

Enterprise Insights

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PD ES Corner *From Cutting Back to Cutting Edge*

Jeremy Hiers, Project Director, Enterprise Services

"The Army must change; this is a strategic and fiscal reality. Undoubtedly, we will soon face unexpected challenges and declining budgets require that we generate sustained landpower in new ways... Our guiding principle must be keeping balance: balance among readiness, end strength and modernization."

- Secretary of the Army's Top Priorities for Fiscal Year 2014

As the acquisition organization responsible for acquiring, delivering, and sustaining enterprise level IT services that enable end-to-end communication, collaboration, messaging, content management, and application hosting across the Army, Project Director Enterprise Services (PD ES) will continue to play an essential part in helping the Army adapt to meet the strategic and fiscal realities Secretary McHugh references above. Our charge -- to re-shape the way the Army designs and delivers many of the communication, collaboration, messaging, and hosting services its employees require to perform their day-to-day missions -- is a complex one that we are poised to meet.

One of the critical success factors for PD ES in this time of declining budgets and rapid technology advances is sustaining a culture of innovation. This will enable our organization to deliver solutions

that not only meet the Army's current requirements, but provide long-term added value by being capable of adapting to the increasingly dynamic strategic, political, and operational environments the Army must operate within. Key to our success will be:



Mr. Jeremy Hiers

- Adopting technologies that are mature, have proven effective, are agile and scalable to support Joint (not just Army) use
- Approaching requirements with a dual focus on both the needs of today and the projected needs of the future. We must leverage current solutions, best practices and mature technologies to enable our immediate success, while continually scanning the market to identify planned technology advances, future requirements, and emerging threats
- Recruiting and retaining highly trained, innovative and adaptable people who are willing to accept and manage for prudent risks in today's complex environment

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Army Transitions to DISA's DEPO Tool for DEE Entitlement Management

Product Director, Enterprise Content Collaboration and Messaging

On February 7, Army Cyber Command released an Operational Order directing Army Major Commands (MACOM) to transition to the Defense Enterprise Provisioning Online (DEPO) tool to manage Department of Defense Enterprise Email (DEE) Entitlements.

DEE Entitlements allows a customer organization the capability to provision or de-provision user mailboxes, non-person entity (NPE) mailboxes and lists as well as modify user entitlements such as journaling and BlackBerry with the DEPO tool. In addition, DEPO can run usage reports, providing a command the information they need to execute their mission.

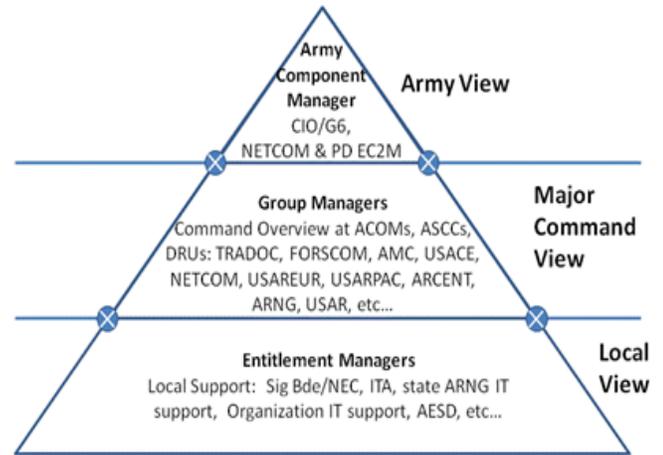
The transition to DEPO not only provides more robust capabilities than the previous DEE management tool, Enterprise Migration Tracker, but allows the Army to formalize a DEE management structure and ensure

MACOMs are informed and accountable for their DEE services.

DEPO, an in-house tool developed by the Defense Information Systems Agency (DISA), has been operational since mid-2013, and the Army began its transition to DEPO in November 2013. Network Enterprise Technology Command (NETCOM) along with the DEE team -- which includes DISA and Product Director, Enterprise Content Collaboration and Messaging (PD EC2M)-- has been conducting DEPO training since November 2013 with a target transition completion date of February.

PD EC2M has been working with DISA, as well as Army commands to provide

Entitlement Management Structure



The Army DEE management structure is comprised of three primary layers: component managers, group managers and entitlement managers.

a robust management tool to meet the Army's requirements. The Army has closely coordinated with DISA to evolve the DEPO structure and roles to align to the Army organizational structure and

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PD ES Corner (Continued)

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Some of our recent accomplishments include:

- Our Data Center Consolidation effort is working closely with Defense Information Systems Agency to identify recommendations to senior leadership on how best to streamline and optimize the Department of Defense's current data center capabilities and streamline the process for applications to migrate to those data centers
- PD ES recently established an Email as a Service project office.

Its mission is to act as the single point of interface between the Army Community and the Value-Added Resellers / vendors offering commercial cloud services

- We are also moving forward with a strategic approach to acquire software-based Unified Capabilities that will bridge the gap between voice over Internet protocol and other computer-related technologies by integrating and deploying real-time services, including text, voice and video.

As the fiscal reality of declining budgets continues to set in, there has never been a more pressing time to move forward these initiatives -- future resources will be reduced, mission requirements will not. As the stewards of the taxpayers' money, we will continue to serve the Nation by delivering the cost-effective, agile and forward-looking IT solutions that will lead to significant improvements in the effectiveness and security of the Army's IT environment and, therefore, effectively contribute to the Nation's defense.

