

# Army Acquisition, Logistics and Technology

## Department of Defense Enterprise Email (DEE) Customer Outreach Program



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Date: 17 – 19 Nov 2015



# Agenda



- **Army DEE Customer Outreach Program Overview**
- **Department of Defense Enterprise Email (DEE) Overview**
- **DEE Management Structure**
- **How DEE is Created (Auto-Provisioning)**
- **DEE Issues**
- **How Do I Get Help?**
- **Q & A**





# DEE Customer Outreach Program



- **Army DEE Customer Outreach Program Mission:**
  - Provide Army DoD Enterprise Email (DEE) Managers, Stakeholders and End Users a consolidated forum to exchange information and address issues/ concerns.
- **Supports 32 Army Commands, DRUs, and COCOMs.**
- **PO EE Hosts Monthly Collaborative Meetings:**
  - PO EE hosted monthly meetings over the last 9 months with a total attendance of 873.
  - Meetings provide timely, current, & relevant updates/guidance on the Army's DEE service. In addition, attendees have found refresher training helpful.
  - Attendees include DEE Managers, manager's Command Supervisors and IT professionals.
- **What's Ahead:**
  - Engaging at the User Level: Facebook, Twitter, Blogs, and Articles.
  - Hosting training workshops at more conferences.





# Enterprise Email (EE) Overview



- **Project Office (PO) EE:**
  - Serves as the direct interface between Defense Information Systems Agency (DISA) and Army Customers, as well as the proponent (CIO/G6) in order to provide acquisition oversight of all critical cost, schedule, and performance metrics for Electronic Mail and Message System (EMMS).
- **What is Department of Defense Enterprise Email (DEE) Mission?**
  - The DEE service provides secure cloud-based email to DoD enterprise that is designed to increase operational efficiency & facilitate collaboration across organizational boundaries.
- **DEE Facts:**
  - A single, secure email and calendar sharing capability across the Department of Defense (DoD) with a “true” Global Address List (GAL) that is accessible world-wide using CAC/PKI authentication
  - Army currently has 1.5M NIPR / SIPR users
  - ~80K Army Mobile Devices (BlackBerry).





# Two Standard Service Classes



## **BASIC Class** (512MB size limit)

- Basic class cannot have entitlements
  - All Army auto-provisioned accounts are Basic class
- Warnings issued when the mailbox is 410MB or above
- Prohibited from sending when mailbox reaches 512MB
- No longer receive mail when the mailbox reaches 700MB

## **BUSINESS Class** (4GB size limit)

- Business class can have entitlements
  - 512MB in primary storage and 3.5GB in secondary storage
- Warnings issued when the mailbox is 3.7GB or above
- Prohibited from sending when the mailbox reaches 4GB
- No longer receive mail when the mailbox reaches 4.6GB

**Army working with DISA on additional Service Classes for VIPs**





# How DEE is Created – Army Auto-provisioning Process



First day

Next day

Following 24 hours

New Army Soldier

Details entered in TAPDB

New Army Civilian

Details entered in Civilian Personnel System (DCPDS)

New Army Contractor

Details entered in TASS\*\*

DMDC creates user DEE address (after checking all 47 million other DMDC records)

Army User gets their CAC with DEE address

Record with service-code = "Army" and DEE address on CAC is passed to DISA

Mailbox is automatically provisioned

\*\*Includes other Army personas as well

Getting a CAC here (first day) causes a problem because DEE address not created yet

The best practice is for personnel to wait until the next business day to go get their CAC. Within 24 hours of CAC receipt, the mailbox will be auto-provisioned.

