TOP TELEWORK TOOLS PLAYBOOK

Protect the DoDIN & Maximize Your Telework Experience

COLLABORATION

FILE SHARING

VOICE

EMAIL

VPN

VTC

Telework is just one of the workplace flexibilities the Department of Defense (DoD) has employed to help attract, empower and retain a talented and productive workforce. The novel coronavirus disease 2019 pandemic has required the department to “create a much more robust enhanced teleworking capability,” as DoD Chief Information Officer, Dana Deasy stated in a media roundtable event April 13, 2020. “What we’ve now done is we’ve just put a multiplier effect into the quantity, the types of services, the collaboration tools, etc.”

By using DoD-approved classified and unclassified collaboration tools, you can help minimize the risk of an adversary exploiting the DoD Information Network (DoDIN). Every DoD employee has a responsibility to protect the DoDIN. Whether you use government-furnished equipment or a personal device, telework responsibly by using department-approved telework tools and maximize your telework experience.

Note: Some internet browsers may display information more effectively than others. If you have challenges accessing content, try switching to another browser.

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Please visit https://public.cyber.mil for updates about DoD-issued telework collaboration tools.
For security reasons, the DoD workforce should only use the tools approved by the Department of Defense.

COLLABORATION | FILE SHARING | VOICE | VTC

ALL PARTNERS ACCESS NETWORK

The All Partners Access Network (APAN) is the premier unclassified information sharing and collaboration enterprise for the United States Department of Defense. APAN provides the DoD and mission partner community spaces and collaborative tools over the open internet to leverage information to effectively plan, train and respond to meet business requirements and mission objectives that may require information sharing and collaboration with individuals and organizations that do not have access to traditional DoD systems and networks.

HOW TO ACCESS
https://www.apan.org

COST
Free

SUPPORT/HELP DESK
https://community.apan.org/support/p/contact
COMM: 808-472-7855
DSN: 315-472-7855

USEFUL LINKS
https://www.apan.org/pages/support

EMAIL

BOOTABLE MEDIA

Bootable Media (BootMe) is designed to provide a secure, virtual, and trusted bootable desktop solution for remote access to the Department of Defense Information Network using non-government computers, along with a Common Access Card (CAC).

BootMe closes the security gaps between the remote user's personal computer and the DoDIN by creating a "virtual government-furnished equipment" bootable operating system. BootMe is launched from a CD or USB stick and temporarily creates a secure connection and virtual desktop on almost any personal computer.

HOW TO ACCESS
https://cyber.mil/covid19 or
https://disa.deps.mil/ext/cop/BootMe/SitePages/Home.aspx
https://www.tens.af.mil/burn.htm (The site is CAC enabled and accessible from the internet)

COST
Free

SUPPORT/HELP DESK
https://www.tens.af.mil/liposeFAQ.htm

INQUIRIES
https://www.tens.af.mil/liposeFAQ.htm

USEFUL LINKS
https://www.tens.af.mil/cac/dodonly.htm#tens.bootmevideo
https://www.tens.af.mil/bootme.htm

DISA Service Catalog Page:
https://storefront.disa.mil/kinetic/disa/service-catalog#/forms/bootable-media

CISCO JABBER UNIFIED COMMUNICATIONS CLIENT

The Cisco Jabber Unified Communications Client platform offers instant messaging and IP telephone features that enable users to see the "presence status" of co-workers and colleagues within their organization including offline, available, away, on a call or do-not-disturb statuses. Jabber also offers personal, group chat and persistent chat rooms – so users can quickly connect and collaborate with colleagues. In addition, Jabber supports voice and video features to conduct phone and conference calls.

HOW TO ORDER/ACCESS

To initiate the sign-in process, double click the Jabber icon located on your desktop or navigate to the Jabber application through the "Start" programs menu.

Jabber User Guide:
https://disa.deps.mil/ext/cop/ns-extranet/EVOIP/Users/Cisco%20Jabber%20(Windows%20and%20Mobility)%20End%20User%20Guides_QRGs/EVS%20User%20Guide%20for%20Jabber%20for%20Windows%2012.6%20v1.9.pdf

COST

Jabber is included with DISA Enterprise Voice over Internet Protocol (EVoIP) service. To order or get more information on DISA EVoIP service, visit the DISA Service Catalog at:
https://storefront.disa.mil/kinetic/disa/service-catalog/#/forms/enterprise-voice-over-internet-protocol

SUPPORT/HELP DESK

Global Service Desk Phone:
COMM: 844-347-2457
DSN: 312-850-0032
Option 2

Global Service Desk Email:
disa.gsd.infrastructure@mail.mil
When opening a ticket, either via phone or email, provide a detailed description of service outage and/or configuration problem to assist in resolving the problem promptly.

INQUIRIES

disa.meade.se.list.evoip-customer-onboarding@mail.mil

USEFUL LINKS

Visit the DISA Enterprise Voice Service Portal for additional information about the service and links to documentation.
https://disa.deps.mil/ext/cop/ns-extranet/EVOIP/SitePages/Welcome%20to%20EVoIP.aspx

DISA Service Catalog Page:
https://storefront.disa.mil/kinetic/disa/service-catalog/#/forms/enterprise-voice-over-internet-protocol

CLOUD BASED INTERNET ISOLATION

DISA's Cloud Based Internet Isolation (CBII) prototype effort moves internet browsing off the endpoint to a cloud-based environment, significantly reducing the risk and attack surface of the network and relieving congestion at the internet access points. The CBII Content Request Waiver is available for users with a mission-essential requirement for access to streaming media, which is limited to mission-critical work.

HOW TO ORDER/ACCESS

Access to streaming media sites (e.g., video) is limited to mission-related work. To request streaming media access, both current and new users should use the CBII Content Request Waiver form. Users currently on-boarded to CBII can request access to streaming media by submitting a CBII Content Request Waiver form, including their mission-essential justification for the request and proper approval. For those not currently on-boarded to CBII, a custom tenant will be established so they can access streaming media. The waiver form can be found on https://cyber.mil/covid19.

The completed Cloud Based Internet Isolation Content Request Waiver for an individual or group should be emailed to the DISA Mission Partner Engagement Office at disa.mpeo@mail.mil. Add the CBII Program Management Office: Sherri Sokol, Bill Grenzer, and Ron Patel (sherri.d.sokol.civ@mail.mil, william.h.grenzer.civ@mail.mil, ronak.patel6.civ@mail.mil) to the cc: section of the email.

If there are special considerations (VIP or high urgency), include that information in the form. After the creation of the accounts, end users will be notified via email that their account is ready and receive a second email containing the initial password.

COST

Free

SUPPORT/HELP DESK

DISA MPEO, disa.mpeo@mail.mil

USEFUL LINKS

Waiver form and instructions:
https://cyber.mil/covid19 or
https://disa.deps.mil/ext/cop/mpp/docs/CBII/CBII%20Content%20Request%20Waiver%20V1.2.pdf
(CAC required) or email MPEO, disa.mpeo@mail.mil

DISA Service Catalog page:
https://storefront.disa.mil/kinetic/disa/service-catalog#/forms/cloud-based-internet-isolation

COMMERCIAL SOLUTIONS FOR CLASSIFIED

The National Security Agency (NSA) oversees the Commercial Solutions for Classified (CSfC) program. CSfC is the NSA's commercial strategy for leveraging industry innovation to deliver information assurance (IA) solutions efficiently and securely. The program is founded on the principle that properly configured, layered solutions can provide adequate protection of classified data in a variety of different applications. NSA/Central Security Service policy mandates CSfC as the first option to be considered to satisfy an IA requirement.

