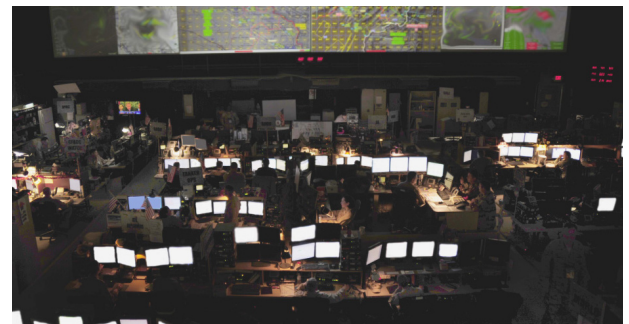


Cyber Case Study: U.S. Air Force Central

USAFCENT 'Falconer' Weapons System Relies on Serco Cyber Capabilities to Securely Manage Air Assets in SW Asia

U.S. Air Force Central (USAFCENT) is the Combined Forces Air Component Commander (CFACC) for U.S. Central Command, giving it the lead role in U.S. and coalition air operations within CENTCOM's 20-nation area of responsibility in Southwest Asia, including Iraq, Afghanistan and Pakistan. Managing the broad spectrum of air activities in theater is the Combined Air and Space Operations Center (CAOC) Weapons System, also known as the AN/USQ-163 'Falconer' Weapons System. For the last five years, Serco has provided essential 24/7 IT and management support for the Falconer system, enabling USAFCENT to carry out its ambitious mission -- all with the assurance that its cyber operations operate flawlessly and remain secure from unauthorized access.



The Cyber Challenge

On any given day, USAFCENT monitors and directs hundreds of flights from its CAOC operations center in Qatar, including combat, humanitarian assistance and re-supply missions. CAOC operations are critical to USAFCENT's command and control functions and thus require absolute information assurance at every point in the data loop. CAOC operations are, in turn, dependent on an array of information systems and subsystems that require constant maintenance, troubleshooting, testing and upgrading by highly

skilled IT professionals. These systems underpin USAFCENT with strategy development, common threat and targeting picture, comprehensive mission planning and successful execution of all air operations.

The Serco Solution

Serco's approach to meeting the demanding requirements of CAOC operations involves comprehensive planning, operations, information assurance and information technology support to USAFCENT. We use our in-depth knowledge and understanding of USAFCENT operations and

With national and international partners, U.S. Central Command promotes cooperation among nations, responds to crises, and deters or defeats state and nonstate aggression, and supports development and, when necessary, reconstruction in order to establish the conditions for regional security, stability, and prosperity.

– CENTCOM Mission

weapons systems technology to monitor and analyze the operational effectiveness of the command and control systems/subsystems of the Falconer Weapons System, including the Theater Battlefield Management Core System (TBMCS), its subsystems, and any and all follow-on systems.

We provide critical IT support to all of the CAOC's missions and functions. We also develop and document operational and technical requirements for upgrades and enhancements for command-and-control systems/subsystems used in the Falconer Weapons System. We assist the USAFCENT Commander in enhancing and maintaining the TBMCS and follow-on system databases.

The Serco on-site team develops, updates and maintains the CAOC Standard Operating Procedure (SOP), including combat plans, combat operations, information operations and strategy sections of the SOP in order to methodize processes for all CAOC systems, subsystems and missions. Serco also assists by providing basic training for CAOC and Combat Operations personnel. Training includes discussions on USAFCENT missions, overview of the CAOC process, details of the equipment and information systems and detailed instruction/training on specific processes.

And finally, the Serco team provides comprehensive information operations expertise to the Information Operations Team (IOT) Chief and flight personnel.

We advise and provide support on all IO capabilities: core (which includes computer network operations, electronic warfare, psychological operations, military deception and operational security) and supporting (which includes Public Affairs, and intelligence surveillance and reconnaissance).

The Bottom Line

Serco supplies USAFCENT with superior management and technical expertise to enable it to meet the immense challenge of information technology, operational and management activities in a front-line military operation. Not only do we understand the complex nature of the support required, we bring all the necessary competencies for a highly successful mission performance. Our technically and operationally experienced professionals provide USAFCENT a highly qualified team that average over 20 years of direct mission experience. Our people fully understand strategic and tactical cyber issues and factors that can impact successful military operations. In addition to a thorough knowledge of mission areas, our people are experts in all aspects of the command's operations, planning, information technology, information assurance and information operations tasks.

Serco commits itself to USAFCENT's joint and coalition "partnership" philosophy. We stand by our customer-partner in meeting all of its information technology and mission goals and objectives, including comprehensive involvement at critical decision milestones.

The *Serco Cyber Center of Excellence* brings together Serco's proven engineering tools and processes, in-depth understanding of our customers' missions, and extensive experience in communications systems and IT applications, acquisition and program management support, and human capital management to deliver superior solutions and services to military and civilian agencies.

Serco is a leading provider of professional, technology and management services focused on the federal government. We advise, design, integrate and deliver solutions that transform how clients achieve their missions. Our customer-first approach, robust portfolio of services and international experience enable us to respond with solutions that achieve outcomes with value.

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