

Department of Defense (DoD) Enterprise Email

May 9, 2012

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Agenda

Purpose: Create awareness of Department of Defense (DoD) Enterprise Email and increase understanding of the service's benefits to improving Mission Partner's operational efficiency and facilitation using secure, cloud-based enterprise applications.

AGENDA

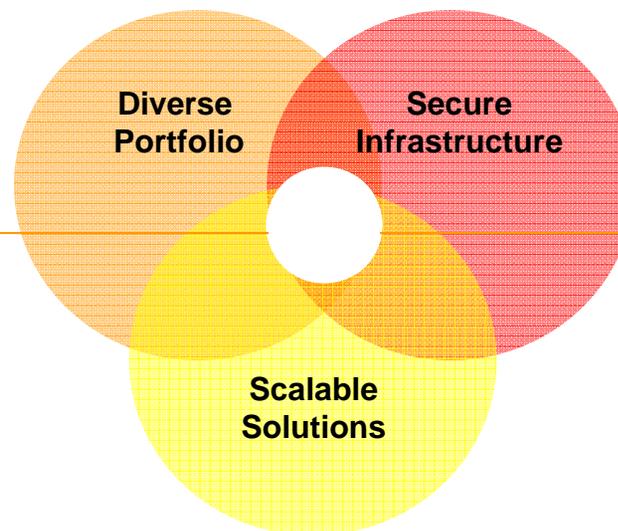
1. Enterprise Applications
2. Service Overview
3. How does DEE work?
4. Solution Details
5. Dependencies and Outputs
6. Features
7. Service Operations
8. Service Desk Operations
9. NetOps Command and Control
10. Why choose DEE?
11. Questions?

Enterprise Applications

Enterprise Applications provides a diverse portfolio of capabilities to the Department of Defense that enhances operational effectiveness, cross-organizational collaboration, and cyber-security.

Services

- DoD Enterprise Email (DEE)
- DoD Enterprise Portal Service (DEPS)
- Defense Connect Online (DCO)
- Strategic Knowledge Integration Web (SkiWeb)



Services

- DoD Storefront
- DoD Enterprise File Management (DEFM)
- DoD Enterprise Records Management (DERM)
- DoD Enterprise Search (DES)

COLLABORATIVE. GLOBAL. SECURE

Service Overview

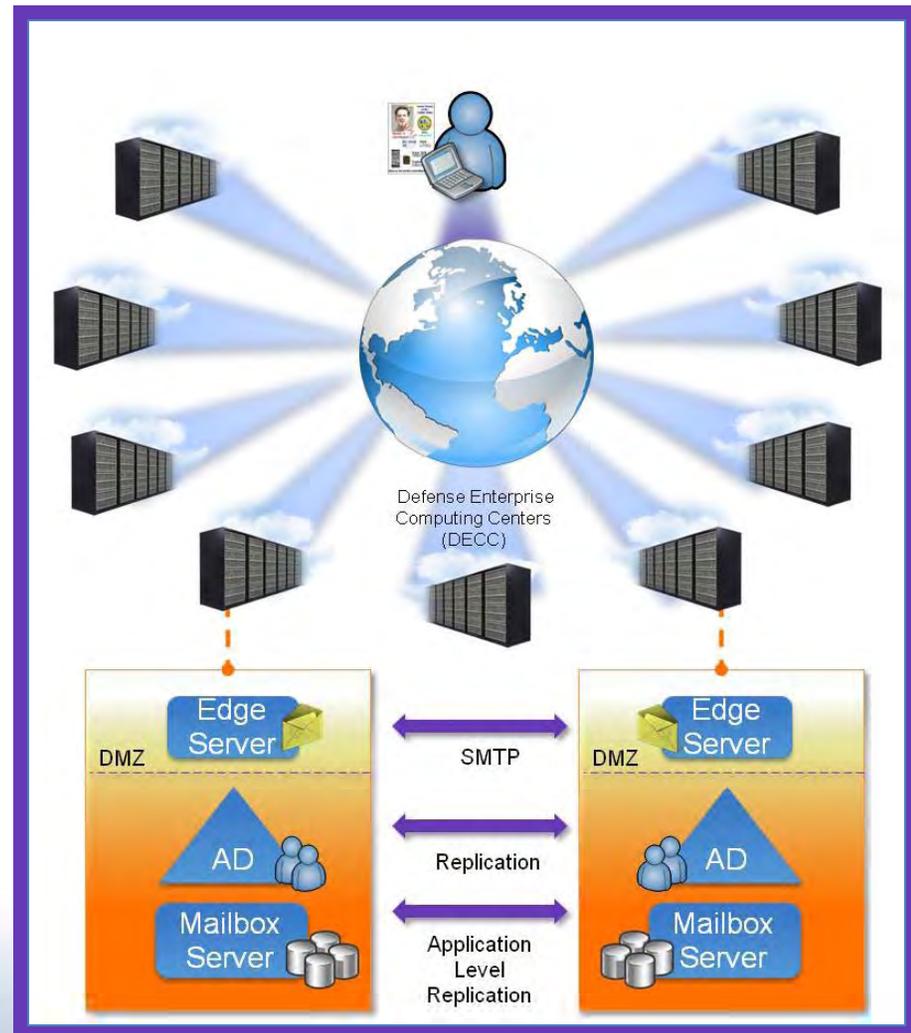
The Department of Defense's (DoD) Enterprise Email service provides secure cloud-based email to the DoD enterprise that is designed to increase operational efficiency and facilitate collaboration across organizational boundaries

