

## 4. Special Communication Service Requests

### 4.1 DISA Cards and Other Access-Related Services

- Services:
- i) Provision and control of DISA (Direct Inward Systems Access)/Secure ID cards for remote access to SIGNET and DFAIT's international voice network.
  - ii) Calling line ID (CLID) for dial-in access to DFAIT's network for staff at HQ and other government departments (OGDs) within the NCR.
  - iii) DISA card help — PIN resets and other assistance as required.

Service	Advance Notice
DISA card	3 working days
CLID	1 working day

- How to request:
- Submit SXTV service request form 4A for services in i) and ii) above which can be found at: <http://sxtvweb/hqtel-e.htm> and displayed under service request form.
  - For iii) above, DISA card help, call the Information Technology Help Line at 944-1776 (1-2-3).

**Note:**

- SXTV's budget covers cost of cards issued to ADMs and above and SXD Bureau employees.
- Missions, other HQ staff and OGDs are required to cover cost of cards from their operating budgets.
- SXTV does not release DISA cards until SXMF confirms funds have been transferred.

Authorization: Director for i) and ii) above.

- General points:
- Card used to access DFAIT's network from North America, the Caribbean and designated Missions around the world.
  - Enables remote access to SIGNET at HQ and by staff travelling abroad.
  - CLID is a feature added to a residential phone line to allow access to DFAIT's network (DISA card not required).
  - A card previously used only for DISA, must be reprogrammed by SXTV, to provide remote access via PC to SIGNET.

