



Army Enterprise Email, Technical and Program Support

Information Exchange Forum

Session: 4

EE

Ray Turcotte

NETCOM/9th SC (A) G5



AGENDA



- ★ Project Summary
- ★ Enterprise Email migration begins with technical underpinning
- ★ NETCOM/9th SC (A) G5 develops and is continuing to address technical issues and challenges
- ★ Basic Technical/Configuration
- ★ NETCOM/9th SC (A) legacy and sustainment role
- ★ Migration Technical Considerations
- ★ Functional Command Assignments
- ★ Conclusion



Status Update



★ Status of Migrations

- CONUS migrations – >100k users are currently in the EE environment.
- EUR- > 600 users migrated.
- PAC- Began new automated Error Correction process last month

★ DISA is learning to be a Service Provider

- DISA's operational capabilities and capacities have not met the projected timeline as a requirement.
- Slippages in POD and Mini-POD deployments have impacted the schedule
- Presently we are in a PAUSE as directed by CG NETCOM.
 - Release from this pause is pending coordinated responses resulting from operational issues
 - End of Pause is expected 4QFY11



EE Project Summary



- ★ Migration began in Feb 11
- ★ Migrated users are largely the NEC personnel, APC environments and a few full installations
- ★ Migration serving as standardization forcing function
- ★ NETCOM's technical role
- ★ Technical processes and governance
- ★ Holding the line on technical standards
- ★ NETCOM G5 full partner in migration readiness



NETCOM's EE Technical Underpinning



- ★ DISA migration based on technical requirements
- ★ Development of technical authority and guidance
- ★ Development of Enterprise solutions based on system engineering that includes testing
- ★ All migration processes pilot-tested for strict adherence to technical standards
- ★ Technical process teams working to resolve technical issues, leading to Enterprise level solutions



Technical Issues and Challenges



- ★ Network Standardization
- ★ Client Baseline
- ★ Continuous EDS-P migration tool improvement and testing
- ★ Theater/Brigade/Local Service Provider Training
- ★ Technical input to migration processes/procedures
- ★ Matching migration requirements to business/technical capabilities
- ★ Ensuring Functional Command mission-unique Exchange-enabled applications can migrate
- ★ Preparing for sustainment after migration



NETCOM/9th SC (A) G5 OPT Role



- ★ Serve as **lead technical advisor** within OPT membership
- ★ Accept engineering and technical Enterprise-level taskings
- ★ Direct NETCOM sub-elements in the area of adherence to technical standards
- ★ Contribute **technical content** to migration plans and processes
- ★ Continue legacy (current) and sustainment (post migration) levels of effort
- ★ Provide technical guidance to Enterprise CCB and other technical committees



Legacy and Sustainment Role



OED Support

- Procedure validation
- Mobile Device Integration
- EE Applications Integration
- V/V Testing
- Tier II/III migration and life-cycle support
- EE Systems Development and Sustainment
- Specialty Network Integration
- New/Emerging Capability Development/Sustainment
- Change/Configuration Management
- Network and Systems Analysis and Future Requirements Identification
- Engineer application integration solutions

PP&A Support

- Procedure development
- Functional Command requirements coordination and data collection
- Define and coordinate application integration requirements
- SCCM/Sysman Interface
- Directory Services (EDS standards, integration, services)
- Software Engineering Center-Belvoir (SEC-B) Interface
- Enterprise Governance and Standards
- Life- Cycle capability management



Migration Technical Considerations



- ★ Current migrations require end user and NEC intervention
- ★ Client and network configurations must be completed prior to migration
- ★ Coordination between NETCOM engineers and IT stakeholders at the NEC level paramount
- ★ NETCOM working with functional commands to define technical requirements and identify show-stoppers prior to moving them into migration window



Basic Technical/Configuration



- ★ Army Golden Master (AGM)
- ★ Design Change Request (DCR) (**available on SCCM webpage on AKO:** <https://www.us.army.mil/suite/files/28172023>)
- ★ Tumbleweed
- ★ ActiveClient
- ★ Wireshark (for latency testing)
- ★ EDS-P
- ★ Blackberry Device



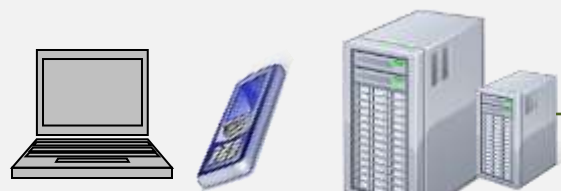
Migration Technical Progress



- Non-Personal Entity (NPE) mailboxes and Distribution Lists (DL) problems are being worked with the highest priorities with across-the-board Senior Leadership awareness.
- Mobile devices (Blackberry) are manually migrated (2 hours duration to complete) and service has at times been problematic but generally works.
- Manual provisioning processes have just reached the automation stage with NETCOM taking the lead in this endeavor.
- Error correction processes concerning provisioning have been directed to continue to resolve dual persona and incorrect data population within DMDC (DISA's authoritative source for data provisioning)