HOW TO ORDER/ACCESS

https://www.nsa.gov/resources/everyone/csfc

COST

Free

SUPPORT/HELP DESK

Client Contact Center Phone:
COMM: 410-854-4200
Email: CSfC@nsa.gov
https://www.nsa.gov/about/contact-us/NSA-Cybersecurity-Requirements-Center

INQUIRIES

https://www.nsa.gov/resources/everyone/csfc

USEFUL LINKS

Frequently Asked Questions (FAQs)
https://www.nsa.gov/Portals/70/documents/resources/everyone/csfc/csfc-faqs.pdf

Additional information about the CSfC program can be found online at:
Unclass: https://www.nsa.gov/resources/everyone/csfc
SIRPNet: https://www.iad.nsa.smil.mil/iaservices/csfc
JWICS: https://www.iad.nsa.ic.gov/iaservices/csfc

COMMERCIAL VIRTUAL REMOTE

The Commercial Virtual Remote (CVR) Environment is a commercially available collaboration tool tailored for DoD customers. The CVR Environment was created to help the DoD community work remotely from anywhere in the world during the COVID-19 pandemic. Users can use the CVR Environment to chat, meet with audio and video, and develop and share content. This capability is designed for DoD teleworkers, but may be used with some limitations via Virtual Private Network and in the office. Users will not be able to use this tool to send and receive email.

Note: The CVR Environment will only be available for the duration of the COVID-19 National Emergency.

HOW TO ORDER/ACCESS

Users will receive a welcome email that provides logon credentials for the CVR Environment. DoD CIO is rolling out the CVR Environment incrementally over the next few weeks and users can get started when they receive their welcome email. Users cannot create their own accounts.

COST

Free

SUPPORT/HELP DESK

User resources are available at https://www.cloud.mil/CVR. For additional support, users can contact their organization's IT Service Desk.

INQUIRIES

www.cloud.mil/CVR

USEFUL LINKS

The User Log-on Guide is designed to help users log on for the first time, and is available here: https://go.usa.gov/xv3tc

Additional resources are available at https://www.cloud.mil/CVR

DEFENSE COLLABORATION SERVICES

Defense Collaboration Services (DCS) provides web browser-accessible, secure web conferencing, instant messaging services on Non-secure Internet Protocol Router Network (NIPRNet) and Secure Internet Protocol Routing Network (SIPRNet). DCS is an open-source, real-time collaboration service that is available to over 4 million DoD personnel and mission partners. The service routinely serves 46,000 web conference users weekly and 16,000 concurrent chat users daily.

HOW TO ORDER/ACCESS

Common Access Card (CAC) required
Unclassified: https://conference.apps.mil
Classified: https://www.dcs.apps.smil.mil

COST

Free

SUPPORT/HELP DESK

Classified: disa.gsd.apps@mail.smil.mil
Unclassified: disa.gsd.apps@mail.mil or disa.gsd.it.servicedesk@mail.mil

INQUIRIES

https://conference.apps.mil/dcs/banner

USEFUL LINKS

DISA Service Catalog Page:
https://storefront.disa.mil/kinetic/disa/service-catalog#/forms/defense-collaboration-services

DoD ENTERPRISE PORTAL SERVICE

The DoD Enterprise Portal Service (DEPS) is on a Microsoft SharePoint platform and provides a scalable, cloud-based collaboration capability that enables organizations to share information through independently managed community and mission-focused sites. DISA supplies the infrastructure platform, which enables an organization to efficiently and effectively work together, share documents, track projects and manage work processes while ensuring the necessary security to protect the organization's data by giving partners the ability to control who can access and share documents. DEPS provides redundancy both locally and remotely for all components of the system, replicating data between paired sister sites to facilitate continuity of operations.

HOW TO ORDER/ACCESS

This service can be obtained by working with the Mission Partner Engagement Office to complete a Service Request Form (https://disa.deps.mil/ext/cop/mpp/docs/srf/srf-deps.docx) that will identify the specifications of the user's requirement. Once complete, submit the Service Request Form to disa.mpeo@mail.mil.

To access DEPS, contact a site manager:
https://disa.deps.mil/DISA/COP/SharePoint/SitePages/SiteManagerRegistry.aspx

To locate a site manager, provide the URL and send to:
disa.meade.oc.mbx.oc-deps-governance@mail.mil

COST

- DEPS Shared NIPR - RATE: $3.96 per user per month
- DEPS Implementation Shared NIPR - RATE: $26.06 per user
- DEPS Shared SIPR - RATE: $10.11 per user per month
- DEPS Implementation Shared SIPR - RATE: $49.91 per user
- DEPS Dedicated rate - Dedicated environments are engineered to the needs of each individual mission partner and pricing is based on the engineered solution.

