



# Network Enterprise Center - JBMHH

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## IT Liaison / IMO Meeting

22 March 2012



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## Agenda

- Welcome and Introductions
- NEC Mission, Structure, Chain-of-Command Overview
- C4IM Services Overview
- DISA Hosted Enterprise Email
- New Copier Contract
- Windows 7 Migration
- Army Enterprise Service Desk (AESD)
- Telecommunications Support
- Agent of the Certifying Authority (ACA) Visit
- Mobile Computing Update
- IA Vulnerability Management
- NEC-JBMHH Network Topology Overview
- Questions and Answers (Q&A)



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## NEC MISSION

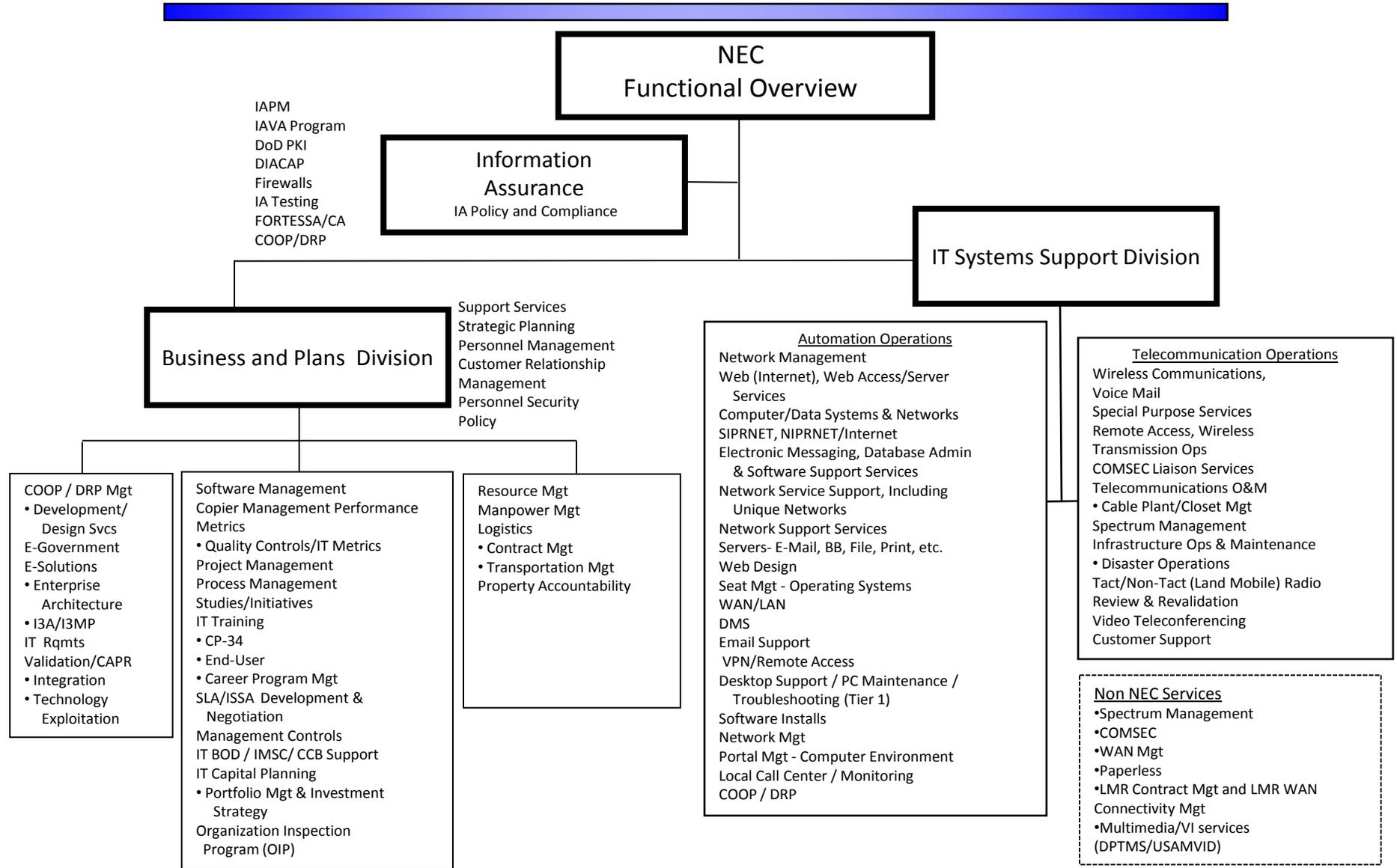
Extend LandWarNet capabilities to Operating and Generating forces in support of installation based information-enabled expeditionary operations. Provide integration, security and defense of the **JBM-HH** portion of the LandWarNet. Exploit information management capabilities and enable the Global Collaborative Environment for Warfighting, business, and intelligence operations.