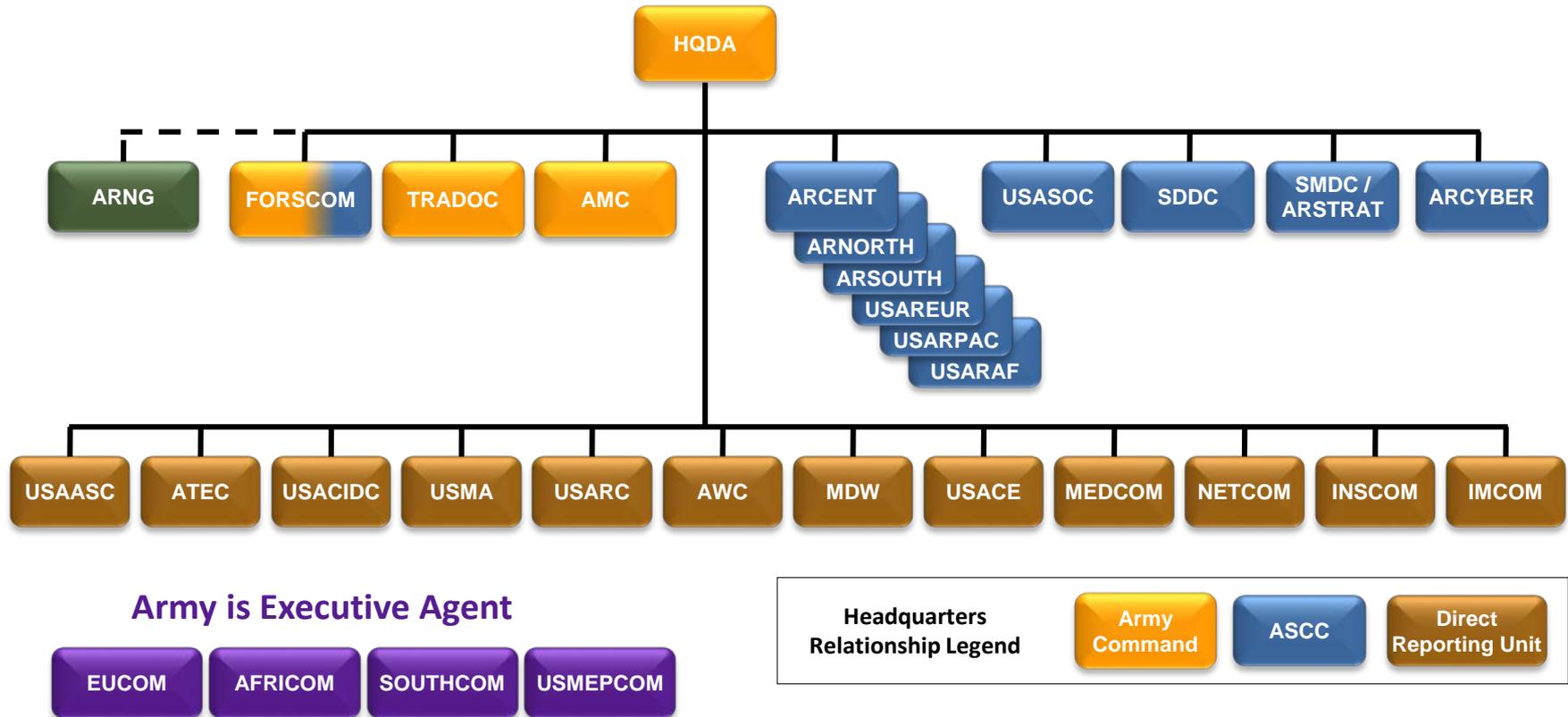




# Army DEE Management Structure



Email is managed by each Command vs Installation

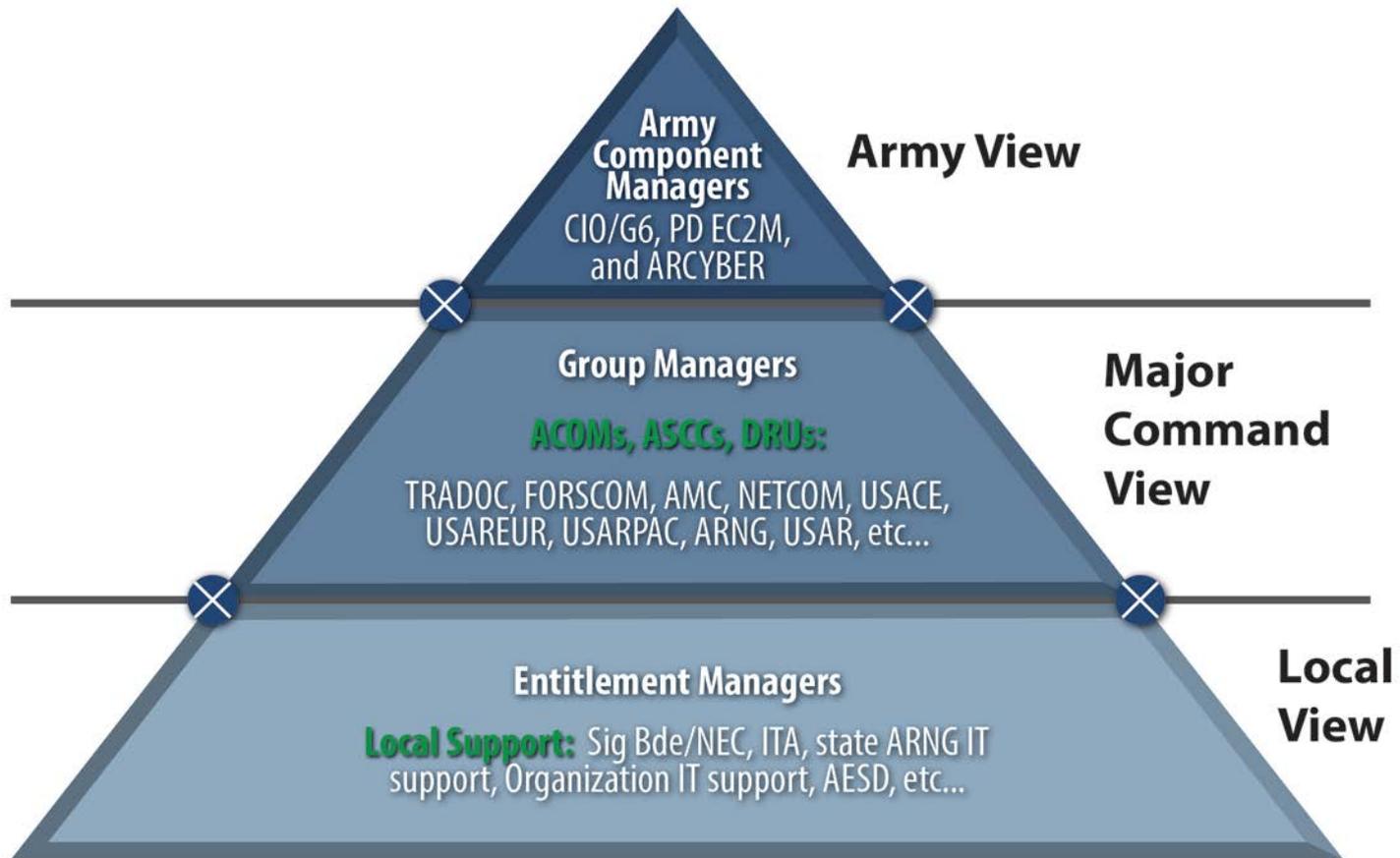




# Army DEE Management Structure



Each Command has Group and Entitlement Managers





# Army DEE Topics

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- **milConnect Updates**
- **BlackBerry Devices**
- **Mailbox Size Limits**
- **How Do I Get Help?**





# milConnect



- milConnect is a web application provided by the Defense Manpower Data Center (DMDC).

