the COMMUNICATOR

AESD strengthens the Army's first line of cyber defense

BY PAMELA FITZKEE, ARMY ENTERPRISE SERVICE DESK

AESD is a premier enterprise-level service desk, which supports all Army theaters of operation. (U.S. Army photo courtesy of AESD)

Detecting a cyber attack can be difficult with today's advanced and highly evasive threats increasing in complexity and becoming commonplace. Globally, the scope and pace of malicious cyber activity continue to rise. The U.S. Army Cyber Command (ARCYBER) was organized in part to operate and aggressively defend the Army segment of the Department of Defense Information Network (DoDIN-A). The Army Enterprise Service Desk (AESD) acts as a 'cyber sensor,' strengthening the first line of cyber defense against potential threats to the DoDIN-A.

Systems and tools are not enough in today's cybersecurity arena. Last year, the AESD received a particularly high volume of calls in a short period of time from an Army installation regarding inability to access e-mail through Microsoft Outlook. Chuck Brainard, former requirements manager at ARCYBER recalls the incident, "The tools suggested it was an isolated outage to a few people, but the humans that were working at the service desk said it's a general outage on the east coast affecting hundreds of thousands of people in the United States Army. To understand the actions needed to be taken to restore, we need all of that information."

There are all kinds of tools out there trying to do the sensor mission but as this instance proves, information can slip by systems. What makes the AESD stand out is its cyber threat sensor function - specifically its human sensor function, which puts it on the front line in the cyber fight. The AESD produces incident, timing, quantity and impact of events information which supplies trend analysis data for use by ARCYBER's Army Cyberspace Operations and Integration Center (ACOIC).

Cyber threats increase, evolve daily. Never has the defensive cyber mission been more important. A Computing Technology Industry Association (CompTIA) study showed that integrating service desk functions with cyber security capabilities can help mitigate cyber threats. Enter the AESD, known throughout the Army for providing support for enterprise services such as e-mail, mobile devices, assured identity functions, Army Knowledge Online and handling end-user issues for the Army community.

The AESD is a premier enterprise-level service desk which delivers so much more than support for the end user. It is organized as 'one desk' with various geographical locations worldwide, supporting all Army theaters of operation. The AESD has a location in Europe, which supports U.S. Army forces in Europe and Africa; in Hawaii, supporting Army forces in the Pacific; in Korea supporting 8th Army forces; and CONUS (continental United States). Each supports the

respective theaters and each other. From an information technology (IT) perspective, the AESD's mission is to provide a strategic single point of contact between the Army IT users and the Army IT services provided with one universal phone number.

The AESD 'one desk' concept provides a unified approach which adds security and simplicity to servicing more than one million Army users worldwide. Think about it: all day, every day, 24 hours a day, 7 days a week and 365 days a year, the AESD is in constant communication with its customers. This one desk, one number system covers every Army user. Incidents and potentially dangerous outages can compromise the Army's mission. When a number of similar problems are reported or a specific location is spiking in call volume, the AESD provides the data to ARCYBER to defend the network.

The AESD gets a great deal of input quickly. Each call delivers incident-related information while supplying the metadata needed to track suspicious activity, making it easier for agents to identify patterns and trends to quickly pinpoint the necessary steps toward mitigation. Add in the abilities to assess, decide and act, and you now have a custom security framework that helps outline how to find, respond to, and contain IT security threats.

> **"The tools suggested that it was an isolated outage,"** but the service desk staff realized it was affecting hundreds of thousands.

A powerful change is coming with the transition of the AESD from the command and control of the Program Executive Office for Enterprise Information Systems (PEO EIS) to ARCYBER, expected to occur in the summer of 2019. ARCYBER will converge all existing decentralized help desks into the AESD, leading to greater operational and fiscal efficiencies, enhancing defensive cyber operations (DCO) and providing ARCYBER with a more robust common operating picture of the DODIN-A.

At the 2018 Armed Forces Communications & Electronics Association (AFCEA) TechNet Augusta conference, John Price, AESD project officer and Chuck Brainard, former Requirements Manager at ARCYBER, presented how the human sensor function trumps simply using tools when it comes to understanding incidents.

"One of the things we realized really early was that one of the most important sources of information that we may actually get about what is going on in the state we call the DoDIN-Army, are these agents that work on the service desk in our defense-they are actually talking to users and getting first-hand, what is happening," said Brainard.

