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

<table>
<thead>
<tr>
<th>BASIC Class</th>
<th>BUSINESS Class</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(512MB size limit)</strong></td>
<td><strong>(4GB size limit)</strong></td>
</tr>
<tr>
<td>▪ Basic class cannot have entitlements</td>
<td>▪ Business class can have entitlements</td>
</tr>
<tr>
<td>▪ All Army auto-provisioned accounts are Basic class</td>
<td>▪ 512MB in primary storage and 3.5GB in secondary storage</td>
</tr>
<tr>
<td>▪ <strong>Warnings</strong> issued when the mailbox is 410MB or above</td>
<td>▪ <strong>Warnings</strong> issued when the mailbox is 3.7GB or above</td>
</tr>
<tr>
<td>▪ Prohibited from sending when mailbox reaches 512MB</td>
<td>▪ Prohibited from sending when the mailbox reaches 4GB</td>
</tr>
<tr>
<td>▪ No longer receive mail when the mailbox reaches 700MB</td>
<td>▪ No longer receive mail when the mailbox reaches 4.6GB</td>
</tr>
</tbody>
</table>

*Army working with DISA on additional Service Classes for VIPs*
How DEE is Created – Army Auto-provisioning Process

**New Army Soldier**
- Details entered in TAPDB

**New Army Civilian**
- Details entered in Civilian Personnel System (DCPDS)

**New Army Contractor**
- Details entered in TASS**

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**First day**
- DMDC creates user DEE address (after checking all 47 million other DMDC records)

**Next day**
- Army User gets their CAC with DEE address

**Following 24 hours**
- Record with service-code = “Army” and DEE address on CAC is passed to DISA
- Mailbox is automatically provisioned

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

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**America’s Force of Decisive Action**
Email is managed by each Command vs Installation

Army is Executive Agent

Headquarters Relationship Legend

- Army Command
- ASCC
- Direct Reporting Unit
Army DEE Management Structure

Each Command has Group and Entitlement Managers

- **Army Component Managers**
  - CIO/G6, PD EC2M, and ARCYBER

- **Group Managers**
  - ACOMs, ASCCs, DRUs:
    - TRADOC, FORSCOM, AMC, NETCOM, USACE, USAREUR, USARPAC, ARNG, USAR, etc...

- **Entitlement Managers**
  - Local Support: Sig Bde/NEC, ITA, state ARNG IT support, Organization IT support, AESD, etc...
Army DEE Topics

- 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](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](https://tiny.army.mil/r/NHDty/MilConnect)
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)**
  2. The command submits a Service Request Form (SRF) to 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!


- 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](https://esd-crm.csd.disa.mil/app/home)
- Send an email: 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


- 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
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
  - Call: 1-866-335-ARMY (2769)
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)
Reaching Our Customers

- **DEE Information: Outreach Portal**
  - 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](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: USARMC Ft Belvoir PEO EIS Mailbox Project Office, Enterprise Email

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 Sign-in
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
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
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:

3. AESD Website includes announcements and TTPs for CAC Sled pairing:
   https://esd-crm.csd.disa.mil/app/home/
Customer Outreach Portal

"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."

Just in

new announcement or edit this list

Current View Find an item

Title

ARCYBER SAR 2015-329 Divestiture 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 Idle Policy w/enclosure 12/31/2015
Army TTPs Page

Army Tactics, Techniques and Procedures (TTPs) Page

TTPs for All Users

<table>
<thead>
<tr>
<th>TTP Name</th>
<th>Details</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTP-1 Update your GAL Attributes v4-0</td>
<td>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.</td>
<td>12/11/2014</td>
</tr>
<tr>
<td>TTP-2 Activating your PIV Authentication Cert v2-1</td>
<td>Describes the processes that end users with a &quot;dual persona&quot; to expose the PIV Authentication Certificate on their Common Access Card(s), which they will then use to authenticate to DoD Enterprise Email (EE).</td>
<td>7/13/2015</td>
</tr>
<tr>
<td>TTP-3 Update Your CAC Email Address v3-1</td>
<td>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.</td>
<td>5/15/2015</td>
</tr>
<tr>
<td>TTP-4 Army Process for Requesting an NPE Alias</td>
<td>Describes the process to request an alias for an organizational mailbox or distribution list in the DoD Enterprise Email (DEE) system.</td>
<td>10/2/2014</td>
</tr>
</tbody>
</table>

Note: TTP-9 Requesting from DEE to remove or alter user attributes.
DEPO Management

Documents and Tools for GMs/EMs

- **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.

- **System Checker v3-26**
  
  ⋅ **You must change the file extension from .txt to .hta before running the script.** This HTM L 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.

- **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 the
DEE Mobility Site

BlackBerry SRF Submissions

There are no items to show in this view of the "BlackBerry SRF Submissions" list.

Mobility Documents

- 2015-05-06 DoD Interim Guidance for Implementing Derived PKI Credentials on Unclassified CMDs
- AESS Federation B210 Admin Training Guide V2.0
Army Guidance Page

Army Policy

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Army DEE Never Accessable Account Policy</td>
<td>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.</td>
<td>08/28/2015</td>
</tr>
<tr>
<td>Army DEE Journaling Policy</td>
<td>Defines Army requirements and authority for journaling of DEE accounts</td>
<td>11/13/2013</td>
</tr>
<tr>
<td>Army policy for DEE addresses on Army CACs</td>
<td>Direction from Army to DMDC to only put DEE addresses on CACs for Army personas.</td>
<td>12/12/2013</td>
</tr>
</tbody>
</table>