<https://www.dmdc.osd.mil/milconnect>

- milConnect portal stores individual contact information.
- CSA email dated 15 April 2014, subject: Individual Address List Update, addressed the following:
  - GAL is now populated from only milConnect data feed provided by DMDC
  - All Army personnel must update their contact data
  - Organizations are to incorporate updates to milConnect as part of their in-processing and annual record update procedures
  - Detailed instructions for updating milConnect is located at:

<https://tiny.army.mil/r/NHDty/MilConnect>





# milConnect Screenshot



milConnect Powered by DMDC

Sign Out | About milConnect

You are sig

Home My Profile eCorrespondence Health Care Education ID Cards Help Topics

### Update and View My Profile

#### Family Members

- Barclay, Peter C ( Sponsor )
- Barclay, Deborah A ( Spouse )
- Barclay, Ayme E ( Child )

#### Personal Information

**Personnel Status**

Person Type: Contractor  
DoD Association: DoD and Uniformed Service Contract employee  
Administrative Organization: USA  
Duty Organization: United States Army  
Duty Suborganization: ---PEO Enterprise Information Systems  
Office Symbol: SFAE-PS-ES-ECM  
Job Title: Technical Analyst - PO EE  
Duty Installation/Location: Fort Belvoir, VA (incl. Davison AAF)  
Building: AKO - Bldg 322  
Room:  
Begin Date: 2013-05-09  
Projected End Date: 2016-05-31  
Persona Username: peter.c.barclay.ctr  
Persona Display Name: Barclay, Peter C CTR USARMY PEO EIS (US)

\*indicates required field

#### Addresses

**CTR Duty Address**

\* Address Line 1: Bldg 322  
Address Line 2: 10119 Beach Road  
\* City: Fort Belvoir  
State: VA  
Zip: 22060  
\* Country: United States

[Find nearest RAPIDS location](#)

#### Personnel Email Addresses

Please designate a permission preference. If your preference is "Yes", you will be notified of benefit correspondence via email from the DoD and VA, when available.

Primary Personnel Email: peter.c.barclay.ctr@mail.mil  Yes  No

#### SIPRNet Email Address

Primary





# BlackBerry (BB) Update



- Legacy BB Transition: All Commands are to transition from the BB5 to BB10 devices NLT end of FY2016.
- Starting FY17 Army will no longer centrally fund BB service. Commands must POM for future BB costs.
  - Cost: ~\$36.05 per year
- The 3-Step Process for obtaining new BB devices (Procure, Authorize, and Activate)
  1. Procure devices using published BPAs  
(<https://www.us.army.mil/suite/page/606723>)
  2. The command submits a Service Request Form (SRF) to [usarmy.pentagon.hqda-cio-g-6.mbx.sais-aoi@mail.mil](mailto:usarmy.pentagon.hqda-cio-g-6.mbx.sais-aoi@mail.mil) for CIO/G-6 authorization
  3. After approval, command receives on-boarding instructions with info on proper data plans and activation procedures. Command ensures proper data plan.
    - User follows instructions and coordinates with federated AESD service desk to activate BB





# Army DEE Mailboxes



## Suspense: TBD (but before 18 Dec 2015):

All Army Business class mailboxes must be below 4GB:

- As directed by DCIO, the 4GB size limit was applied to Business class accounts (NIPR and SIPR) on 7 Aug.
- Initial 1 Oct deadline was postponed to provide time to implement larger size options for VIPs
- Although the deadline changed, the policy did not!
- Help: TTP “Reducing Your Mailbox Size v1.1” dated 16 June 2015 is available to assist users: <https://esd-crm.csd.disa.mil/app/home/>.
- Exceptions: Army CIO/G-6 will allocate a number of larger mailboxes to each command, primarily for VIPs
  - CIO/G-6 policy (in final staffing) will specify the number per command in provide guidance on allocating those mailboxes.

**\*\*NOTE - 4GB is a Hard Limit: Accounts over 4GB will not be able to send and at 4.6GB accounts will no longer receive mail.**