Most organizations don't do data analysis on their tickets for patterns which could indicate a problem and systems rely on tools, but in the cyber defense system, it's the human sensor analysis that helps map cyber 'kill chain' steps toward mitigation. Brainard pointed to the call between an end user and an agent as "the key to going from sense to understanding quickly." It's that understanding that leads to critical, informed, timely decisions and action toward mitigating potential threats. The human sensor function of the AESD is the first responder for establishing an accurate DCO common operating picture, providing continuous operational analysis and information when speed and time are of the essence.

As today's cyber threats increase and diversify, the AESD is on the front line, protecting, watching, waiting and ready to respond by providing accurate and cogent information to Army leaders so they can make informed, decisive actions to counter cyber threats. The AESD is helping shape cyber defense operations for the Army, while keeping its service to customers its top priority. The AESD can be reached at 1-866-335-ARMY.

JULY 2019

SUN	MON	TUE	WED	THUR	FRI	SAT
	1	2	3	4	5	6
7	8	9	*10*	11	12	13
14	15	*16*	17	18	19	20
21	22	*23*	24	25	26	27
28	29	30	31			

UPCOMING EVENTS

10 JULY: CHESS Change of Charter & AESMS Assumption of Charter

16 JULY: CPS Change of Charter

23 JULY: PEO EIS Town Hall

P2E celebrates 10th anniversary

BY MAVIA HANSON, POWER PROJECTION ENABLERS

P2E's Fort Belvoir team celebrated their 10th anniversary on May 30, 2019. (U.S. Army photo by Racquel Lockett-Finch)

On May 30, 2019 Power Projection Enablers (P2E) celebrated 10 years as an organization with Program Executive Office Enterprise Information Systems. Since its inception in April 2009, P2E has been a driving force in implementing communication capabilities in support of U.S. Army commands.

P2E began as Army Processing Center (APC) in 2009 under the command of Lt. Col. Michael Divine, with the initial mission of hosting Army Knowledge Online and building communications capabilities in the southwest Asia theater. It became P2E in 2012 under the command of Col. Mollie Pearson and added Europe and the Pacific to its mission portfolio.

In P2E's extensive history, it has adapted and been resilient with the increasing complexities of projects falling under its domain. In 2018, P2E was restructured under Defense Communications and Army Transmission Systems (DCATS) to unite the similar but geographically dispersed missions under the same project office. In the same year, Lt. Col. Howard Donaldson assumed the charter as product manager for P2E, driving a new mission of rapidly delivering cost-effective, protected, mobile, scalable and defensible, network transport and information technology infrastructure that provides a decisive edge in unified land operations. He has also implemented a new vision to ensure P2E is recognized as an expert and trusted provider of modernized network transport and computing infrastructure.

P2E has been awarded several contracts and completed multiple projects while always driving innovative initiatives. It looks forward to continuing infrastructure modernization for stakeholders worldwide. Later phases of the rollout will include non-assured voice, video and desktop (screen) conference sessions.

ES welcomes new project director

BY ANTHONY SMALL, ENTERPRISE SERVICES

Enterprise Services welcomes new project director Lee James III. (U.S. Army photo by Racquel Lockett-Finch)

Enterprise Services (ES) bid farewell to outgoing project director (PD) Tom Neff and welcomed incoming PD Lee James III during a change of charter ceremony held June 25, 2019 at Fort Belvoir, Virginia.

"I'm excited to be your project director," said James. "I look forward to the continued delivery of our enterprise solutions, contracts, products and services to the Army"

James, a native of Kansas City, Kansas, provides leadership to a staff of more than 300 government and contractor personnel across six product offices, in three geographic locations.

Brendan Burke, acting Deputy Program Executive Officer for Enterprise Information Systems, presided over the ceremony. "So while we know that Tom is going to leave we take great confidence in knowing that Lee is the right person for the job," said Burke. "The words that come to mind with Lee are 'calm, cool and collected.'"

In his farewell remarks, Neff gave ES another one of his famous book recommendations. "This is my last chance to torture the members of ES with yet another, but this is my last

book recommendation," said Neff. "Sea Stories by retired Adm. William McRaven. His autobiography covered 37 years on active duty as a Navy SEAL." Neff quoted his favorite part of Sea Stories. "I realized that life is actually pretty simple. Help as many people as you can. Make as many friends as you can .Work as hard as you can .And no matter what happens, don't quit."

Neff also offered James some parting advice. "You have a great team at ES. Guide them, nudge them, set left and right limits on them and they will make you proud, I promise you."

