



## Enterprise Email (EEmail)

### What is it?

Enterprise Email (EEmail) is one of the Army's key IT efficiency projects. EEmail will place all Army users on a single email service. Army personnel will be able to access their Army email from any Defense Department location, and to collaborate with any Army user worldwide via a true global address list and enterprise calendar sharing. In addition, users will keep the same email address throughout their Army careers.

EEmail was designed and developed to enable Joint interoperability and collaboration, to increase Network security and operational effectiveness, and to deliver significant IT efficiencies. Leveraging Army-owned Microsoft software licenses and the DoD cloud, provided by the Defense Information Systems Agency, EEmail will provision 1.4 million unclassified network users and 200,000 secret network users within the Army, Transportation Command, European Command and Africa Command. EEmail is separate from, but complementary to, the Army Data Center Consolidation Project.

### Why is this important to the Army?

Today, most Army users are unable to share calendars or to find contact information for other Army email users at different locations. EEmail enables users to access email with either the Microsoft Outlook client or Outlook Web Access (web mail) from anywhere in DoD, and to collaborate with any Army user worldwide via a true DoD Global Address List and enterprise calendar sharing. Email storage will increase from 200 megabytes to an average of 4 gigabytes per user. This enterprise service will include SIPR and NIPR support for mobile clients (Secure Mobile Environment Portable Electronic Device, Blackberry, WinMobile and others when approved).

The Army expects EEmail will generate savings in excess of \$100 million per year beginning in FY 13. The most significant impact of EEmail is not the efficiencies, but the improved security derived from a DoD Enterprise Identity Management and Authentication Service that uses the Defense Manpower Data Center database as the source for authoritative identity management data.

### What has the Army done?

The Army began migrating 1.4 million NIPR mailboxes from Army-owned legacy Microsoft Exchange systems to the DISA email service in February 2011. As of November 2011, the Army had migrated 238,300 Army and Joint users in CONUS, Pacific Command and U.S. Army Europe (24% of the total). The Army expects to complete migration by the end of March 2012, including all non-deployable email systems in the Army (AKO mail).

The migration process was "paused" in May 2011 to resolve existing-customer performance issues, revise training and procedures for Army support personnel, ensure all pre- and post-migration processes and tasks were being performed as scheduled, and address business processes used throughout the entire system. As a result of the review, the Army established new guidelines and new desktop standards which have significantly improved performance. DISA also deployed capacity enhancements and upgrades. Migration resumed in September 2011.

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### What does the Army have planned for the future?

In 2012, the Army will assist the Enterprise Email migration of the Joint Staff and some combatant commands, such as EUCOM and AFRICOM. Army SIPR migrations will begin in April 2012 and will be completed by the end of September 2012. Also in 2012, the Army will begin implementing Enterprise Collaboration Services by leveraging the new DoD Enterprise Identity Management and Authentication Service that EEmail enables.

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