DEPO
Frequently Asked Questions

V2

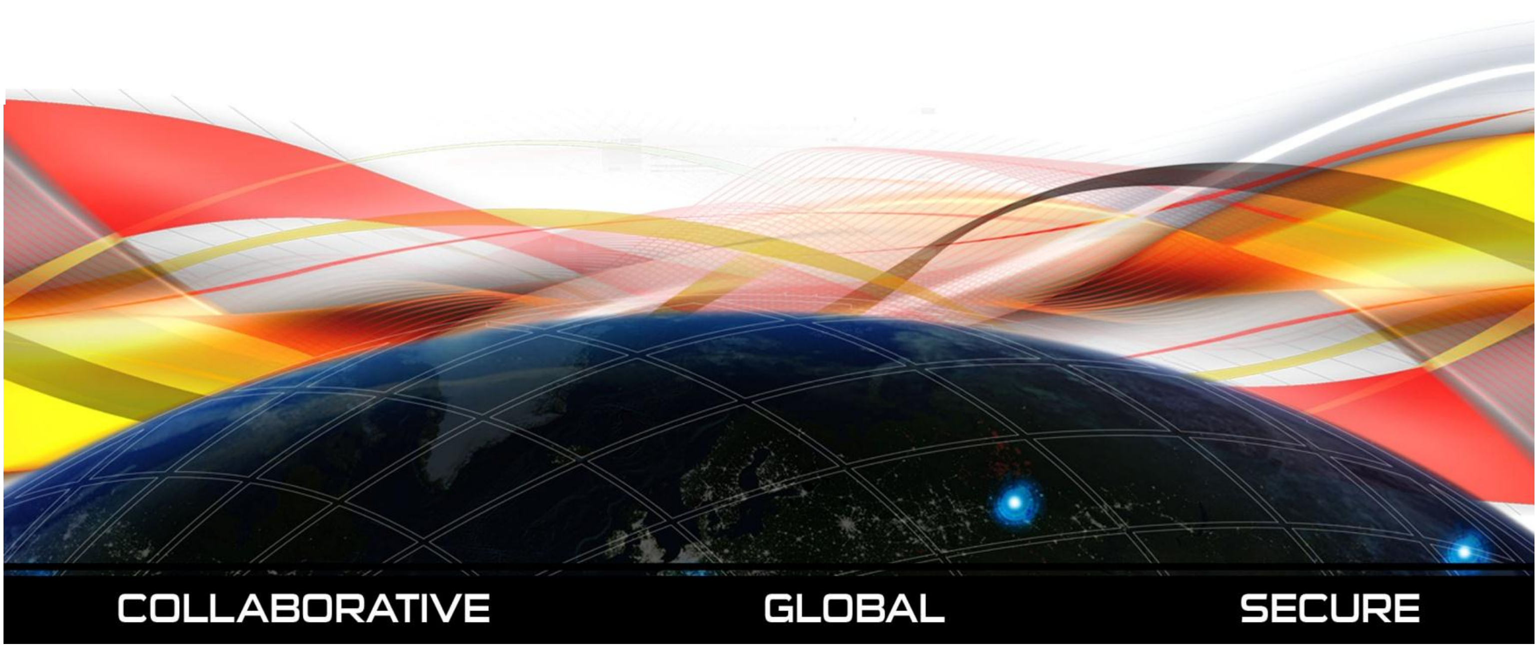
16 June, 2015

UNCLASSIFIED

Defense Information Systems Agency

Services Directorate

Identity Synchronization Services



Q. What is the difference between a Group Manager and an Entitlement Manager?

A. Group Managers manage Entitlement Managers and oversee DEE usage at the major command level. Entitlement Managers are responsible for the entitlements of individual users in their specific area of responsibility.

Q. How does one become an Entitlement Manager?

A. An Entitlement Manager is assigned the role by their Group Managers. Group Managers must add users to the appropriate Entitlement Managers group by following the steps below:

1. Sign in to Outlook Web Access (OWA)
2. Select “Options” in the upper right-hand corner
3. Select “See All Options”
4. Select “Groups” from the upper left-hand menu
5. Select the “Entitlement Managers” security group
6. Add the user as a member of the “Entitlement Managers” group

Complete instructions for the management of all DEPO roles can be found on the IASE Website in the section of the DEPO Manager’s Guide titled, “How Group Managers Manage All Other Roles”.