Technical Conditions for Success



Client/BB
Server/EDS-P Connector
Army Environment



EDS-P Tool
Hosted Environment

End User Client Actions

- Mail Box Size at 50MB
- Verification of DCR Patches applied
- User client configurations documented for recreation in DISA environment
- User training on profile management and expectations

Army Server/EDS-P Actions

- User Accounts Provisioned
- Mailboxes Provisioned
- EDS-P Connector Service Installed. AD connectivity tested. (CAS)
- Throughput to Mailbox servers tested and load balanced
- User Migration Sequence list Acknowledged
- Support personnel identified and on standby

Army Network Actions

- Ports opened for inbound/outbound traffic
- Load testing completed
- External connection to CAS(s) tested and load balanced
- Potential bottlenecks identified and corrective actions taken

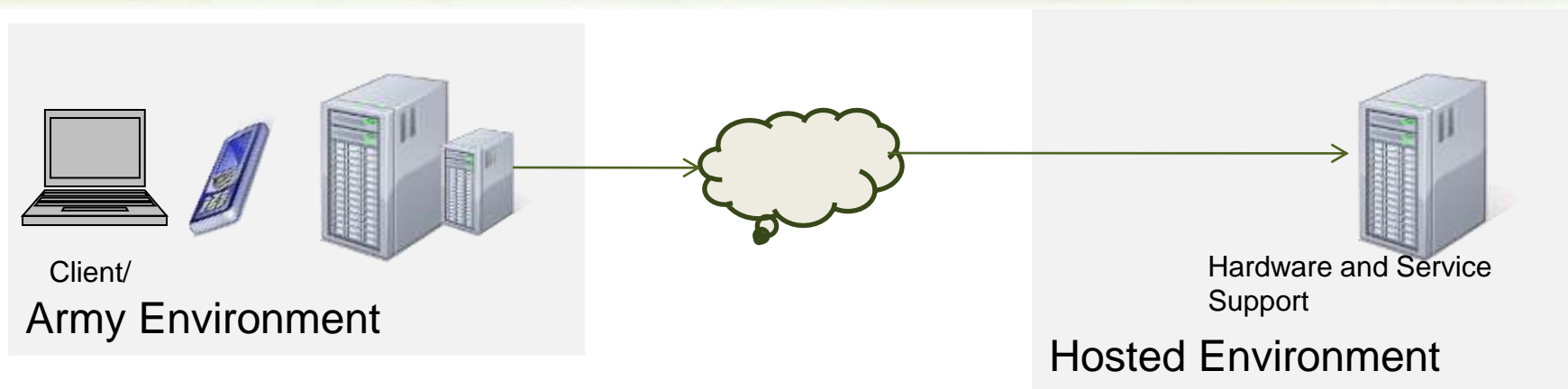
DISA Environment Actions

- EDS-P Management Console (connector service) installed and tested
- Management Console setup and target configuration completed
- Terminal Server installed, configured for multiple sessions
- SQL Database accessible
- Temp Directory allocated and verified for R/W
- Connectivity established (both source and target) and settings tested

During Migration



Technical Conditions for Success, cont



End User Client Actions

- Mail Box Size at 4GB

Army NECs

- Provides network connectivity to Enterprise services

Army Network Actions

- Ports opened for inbound/outbound traffic
- Load testing completed
- External connection to CAS(s) tested and load balanced
- Potential bottlenecks identified and corrective actions taken

DISA Service Provider

- Army early Adopter
- Future to include DoD and Intel Communities

Following Migration



Functional Command Assignments



★ Forest		
★ NETCOM (0007/0016)		
★ Functional POC		
★ MEDCOM	Dan M Jones-Jim Hodges/Tom Fallows	Terry Gregurvich
★ USACOE	Larry Watkins-Lisa Barnett/Jim Ward	Kyle Curtis
★ MEPCOM	Larry Watkins-Dan T Jones/Jim Ward	Charles Cabel
★ USARC	Al Polaski-Johnnie Rogers/Jim Ward	LTC Steve Brown
★ Military Intelligence	Larry Watkins-Dan T Jones/Tom Fallows	Charles H. Wilson
★ SMDC	Dan M Jones-Jim Hodges/Jim Ward	Dan Yopp
★ National Guard	Al Polaski-Johnnie Rogers/Jim Ward	Dean Pilarinos
★ IG Net	Dan M Jones-John Lyons/Jim Ward	Vernon B. Crocker
★ EDU	Dan M Jones-Mike Wilson/Jim Ward	Dana McCormick
★ EAF	Larry Watkins-Lisa Barnett/Jim Ward	William Ernst
★ DREN	Al Polaski-Randy Stewart/Jim Ward	Ron Ward



Conclusion



- ★ Enterprise Email is continuing to develop into a viable solution and will be the future service delivery method supporting all common user e-mail message services.
- ★ Coordination with stakeholders is vital to making Army organizations seamlessly fit into this service while maintaining the capabilities they previously provided to themselves from their operational budgets.



Questions