## NEC VISION

**ONE TEAM, ONE NETWORK!** Assuring FREEDOM of MANEUVER in and through cyberspace

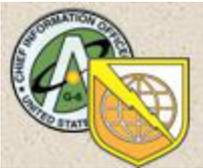


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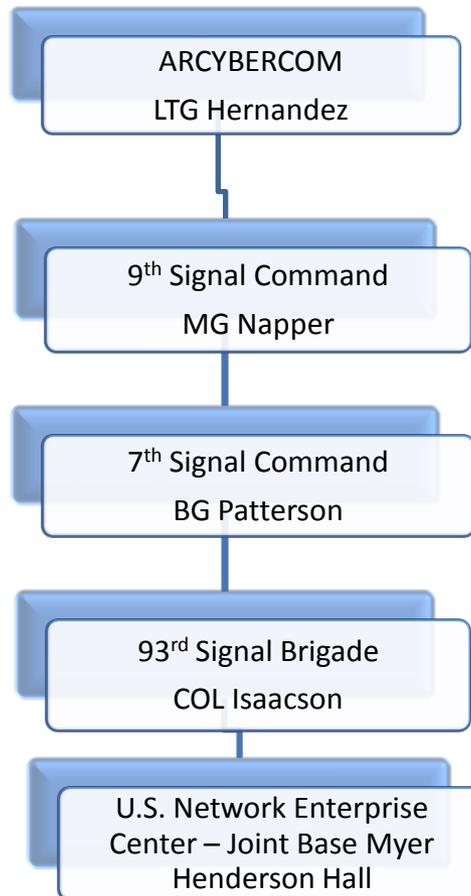