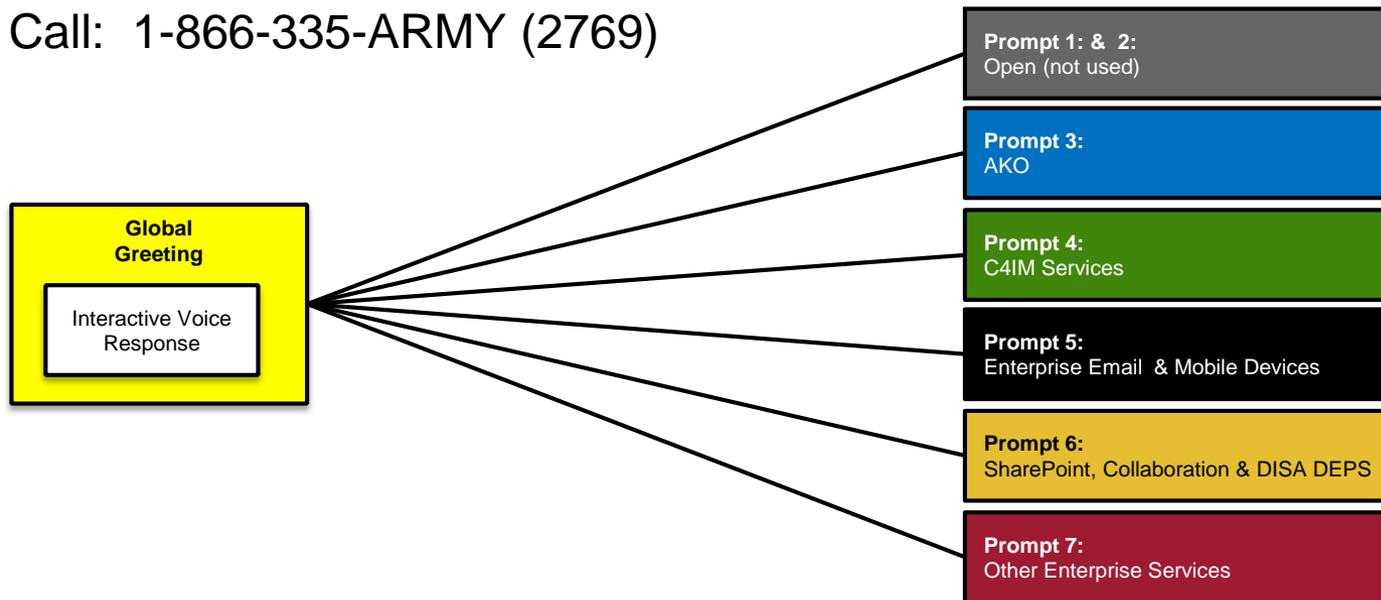




# Army Basic Class Users: Where do I get Help?



- Website: <https://esd-crm.csd.disa.mil/app/home>
- Send an email: [army.esd-w.support@mail.mil](mailto:army.esd-w.support@mail.mil)
- Call: 1-866-335-ARMY (2769)



- After selecting one of the above options, you will be asked to make additional selections to ensure you receive the right assistance

**Demo – Getting Help**





# AESD – Self Help Home Page



The screenshot shows the AESD Self Help Home Page. At the top, there is a navigation bar with links for Support Home, FAQs, Submit a Ticket, Your Account, and About Us. Below this is a section titled 'Our Mission' with a paragraph of text. To the right of this section is a 'Search FAQs' box with a search input field and a 'Search' button, and a link for 'Advanced Search'. Below the 'Our Mission' section is an 'Announcements' section with a red 'Alert - Enterprise Email Mailbox Size Limit' and a green arrow pointing to it. Below the alert is a paragraph of text and a link for 'Guides for Managing your Enterprise Email Usage' with a green arrow pointing to it. At the bottom, there is a 'Most Popular FAQs' section with four icons: AKO, Enterprise Email, Army Mapper, and MICC.

- AESD Customer Support Page – **One stop shop** for all resources (<https://esd-crm.csd.disa.mil/app/home>)
- DEE mailbox size limit alert provides link to several resources for managing your mailbox
  - Web-friendly, quick reference links
  - Consolidated TTP document for downloading
- User can also use FAQs Search to find specific topic of interest





# Reduce Your Mailbox Size TTP Page



Enterprise Email: Reducing Mailbox Size to under 4GB (4 gigabytes)  
Published 06/03/2015 04:33 PM | Updated 06/12/2015 07:45 PM

For instructions on how to validate your mailbox size, and steps on how to reduce it if necessary, please choose your Email client below:

| Outlook 2013 | Outlook 2007 | Web Mail |
|--------------|--------------|----------|
|              |              |          |

[Download the complete TTP](#)

Did the information above help in resolving your issue?

Answers others found helpful

- [Table of Contents: General AKO Email Questions](#)
- [Activating FIV Authentication Certificate](#)
- [Update Information On The Global Address List\(GAL\)](#)
- [Troubleshoot: Badmail size mail to local console](#)
- [Enterprise Email: How to access your webmail](#)

Search FAQs  
Search by Keyword    
[Advanced Search](#)

Contact Us

- [Submit a Ticket](#)  
Submit a ticket to our support team.
- [Contact Us](#)  
If you cannot find what you are looking for on our site, give us a call.
- [Suggestion Box](#)  
Let us know how we are doing. We are always looking for ways to improve our service.

Additional Resources

- [Contact Other Help Desks](#)  
Click here if you need help with issues that AESD-W does not support, such as: AIMS, CACI Help Desk, or My Key
- [AKO Password Reset](#)
- [Accessing Enterprise Email](#)  
Click here if you need instructions for accessing your Enterprise Email (Outlook Web Access)

**Demo – Business Class Help**





# Business Class Users: Where do I get Help?



- Self Help Website:

<https://esd-crm.csd.disa.mil/app/home>

- How do I submit a trouble ticket?

- Website: <https://esd-crm.csd.disa.mil/>
- Email: [army.esd-w.support@mail.mil](mailto:army.esd-w.support@mail.mil)
- Call: 1-866-335-ARMY (2769)





# Business Class Users: Getting Help



## How do I locate my Entitlement Manager?

- EMs are listed in the Global Address List (GAL):
  - In the search box- type “DEPO”
    - If you are in a COCOM - type “DEPO <COCOM’s name>”: i.e. “DEPO AFRICOM”
    - If you are in an Army unit - type “DEPO ARMY-<command>”:i.e. DEPO ARMY-USARPAC)
  - Double click on your command’s “SEM Entitlement Managers”
  - The list of EMs is in the “Members” box
  - Find a name that includes for your command’s name.
    - Some names listed aren’t members of your command (e.g. any name with “DISA xx” would not be your EM)

**Demo – Finding my EM**





# Reaching Our Customers



- **DEE Information: Outreach Portal**

<https://peoeis.kc.army.mil/esc2/eecop/default.aspx>

- TTPs for users (TTP section)
- Policies on DEE (Guidance section)
- TTPs for Entitlement Managers (DEPO section)

