

Department of Defense Enterprise Email

The Department of Defense Enterprise Email (DEE) (More information found here <http://www.disa.mil/Services/Enterprise-Services/Applications/DoD-Enterprise-Email?>) service aims at providing a more secure cloud-based email capability. **Enterprise Email** is designed for increasing operational efficiency, but also facilitating collaboration across different organizational functions. If you need help with common DoD Enterprise Email Issues, check out the DISA Enterprise Collaboration Management User FAQ or the DoD Enterprise FAQ Page. Additional information on the Enterprise Email Migration can be found here.

DEE is a service applicable to the entire enterprise, reducing the operational cost. With this service also, the possibility of creating a common platform will be possible. DEE will thus enable and ensure different agencies to share information among different geographically dispersed, organizationally diverse virtual groups more easily and more effectively.

Army Enterprise Email

There are many benefits of using DEE including:

- Securing email access anywhere, anytime and from any place either through stationary or mobile
- Coordinating efforts through sharing calendars across the DoD enterprise including individual, organizational and even resource calendars
- Reducing email cost through the elimination of unnecessary administration as well as ineffective resource utilization, focusing resources to other priorities
- Replicating data among the DECCs to ensure secured and widely available communications

Thereby, DEE is designed for email capability deployment support. This is actually intended for the 1.5 million AKO accounts users. DEE also supports the global address list (GAL) that is scaled for supporting 10 million objects including DoD common access card holders (CACs) as well as non-person entities (NPEs).

With the utilization of a modular design, enterprise services provided by DISA will be able to grow DoD's growth capacity. This is especially true since the infrastructures are strategically located worldwide. In facilitating the continuity of operations (COOP), DISA will replicate the data between sites should there be cataclysmic failures. Other than the 24/7 central service desk, the strategy ensures that:

- Messages will be protected and will be accessed securely
- 3Gs as guns, guards, and gates will be secured, protecting agency's data from different several threats

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-- Strategic initiatives and organizational missions of DoD are met

-- Individual, organizational, and resource calendar efforts will be shared in the most coordinated manner across DoD

-- DEE's interoperability with enterprise services' collaborative capabilities will be made more efficient including DoD Enterprise Portal Service (DEPS) and Identity and Access Management

STANDARD Enterprise Email FEATURES

1) Outlook

Email can now be accessed using Outlook Anywhere in a local desktop. Outlook Web Access (OWA) can now be used also. NIPR OWA is accessible through the NIPRNet and Internet.

However, all DEE access requires the workstation to be CAC enabled.

The basic class service is 512mb mailbox while the business class service is 4gb mailbox that is archive-capable.

The message size is up to 20mb.

The deleted items can be recovered through the 'Recover Deleted Items' feature, allowing the users to recover items that are permanently deleted. Users may recover the items for up to 14 days.

The calendars can be shared to other DEE users across the DoD as per needs basis.

The delegate accessibility is provided to the users, allowing them to access other users of managing and viewing emails and calendars. Delegation includes the 'Send on Behalf' permission capability. This allows users of composing and sending message(s) on behalf of those mailboxes that they are given delegate rights to.

The 'Out of Office Assistant' feature allows users of setting up automatic reply options to incoming email(s). Users themselves are allowed to select text they want in addition to configuring the out of office message(s) using particular start and end times.

2) Secure Access

DEE is CAC-authenticated. This means that the users may gain access to their email using email certification. This is possible through the utilization of transport layer security (TLS) session, S/MIME, and advanced emailing hygiene, all of which helps in protecting the email account itself.

3) Mail Sanitization

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DEE utilizes EMSG, which stands for Electronic Mail Security Gateway, specifically for email traffic. It also uses McAfee GroupShield for all emails.

4) Auto-discover

Exchange Auto-discover allows users of setting up profiles when these users sign in using their DEE accounts that are obtainable through the Outlook Web Access.

5) Cached Exchange Mode

DEE will be operating in Cached Exchange Mode. With this, it will be possible to maintain a client-side cope of any user's Outlook mailbox while also synchronizing the copy with DEE automatically. This will allows users of maintaining optimal responsiveness even in the presence of various network conditions.

6) DoD Personas

Enterprise Services provided by DISA will receive authoritative data originating from a centralized source. This source will be maintained by DMDC which stands for Defense Manpower Data Center. DMDC will maintain CAC-related information. The persona data will be received through DMDC's Identity Synchronization Services (IdSS). IdSS will be also responsible in maintaining DoD personas accounts within the Enterprise Applications and Services Forests (EASF).

7) Deleted Accounts

DEE will receive updates including account deletions on a daily basis. This will occur when a user updates their CAC and DMDC records about the persona. After receiving the deletion prompt, the account will still receive emails for up to 7 days. The user may regain access to the account without interruption when he or she receives a CAC equipped with the same type code of persona. A 7-day timeframe will be given to the user. Deleted accounts will be in the system for a total of 120 days. This can be reactivated when the user receives his or her CAC with the same type code of person within this given timeframe.