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## Chain of Command

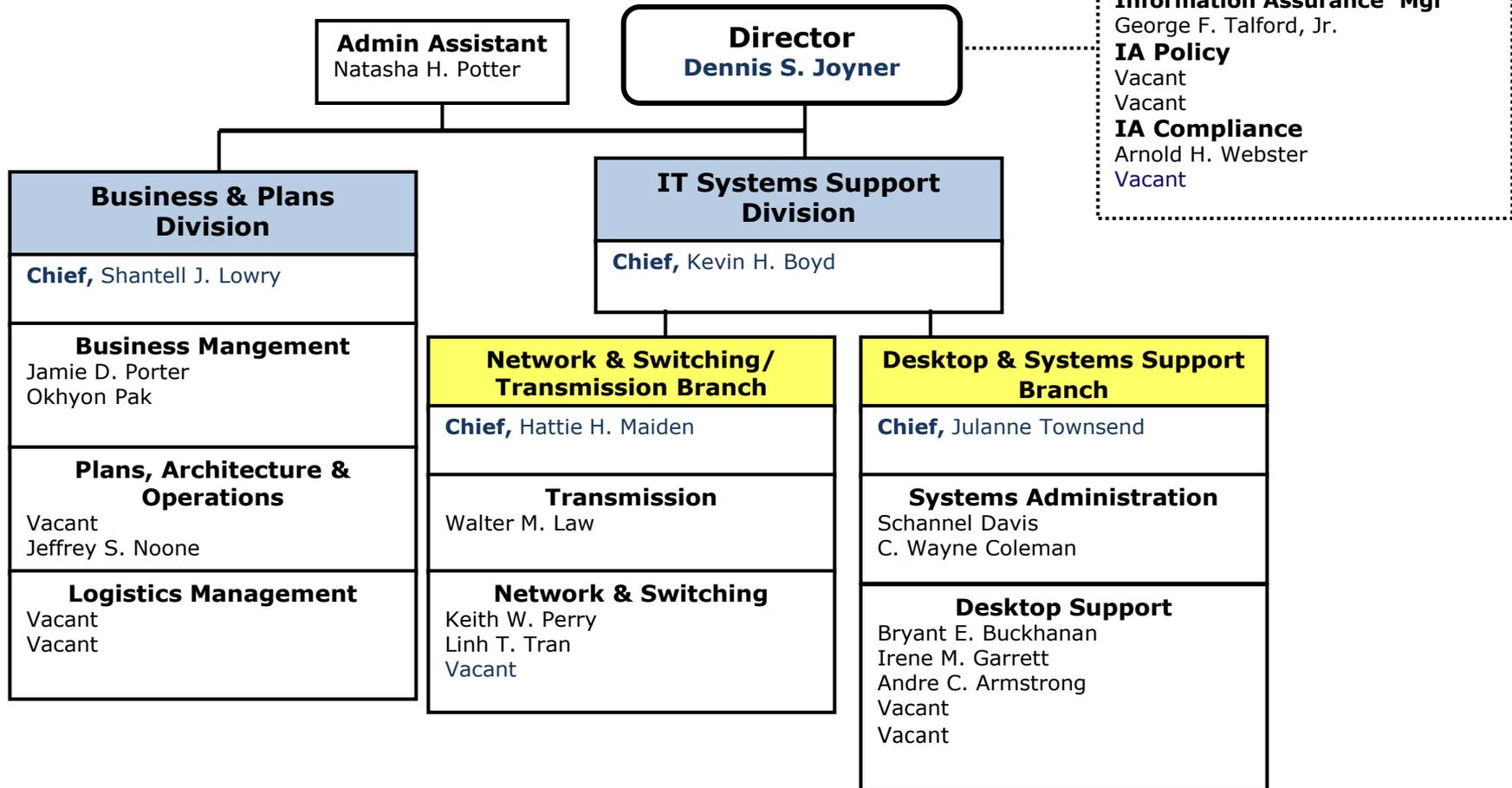




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## NEC-JBM-HH ORGANIZATION CHART

Building 205, Room 219, Fort Myer, VA





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## Definitions

**C4IM** = Command, Control, Communications, Computers, and Information Management

**Baseline Service** = common user service funded by the NEC

**Above Baseline Service** = requirement exceeds the capacity, time, number, etc.

**Mission-Funded Service** = service unique to a specific activity; is reimbursable

**NEC** = Network Enterprise Center (old DOIM)



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## C4IM Services

- An Army-wide program
- Consolidate and standardize IT services, capture the costs of those services, and reduce costs
- The “C4IM Service List” is the Army-approved list of baseline and above baseline IT services
- All “above baseline” or “Mission” C4IM services are reimbursable
- Costs per service were standardized (NETCOM cost models) while accounting for regional manpower differences



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## C4IM Services

- Current C4IM Service List is Ver. 3.0, dated Jul 2011.
- Consists of 3 Service categories:
  - 15: Communications
  - 18: Information Assurance
  - 19: Automation
- Services are either “baseline” or “mission-funded”
- NEC is the single IT service provider for baseline and mission IT services on the C4IM Services List



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## LandWarNet Catalog

- Customer facing catalogue of C4IM services and current performance standards
- C4IM service standards are based on 100% funding and 100% manning
- LWN catalogue adjusts for current environment of limited NEC resources (70%)
- Only adjusts the service standard not the classification as baseline or above baseline services



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## Enterprise Email

**Ms. Julanne Townsend**



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## Enterprise Email

- User Actions: Reduce Mailbox to 50 MB (51,200 KB) or less  
Are You Ready for Enterprise Email Migration  
What You Need To Do AFTER Enterprise Email Migration
- Blackberry Users: Prepare & Activate Blackberry
- Our Goal: Seamless Migration
- Group Mailboxes (NPE) & Distribution Lists  
USARMY JBM-HH 93 Sig Bde List NEC Requests  
USARMY JBM-HH 93 Sig Bde Mailbox NEC Requests



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## Enterprise Email

- Migration Schedule:

26 Mar Test Group + Fort McNair Users (DPW/MWR/CMH)

27 Mar IMCOM (except DES), SJA, DMPO, PHC-North

28 Mar DES, CID, TUSAB, TOG Advanced Group

02 Apr TOG

[http://www.jbmhh.army.mil/WEB/JBMHH/Master%20Files/Enterprise Email Information.html](http://www.jbmhh.army.mil/WEB/JBMHH/Master%20Files/Enterprise%20Email%20Information.html)

During the Migration: 703.696.0555



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## New Copier Contract

**Ms. Shantell Lowry**

**Ms. Okhyon Pak**



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## New Copier Contract

- Installation copier contract with Sharp, Inc., expired on 29 Feb 12
- MICC-JBMHH awarded a new centralized copier contract (W91QF7-12-D-0006) to a small business organization, Alvarez & Associates, LLC (Sharp MFDs/copiers), on 1 March 2012
- MICC-JBMHH received a total of 4 protests on the new contract award; resolved by Contracting legal office
- Contract Procurement Method: Lease/36 months (1 Mar 12 - 28 Feb 15). *Contract monthly lease costs includes ALL copies (unlimited volume) and supplies (toner, staples, excluding paper)*
- A separate Delivery Order (DO) has been assigned to each organization under the new contract (JBMHH garrison, NEC, TOG, TUSAB and JFHQ-NCR/MDW). Each organization has designated a COR to manage and fund their contract delivery order.