- **Help: AESD Portal**

<https://esd-crm.csd.disa.mil/app/home>

- Publish Articles
- Social Media (Facebook, Twitter)

**Demo – Outreach Portal**





# Contact Information



## Project Office, Enterprise Email (Programmatic Issues/Questions)

- LTC Toy Frasier, Project Officer
  - CML: 703-704-2034
  - DSN: 654-4982
- Mr. Donald Greenlee, Deputy PO
  - CML: 404-469-5319
  - DSN: 797-5319
- Group Mailbox: USARMY Ft Belvoir PEO EIS Mailbox Project Office, Enterprise Email

[usarmy.belvoir.peo-eis.mbx.project-office-enterprise-email@mail.mil](mailto:usarmy.belvoir.peo-eis.mbx.project-office-enterprise-email@mail.mil)





# Questions?



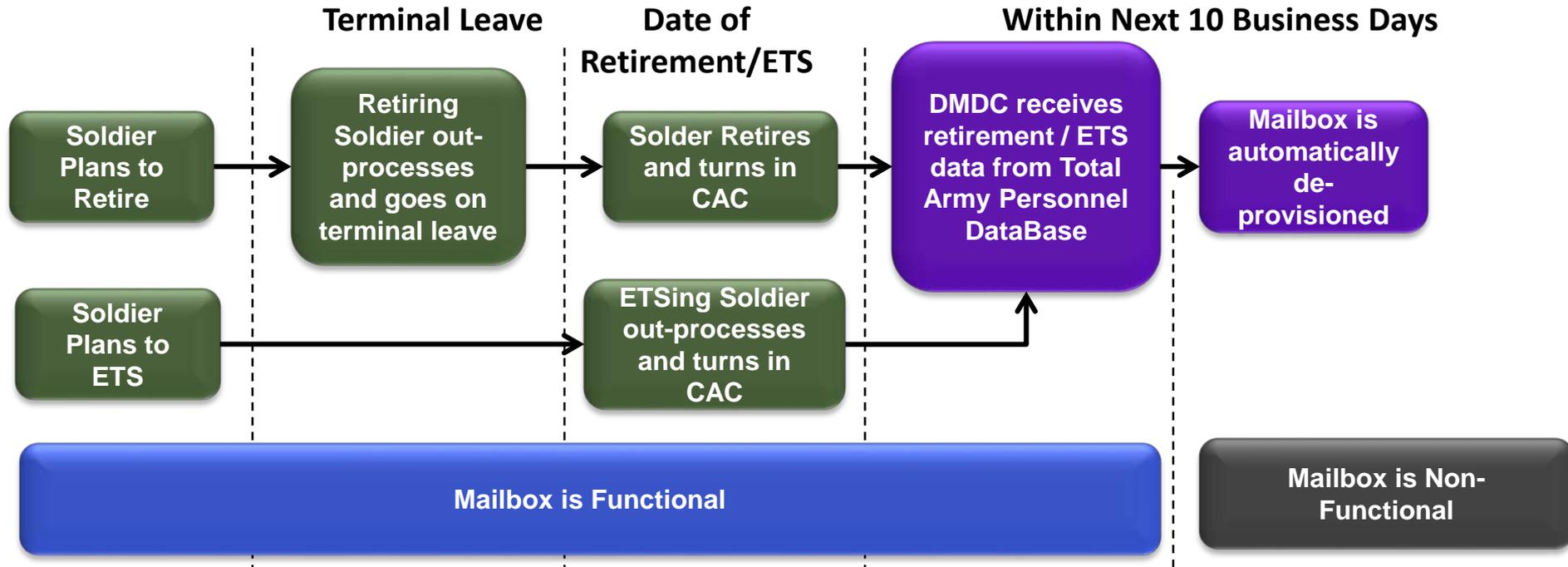


# Back-Up





# Retiring/ETS-ing Automatic De-Provisioning



- Do **NOT** de-provision a retiring (or ETSing) Soldier's account
- A Soldier should **NOT** turn in his/her CAC until the **date of retirement (or ETS)**
- Do NOT do anything to the account other than remove a mobility entitlement
- The account will be **automatically** de-provisioned





# milConnect Home Page



**milConnect** Powered by DMDC

Home | Q & A

milConnect is a web application provided by the DMDC that offers sponsors, spouses, and their children (18 years and older) access to their personal information, health care eligibility, personnel records, and other information from a centralized location. In most cases, sponsors can see benefit information for their dependents, such as address, dependents, and health care and dental program enrollments.

**Breaking News:**

If you received an email or postcard directing you to milConnect to retrieve correspondence, please select Sign In.

To retrieve enrollment cards and letters: Select the Read Correspondence option of the eCorrespondence menu tab. The correspondence displayed on the eCorrespondence page will be related to the person signed into milConnect. Sponsors can locate correspondence for family members by clicking on each individual's name from the list of family members. Enrollment cards can be located on the second page of each enrollment letter.

To view POM information: Select the Medical/Orsita/Pharmacy option of the Health Care menu tab. The data displayed on the Medical tab will be related to the person signed into milConnect. Sponsors can locate details for family members by clicking on each individual's name from the list of family members.

Some additional notes about accessing correspondence: 1) Under most circumstances, a sponsor can view correspondence and POM information for himself/herself and for family members of any age. 2) Dependents age 18 and older can Sign In to milConnect with their own ID to view their own correspondence. 3) A surviving spouse can view correspondence and POM information for their minor children.

If you have received an email or postcard regarding "Medicare and TRICARE" or "Dependent Eligibility Changes based on Age," please access one of the following links for benefits and contact information. This information can also be found within the milConnect USA section or at <http://www.tricare.mil>.

- Medicare Under Age 65
- Medicare At or Over Age 65
- TRICARE Young Adult (age 22/25 age out)

**The Patient Protection and Affordable Care Act**

The IRS will collect fees from most individuals who do not maintain minimum essential coverage. The TRICARE program is considered minimum essential coverage. For more information, visit <http://www.tricare.mil/VACA>.

TRICARE must be able to verify your coverage status based on what is listed in the Defense Enrollment Eligibility Reporting System (DEERS). Your Social Security number (SSN) and the SSN for each of your covered family members must be included in DEERS for your TRICARE coverage to be reflected accurately. You must keep your DEERS information up to date—including adding family members after marriage, birth, or adoption—in order for TRICARE to verify that all of your family members maintained minimum essential coverage.

You may update family member information to your DEERS record at the nearest military ID card issuing facility. Please contact the facility to determine what documentation you will need to take with you, such as Social Security Card, Birth Certificate, Marriage Certificate, Divorce Decree, etc. To locate the nearest military ID card facility, please visit the [BAPIOS able locator Web site](#).

**Sign In**

If you have a Common Access Card (CAC), DMDC myPay Account or (MOS) Self-Service (SSS) Login, click on the button below to sign in.

**Sign Up Now**

**Quick Links**

- Tricare Education Benefits (TEB)
- Update Address
- Update Global Address List (GAL)

**Military Crisis Line**  
1-800-273-8255 PRESS 9

**Safe Helpline**  
Local Assault Support for the Full Community

**Life Events that Impact Your Benefits** | **Military Transitions** | **Education Benefits** | **DEERS** | **ID Cards**





# milConnect Sign-in



Authenticate.do?execution=e1d1

milConnect  
Powered by DMDC

[Help Center](#)

### DS LOGON

Department of Defense  
Self-Service

[Forgot DS Logon Username?](#)  
[Forgot DS Logon Password?](#)

### CAC

Common Access Card



### DFAS myPay Password

Defense Finance and  
Accounting Service

[Forgot DFAS MyPay Login Id?](#)  
[Forgot DFAS MyPay Password?](#)