DCO Welcomes Pat Ocasio, Bids Farewell to Jen Potts

BY BRITTNEY M. BROWN, DEFENSIVE CYBER OPERATIONS

Incoming DCO deputy project manager, Pat Ocasio. (U.S. Army photo)

Pat Ocasio has an impressive track record. In 1997, Ocasio joined Program Executive Office Enterprise Information Systems (PEO EIS) as a product support contractor for the Transportation Information Systems program. Now, she's an award-winning civilian and the new Deputy Project Manager (DPM) for Defensive Cyber Operations (DCO).

"I am sincerely excited about coming to DCO and having the opportunity to take on new challenges in support of such an essential mission," said Ocasio. "I look forward to getting to know the staff and understanding where I can best support the needs of the organization."

Ocasio joins DCO after serving as DPM of Integrated Personnel and Pay System – Army (IPPS-A). She holds a bachelor's degree in business management, as well as several program management certifications. In 2017, Ocasio received the John W. Macy, Jr. Award for demonstrated excellence in the leadership of civilian workforce.

"Pat Ocasio joining the DCO team is definitely good fortune," said Col. Chad Harris, DCO project manager. "She's a proven deputy who brings with her a wealth of knowledge and talent, and will without a doubt add value to DCO's growing team."

Ocasio's new position was previously held by Jennifer Potts. Potts joined DCO in March 2018 and supported the program as both acting DPM and product support director. She holds a bachelor's degree in professional aeronautics and a dual master's degree in aeronautical science and business administration, with a minor in technical management.

As an Army civilian for 20 years, Potts has a strong background in Army Aviation and Army Acquisition. Before DCO, she served as deputy product director in PEO Aviation, where she supported full-spectrum program management for a portfolio valued in excess of $1.5 billion. Her next assignment will be as DPM for Army Enterprise Systems Integration Program (AESIP).

"Over the last year, Ms. Potts has contributed greatly to the success of DCO," said Harris. "She possess a high degree of professionalism and has an infectious positive attitude that will be missed by every member of the DCO team. AESIP is gaining a terrific asset."

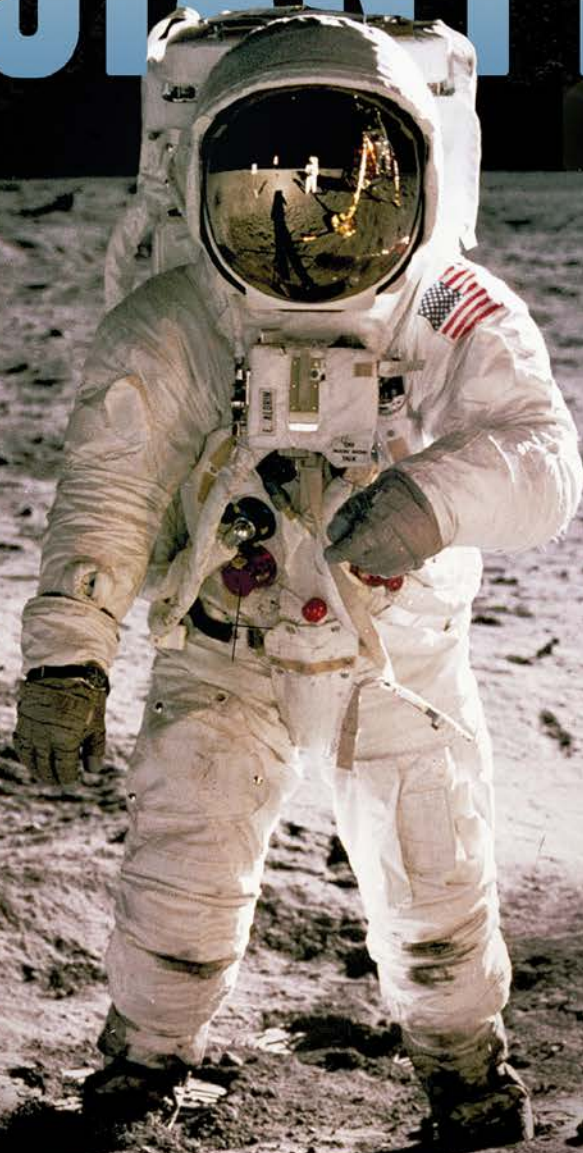According to Potts, the transition from DCO to AESIP is bittersweet, but an exciting opportunity nonetheless.

"I'm thrilled to support the AESIP mission," said Potts. "I'm humbled by the trust and confidence placed in me to continue to aid in the growth of the incredible PEO EIS workforce. People are our greatest assets. The opportunity to invest in others is my favorite part of what we do."