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## New Copier Contract

### Equipment Characteristics

- Sharp WorkGroup Document Systems (Black/White or Color\*)
- Multifunctional devices (MFD) - Print, Copy, and Scan capability
- Faxing not authorized on Army MFDs per AR 25-2
- Network Ready
- CAC-enabled
- Copy Speed 35, 45, or 50 copies per minute based on model

\*Note: One-for-one replacement based on what you currently have



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- Each COR will schedule end-user training with the vendor after the copiers are installed and functional
- End-users will submit all equipment maintenance or service calls/requests (e.g., paper jams, misfeeds, annual PM) directly through their COR or to the vendor based on your internal agency policy. (See COR for instructions.)
- End-users will submit all IT/networking problems/service requests to the Army Enterprise Service Desk (AESD), 1-866-335-2769, for NEC technical support
- Continue to submit IT capability requests through appropriate channels to the NEC prior to acquiring new MFDs



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## Proposed New Copier Delivery and Installation Schedule (Includes networking JBM-HH Copiers)

By Contract Delivery Order--

- o **PHASE 1:** NEC Copiers (2) – 9 April 2012 (D001)
- o **PHASE 2:** TOG Copiers (25) – 16 April 2012 (D002)
- o **PHASE 3:** JFHQ-NCR-MDW (25) – 23 April 2012 (D003)  
(Includes White House Trans Agcy copier)
- o **PHASE 4:** JBM-HH (48) – 30 April 2012 (D004)  
(Includes CPAC, DFAS, DMWR copiers)
- o **PHASE 5:** TUSAB (1) – 30 April 2012 (D005)

NOTE: NEC-JBMHH will generate tickets through AESD to network each JBM-HH copier



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## Disposition of Old Sharp Copiers

- NEC-JBMHH copier manager will schedule turn-in of replaced copiers. Sharp has committed to remove old equipment within a 48-hour time frame after new machine has been installed and is up and running to the expectations of the customer
- Copiers will be cleansed by vendor or NEC technician prior to returning the machines to the vendor. NEC IA will validate that all hard drives have been cleansed/debugged of PII/FOUO data.
- Sharp technician will take final meter reading on scheduled turn-in date and submit to vendor leasing company for final invoice/vendor payment

NEC POC for Old Sharp Copiers is Ms. Okhyon Pak, 703-696-4366



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## Windows 7 Migration

**Mr. Bryant Buckhanan**



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## Windows 7 Migration

- Compete migration to Win7 NLT 30 June 2013 (JBMHH goal is April 2013)
- Currently, in the Test Phase. NEC will migrate first, with test a population in some organizations
- Identify known problems and incompatible software and hardware
  - Newly imaged PC's will have Win7 installed
  - SCCM will be the major tool use to deploy Win7
    - Start migration: TBA



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## Army Enterprise Service Desk (AESD)

**Mr. Walter Law**



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## AESD

### Functionality

- AESD 24/7 Call Center
- Noted Challenges: Call Cue/Wait Time:
  - Time to process the request:
  - AESD direct email: (Future enhancement being considered)

Please report concerns or suggestions to :

[Usarmy.jbmhh.93-sig-bde.mbx-nec-requests@mail.mil](mailto:Usarmy.jbmhh.93-sig-bde.mbx-nec-requests@mail.mil)

JBMHH- NEC core support hours 0630 – 1700 Monday-Friday

Triage Priorities: Outages, Work Stoppages, Attributed Expedited Requests

- IMO/Liaison Remedy Access
  - \* Allows tracking of remedy tickets (view only)
  - \* Submit DD 2875 (requires IA Training Awareness Certification, Security Manager and IAO signatures)
  - \* Submit this form to:  
[Usarmy.jbmhh.93-sig-bde.mbx-nec-requests@mail.mil](mailto:Usarmy.jbmhh.93-sig-bde.mbx-nec-requests@mail.mil)



