

Mr. William Spencer

**Branch Chief, Engineering, Design and Deployment,
Infrastructure and Operations**



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“A joint, integrated, premier system of health, supporting those who serve in the defense of our country.”



- Understand the DHA Health Information Technology (HIT) Infrastructure and Operations (IO) Defense Enterprise Email (DEE) Shared Service offering
- Describe the DEE migration strategy and implementation plan
- Learn about the DEE features, service level metrics, and technical support

Overview

- Background
- DEE Service Overview and Benefits
- DISA as a Service Provider
- DEE Strategy, Timeline, and Accomplishments
 - Strategy Overview
 - DEE Project 2014 Timeline
 - Key Accomplishments
 - Communication Methods
- DEE Service Level Metrics and Technical Support

Implementation Strategy & Status

Service Level Metrics and Technical Support

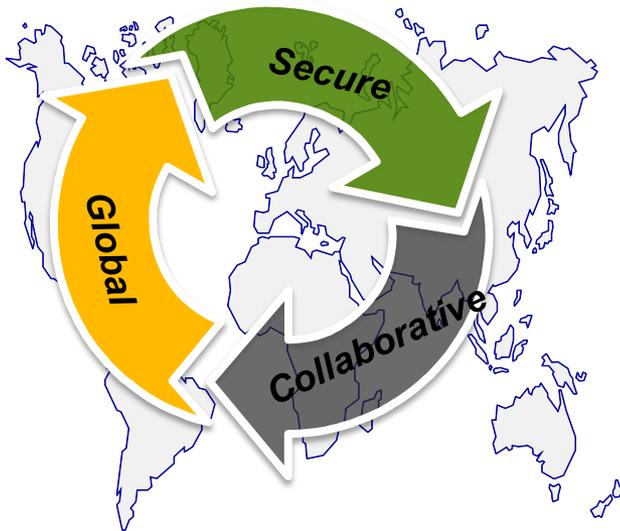
DoD Enterprise Email

- DEE is the Department of Defense (DoD) Chief Information Officer's (CIO) and DHA HIT CIO's core information technology efficiency initiative
- On 5 September 2013 the DoD CIO mandated all organizations operating in the Joint Information Environment (JIE) to begin the process to migrate from the current hosted exchange environments to DEE
- All of NCR, former TMA and Navy Medicine will be migrating to DEE
- Approximately 71K end-user exchange accounts will be migrated to DEE through December 2014



DEE Service Overview and Benefits

DEE creates a common and secure cloud-based email platform for the DoD enterprise ensuring the COCOM/Service/Agency can easily and effectively share information among virtual groups that are geographically dispersed and organizationally diverse



DEE to the Enterprise

Service Offering

- Access to email from anywhere, anytime, from any authorized device (w/CAC) whether stationary or mobile
- Business Class Mailbox 4GB
- BlackBerry Service

Collaboration is Easier

- Find email addresses, contact information across DoD locations
- Share individual, organizational, and resource calendars across DoD
- End-user can update their own profile via (milConnect)

Positions DHA to Modernize

- Enables a mobile workforce by keeping email accounts active during PCS moves and unit relocations

Improves Disaster Recovery Capability

- Replicates data in highly-secure Defense Enterprise Computing Centers located around the world

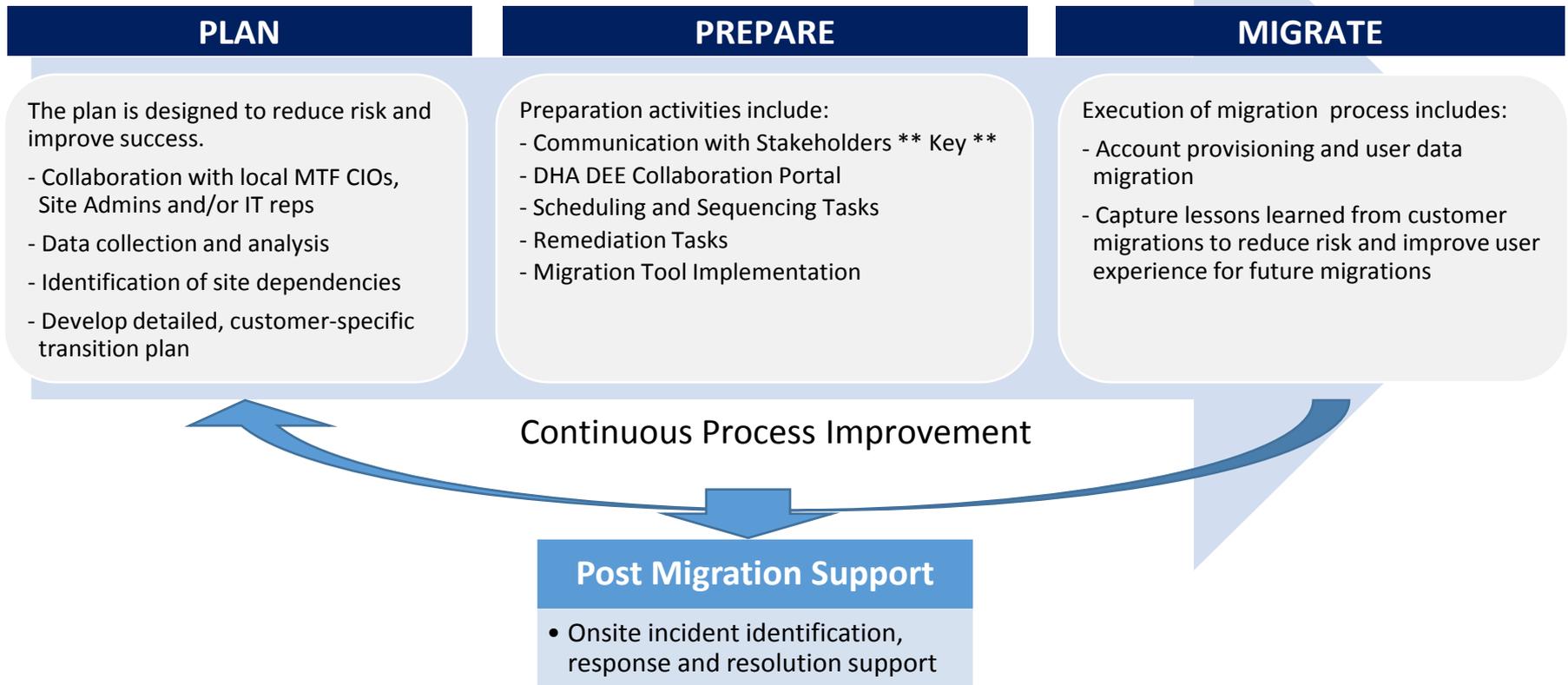
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DoD Enterprise Email User Adoption as of Today

