



**Army Process for
Activating BlackBerry® 10 Devices
In
DoD Enterprise Email on BlackBerry®
Enterprise Server 12 Infrastructure**

31 Mar 2016

Version 3

DOD EE TTP-11

FOR OFFICIAL USE ONLY

DOD EE TTP-11 (BB V10 Activation)

EXECUTIVE SUMMARY

The Army Blackberry® Tactics, Techniques, and Procedures (TTP) activation provides a core set of instructions that end-users/organization points of contact (POCs) can follow to activate, set up, and effectively use important features of Blackberry® devices.

DOCUMENT REVISIONS LIST

VERSION	DATE	DESCRIPTION OF CHANGES	ORGANIZATION
1.0	18 Feb 2016	Initial (Army) Version	PO EE
2.0	21 Mar 2016	Stakeholder updates	PO EE
2.1	22 Mar 2016	Minor revisions	PO EE/AESD
3.0	31 March	Major revisions	5 th Sig CMD

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1 Purpose

This Tactics, Techniques, and Procedures (TTP) document describes the process to activating Blackberry® Version 10 (BB10) device(s) to BES 12 for end-user/organization POCs within the Department of Defense (DoD) Enterprise Email (DEE) system.

2 Scope

This document applies to all end-user/organization POCs of the Microsoft Exchange based DEE service and supersedes previous versions.

3 Background

Defense Information Service Agency (DISA) has stated, it is costly to maintain two separate Blackberry® infrastructures, one for Version 5 (BB5) and one for Version 10 (BB10). According to the Security Certification Manager for Blackberry®, the end of BB5 support was July 2014. DISA will not extend support for legacy BB5 devices beyond FY16.

4 Requirements prior to activation:

- a. Organizations are responsible for procuring devices through the Army/AF Blanket Purchase Agreement (BPA) listed in Appendix 2 and wireless service plans outlined in Section 3.3 of the DISA Admin Guide listed in Appendix 2.
- b. All BB10 model numbers are currently supported by DEE BES12. End-user/organization POCs are responsible for keeping their BB Devices updated with the most recent publicly available Operating System (OS).
- c. As Blackberry Limited® releases new devices, the DISA Blackberry® 12 Admin Guide will be updated to reflect those model numbers, after they have been tested within the DISA DEE Program Management Office (PMO).
- d. Per the Application Security and Development Security Technical Implementation Guide (STIG), allowing unsupported software and/or hardware in the environment is classified as a Category I finding (V-21519).
- e. The selected carrier must be able to provide updates to the OS and security features of the phone
- f. All BB10 devices must have the correct Data plan IAW DISA Admin guide Section 3.3: Wireless service plans.

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5 Directions for individual user/bulk upload submission for BB Device(s)

Each end-user/organization POCs must submit a ticket with their Federated Army Enterprise Service Desk (AESD) in accordance with (IAW) their organization's alignment listed in Appendix 1. Please provide the following information:

- a. The below information is required for organizations Federated AESD:
 - 1) **First Name**
 - 2) **Last Name**
 - 3) **Enterprise Email Address** - Enter the DEE address of the person submitting the request
 - 4) **Contact Phone #** - Enter "Blackberry® v10 Provisioning Request"
 - 5) **ASCC/ACOM/DRU (Ex AMC, TRADOC, FORSCOM, MEDCOM, etc):**
Is this device a replacement for legacy device (Y/N?)
- b. Each end-user/organization POCs requesting a BB10 device for use on the BES12 infrastructure must send a digitally-signed email to their AESD Federated Desk (Contact information for Federated AESD IAW Appendix 1), using the following format:

Subject Format:

User's Last name, First Name Middle Initial – End-Users ASCC/ACOM/DRU – BB10 Active Sync Certificate Generation Request and Ticket number from your online submission/Bulk Upload Request.

Body Format:

By digitally signing this email, I am authorizing you to create a BB10 account on my behalf that will auto-generate a new certificate. I understand that this new certificate will be used to authenticate my BB10 device to my DEE Exchange ActiveSync mailbox allowing the syncing of my DoD Enterprise Email. I understand that the infrastructure built to issue this new certificate meets all DOD PKI standards for safely auto-generating certificates.

[User's Signature]

Note: New activations will generate a new certificate requiring the above process be followed for every end-user/organization POC. Reactivations with previous device or new device no new certificate required.

Note: The end-user or the unit's POC will receive the activation password.

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Note: Your organization's Blackberry® Legacy Admin is responsible for the de-provisioning of legacy BlackBerry devices if the BBv10/12 is a replacement.

6 Points of Contact

Technical/support questions for this TTP can be directed to the perspective federated AESD which supports user/organization listed in Appendix 1.

Content or changes to this TTP can be directed to the organizational mailbox "USARMY Ft Belvoir PEO EIS Mailbox Project Office, Enterprise Email" at usarmy.belvoir.peo-eis.mbx.project-office-enterprise-email@mail.mil.

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Appendix 1: AESD Federation Members

- i. AESD-Worldwide (AESD-W). This includes AESD supporting worldwide enterprise services and 7th SC (T)/CONUS-based services).
- ii. AESD-Europe (AESD-E). This includes the 5th SC(T)/RCC Europe Service Desk
- iii. AESD-Guard (AESD-G). This is the National Guard Bureau that supports the Army National Guard.
- iv. AESD-ITA (AESD-I). This supports the United States Army Information Technology Agency.
- v. AESD-Korea (AESD-K). This includes the first Signal Brigade/RCC Korea Service Desk.
- vi. AESD-MEDCOM (AESD-M). This supports the United States Army Medical Command (MEDCOM) and Defense Health Agency (DHA).
- vii. AESD-MEPCOM (AESD-MP). This supports the Military Entrance Processing Command
- viii. AESD-Pacific (AESD-P). This includes the 311th SC (T)/RCC Pacific Service Desk.
- ix. AESD- Reserves (AESD-R). This supports the Army Reserves.
- x. ESD-Southwest Asia (AESD-S). This includes the 335th SC (T)/RCC SWA Service Desk.

Appendix 2: Additional resources

Army/AF BPA BB10 procurement info:

<https://www.us.army.mil/suite/page/606723>

Blackberry® 10 Best Practices User Guide:

https://disa.deps.mil/org/se3/ES71/EndUserSupport/DEE_BB10_Users_Best_Practices_Guide.pdf

Blackberry® Enterprise Server 12 Administration Guide:

https://disa.deps.mil/org/se3/ES71/DEEAdmin/DEE_SOP-blackberry12_administration_w_signature_page.pdf

Blackberry® 10 Training Resources:

<http://global.blackberry.com/en/support/blackberrytraining/blackberrytraining.html>

DISA Admin Guide

https://disa.deps.mil/org/se3/ES71/DEEAdmin/DEE_SOP-blackberry12_administration_w_signature_page.pdf

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Appendix 3: Abbreviations and Acronyms

AESD	Army Enterprise Service Desk
BES	Blackberry® Enterprise Server
DoD	Department of Defense
DISA	Defense Information Systems Agency
BB10	BlackBerry Version 10
BB5	BlackBerry Version 5
NEC	Network Enterprise Center
DEE	Defense Enterprise Email
OS	Operating System
TTP	Tactics, Techniques, and Procedures
PMO	Project Management Office
STIG	Security Technical Implementation Guide
MP	Mission Partner
POC	Point of Contact
IAW	In Accordance With
PO EE	Project Office Enterprise Email
EMM	Enterprise Mobility Management