DoD Enterprise Email:

- Provides secure access to your email anywhere, at anytime, from any place, whether stationary or mobile
- Supports coordination efforts by sharing individual, organizational, and resource calendars across the Department of the Defense and its mission partners
- Reduces the cost of email by eliminating unnecessary administration and inefficient network configurations, enabling resources to focus on other priorities
- Replicates your data in highly-secure Defense Enterprise Computing Centers (DECC) in order to provide your organization with the level of assurance required to know that your communications are secure

How does DEE work?

DEE is designed to support the deployment of email capability for 4.5 million users and a global address list (GAL) scaled to support 10 million objects (e.g., DoD Common Access Cards personas and Non Person Entities).



DEE Solution Details

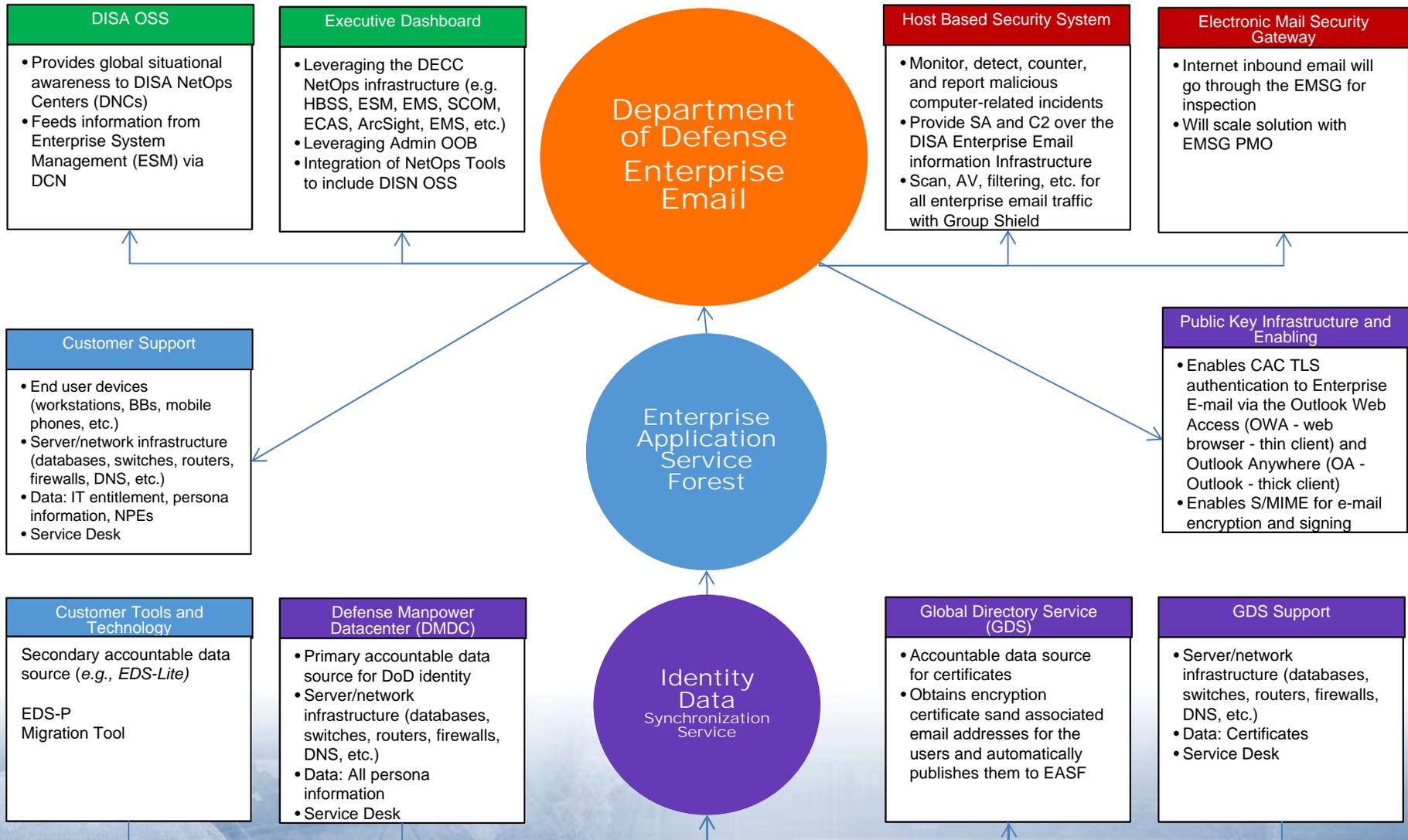
DESIGN DETAILS

- Complete local and remote redundancy
- PKE OWA and Outlook client
- Mailbox location assigned by geography
- 4GB mailbox for Outlook Anywhere (OA) business users and 512MB mailbox for OWA user (NIPR Only)
- RPC over HTTPS protocol
- Unclassified Network (NIPRNet):
 - NIPRNet only for Outlook access
 - RPC over HTTPS protocol
 - Utilize the EMSG for Internet email traffic & McAfee GroupShield for all email
 - Modular POD build in blocks of 77K users
- Classified Network (SIPRNet):
 - Utilize all-in-one Exchange servers
 - McAfee GroupShield for mail sanitization
 - Modular POD build in blocks of 50K users