- Over 1.5 million accounts are currently provisioned
- Current customers include:
 - Joint Staff
 - U.S. Army
 - DISA
 - EUCOM
 - Navy Recruiting Command
 - Office of the Secretary of Defense
 - and others
- DISA is coordinating migration plans and schedules with Air Force, STRATCOM and NORTHCOM

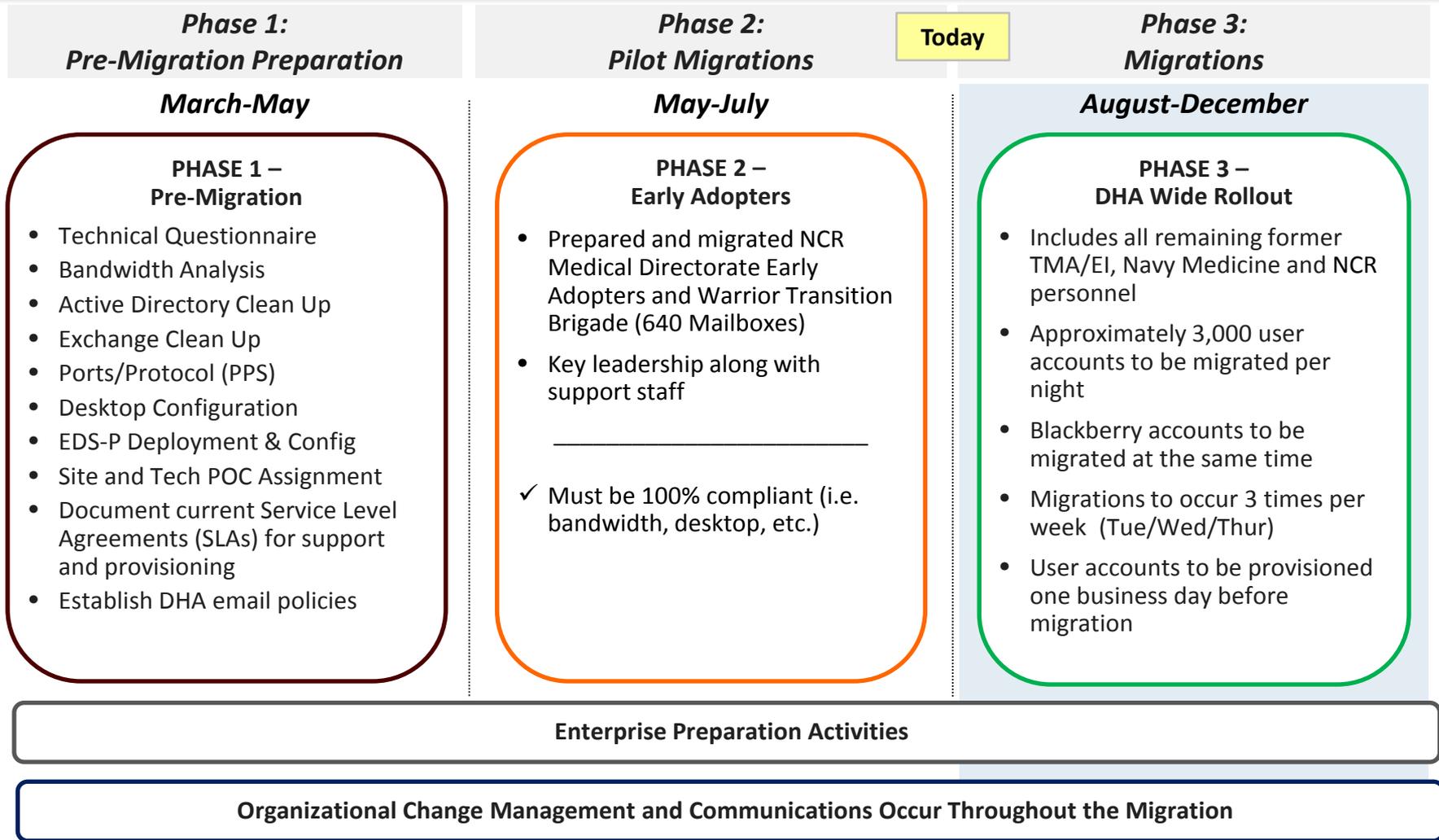
DEE Migration Strategy

Migration service includes all areas of planning, preparation, and migration support required to move prospective customers into DEE in the most effective, efficient, and secure method



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DEE Project 2014 Timeline



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DEE Service Level Reporting Metrics



Service Level	Reporting Metrics
Mail Service	<ul style="list-style-type: none"> • 99.9% Availability • Service availability is measured as a collective average using incidents in all the pods
Mobile Device Services	<ul style="list-style-type: none"> • Number of mobile devices being serviced • Availability of the appropriate mobile device service at 99.0% • Availability of the appropriate mobile device administration console at 99.0%
DoD ESD Support	<ul style="list-style-type: none"> • Average Speed to Answer - 95.0% in less than one (1) minute; and 99.5% in less than three (3) minutes. “Answering” means talking to a person. The time on hold or in a queue is included. • Call Abandonment Rate - Less than 6.0 % • Re-Opened Ticket Rate - Less than 5.0 %. • Emailed ticket response time for new issues-30 minutes
Mail Delivery	<ul style="list-style-type: none"> • Average delivery time no greater than 120 seconds mail server to mail server
Disaster Recovery	<ul style="list-style-type: none"> • Number of disaster recoveries required per month • Number of disaster recoveries more than 72 hours
Implementing Security Filters	<ul style="list-style-type: none"> • Monthly detail on the number of security filters implemented at the direction of US Cyber Command and the time required for each implementation.
Removal/Blocking of malignant content/communications/SPAM	<ul style="list-style-type: none"> • Time required for removal of all copies of confirmed malignant content per incident. Notify appropriate Mission Partner Organizations of all blocked, quarantined and removed content/communications as addressed in Customer Organization Name OLA

DEE End-User Technical Support



Existing end-user technical support does not change

- End Users still contact their **current** help desk when issues arise with DEE ; 90-95% of issues are resolved at Level I (Mission Partner Service Desk)
- Current help desk will work with DISA service desks to escalate issues when required
- DISA will contact end users if needed to resolve escalated issues