SUPPORT/HELP DESK

DISA provides 24/7 support through a central service desk.

Global Service Desk Phone:
COMM: 1-844-DISA-HLP (347-2457)
DSN: 312-850-0032
Option 2

Global Service Desk Email:
disa.gsd.infrastructure@mail.mil

USEFUL LINKS

Service Request Form:
https://disa.deps.mil/ext/cop/mpp/docs/srf/srf-deps.docx

DISA Service Catalog Page:
https://storefront.disa.mil/kinetic/disa/service-catalog#/forms/dod-enterprise-portal-service

DoD MOBILITY CLASSIFIED CAPABILITY

DoD Mobility Classified Capability – Secret (DMCC-S) is an enterprise service that enables government-owned mobile devices access to the classified Secret DoD Information Network (DoDIN) telephony and information services. Because the custom read-only memory DMCC-S phone and tablet devices contain no data at rest (DAR), they are considered unclassified when powered off. Users are required to log into their DMCC-S device and their Secret Internet Protocol Router (SIPR) account via a hard-wired SIPR station every 30 days to ensure account activity and device update.

The DoD Mobility Classified Capability – Top Secret (DMCC-TS) service offering enables government-owned mobile devices access to the classified Top Secret DoDIN telephony and information services.

EQUIPMENT LIST

DMCC-S Phone Samsung S7
DMCC-S Tablet Samsung S3
DMCC-TS
Windows 10 DAR Tablet

HOW TO ORDER

DoD users with a Common Access Card can order via:
https://intelshare.intelink.gov/sites/jfhq-dodin/Apps/productsurvey/Lists/DMCC/AllItems.aspx

Follow instructions in the DMCC User Portal Guide
https://disa.deps.mil/ext/cop/mpp/docs/srf/SvCatItems/DMCC%20User%20Portal%20Guide.pdf

COST

Until July 1, 2020, DISA is paying for device and MiFi (personal wifi hotspot). After July 1, 2020, customers should contact the Mission Partner Engagement Office (disa.mpeo@mail.mil) and then billing will shift to customers for MiFi only. There will be no charge for the device.

Current DMCC-S rates are on page 17 of the DISA Rate Book.
https://disa.deps.mil/ext/cop/mpp/docs/rates/FY2020_dwcf-rate-book_consolidated-services.pdf

DMCC-TS rates are in the DISA Service Catalog in the “financing” section.
https://storefront.disa.mil/kinetic/disa/service-catalog/#/forms/dod-mobility-classified-capability---top-secret

SUPPORT/HELP DESK

jfhq-dodin.meade.j3.mbx.jdoc-chops@mail.mil or jfhq-dodin.meade.j3.mbx.j33-jdoc-support@mail.mil

INQUIRIES

disa.mpeo@mail.mil or disa.meade.ie.mbx.secure-mobility-implementation-team@mail.mil

USEFUL LINKS

DISA Service Catalog Page for DMCC-S:
https://storefront.disa.mil/kinetic/disa/service-catalog#/forms/dod-mobility-classified-capability---secret

DISA Service Catalog Page for DMCC-TS:
https://storefront.disa.mil/kinetic/disa/service-catalog#/forms/dod-mobility-classified-capability---top-secret

DoD MOBILITY UNCLASSIFIED CAPABILITY

DoD Mobility Unclassified Capability (DMUC) is an enterprise service that allows government-purchased commercial mobile devices broad access to enterprise services like Defense Enterprise Email and provides a seamless user experience between desktop and mobile environments. DMUC leverages the latest commercial technologies from industry carriers that support both Android and iOS devices.

HOW TO ORDER/ACCESS

https://disa.deps.mil/ext/cop/dod_mobility/SitePages/DMUCImplementation.aspx

COST

FY20 Rate: $4.31 per device/per month.

