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IT Liaison / IMO Meeting

24 May 2012



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Agenda

- Welcome and Introductions
- New Copier Contract
- Windows 7 Migration (Update)
- Decommission of Exchange Servers
- Telecommunication Services
- Mobile Computing
- IA Vulnerability Management



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Welcome and Introductions

Mr. Dennis Joyner



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New Copier Contract

Ms. Shantell Lowry

Ms. Okhyon Pak



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New Copier Contract

- Total of 102 new Sharp Copiers to replace installation copiers (*Garrison/tenants on Forts Myer and McNair*)
- Method of procurement: Lease (36 months)
- Each agency designated a COR to manage their copiers
- All copiers scheduled to be delivered/ installed/ networked by 30 May 2012 (*Only 4 remaining as of 24 May 2012*)
- Old Sharp copiers - Final meter reads taken; machines cleansed and returned to vendor upon receipt of new copier



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New Copier Contract

- **End-user Training**: CORs schedule with vendor after copiers installed and functional. (**NOTE**: Vendor provides refresher/newcomer training--as needed--throughout the 36 months of the contract)
- **Maintenance or service calls/requests (e.g., paper jams, misfeeds, annual PM)**: End-users submit directly through their COR or vendor (IAW internal agency policy)
- **IT/networking problems/service request**: End-users submit ALL request to the Army Enterprise Service Desk (AESD), 1-866-335-2769, for NEC-JBMHH technical support

NOTE: Organization/activities must continue to submit IT capability requests (CAPRs) through their appropriate channels to the NEC prior to acquiring new copiers/MFDs



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Windows 7 Migration (Update)

Mr. Bryant Buckhanan



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Windows 7 Migration

- Full migration to Win7 NLT 28 December 2012
(JBMHH goal is November 2012)
- Currently, in the Test Phase) *(NEC will migrate first, with test population in some organizations)*
- Plan to transition to Phase 1 *(NEC goal is June 2012)*
- Identify known problems *(Incompatible software and hardware)*
- New PCs will get Win7 installed *(PCs requiring re-image)*
- SCCM will be the major tool used to deploy Win7



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Decommission of Exchange Server

Ms. Julanne Townsend



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Decommission of Exchange Servers

- Legacy Exchange/Blackberry Servers – 4 June
- Group Mailboxes – Created on DISA
- Distribution Lists – Created on DISA
- Public Folders – Created on SharePoint
- All Users – DISA Profile
- Backups – Historical data only/no platform to restore



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Network Services Telecommunications Services

Mrs. Hattie Maiden

Mr. Walter Law



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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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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)

- Request 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



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Mobile Computing (Smartphones/Tablets)

Mr. George Talford



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Mobile Computing (Smartphones/Tablets)

- Despite moving towards Android based mobile devices, Defense of Department continues to approve department-wide use of BlackBerry smart phones
 - DISA and the Army successfully tested the Blackberry Smartphone
 - Blackberry 7 Smartphone officially on the agency's Unified Communications Approved Product List (UCAPL).



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Mobile Computing (Smartphones/Tablets)

- RIMs (Blackberry) security features and certifications, including FIPS 140-2 validation and Common Criteria EAL4+ accreditations, continue to meet DoD requirements
- Following BlackBerry 7 devices can be used on DoD networks:
 - BlackBerry Bold 9900 and 9930 (*touch screen with keyboard*)
 - BlackBerry Torch 9810 (*touch screen with slide out keyboard*)
 - BlackBerry Torch 9850 and 9860 (*full screen touch screen*)
 - BlackBerry Curve 9360 (*keyboard*)



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Mobile Computing (Smartphones/Tablets)

- **Key reasons for the continuing demand for BlackBerry platforms --**

- Voice activated universal search
- Near field communications
- Augmented reality
- Social Feeds 2.0



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Mobile Computing (Smartphones/Tablets)

- Defense Department continues to struggle with deployment of mobile devices
- Key issues –
 - Security
 - Management of devices with varying degrees of access across the DoD enterprise
- Efforts underway with DISA, the National Security Agency (NSA) and the National Institute of Technology and Standards (NIST) to develop large-scale mobile device deployments in the military



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IA Vulnerability Management

Mr. Arnold H. Webster



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QUIZ





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Gary McKinnon hacks the U.S. military

Scottish hacker Gary McKinnon, who went by the handle Solo, was accused of hacking into several US military computers in 2001 and 2002. McKinnon allegedly wanted to know what the government knew about UFOs.

Military officials said the damage caused by McKinnon included the deletion of critical files from operating systems, prompting a shut down of the US Army's Military District of Washington network of 2,000 computers for 24 hours.

McKinnon is currently in London and has been fighting US extradition orders for over a decade.



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Gary Mckinnon; one example of a “Rogue System”

HBSS:

Rogue System Detection (RSD) is used to provide real-time detection of new hosts attaching to the network and presently being applied to NIPR and SIPR Networks based on DISA and Army Cyber requirement.

RSD to your network will allow you to more easily identify any unauthorized systems that someone could try to connect to.



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Questions



Recap from March Meeting



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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