AESD Ramps Up Training to Become Entitlement Managers

Product Director, Enterprise Computing

With the roll-out of the Department of Defense Enterprise Email, the Army Enterprise Service Desk (AESD or the Service Desk) is training its service desk agents on how to create and ensure the functionality of new accounts. The efforts are directly related to providing critical support to Entitlement Managers from 18 of 28 Army organizations.

“We committed service desk agents to getting through the Army’s training on the [Defense Enterprise Provisioning Online (DEPO)] server”, said the AESD’s Stephen Siegmund. “Before Christmas 2013, we had no agents trained but by January 18, 160 were trained and certified to provide the support Entitlement Managers need and want.”

AESD, an initiative under Product Director for Enterprise Computing, provides timely responses to computer-related issues through a central help desk and toll-free telephone number linked to a federation of 37 Army installations. Service Desk Agents answer calls in less than five minutes and either resolve or forward an issue in 11 minutes. Through AESD, Soldiers and civilians can get answers 24 hours a day, 7 days a week.

The Service Desk, which supports 2.2 million Army users, can now successfully support important needs of Army organizations like U.S. Army Forces Command and U.S. Army Training and Doctrine Command.

Training did not impact AESD’s budget or service. Alternate agents remained available to support the needs of regular Army users.



The Army successfully completed the bulk of its migration to one of the Army’s highest priority information technology initiatives, Department of Defense enterprise email at the end of July 2013.

Previously, Entitlement Managers located in various Network Enterprise Centers (NECs) at installations across the country bore sole responsibility in providing and processing paperwork for getting new users email accounts for Army commands and offices. The additional responsibility of ensuring the creation and functionality of those accounts also fell to the NEC, making them a one-stop shop and a potential bottleneck during times of significant growth in Army personnel.

Now, AESD stands as an alternative to the NECs in being Entitlement Managers. The NEC will ensure the proper paperwork is completed and now has the option to contact AESD to handle DEE entitlement execution, allowing the NEC to focus on requirements that are more pressing or require a more advanced set of skills.

While the ramp up and support

effort between AESD and Entitlement Managers will appear seamless to end-users, Entitlement Managers at NECs across the 18 organizations get back some much needed time. It also supports the Army’s move from the Enterprise Migration Tracker to the Defense Information Systems Agency’s DEPO tool. Future strategies suggest that Entitlement Manager efforts may be completely performed at AESD, providing an even greater amount of flexibility and support to Army NECs.

“NEC technicians are highly-skilled, highly-qualified information technology professionals,” said Siegmund. “AESD’s support allows them to focus on the work that requires their skills and knowledge.”

AESD uses the most advanced technology available and continues to strive to offer the best customer services possible. AESD’s agents

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Army Initiates Auto-Provisioning

Product Director, Enterprise Content Collaboration and Messaging

In an effort to streamline provisioning of Department of Defense (DoD) Enterprise Email (DEE) accounts, effective January 6, the Army initiated the automatic creation of DEE accounts upon issuance or renewal of a common access card (CAC) for all Army personnel (military, civilian, or contractor). Under this new policy, Army personnel without an existing DEE account will have one automatically created for them within 24 hours of issuance of a new or replacement CAC. Army personnel with an existing DEE account will not notice any changes to their day-to-day use of the DEE service.

DEE is now the only email service available to all Army personnel with a CAC. The service will support a single email address for the length of an Army career and provide continuity of service as Army personnel transition between assignments.

DEE provides the Army with a single, highly secure, CAC-enabled system, which allows users world-wide access to a single, DoD-wide Global Address List (GAL), shared calendaring and a high level of reliability and availability.

The DEE service is designed to support the deployment of email capability for 4.5 million users and a GAL scaled to support 10 million objects (e.g., DoD CAC personas and non-person entities). The implementation of DEE will increase operational efficiency and facilitate collaboration across organizational boundaries.

It is important to note that the initiation of auto-provisioning will not affect the functionality of the CAC.

User guides for DEE, including how to forward email, are located at: <https://esd-crm.csd.disa.mil/app/answers/eelist>.

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AESD Ramps Up (Continued)

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currently receive and respond to over 70,000 requests a month. The addition of Entitlement Management support, will add an anticipated 5,500 requests every month.

“Our service desk agents are more than capable of fulfilling the needs of Entitlement Managers,” said AESD Program Manager Dennis Kelly. “We remove the basic work from their plate with no budgetary impact on either side. I think our approach to reducing the burden on Entitlement Managers will improve capacity and productivity on both ends.”

Army Transitions to DISA’s DEPO Tool (Continued)

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effectively manage Army DEE usage. The Army DEE management structure is comprised of three primary layers:

- **Component Managers (CM):** CMs develop policy and provide oversight for the management of the DEE service across the Army Enterprise. The CM role is being fulfilled by the Army’s Office of the Chief Information Officer, PD EC2M, and the NETCOM-G3
- **Group Managers (GM):** GMs, positioned at the MACOM-level, provide oversight of the usage of DEE services within their command and

are accountable for complying with Army policy, as well as developing command-specific policy on DEE usage. GMs are also responsible for developing an Entitlement Management structure within their command

- **Entitlement Managers (EM):** A command’s Entitlement Management structure is the operating model by which the command receives DEE service and may be provided by internal information technology support or delegated to either the local Theater Signal Command or the Army Enterprise Service Desk.

Entitlement Managers are responsible for the day-to-day DEE account management activities, such as add/change entitlements, provision or de-provision of user mailboxes and provision or de-provision NPE mailboxes and lists.

The Army fully transitioned to DEPO in February with the majority of Army commands currently managing entitlements in DEPO. The Army and DISA will continue to evolve the DEPO capabilities as new functionality is requested and new DISA provided enterprise services use DEPO for management.