SUPPORT/HELP DESK

Implementation: https://disa.deps.mil/ext/cop/dod_mobility/SitePages/Contacts.aspx
Tier 1 Service: https://disa.deps.mil/ext/cop/dod_mobility/SitePages/Tier1Signup.aspx

INQUIRIES

disa.mpeo@mail.mil

USEFUL LINKS

DMUC Portal:
https://disa.deps.mil/ext/cop/dod_mobility/SitePages/Home.aspx

Purebred Frequently Asked Questions:
https://disa.deps.mil/ext/cop/dod_mobility/DC_Purebred/SitePages/PB.FAQs.aspx

DISA Service Catalog Page:
https://storefront.disa.mil/kinetic/disa/service-catalog#/forms/dod-mobility-unclassified-capability

DoD SECURE ACCESS FILE EXCHANGE

Department of Defense Secure Access File Exchange (DoD SAFE) is a web-based, milCloud-hosted tool that provides secure unclassified and For Official Use Only file sharing capabilities for DoD users (up to 8GB) and file drop-off for non-DoD users. DoD SAFE includes an encryption option for Personally Identifiable Information (PII) and Protected Health Information (PHI).

HOW TO ORDER/ACCESS

https://safe.apps.mil

COST

Free

SUPPORT/HELP DESK

Global Service Desk Phone:
COMM: 844-347-2457
DSN: 312-850-0032
Option 1, 1

Global Service Desk Email:
disa.gsd.apps@mail.mil

INQUIRIES

Additional information and FAQs are available at: https://public.cyber.mil/dcs

USEFUL LINKS

DISA Service Catalog Page:
https://storefront.disa.mil/kinetic/disa/service-catalog#/forms/department-of-defense-secure-access-file-exchange

ENTERPRISE AUDIO CONFERENCING

Enterprise Audio Conferencing (EAC) is a reservation-less voice conferencing service that provides users a permanently-assigned, on-demand bridge that serves as a private conferencing resource for use at any time. EAC eliminates the need for agencies to maintain audio conference systems and allows access to ad hoc audio conferencing.

HOW TO ORDER/ACCESS

Complete the EAC Service Request Form:
https://disa.deps.mil/ext/cop/gsd/it/_layouts/15/xlviewer.aspx?id=/ext/cop/gsd/it/Help%20Documents/EAC%20Service%20Request%20Form.xlsx

Send the form to:
disa.meade.ns.list.enterprise-audio-conferencing@mail.mil for processing.

COST

Licenses are allocated to each service; cost is covered under the Defense Information Systems Network subscription rate.

SUPPORT/HELP DESK

Global Service Desk Phone:
COMM: 844-347-2457
DSN: 312-850-0032
Option 2

Global Service Desk Email:
disa.gsd.infrastructure@mail.mil

INQUIRIES

https://disa.deps.mil/ext/cop/gsd/it/eac.aspx

USEFUL LINKS

User Guide:
https://disa.deps.mil/ext/cop/gsd/it/Help%20Documents/DISA-EAC-UsersGuide-v1_3.pdf

FREQUENTLY ASKED QUESTIONS

https://disa.deps.mil/ext/cop/gsd/it/_layouts/15/WopiFrame.aspx?sourcedoc=/ext/cop/gsd/it/Help%20Documents/EAC_FAQ_sheet_v5.pptx&action=default

GLOBAL VIDEO SERVICES

As DISA's internet protocol (IP)-based video teleconferencing (VTC) service, Global Video Services (GVS) provides a full suite of on-demand, high-quality, assured video conference capabilities for users to interact visually within NIPRnet and SIPRnet. The GVS desktop video solution allows users to conduct face-to-face meetings from their devices.

HOW TO ORDER/ACCESS

Users must complete account registration at:
GVS: https://gvs.mil/gvs-web
GVS-Classified (GVS-C): https://gvs.smil.mil/gvs-web
For details on how to use GVS go to the GVS Reference Guide: https://disa.deps.mil/ext/cop/mpp/docs/srf/SvCatItems/GVS%20Reference%20Guide%20Complete%20(1).pdf

COST

Individual users may use GVS free of charge via the GVS Desktop App for their desktop/laptop. Pricing only applies to the connection of traditional VTC equipment to GVS, this includes room systems and microcontrollers (MCUs). Rates can be found on the DISA rate book pages 8-9, https://disa.deps.mil/ext/cop/mpp/docs/rates/FY2020_dwcf-rate-book_consolidated-services.pdf.