CHARACTERISTICS

- Service diversity through replication and load balancing
- One distributed system with full NetOps visibility
- Enterprise GAL with shared calendars
- Enterprise email address and display name
- OWA (CAC enabled)
- DISN IA architecture compliant
- NIPR
 - Blackberry and Windows Mobile
 - 9 DECCs (7 CONUS, 2 OCONUS) and Mini-PODs
 - NIPRNet and Internet accessible
- SIPR
 - 6 DECCs (4 CONUS, 2 OCONUS) and Mini-PODs - Raven, Yokota, Walker
 - OWA (Smart-Card enabled)
 - SME-PED

Dependencies and Outputs



DEE Features

FEATURE	DESCRIPTION
Modular Design	DEE employs a modular design that enables scalability for your organization, no matter its size.
OWA and Mobile Access	No matter where the mission takes you, you have access send and receive messages from any CAC-enabled workstation or approved mobile device.
4 GB Business User/512 MB Mailbox Size	-Let users focus on their missions and not on cleaning their inboxes. DoD Enterprise Email allows for adequate storage for meeting every day needs.
One DoD-Wide Global Address List	Find and securely exchange information with individuals with whom you must collaborate to perform your mission
Industry Leading Security	DEE uses transport layer security (TLS), S/MIME, and advanced mail messaging hygiene to protect your email.
NIPRNet and SIPRNet Access	The same familiar interface, support, and security on NIPRNet and SIPRNet
99.9% Availability	Your mission requires on-demand access 24 by 7. Enterprise Email ensures that your service is highly available so that you can access it whenever the need arises.