Q. Can a user’s previous entitlements be viewed by an Entitlement Manager?

A. An Entitlement Manager can view a complete history of a user’s previous entitlements by looking at their record via DEPO’s single entry capability. To view this history, an Entitlement Manager must search for the user in question through the user single entry interface of DEPO, click the checkbox next to their name, select the “Actions” button, and then click “Details”. A pop-up window containing the user’s previous entitlement history will then appear.

Q. What is an Authorization Manager?

A. An Authorization Manager (AM) is an optional role within DEPO. An Authorization Manager serves as the approving entity for all actions submitted by an Entitlement Manager. AMs receive an email notification for each action submitted by an EM, and must then either approve or deny that action.

Q. How does one become an Authorization Manager?

A. An Authorization Manager may be anyone with an active DEE mailbox within a given command, whom the Group Manager decides should be an approving body. A Group Manager can have the role of Authorization Manager enabled by submitting a ticket to the enterprise services help desk at DEEServiceDesk@mail.mil and can assign the role of AM to a user by adding them to the appropriate security group. This process is described in the “How Group Managers Manage All Other Roles” section of the DEPO Manager’s Guide, which can be found on the IASE website.

Q. Can a Group Manager be an Authorization Manager?

A. A Group Manager could serve as an Authorization Manager if (s)he so chooses.

Q. What is a Report Viewer?

A. A Report Viewer is an optional role within DEPO. People at various levels within a command that have the need to view or retrieve reports can be assigned this role. It is a read-only role so the Report Viewer can only view the information within DEPO and cannot make any changes to it.

Q. What is a multiple persona?

A. There are normally three possible persona types that a user can be classified under. These personas are civilian, military, and contractor. A person has multiple personas if they can be classified under more than one of these personas. For example, if a contractor was also a member of the military reserve, they will have a CTR persona type as well as a MIL persona type. Other persona types are listed on the IASE website under the IdAM/Data Quality section.

Q. How long does it take to process a user via single entry?

A. Single entry provisioning requests are processed within four hours of receipt. The processing of single entries occurs every day, including holidays and weekends.

Q. How long does it take to process a dynamic template entry?

A. Dynamic template requests are processed Monday-Friday (excluding Federal Holidays) at 0600 Central Time. Often, a second batch will be processed around 1600 Central Time Monday-Friday depending on staffing, but the second batch processing is not guaranteed.

Q. What is the difference between email service classes?

A. An email service class is an identifier of a persona's mailbox. Service classes correlate to the user's component and to the size of a given user's mailbox. Generally, two service class sizes are offered for each customer, "Basic" (512 MB) and "Business" (4GB). Business class mailboxes carry a larger cost due to their increased storage capacity. EMs have the ability to modify the mailbox service class of an individual within their organization at any time.

Q. How can one's mailbox size be changed?

A. An Entitlement Manager can alter a user's mailbox size by changing the user's service class.

Q. What reporting capabilities does DEPO offer?

A. DEPO is a provisioning tool, but it is capable of generating both pre-configured and customizable reports. Details and instructions for the available reports can be found in the "Reports" section of the DEPO Manager's Guide, which can be found on the IASE web page.

Q. Will a user be notified when he/she is scheduled to be de-provisioned?

A. Users will receive two notices about de-provisioning. The first notification will be received on the day the de-provisioning action is submitted and will indicate the specific date the mailbox is scheduled to be de-provisioned. The user will receive the second notice, as a reminder, seven days before the mailbox will be de-provisioned. If the mailbox needs to be de-provisioned within seven calendar days or less (or immediately), the user will receive both notices on the day the de-provisioning action is submitted.

Q. What is the naming convention for Non-Person Entities?

A. Non-Person Entities (NPEs) follow a specific naming convention when created in DEPO. The display name and username of an NPE is a combination of the NPE's DoD component, location, sub-component, NPE type, and descriptor.

For example: