



Defense Enterprise Provisioning Online (DEPO) Training for DEE Service Managers

IdSS Release 3.4.2
May 2017



Agenda

- **Management Structure**
- **DEPO Navigation**
- **DEE Definitions**
- **Permissions**
- **Provisioning**
 - **User Single Entry**
 - **Non Person Entity (NPE) Single Entry**
 - **Dynamic Distribution Lists (DDLs)**
 - **Dynamic User Templates**
 - **Dynamic NPE Templates**
- **De-Provisioning**
- **Transferring Users between DEE using organizations**
- **DEPO Reports**



DEE Management Structure

DEPO Roles

- **Group Managers**
- **Entitlement Managers**
 - **Granular Permissions options**
- **Report Viewers**

NOTE: All DEPO roles require the user to have an active DEE mailbox



Group Managers (GMs)

- **Responsible for management and oversight of DEE usage at the major command-level**
- **Responsible for managing Entitlement Managers and their permissions within their command**
- **Can grant specific permissions to users within their organization**
- **Accountable (fiscally and managerially) for DEE usage within their command.**
- **Commands should limit the number of GMs due to the fact that Group Managers have complete control for their organization over who can grant/approve entitlements (which has a fiscal impact for the organization).**



Entitlement Managers (EMs)

- **Manage DEE usage in their area of responsibility (AOR)**
- **Conduct the active management of user entitlements, user and NPE mailboxes, and distribution lists based on specific permissions**
- **Permissions can include:**
 - **Adding/changing email entitlements**
 - **Granting specific email service classes (for users or NPEs)**
 - **Provisioning/de-provisioning mailboxes**
 - **Changing service classes**
 - **Transferring users to and from DEE using organizations**
 - **Creating and modifying NPEs**
 - **Running usage reports (if required)**



- **Report Viewers can be personnel at various levels within an organization that have the need to view or retrieve DEPO reports for information on various aspects of DEE usage within their particular command or AOR.**
- **Report Viewers can only view information and cannot make any changes within DEPO.**
- **To activate the Report Viewer role, a GM must grant the specific user rights to DEPO Reports.**



Granting Permissions

- **GMs can grant permissions for all users within their organization through DEPO**
- **Initial GMs are established during migration**
- **Additional GMs can be added by existing GMs**
- **All permissions can be altered through the User Single Entry capability in DEPO**
- **Non-person entities can be granted permissions for the purpose of assigning permissions to a group**
- **Users and NPEs must be granted a DEPO Access Permission before they can be granted permissions to an email entitlement or service class.**



Granular Permissions

- **Granular Permissions include:**
 - **Group Management**
 - **DEPO Access Management**
 - DEPO Reports
 - NPE Bulk Load
 - NPE Single Entry
 - Persona Bulk Load
 - Persona Single Entry
 - **Email Mobile Service Class**
 - **Email Associated Entitlements**
 - Journaling
 - Rights Management Service (RMS)
 - **Email Service Class**
 - Business
 - Basic
 - **Cross-Domain**



Provisioning

- **Provisioning is the creation of a mailbox (or Distribution List)**
- **Two methods of provisioning:**
 - **Single Entry: makes changes for one user or NPE at a time**
 - **Bulk load: process multiple change requests at a time (separate templates used for users and NPEs)**



Email Service Classes

- **An Email Service Class identifies the type of mailbox for each persona or resource NPE.**
- **Identifies the component and mailbox type.**
- **The two standard service classes are Business and Basic:**
 - **Business: 4GB of storage**
 - **Basic: 512 MB of storage**
 - **Service classes with larger storage are available by request (such as premium (10GB), executive (30GB), and senior executive (50GB)).**



Email Associated Entitlements

- **Journaling:** makes a copy of every email sent from or received by a given mailbox which is stored independently
 - Journaling has a significant cost
- **Mobile Service:** enables the user's organization to connect mobile devices to the user's mailbox
- **Rights Management Service (RMS):** helps safeguard digital information from unauthorized use. Content owners can define who can open, modify, print, forward, or take other actions with the information.
- **Cross-Domain:** will allow a user to send emails across domains, such as from NIPRNet to SIPRNet and vice versa



DEPO Navigation

- **Login to DEPO (<https://depo.csd.disa.mil/>)**
- **Last DEPO Login Time will appear on the terms of use banner**
- **Homepage includes DEPO Manager's Guide, DEPO training, announcements, and updates.**
 - **DEPO (brings user to homepage)**
 - **User**
 - Single Entry
 - Bulk Load
 - **NPE**
 - Single Entry
 - Bulk Load
 - **Reports**
 - **Support**
- **Select the function you wish to perform (User Single Entry, NPE Single Entry, etc.), and the corresponding customer code from the drop down (options vary depending on permissions).**
- **The customer code selected will be retained in the User Single Entry and NPE Single Entry pages, and in Reports.**



User Single Entry

- **Single Entry updates on a two hour cycle, including weekends.**
- **How to search for a user in DEPO:**
 - **Last name, First name <space> MI**
 - **EDIPI**
 - **EDIPI.PTC**
 - **May take time to yield all results**
- **Data flowing from milConnect is ALWAYS authoritative over what an EM can enter on behalf of a user (duty sub-organization, duty location, office symbol).**
- **Can view more details of the user's account by selecting the "View Additional Details" button.**
- **Can also change email service class of existing mailboxes**
- **Entitlement History:**
 - **Is displayed at the bottom of the User Single Entry window**
 - **Shows any entitlement changes, the action performed, the EDIPI of the requestor, and the action date**

User Single Entry Demo



User Single Entry – Entitlement Maintenance Actions

- **Edit:** Edit a user's entitlements or email service class
- **View Only:** Read only view of user's entitlements and entitlement history
- **NPEs Owned:** Shows all NPEs owned by that user. Be sure to check this when de-provisioning a user so NPEs are not left orphaned.
- **Transfer:** Mark a user for transfer to another DEE using organization
- **Permissions:** Allows a GM to edit a user's permissions within DEPO



User Single Entry - Transferring Users to another DEE Using Organization

- **A user can be marked for transfer to another DEE using organization**
 - **Any pending transfers will appear upon logging into DEPO User Single Entry**
 - Pending Incoming Transfers, Pending Outgoing Transfers, Rejected Outgoing Transfer
 - **Options:**
 - Accept Selected Transfers or Reject Selected Transfers
 - **When accepting transfers, can select multiple incoming transfers and specify the desired email service class and entitlements upon acceptance**
 - **Can select a specific date to transfer out to another organization**
 - **Have up to 60 days to accept transfers or user will remain in current customer code**
- **Rejected transfers will remain in the “Rejected Outgoing Transfer” section for 30 days.**
- **If there is a transfer scheduled for a user, but there is an entitlement or service class changed before the transfer takes place, the transfer will be cancelled. In this case, the transfer request will not be classified as a rejection.**

Transfer Demo



User Single Entry – Transfer

Pending Transfers:

- **DEPO User Singly Entry page will include the number of:**
 - **Pending Incoming Transfers**
 - **Pending Outgoing Transfers**
 - **Rejected Outgoing Transfers**
 - **Each of these can be searched in the User Single Entry window**



Changing and Scheduling Service Class Changes

- **Changing service class is done the same way as provisioning a new DEE user**
 - **Can be done through User Singly Entry**
 - **Find the user**
 - **Select “Edit”**
 - **Select Service Class (using the “Change Entitlement” button if necessary)**
 - **Select or de-select the appropriate entitlement**
 - **Can select a specific date for the change to be made**
- **Change: If user is currently in another DEE using organization**
- **Schedule: Can pull a user into your organization immediately, or schedule a change for a future date**

Change Service Class Demo



NPE Single Entry – Creating a new NPE

- **Select NPE Single Entry and Select Customer Code.**
- **Customer Code and POC Name are automatically populated when creating a new NPE.**
- **Select appropriate DoD Component, NPE Location, Sub-Component, and NPE Type.**
- **Enter a personalized NPE descriptor.**
 - **A red notice will appear if the descriptor contains an illegal character or exceeds the character limit.**
- **Select a service class, if applicable.**
- **Indicate whether the NPE should be unrecoverable upon deletion.**
- **Can preview the NPE username and display name before creation.**
- **Must add an owner of an NPE in DEPO before an NPE can be created.**
 - **New owners added using OWA will not appear in DEPO.**
 - **Do not try to re-edit any owners before it can fully cycle through (~8 hours).**
 - **Can add an owner by email address, EDIPI.PTC, or by using the “look up” function.**

NPE Creation Demo



NPE Changes

- **NPE Single Entry can be used to change the following:**
 - **NPE Type**
 - AV, Bridge, Calendar, Equip, Mailbox, Room, Vehicle, Other
 - List, MESSG
 - **Other NPE Name elements**
 - Component, Location, Sub-Component, Descriptor
 - Changing the NPE name will change the SMTP address of the NPE (based on the new elements), but mailboxes will retain the old SMTP as a secondary address to avoid NDRs, but Distribution Lists will only have a new SMTP address.
 - **NPE Service Class (for resource NPEs)**
 - **Owners**
 - **GAL Info**
 - **Cross Domain Entitlements**
 - **Permissions**

NPE Change Demo



Deleting and Recovering NPEs

- **Upon deletion, the EM has the option to make an NPE unrecoverable**
 - **Default option can change per customer code upon request**
- **Upon deletion, an NPE will no longer appear in the GAL**
- **If marked “unrecoverable”, the NPE can not be recovered once it is deleted**
- **If not marked “unrecoverable,” after being deleted, the NPE will be found by searching in DEPO for 120 days, and will be marked as “pending delete”**
- **Within those 120 days, an NPE can be fully recovered through DEPO**

NPE Recovery Demo



Recovering NPEs

- **If deleted but recoverable, NPE will be marked as “Pending Delete” with a timestamp of when it can be recovered until.**
- **Search for and select the deleted NPE and click the “Recover NPE” button at the bottom of the page.**



Dynamic Distribution Lists (DDLs)

- **Minimum number of users is 500**
- **Maximum number of users is 100,000**
- **Can filter on:**
 - **Component**
 - **Sub-Component**
 - **Location**
 - **PTC**
 - **Rank**
 - **Service Code**
 - **Personnel Category Code (PCC)**
- **Created through NPE Single Entry**
- **Add up to 25 senders to the DDL**

DDL Single Entry Demo



Provisioning Using Dynamic Templates

- **Through User or NPE Bulk Load**
- **Templates pull data directly from the DEPO data tables**
- **Templates are processed once a day (0600 Central)**
 - **Usually will run a 2nd batch process ~ 1400 Central, but not guaranteed**
- **Pull the latest template from the bulk load home page**
- **Best practice is to “Refresh” data connection**
- **Fill out all the steps**
- **Use Drop Down menus when available, and do not remove any columns from the spread sheet**
- **Do not submit templates with more than 10,000 records**

User Template Demo



NPE Dynamic Templates

- **NPE dynamic templates are very similar to the user dynamic templates and follow the same process**
- **Requires the five elements of the DoD Naming Standard for NPEs**
- **Does an illegal character check**
- **Shows what the display name and SMTP address will be (before you submit the file)**

NPE Template Demo



Saving Dynamic Templates

- **Save your file to your local computer with a unique identifier**
- **Go to the User Bulk Load or NPE Bulk Load page and Browse for the appropriate document**
 - **Upload User Dynamic templates to the “Persona” Bulk Load Type**
 - **Upload NPE Dynamic templates to the “NPE” Bulk Load Type**
- **Track progress of templates through the Bulk Load Reports on the Reports page**
 - **User Bulk Load Results Report**
 - **NPE Bulk Load Results Report**
- **Specify Customer and Click View Report**
- **Click on specific file name to view details and progress**



De-Provisioning

- **Can be done through User Single Entry**
- **“Unrecoverable” option for mailbox when selecting a de-provision**
 - **If marked “unrecoverable”, user mailbox will be deleted on date selected**
 - **If not marked “unrecoverable”, the mailbox can be recovered for up to 120 days**
- **Select date for de-provisioning, check acknowledgement box, and update to save changes**
- **User will receive two notifications when being de-provisioned: one on the day the de-provisioning request is made, and one 7 days prior to actual de-provisioning**
 - **If de-provisioning is requested to occur within less than 7 days, the user will receive both the notifications on the day the request is made**

De-provisioning Demo



- **To View Reports:**
 - **Select desired Customer Code**
 - **Select specific parameters (if applicable)**
 - **Click “View Report”**
 - **Export reports (into word, excel, etc.)**
- **Examples of Reports (customizable and pre-configured):**
 - **Entitlement Report by File Name**
 - **Entitlement Search**
 - **NPE Report by File Name**
 - **Rejected Entitlements**
 - **List of Accounts (all accounts in the service class)**
 - **Unused Account List (mailboxes that haven’t been accessed in 60 days or more)**

Report Demo



Summary

- **Management Structure**
- **DEPO Navigation**
- **DEE Definitions**
- **Provisioning**
 - **User Single Entry**
 - **Non Person Entity (NPE) Single Entry**
 - **Dynamic Distribution Lists (DDLs)**
 - **Dynamic User Templates**
 - **Dynamic NPE Templates**
- **De-Provisioning**
- **Transferring Users**
- **DEPO Reports**

Maria Magistro – maria.c.magistro.ctr@mail.mil



DEFENSE INFORMATION SYSTEMS AGENCY
The IT Combat Support Agency

UNITED IN SERVICE TO OUR NATION