Outgoing DCO deputy project manager (PM), Jennifer Potts, accepts a farewell gift from Col. Chad Harris, PM DCO. (U.S. Army photo by Brittney M. Brown)

Ocasio and Potts both assumed their respective roles on June 24, 2019.

ONE GIANT LEAP

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SCAN AND VIEW MOMENTS IN HISTORY

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NETMOD-C ICAN 5-year project completion

BY DEBRA LICATA, INSTALLATION INFORMATION INFRASTRUCTURE MODERNIZATION PROGRAM

Installation Information Infrastructure Modernization Program (I3MP) product office for network modernization in the continental United States (CONUS), known as "NETMOD-C" recently completed over 84 of 88 standardized configurations of the Installation Campus Area Networks (ICAN), under the direction of Kevin Chinn. This five year project facilitated critical, standardized configuration of Army Installation Campus Area Networks. As a result, the warfighter's use of the Army Network was enhanced and also allowed for improved communication tools that would ensure a tactical advantage over our adversaries.

Through the extensive project, bandwidth was upgraded to both 10 Gigabyte Routers and switches across bases, posts, camps, and stations (B/P/C/S). Upgraded bandwidth means faster internet speeds for Soldiers who rely on the network to execute critical missions. With the NETMOD-C project nearing completion, warfighters now have a solid network infrastructure, with total bandwidth to support future technology deployments including voice over internet protocol (VoIP), video teleconference (VTC), wireless and land mobile radio technologies. These efforts baselined the B/P/C/S deployments, making networks look the same to the Soldier deploying from one post to the next.

Ultimately, ICAN allows the Soldier to have a near error-free experience with the network. Standardized configuration of Army ICAN also means improved content management and has moved the Army toward a joint/regional network management construct. By project completion in the fall of 2019, I3MP will have deployed over 60,000 network switches to 88 CONUS locations, supporting over 1 million customers.

NETMOD-C provides critical, standardized configuration of Army Installation Campus Area Networks. (U.S. Army photo courtesy of I3MP)

P2E welcomes new Pacific director

BY MAVIA HANSON, POWER PROJECTION ENABLERS

P2E product manager, Lt. Col. Howard Donaldson, welcomes incoming Pacific director Timothy Green (U.S. Army photo by Mavia Hanson)

This May, Power Projection Enablers (P2E) welcomed Timothy Green as the new Pacific theater director. Green succeeds Tony Moles, who has been dual-seated as the Pacific director and program management director for the last 12 months. Green comes to P2E from Fort Shafter, Hawaii, where he served as the deputy director of operations for the 516th Signal Brigade. He brings with him a wealth of knowledge and experience to continue to drive forward the Pacific mission.

P2E delivers the full spectrum of OCONUS network, information, and infrastructure modernization services so that Soldiers, commands and supporting organizations can access, process and act upon information, anytime, anywhere, thus enabling information dominance across all phases of joint and coalition operations.

Global Combat Support System – Army (GCSS-Army) team members, (left to right) **Andrea Hatfield, Bryan Salyers** and **Brenda Hendrick** were awarded HOOAH pins during a recent visit by Program Executive Officer for Enterprise Information Systems, Ms. Chérie A. Smith. (U.S. Army photo courtesy of GCSS-Army)

Brig. Gen. Nikki L. Griffin Olive (center), commander of the 335th Signal Command (Theater) leads a groundbreaking ceremony at Camp Arifjan, Kuwait on June 25, 2019. (U.S. Army photos courtesy of Power Projection Enablers)

Col. Enrique Costas, project manager for Defense Communications and Army Transmissions Systems (DCATS) speaks about Army modernization at a groundbreaking ceremony at Camp Arifjan, Kuwait on June 25, 2019.

Brig. Gen. Nikki L. Griffin Olive (left), commander of the 335th Signal Command (Theater) emphasized the importance of providing a robust network to the warfighter during a groundbreaking ceremony at Camp Arifjan, Kuwait on June 25, 2019.

Brig. Gen. Nikki L. Griffin Olive (center), commander of the 335th Signal Command (Theater) leads a groundbreaking ceremony at Camp Arifjan, Kuwait on June 25, 2019.

Brig. Gen. Nikki L. Griffin Olive (left), commander of the 335th Signal Command (Theater), greets attendees of the groundbreaking ceremony at Camp Arifjan, Kuwait on June 25, 2019.

EIS SNAPS