SUPPORT/HELP DESK

Global Service Desk Phone:
COMM: 844-347-2457
DSN: 312-850-0032
Option 1, 1

Global Service Desk Email:
disa.gsd.infrastructure@mail.mil
disa.scott.conus.mbx.dccc@mail.smil.mil

INQUIRIES

disa.meade.sd.mbx.sd3-gvs-pmo@mail.mil

USEFUL LINKS

Training Videos:
https://disa.deps.mil/ext/cop/ns-extranet/ExternalConnect/Global%20Video%20Services/GVS%20Training%20Page.aspx (CAC Required)

DISA Service Catalog Page:
https://storefront.disa.mil/kinetic/disa/service-catalog/#/forms/global-video-services

JOINT SERVICE PROVIDER MeetMe

MeetMe is the existing Voice (VoIP) phone bridge conferencing capability for DISA Joint Service Provider (JSP) users.

ACCESS

Users call the DISA JSP Help Desk at 703-571-4577 to request a phone bridge.

COST

Free

SUPPORT/HELP DESK

DISA JSP Help Desk:
COMM: 703-571-4577

milDrive LITE

To assist with periods of contingency operations, milDrive offers a “Lite” version of the service. With this offering, the following features are available:

- **Web Portal:** Anyone in the DoD with a Common Access Card is able to access the milDrive service online portal (https://disa.deps.mil/service/milDrive/SitePages/Home.aspx)
- **Folder and File Recovery:** Allows for file and folder history views, as well as the ability to view and recover folders and files that may have been previously deleted.
- **20GB Storage:** All allocations are limited to 20GB per user

Features	milDrive	milDrive Lite
Web Portal Access	✓	✓
Desktop Application	✓	
Mobile Application	✓	✓
Team Folders	✓	
Share Folders and Files	✓	✓
Folder and File Uploads	✓	✓
Folder and File Recovery	✓	✓
Backups to include .PSTs	✓	
Separate URLs by Server Name	✓	✓
Space Allocation	20GB or 1TB	20GB

HOW TO ORDER

Send requests to the Mission Partner Engagement Office: disa.mpeo@mail.mil.

COST

Free. Customers also have the option of using the standard milDrive service.

Standard milDrive service costs:

20GB	$7.29/license	Monthly
1TB	$9.86/license	Monthly

SUPPORT/HELP DESK

disa.gsd.apps@mail.mil

INQUIRIES

disa.mpeo@mail.mil

COLLABORATION FILE SHARING

milSuite

milSuite, DoD's enterprise social network, includes a collection of online tools and applications that offer collaborative and secure communities for the entire department.

HOW TO ORDER/ACCESS

Common Access Card (CAC) required
https://www.milsuite.mil

milSuite can be used by DoD military, civilian and contractor personnel, as well as by others who have been issued a DoD CAC. See milSuite Authorized Access and Account Type Restrictions (https://www.milsuite.mil/book/docs/DOC-384104) for complete details on who can and cannot access milSuite.

COST

Free

SUPPORT/HELP DESK

https://www.milsuite.mil/book/docs/DOC-429196

FREQUENTLY ASKED QUESTIONS

https://www.milsuite.mil/book/docs/DOC-359490

EMAIL

OUTLOOK WEB APP

DoD Enterprise Email (DEE) Outlook Web App (OWA) provides access to your DoD email account from any computer that has access to the internet.

HOW TO ORDER/ACCESS

OWA is available to all DEE users. Similar capabilities are available for non-DEE users from their service providers. Visit https://web.mail.mil for more information.

COST

Free

SUPPORT/HELP DESK

http://militarycac.com/questions.htm

INQUIRIES

For detailed troubleshooting instructions, please visit: http://militarycac.com/EEmail.htm.

USEFUL LINKS

DISA Service Catalog page:
https://storefront.disa.mil/kinetic/disa/service-catalog#/forms/dod-enterprise-email

https://public.cyber.mil

Top Telework Tools Playbook v.1
20200501