-sufficiency in network support. Modules are organized around primary networking technologies that provide access to new product introduction, intermediate and advanced-level

maintenance, operations, and the break-fix training used to educate Cisco's Technical Assistance Center (TAC) engineers.

CTE offers just-in-time training on network routing, switching, data center, and security technology, from any location. Air Force administrators may also develop curricula, track student activities and print portal utilization reports.

Eligibility

The JELA includes a limited number of registrations for one-year access to CTE, with the possibility of renewal or transfer to another user. Please see the [Air Force JELA Portal](#) for more information on requesting access to CTE.

CNS (Classified Network Services)

Classified Network Services provides personalized, high-touch support from a team of dedicated Cisco operations managers and network engineers with requisite security clearance to expedite resolution of urgent issues impacting Air Force missions.

The CNS team is supported by a secure infrastructure (SiPR) including voice and data communications, Cisco Support Tools, Vendor Portal, Secure Case management, classified storage, classified labs, and hosted services. Customized services include:

Expedited call handling through a custom toll-free number

- Tailored routing rules
- Industry Partner Solution Support
- RMA, CoD
- Failure analysis

Eligibility

CNS is a limited service, and requests for support will be considered on an individual basis. Please see the [Air Force JELA Portal](#) for more information on requesting access to CNS.

Engineering and Consulting Services

Engineering and Consulting Support is offered to assist with network optimization, design engineering, project / program management, and IT strategic planning. These services are focused on the Air Force's plan, build and maintain requirements and are not to be used for break/fix activities normally covered under SmartNet.

All engagements are developed jointly by USAF and Cisco leadership, who use project discipline to develop a clear project charter and level of effort and to oversee successful execution.

Eligibility

Engineering and Consulting is a limited service, and requests for support will be vetted through the Air Force Governance Process. Please see the [Air Force JELA Portal](#) for more information on requesting Consulting and Engineering Services.