

CIO Bulletin
October 3, 2018

From: Dermanelian, David M RDML
Sent: Wednesday, October 3, 2018 12:23 PM
To: hqs-dg-lst-cg-09-flags-ses-ALL
Cc: Hqs-dg-lst-cg-09-flag-DEP-EA-HQ
Subject: CIO Note 19-001- Network upgrades and email modernization

Good day leaders,

BLUF: Since email performance and reliability have steadily declined to unacceptable levels, the C4IT Service Center awarded a contract to modernize email and office suite capabilities. The USCG will employ a cloud-based solution called Microsoft Office 365 (O365). We will begin the transition to O365 in FY19. By shifting to a cloud based email service, it is also necessary to substantially upgrade network capacity at Coast Guard units; in some cases this means replacing copper wires with fiber optic cabling.

Migrating commodity Information Technology (IT) services, like email, to the cloud is necessary to deliver high quality service. To date, the US Air Force, Army Corp of Engineers, and the Defense Logistics Agency have successfully migrated to Microsoft Office 365 and have provided us with lessons learned and proven solutions. The timing is right for us to also begin our transition. At the end of FY18, the C5I Resource Council prioritized a substantial investment to execute contract action required to modernizing office IT services including email, chat, and document storage and network capacity.

What does this mean to you? While working at your desk, the functionality of applications located on the desktop (e.g. Microsoft Outlook, Word, Skype, and Excel) will appear the same. For remote users, a new user interface will be expanded beyond email to include Word, Excel, PowerPoint, Skype, and remote access to your files. Other benefits include:

- Faster log-in times for end-users at 650 USCG sites
- Larger email mailbox storage (100 GB/user) and no more need for .pst files
- Larger personal hard drive capacity (1 TB/user) eliminating need for external hard-drives
- Improved end-user mobility capability as this cloud-based capability will expand options for remote workers to access files & email
- Eliminates the need to move user accounts for PCS moves
- Most importantly... much improved email reliability, including to your mobile devices

What about users assigned to cutters? In short, the service will appear the same. Service for cutters that currently have email servers will be upgraded with a hybrid solution that replaces server hardware and utilizes the latest version of software that is compatible with Microsoft's Office 365 cloud. Given cutters' operational requirements and the limitations of sending data to ships at sea, it is not prudent to shift to cloud-only email for those units.

What is the timeline? Most users' will transition to O365 towards the end of 2019 and early 2020. Network upgrades began at over 250 sites during the last year and will expand to an additional 400 units starting in Q1 FY19. LANT/PAC-6, District Dt, and the Base C4IT Departments are your local POCs for finding out when your unit's network will be upgraded.

Where can I find more information?

- For the most recent news please visit the CG-COS Portal: <http://cglink.uscg.mil/CG-COS>
- Your feedback is very important to us. In order to effectively address the questions and concerns of 65k CG employees, please take our short 4-question survey at:
<https://surveys.uscg.mil/Community/se.ashx?s=6F20F77404B8E536>
- We've also drafted on a Coast Guard Cloud Strategy to modernize other IT capabilities. I'll send more on that in the near future.

Very Respectfully,

Dave D.

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