**Need a DS LOGON?**

**Have a DS LOGON activation letter?**

**Need to upgrade your DS LOGON?**

**Need to manage your logon profile settings?**

 **Phishing Alert:** We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

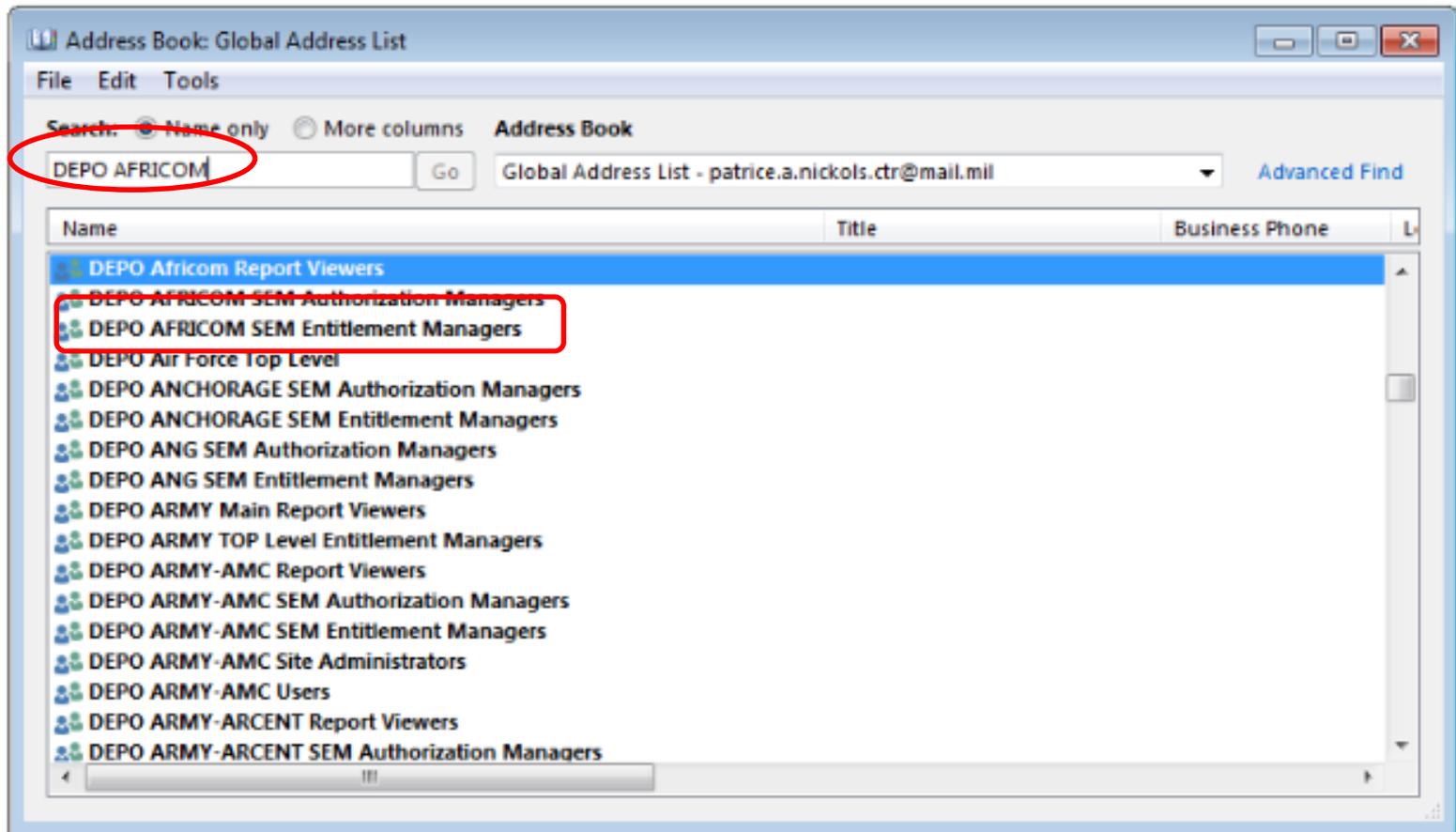




# Finding EMs in the GAL



1. If you are in a COCOM - type “DEPO <COCOM>”
2. Double click on your Command’s EM distribution list





# Finding EMs in the GAL



1. If you are in an Army unit – type “DEPO ARMY-<command>”
2. Double click on your Command’s EM distribution list

The screenshot shows the 'Address Book: Global Address List' window. The search bar contains 'DEPO ARMY-FORSCOM' and the dropdown menu shows 'Global Address List - patrice.a.nickols.ctr@mail.mil'. The search results list various roles for DEPO ARMY-FORSCOM, with 'DEPO ARMY-FORSCOM SEM Entitlement Managers' highlighted in red.

| Name                                         | Title | Business Phone |
|----------------------------------------------|-------|----------------|
| DEPO ARMY-FORSCOM Report Viewers             |       |                |
| DEPO ARMY-FORSCOM SEM Authorization Managers |       |                |
| DEPO ARMY-FORSCOM SEM Entitlement Managers   |       |                |
| DEPO ARMY-FORSCOM Site Administrators        |       |                |
| DEPO ARMY-FORSCOM Users                      |       |                |
| DEPO ARMY-GUARD Report Viewers               |       |                |
| DEPO ARMY-GUARD SEM Authorization Managers   |       |                |
| DEPO ARMY-GUARD SEM Entitlement Managers     |       |                |
| DEPO ARMY-GUARD Site Administrators          |       |                |
| DEPO ARMY-GUARD Users                        |       |                |
| DEPO ARMY-HQDA Report Viewers                |       |                |
| DEPO ARMY-HQDA SEM Authorization Managers    |       |                |
| DEPO ARMY-HQDA SEM Entitlement Managers      |       |                |
| DEPO ARMY-HQDA Site Administrators           |       |                |
| DEPO ARMY-HQDA Users                         |       |                |
| DEPO ARMY-IMCOM Report Viewers               |       |                |
| DEPO ARMY-IMCOM SEM Authorization Managers   |       |                |





# Finding your EM



1. Look at the list of names in the “Members” box
2. Look for a name in your command. Ex: 10 Mtn Div

The screenshot shows two overlapping windows from Microsoft Outlook. The background window is the 'Address Book: Global Address List' with a search for 'DEPO ARMY-FORSCOM'. The foreground window is the 'DEPO ARMY-FORSCOM SEM Entitlement Managers' group properties dialog box. The 'Members' tab is selected and circled in red, with a '1.' next to it. A list of members is shown, with 'Consiglio, Michael CIV USARMY 10 MTN' circled in red and a '2.' next to it. The 'Owner' field shows 'Barclay, Peter C CTR USARMY PEO EIS (US)'. A 'Modify Members...' button is at the bottom right of the dialog box.



# Helpful BB10 Links



1. Army/AF BPA BB10 procurement info:

<https://www.us.army.mil/suite/page/606723>

2. DISA link to Admin Guide and User Guide:

<https://disa.deps.mil/org/se3/ES71/SitePages/EndUserSupport.aspx>

3. AESD Website includes announcements and TTPs for CAC Sled pairing:

<https://esd-crm.csd.disa.mil/app/home/>





# Customer Outreach Portal



The screenshot shows the Customer Outreach Portal website. At the top left is the U.S. Army logo. The main header features a search bar and a navigation menu with items: Customer Outreach Portal, DEPO, Mobility, Meetings, Guidance, TTPs, FAQs, Links, and Contact Us. Below the navigation is a 'Home' section with a 'Welcome to the Customer Outreach Portal' message and a quote: "This portal serves as the single location for DoD Enterprise Email customer collaboration and interfacing between PO EE, Army Stakeholders, Entitlement Managers, General Managers, Command POCs, and our Customers." To the right of the quote is a 'Links of Interest' section containing the U.S. Army logo, the PEG EIS logo (PEG Enterprise Information Systems), the Chief Information Officer (G-6) logo, and a globe icon with a red slash. Below the quote is a 'Just in' section with a '+ new announcement or edit this list' link and a search bar. A table of recent announcements is displayed below.

| ✓ Title                                                       | Expires        |
|---------------------------------------------------------------|----------------|
| ARCYBER SAR 2015-329 Divesture of Legacy BlackBerry 5 Devices | ... 8/31/2016  |
| ARCYBER SAR 2015-288 DEE SLA Mailbox Size Limit Enforcement   | ... 12/31/2015 |
| Enterprise Email Journaling Policy                            | ... 12/31/2015 |
| Never Accessed and Idiol Policy w/enclosure                   | ... 12/31/2015 |





# Army TTPs Page



TTPs

Search this site

- Customer Outreach Portal
- DEPO
- Mobility
- Meetings
- Guidance
- TTPs**
- FAQs
- Links
- Contact Us

- EECOP Library
- SP Issue Register
- User Experience Survey
- Recent**
- Site Contents