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## Telecommunications Services

**Ms. Hattie Maiden**

**Mr. Walter Law**



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## Telecommunications:

- Voice mail password management can save funds
  - Establish a process to capture/reset passwords of those who are departing the office
- NEC support for office moves (Projects)
  - We ask for a minimum of 15 business days to coordinate with our partnering agency to complete office moves where phone numbers are involved
- Defense Switched Network (DSN)
  - Using DSN helps save funds
  - Fort Myer 425    Fort McNair 325    Henderson Hall 224
  - Dial 94 + DSN Number

## NETWORK:

- Port Security
  - Submit a Remedy Ticket to gain approval before moving or adding network devices.
  - No personal devices allowed
  - Network Security is strictly enforced



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**Agent of the Certify Authority (ACA)**

**Mr. George Talford**



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## Agent of the Certifying Authority - Site Visit

16 - 27 April 2012

### **Purpose:**

The Agent of Certification Authority (ACA) will address IA controls inherent in the JBM-HH network, based upon the networks Mission Assurance Category (MAC) and Classification Level. This validation is designed to help the US Army Certification Authority (CA) understand the information assurance posture of systems requiring DIACAP validation.

### **Scope :**

The accreditation boundary under test includes the FT Myer and FT McNair NIPRNET ICAN accreditation boundary and architecture from the US Army router at FT Belvoir (controlled by the TNOSC) through the FT Belvoir network to FT Myer and FT McNair user workstations.



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## Methodology:

The internal review will be conducted by the 106<sup>th</sup> ACA Validation Team on a sampling of NEC-JBM-HH network. The team will perform automatic scans and test network devices and hosts, using one or a combination of technical tools and settings. In addition, the team will:

- Observed NEC & Tenant IT operations and procedures
- Interview NEC and Tenant personnel (e.g., users, SAs, NAs, etc.)
- Examined documentation of IA plans, policies, and procedures
- Perform manual testing, walkthroughs, and documentation reviews

## Preparation:

JBM-HH Managers at all levels must ensure that - -

- Army Training & Certification Tracking System (ATCTS) profiles are updated
- Approval to Connect (ATC) and Tenant Security Plans (TSP) are current



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## Mobile Computing Update

**Mr. George Talford**



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## Mobile Computing and Blackberry

### **Purpose: Update for Mobile Computing**

**Facts:** The Enterprise Mobile Computing Service (EMCS) is an enhancement to the Enterprise Email as a Managed Service in that the service is not offered separate from Enterprise Email.

EMCS provides users the capability of using many DoD and commercial network services and applications, including Enterprise Email, while on the way.

Mobile computing platforms are typically not stationary inside a work environment and may include platform options such as Smartphone's, personal data assistants (PDAs), and/or tablets.



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## Analysis:

- CIO/G6 LTG Lawrence has approved the use of several Mobile Devices. It includes the following (with exceptions): WIN 7 tablets are approved only if under strict environments and must be IAW STIG. The Dell Streak 5 using Android 2.2 OS along with Good Messaging software must meet all STIG requirements.
- The Dell build of Android 2.2 OS is available as long as it meets the Android 2.2 (DELL) STIG Version 1, Release 1, which was approved on 23 November 2011 and released on 21 December 2011.
- The iPad, although not approved for use at this time, has a limited pilot program ongoing at his time. The draft copy of the STIG was posted and then has been removed from the IASE STIG Home page, located at:  
[http://iase.disa.mil/stigs/net\\_perimeter/wireless/smartphone.html](http://iase.disa.mil/stigs/net_perimeter/wireless/smartphone.html).



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## Analysis Con't:

- DISA is working to create a DoD App World for all Blackberry approved applications unknown when it will become available.
- Army Cyber Command currently, participating in the Blackberry DCO for Pilot Phase II, conducted every Wednesday from 1400-1500. There are also daily DCOs, conducted between 1400-1500 to discuss issues and the way ahead.

## CONCLUSION:

As the Army moves forward with Mobile Computing, we will continue to update all information.



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## IA Vulnerability Management

**Mr. Arnold Webster**



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## Information Assurance Vulnerability Management

- Retina
- HBSS
- Flying Squirrel

### Retina Scans (Patch Management):

Categories: 1-5

**CAT 1:** 15 Days to mitigate or clients removed from network

**CAT 2-5:** 30 Days to mitigate or clients removed from network



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HBSS helps protect government agencies and their employees against phishing scams, a lost USB or mobile device that bears sensitive data, a social engineering attack or downloading unauthorized software.