Service Desk Operations

- Customer Service Desk
- DISA Service Desk

Level II /Tier III	<h3>DoD Enterprise Email Program Office</h3> <ul style="list-style-type: none"> Accountable office for Enterprise Email Program Handles tickets escalated from Tier II Service Desk 	8x5 Support Level
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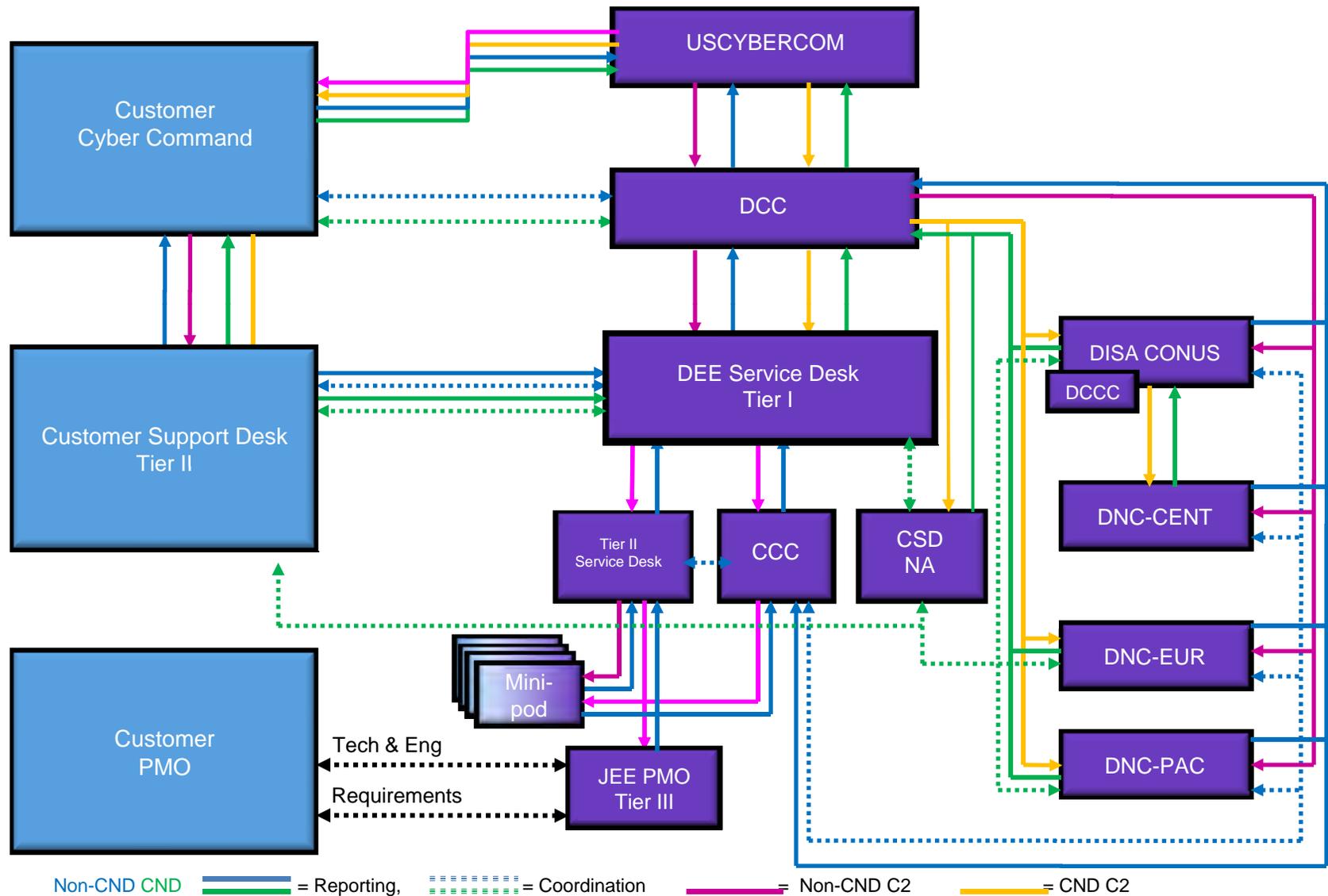
Level II /Tier II	<h3>DEE Tier II Service Desk</h3> <ul style="list-style-type: none"> Handles tickets escalated from the DEE Service Desk Provides application support Performs system monitoring for event management processes Executes problem management processes 	24x7x365 Support Level
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Level II /Tier I	<h3>DEE Tier I Service Desk</h3> <ul style="list-style-type: none"> Serves as Primary POC for All Level I/Tier I and II Customer Service Desks Initial Service Support Methods will be manual Integrated with DISA TMS Desired End State is to automate incident tickets with Customer systems 	24x7x365 Support Level
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Level I /Tier II	<h3>Authorized Customer Service Desk</h3> <ul style="list-style-type: none"> Escalates all trouble tickets to the DEE Service desk for the end user Coordinates with Customer Cyber Command for ASIs and Outages Serves as the Customer's POC for incidents, problems, and local events 	24x7x365 Support Level
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Level I /Tier I	<h3>Local Customer Service Desk</h3> <ul style="list-style-type: none"> Initiates all trouble tickets for the end user Utilizes a combination of remote access/control services and touch labor to resolve and close the ticket 	24x7x365 Support Level
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NetOps Command and Control



Why choose DEE?

- The DEE service provides secure cloud-based email to the DoD that is designed to increase operational efficiency and facilitate collaboration across organizational boundaries.
- As an enterprise-wide service, DEE reduces the cost of operations and maintenance by consolidating hardware into DISA's highly secure Defense Enterprise Computing Centers (DECC) around the world.
- DEE creates a common platform for the DoD, ensuring your COCOMs/Services/Agency can easily and effectively share information among virtual groups that are geographically dispersed and organizationally diverse.

DoD ENTERPRISE EMAIL USER ADOPTION

- ✓ 375k accounts provisioned on the system
- ✓ Current customers include U.S. Army, DISA, Joint Staff, STRATCOM, NSA
- ✓ Actively migrating Army and DISA users
- ✓ Coordinating migration plans and schedules with STRATCOM, Joint Staff, and NSA



Questions?