## Army Tactics, Techniques and Procedures (TTPs) Page

### TTPs for All Users

+ new item or edit this list

| ✓ TTP Name                                                         | Details                                                                                                                                                                                                                      | Date       |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <a href="#">TTP-1 Update your GAL Attributes v4-0</a>              | Describes the processes that end users of DoD Enterprise Email (EE) will use to update their Global Address List (GAL) attributes through the milConnect portal.                                                             | 12/11/2014 |
| <a href="#">TTP-6 Activating your PIV Authentication Cert v2-1</a> | Describes the processes that end users with a "dual persona" to expose the PIV Authentication Certificate on their Common Access Card(s), which they will then use to authenticate to DoD Enterprise Email (EE).             | 7/13/2015  |
| <a href="#">TTP-8 Update Your CAC Email Address v3-1</a>           | Describes the processes that end users, especially users of DoD Enterprise Email (DEE) can use to change/ update the email address on the certificates on their Common Access Card (CAC) using the RAPIDS Self Service site. | 5/15/2015  |
| <a href="#">TTP-4 Army Process for Requesting an NPE Alias</a>     | Describes the process to request an alias for an organizational mailbox or distribution list in the DoD Enterprise Email (DEE) system.                                                                                       | 10/1/2014  |
| <a href="#">TTP-9 Forwarding from</a>                              | How to redirect email from DEE to an account in another email system                                                                                                                                                         | 1/20/2015  |





# Outreach – DEPO Management Page




DEPO

Search this site 

Customer Outreach Portal
DEPO
Mobility
Meetings
Guidance
TTPs
FAQs
Links
Contact Us

[Home](#)
[DEPO Documents](#)
[Recent](#)
[Site Contents](#)
[EDIT LINKS](#)

## DEPO Management

Documents and Tools for GMs/EMs

[+ new item or edit this list](#)

| Title                       | Description                                                                                                                                                                                                                                                                                                                | Date       |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| EM Actions on PCS v2        | ... Explains what Entitlement Managers should do when an individual has a change of assignment and is no longer in their command.                                                                                                                                                                                          | 4/30/2015  |
| System Checker v3-26        | ... <b>You must change the file extension from .txt to .hta before running the script.</b> This HTML Application (.hta) will validate the required settings for system usage with DoD Enterprise Email. It identifies whether registry settings and file versions are correct, or whether they are out-of-date or missing. | 12/8/2014  |
| Change an NPE Customer Code | ... If it appears that a NPE has the wrong customer code, EMs should request the NPE be changed from the current customer code to the proper customer code (so that the NPE may be edited in accordance with NPE owner's instructions). This document outlines th                                                          | 10/01/2014 |





# Outreach – Mobility Page




Mobility

Search this site 

Customer Outreach Portal

DEPO

Mobility

Meetings

Guidance

TTPs

FAQs

Links

Contact Us

- Home
- Mobility Documents
- Recent ▶
- Site Contents
-  EDIT LINKS

## DEE Mobility Site

### BlackBerry SRF Submissions

[+](#) new item or edit this list

| ✓ ID                                                                              | Army Command | Duty Organization | Duty Location | Mobile Devices Requested | Devices left to On-board |
|-----------------------------------------------------------------------------------|--------------|-------------------|---------------|--------------------------|--------------------------|
| There are no items to show in this view of the "BlackBerry SRF Submissions" list. |              |                   |               |                          |                          |

### Mobility Documents

[+](#) new document or drag files here

| ✓  Name                                                                                    | Modified         | Modified By                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------|
|  2015-05-06 DoD Interim Guidance for Implementing Deerived PKI Credentials on Unclass CMDs | ... September 17 |  Eric Williams |
|  AESD Federation BB10 Admin Training Guide v2.0                                            | ... September 17 |  Eric Williams |





# Outreach – Army Guidance Page



Guidance

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FAQs

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Contact Us

EECOP Library

SP Issue Register

User Experience Survey

Recent

Site Contents

## Army Guidance Page

### Army Policy

+ new item or edit this list

| ✓ Title                                                     | Description                                                                                                                                                                  | Effective Date |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <a href="#">Army DEE Never Accessed/Idle Account Policy</a> | Provides the rule set by which the Army manages DEE accounts that have not been accessed or that remain idle for a prescribed period of time, with details in the enclosure. | 08/28/2015     |
| <a href="#">Army_DEE_Journaling_Policy</a>                  | Defines Army requirements and authority for journaling of DEE accounts                                                                                                       | 11/13/2013     |
| <a href="#">Army policy for DEE addresses on Army CACs</a>  | Direction from Army to DMDC to only put DEE addresses on CACs for Army personas.                                                                                             | 12/12/2013     |





# Outreach – FAQ Page



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|---|------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------|------|
|   | BlackBerry | Where can additional information be obtained on the BlackBerry V10 rollout? | PO EE Team to respond                                                                                                                                                                                                                                                                                                                                                                   | Mr. Alan Williams |                                                                                                                                   |      |
|   | BlackBerry | Has the BlackBerry Soft Cert been approved?                                 | Yes, they were approved in May, 2015. See link!                                                                                                                                                                                                                                                                                                                                         | Mr. Alan Williams | <a href="http://www.dtic.mil/whs/directives/corres/pdf/852002p.pdf">http://www.dtic.mil/whs/directives/corres/pdf/852002p.pdf</a> |      |
|   | BlackBerry | Is the User requesting the BlackBerry the NEC?                              | In the work flow Diagram(wfd) the User row at the top would be NECs- users at YPG do not order BB devices. So USER - would the NECs?<br><br>The user would be the end users submitting the Service Request instead of an email.<br><br>The user would be an authorized user/requestor. NECs dont control BBs so they would only control those under their command. (LTC DeWeers CIO/G6) | Mr. Alan Williams |                                                                                                                                   |      |