Core Modules for ALL Systems:

- McAfee Agent (MA) at least version 4.5.0.1499
- Policy Auditor (PA) 5.3
- Asset Baseline Monitor (ABM) 3.5
- Host Intrusion Prevention (HIPS) 7.0.0.1159

“M” shield used to determine McAfee Agent Status



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## Flying Squirrel

- Wireless Discovery
- Wireless Mapping
- Built-in Reporting



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## Network Topology Overview

**Mr. Kevin Boyd**

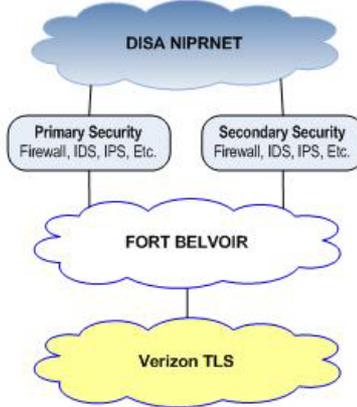


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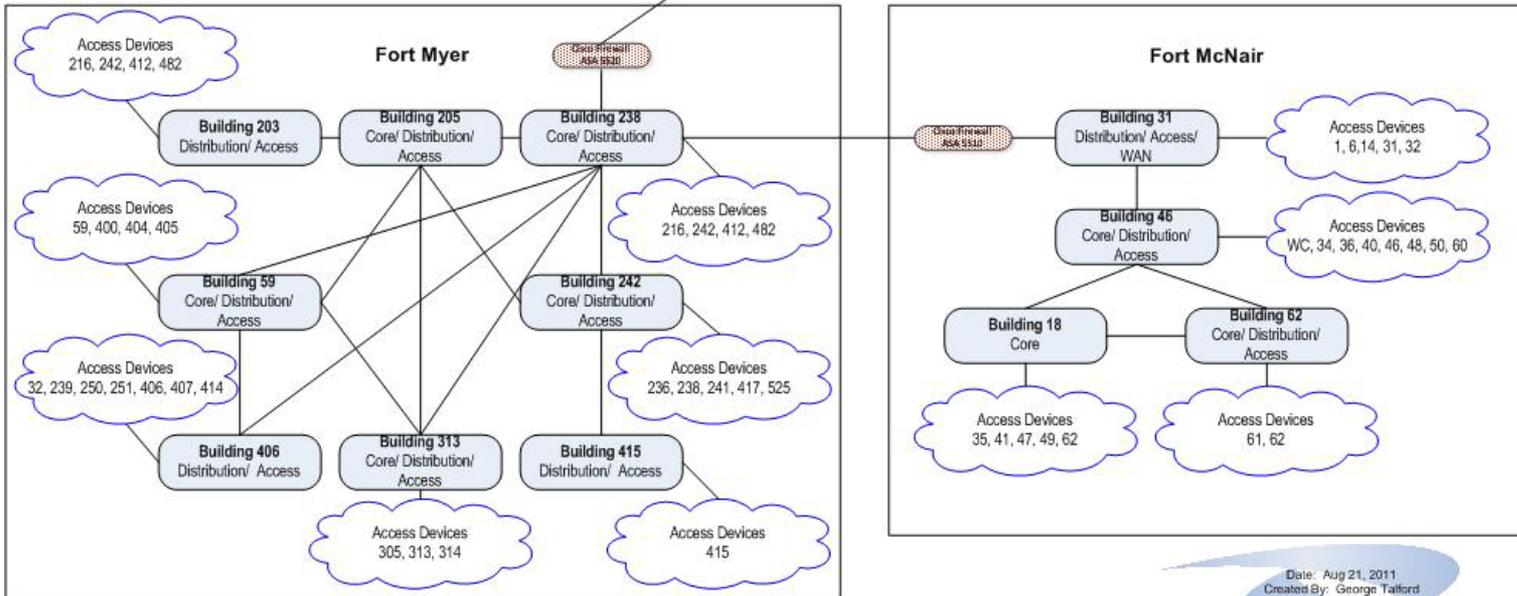
## Network Enterprise Center-Fort Myer

For Official Use Only

**CURRENT INFRASTRUCTURE**  
NIPRNET over Verizon 100M  
TLS from Fort Belvoir



## Current JBM-HH Network



For Official Use Only

Date: Aug 21, 2011  
Created By: George Tallford  
Information Assurance



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# Questions?