8) Dual Personas

DoD users may possibly have dual personas provided that the different roles are within the DoD. This includes the civilian (CIV) and reservist (MIL). DEE has the capability of maintaining accounts for both personas when required.

9) Global Address List

Accessibility to GAL is possible. GAL provides contact information for those DoD CAC users. Users are also provided with information and access across the DoD.

10) Milconnect

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DMDC will maintain a portal that can provide users the capability of updating contact data. The data will be then updated in DEE GAL within 24 hours upon the initiation of the data change.

11) Offline Address Book (OAB)

OAB will be established across DoD. This will be cached locally and will be available to those users who are working offline.

12) Non-Person Entity (NPE) Accounts

These accounts will include distribution lists and organizational mailbox(es). These will also include audio/video conference bridges, rooms, vehicles, portable AV devices and other equipments as well as miscellaneous NPEs when required.

Naming Standard

DEE will follow DoD's naming standard as per the requirement stipulated in DoD Directive 8320.03. The directive will be diligently followed within the DEE and DMDC for creating persona and NPE display names and email addresses. The following are some examples:

General form of enterprise username: {first name} {.} {middle initial} {.} {last name} {sequence number} {.} {persona type code}

User mail address example: John.E.Smith26.civ@mail.mil

Corresponding display name: Smith, John E CIV DISA ESD (US)

General form of non-person entity: {DOD Component} {.} {DOD Sub-Component} {.} {NPE Location} {.} {NPE Type} {.} {NPE Descriptor} (Example: "disa.meade.esd.list.daily-updates")

NPE address example: disa.meade.esd.list.daily-updates@mail.mil

Corresponding display name: DISA Ft Meade ESD List Daily Updates

Capacity

In using the pod technology architecture as provided by DISA Enterprise Service, DEE will be able to support 105,000 NIPR and 41,000 SIPR users. This figure is for each pod which means that the technology may be able to scale to the organization's needs and size. A pod can actually provide EE services for users among others. The pod may also provide other services like local redundancy and COOP among different service delivery locations. Pods will include own capacities of storing and archiving other than providing mobile device services, terminating secure user sessions, and transferring mails.

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scaled for supporting 10 million objects including DoD common access card holders (CACs) as well as non-person entities (NPEs).

Service Continuity

The design of DEE can actually provide redundancy on local and remote levels for all the system components. This means that the replication of data between paired sites will be possible. In facilitating the continuity of operations (COOP), DISA will replicate the data between sites should there be cataclysmic failures. Actually, DEE is implemented on all DISA DECC locations worldwide, providing optimal service performance despite the geographical dispersion. Sites are strategically paired so that COOP is provided at each site that has the capacity of supporting the primary instance and paired site. Data will be continuously replicated on both sites, thus allowing DEE of proving 99.9% serviceability.

Service Desk Support

DEE can provide Level II, Tier I service desk end user support to Level, Tiers I and II. The service desk will be coordinating with the DoD's service desk for resolving DEE-related problems and incidents. With DISA's integration into the operational structure, users will be ensured of receiving information assurance and support should the need arise. DISA will provide 24/7 support through the central service desk. This will be made possible through the utilization of the combination of services like remote access/control and touch labor support. The latter is specifically designed for associated customers support for resolving DEE-related problems and incidents. DEE service desk will escalate ticket(s) with the use of the standard ticketing procedures.

OPTIONAL FEATURES

1) Journaling

Journaling is a service that aims at saving each email sent and received permanently. Nevertheless, the email that will be saved permanently must be user-specified. Journaling is more appropriate for flag officers and/or high ranking appointees. This will need a Microsoft Enterprise CAL.

2) Rights Management

Rights management allows sender(s) of limiting recipients' ability of forwarding and/or printing selected email messages. This will need a Microsoft Enterprise CAL.

3) Mobility

Through Blackberry DEE, unclassified mobile email messaging will be provided to the users. A Blackberry platform known as the Blackberry Enterprise Servers (BES) will be co-located at the a user's Exchange mailbox that can be found in DEE pods that are deployed in different parts of the world. Users will be able of selecting resources in receiving administrative rights to the

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Blackberry environment for the purpose of providing Level I, Tiers I and II support.

VALUE TO OUR MISSION PARTNERS

DEE is actually built on an environment that is configurable and multi-tenant. Apart, DEE is endowed with the capabilities of Microsoft Exchange 2010. DISA will be the entity managing the common infrastructure for the purpose of supporting and providing the DEE solution. With this, DEE enables the following:

- Working together more effectively and efficiently as it allows the uses of exchanging electronic mails that include attachments across the DoD and other email systems
- Having calendar functionality that is GAL-accessible, consisting of all CAC holders within the DoD system and thus allowing users coordination across the DoD components
- Sharing information more effectively and easily among geographically dispersed and organizationally diverse virtual groups through the use of a common DoD platform

ADDITIONAL INFORMATION

DISA is equipped with standard performance level data that is available for the partners to view. Additional data can be provided when requested. All performance data provided are documented in the SLA. This will be executed only when the service is required or ordered.