

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS
AND DISTRICT COMMANDS, CHIEFS, OPERATIONS DIVISIONS

SUBJECT: National Recreation Reservation Service (NRRS) Telecommunications Update

1. This memorandum provides guidance regarding telecommunications for the National Recreation Reservation Service (NRRS). The NRRS successfully completed its third season of operation in 2001, using Park Suite with telecommunication services provided through the NRRS modem pool in Portland District. Over the course of the 2001 recreation season, the NRRS Leadership Team has been working with ReserveAmerica to investigate and analyze alternative telecommunications solutions for NRRS facilities utilizing Park Suite.

2. This review is driven by several factors, which include: (a) concerns with the line service costs incurred from use of the modem pool, (b) the need to have a backup telecommunications option, should the primary be unavailable, (c) the need to provide a comprehensive telecommunications solution for the entire NRRS, not just the U.S. Army Corps of Engineers, and (d) the primary need to provide a more stable, secure, scalable and cost-effective telecommunications environment for NRRS Park Suite operated sites.

3. NRRS sites are not required or mandated to use any specific telecommunications alternative. This information is provided strictly for the purpose of improving awareness and operational understanding specific to the alternative telecommunications solutions that are available to the field. The decision to use a particular option is a local decision, which should be based on careful consideration of all the solutions available.

4. Currently, the primary method of connectivity is by dialing toll free to the Portland NRRS modem pool for transfer to ReserveAmerica. Several alternative telecommunication methods have been investigated and tested, which may be considered acceptable options based on individual field requirements. These telecommunications alternatives are:

(a) Virtual Private Network (VPN) which is accessed via local Internet Service Provider (ISP)

(b) Remote Access Server (RAS) which is accessed by dial-in connection to the District's RAS and provides direct connection through the Corps network to ReserveAmerica

(c) Tachyon Satellite which provides the site with satellite connections via the public Internet to ReserveAmerica.

CECW-ON

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(d) Local Area Network (LAN)

A detailed description for each of these connectivity alternatives, with advantages and disadvantages, as well as procedures and instructional guidance for installation is provided on the NRRS Team Home web site at <https://team-nrrs.usace.army.mil/tech/> under the "Campgrounds Telecommunications: Methods and Instructions section".

5. Line charges incurred for using the modem pool and for technical support were paid by the Portland Western Processing Center in past years, until alternate funding could be arranged. In Fiscal Year (FY) 2002, these services will be paid as part of each district's overhead charges for telecommunication and AIS/CEAP support. In FY 2002, each district will be charged a \$730.00 fee-for-service per site using Park Office. Each succeeding year, the fee-for-service charges will be adjusted based on participating Park Office sites and the previous year's actual line use. All Park Office sites will be assessed their share of the NRRS Portland Information Management support costs regardless of the parks connectivity method.

6. The technical information provided for each of the available telecommunication methods should be reviewed and the method that best suits your local operational needs implemented in accordance with the instructions provided on the above mentioned website. Presently, there is one site connecting by Tachyon Satellite and several test sites connecting by VPN/ISP and RAS. Any of these methods of connectivity are acceptable.

7. The NRRS Leadership Team must be notified before any NRRS site transitions to a different telecommunication option, to assure adequate technical support can be provided. Therefore, district NRRS points of contact should advise Mr. Greg Webb, NRRS Program Manager and Contracting Officer's Technical Representative (COTR), when any NRRS site in his/her district plans to change telecommunications options.

8. Point of contact for the NRRS in CECW-ON is Judy Rice, (202) 761-4751. The NRRS Interagency Program Manager is Lynne Beeson, (864) 333-1142. The Corps NRRS Program Manager and COTR is Greg Webb, (817) 886-1576. For technical assistance, please contact the Corps Customer Support Desk at the Western Processing Center in Portland at 1 (800) 531-4472.

FOR THE COMMANDER:

/S/

Charles M. Hess
Chief, Operations Division
Director of Civil Works