	Tier	Owner	Support
Technical Support	Tier I	Local Customer Service Desk	<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
	Tier II	Authorized Customer Service Desk	<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

Question	Answer
How do I contact the help desk?	<ul style="list-style-type: none">• You will continue to call the same helpdesk for IT support as you do today
How do I update my information in the Global Address List?	<ul style="list-style-type: none">• The majority of your contact information in the DEE Global Address List comes from Defense Manpower Data Center (DMDC) – The DoD’s human resource information source. Unlike in the past, it is each individual user’s responsibility to update and maintain their Enterprise Profile over time. Your local system administrator can no longer update your address or phone number in the GA?L under DOD Enterprise Email.
How does migration really happen?	<ul style="list-style-type: none">• Your email data will be copied, rather than actually “migrated”. The old data will remain on existing servers so that it can be recovered and reutilized if an unexpected problem occurs.
How will I access the DoD Enterprise Email system?	<ul style="list-style-type: none">• Soldiers, DA Civilians, and Contracts will be able to access their e-mail from any government – managed
How will I get messages sent to my old account and for how long?	<ul style="list-style-type: none">• Mail sent to your old email address will be automatically redirected to your new DEE account. It is estimated that this will be in place for approximately 6 months.
What is my new email address?	<ul style="list-style-type: none">• When you log into DMDC/MilConnect to update your profile you will see in the section “Personnel Status” a block “Personna Username” – that will be your new email address followed by @mail.mil

Summary



- DEE Collaboration Site
 - <https://info.health.mil/hit/io/edd/ssd/ppm/DEE>
 - Single point of reference for the project
 - Technical guides, schedule information, sample messages and other important information to assist with the preparation of the migration
- End-Users now maintain their Enterprise GAL information on **milConnect**
 - Only end-users can update their profiles
 - Instructions on DEE Collaboration Site

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Questions



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Please complete and submit your evaluations

Contact Information



Name: Mr. William Spencer
Branch Chief, Engineering, Design, and Deployment
Number: 703.681.5548
Email: william.spencer@med.navy.mil

This is your Defense Health Agency....



Thank You For All Your Efforts!



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