



# A GUIDE TO VIRTUAL WORK IN THE DoD

## Social Distancing and Impact on Virtual Work

With Department of Defense (DoD) employees impacted by social distancing requirements to reduce exposure and decrease the spread of COVID-19 many organizations have opted to implement full-time telework.

For DoD employees with a telework policy in place working from home may be a normal part of their daily work routine, yet for those working from home for the first time the change may feel a little overwhelming. The good news is the DoD employee has a number of tools available to them to help make remote work feel like being in the office. This guide is a high level guide to those resources, and how to use them to work effectively from home or a remote location.

## Tools Featured in this Guide

- [Defense Collaboration Services \(DCS\) Web Conference](#)
- [Microsoft \(MS\) Teams](#)
- [Defense Collaboration Services \(DCS\) Chat](#)
- [Platform One Enterprise Chat](#)
- [Fusion Chat](#)
- [National Geospatial-Intelligence \(GEOINT\) Agency \(NGA\) Rocket.Chat](#)
- [Intelink Instant Messenger \(IIM\)](#)
- [DISA Global Video Service \(GVS\)](#)
- [milSuite](#)
- [Fusion](#)
- [IntelShare](#)
- [All Partners Access Network \(APAN\)](#)
- [IntelDocs](#)
- [Defense Intelligence Information Enterprise \(DI2E\)](#)
- [DoD Secure Access File Exchange \(SAFE\)](#)
- [Intelink Secure Access File Exchange \(ISAFE\)](#)
- [DoDIIS One-Way Transfer Service \(DOTS\)](#)

## Basic Setup

There are some basic elements to telework that you will need to have in place to ensure your telework experience is a smooth one.

- **Telework policy** – This will be different for every organization, but many DoD employees have some form of telework policy in place. A telework policy will detail any specific organizational requirements that are needed for telework. If you do not have a telework policy at this time please consult a supervisor for guidance on telework.
- **Laptop** – Many DoD employees are provisioned a laptop that allows them access to DoD websites and applications using a built-in Common Access Card (CAC) reader. If you do not have a provisioned DoD laptop you may need to utilize a personal computer if you are a National Guard / Reserves member or a company computer if you are a DoD Contractor. See [Intelink's Guide for Teleworking](#) Step 1 for information on external CAC readers and setting up a home computer for more details.
- **Activating your PIV / Authentication Certificate** – In 2019 the Office of the Secretary of Defense (OSD) released the "Modernizing the Common Access Card - Streamlining Identity and Improving Operational Interoperability" memo detailing plans to standardize around the Federal PIV-Auth certificate. Since then many DoD websites require use of the PIV-Auth certificate in authentication, e.g. DoD Web Mail. Many DoD CAC holders may have the PIV-Auth certificate activated, but if you do not please visit the Defense Manpower Data Center (DMDC) [Self-Service Portal](#) to activate it.

## Navigating the Virtual Office

Many of the daily routines that we take part in at a physical work environment now have virtual counterparts in the DoD through a collection of enterprise tools available to DoD users with a CAC. Exceptions for certain positions will still be required, but for the majority of DoD employees working on the Non-Secure Internet Protocol Router Network (NIPRNet) there are ways to mimic your everyday routine online.

## Common Factors

COVID-19 is forcing a large population of the workforce to rethink the way they work. Although we could educate the workforce about every major capability that exists in the DoD used for virtual work, there are three important factors we considered that made a capability eligible for the list:

- **No Cost** – Tools available to DoD users that require organizational funding to use will not be considered. The workforce needs to be able to work virtually without a barrier of entry and a capability cost generally takes time, money and approvals so only tools available at no cost will be included.

- **User Population** – There are thousands of unique technologies available to users throughout the DoD. Our list will only showcase those capabilities that can reach the most people possible who are working currently in the DoD.
- **Largest Impact** – Similar to population we have only included capabilities that have the greatest chance to impact how a DoD employee works from home or a remote location.

## Capability Differentiators

In order to evaluate the right tool for the job we will need to break down the differentiators of the various capabilities so that you can quickly decide which capability works best for your use case. In some cases you may use multiple capabilities to do similar things, or find one capability that does many things. The best part is that you have many to choose from and all of them can be used to get work done in the DoD.

Since the DoD is a large place and not every tool will be available to everyone, or from everywhere, here are the capability differentiators that will help you choose the best tool for the job.

**Audience** – Non-Governmental Organizations (NGO), Federal Government (Federal), Department of Defense (DoD), DoD Service – Army, Navy, Air Force, Marine Corps, Coast Guard

**Accessibility** – Commercial Internet, Virtual Private Network (VPN)

**Client** – Desktop, Web

## Working Virtually

Now that we have outlined common factors and the capability differentiators let's break down the capabilities based on how they can be used in your virtual work environment. To mimic work taking place in an office you'll need the ability to have face to face meetings, collaborate on work efforts, and organize your daily routine to get the most out of the work day. These virtual work place capabilities will not only mimic your routine, but will enhance your ability to do them.

## Communicate in Real-time

Replace the face to face in person meetings with capabilities allowing real-time communications. Real-time communications can use either Video Streaming or Voice over Internet Protocol (VoIP) to allow virtual users to meet up, group video chat, share slides, or use digital whiteboards to sketch out an idea.

## Defense Collaboration Services (DCS) Web Conference

<https://conference.apps.mil>

DCS provides secure web conferencing for the DoD. Features include real-time video and audio web conferencing, ability to record and share meetings, manage and engage attendees through polls and chat, share screens, and upload or download presentations.

**Audience:** DoD | **Accessibility:** Commercial Internet | **Client:** Web**Training:** [DCS on milUniversity](#)**Support:** [DCS on milBook](#)

## Microsoft (MS) Teams

<https://DoD.teams.microsoft.us/>

MS Teams is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file storage (including collaboration on files), and application integration. Air Force has pushed out MS Teams through its implementation of Air Force Office 365 to over 600,000 Air Force members on the Air Force Network (AFNet).

**Audience:** DoD Service – Air Force | **Accessibility:** VPN | **Client:** Desktop / Web**Training:** [Microsoft Video Training](#)**Support:** [Microsoft Support](#)

## Unified Capabilities (UC) Soft Client Subscription Service (SCSS) Skype for Business

Skype for Business is enterprise instant messaging software developed by Microsoft as part of the Microsoft Office suite. The Enterprise Army UC services are projected to support 900,000 global Army Business Class users on NIPRNet.

**Audience:** DoD Service – Army | **Accessibility:** VPN | **Client:** Desktop**Training:** [Army Unified Capabilities Resource Center](#)**Support:** [Army Enterprise Service Desk](#)

## Defense Collaboration Services (DCS) Chat

<https://chat.apps.mil/>

DCS provides secure instant messaging for the DoD. Features include real-time chat, persistent chat rooms, and contact groups.



**Audience:** DoD | **Accessibility:** Commercial Internet | **Client:** Web / Client

**Training:** [DCS on milUniversity](#)

**Support:** [DCS on milBook](#)

## Platform One Enterprise Chat

<https://chat.collab.cdl.af.mil/>

Platform One Enterprise Chat is an enterprise chat service provided by Platform One to members of the DoD. Built using Mattermost, an open source alternative to tools such as MS Teams and Slack, Platform One Enterprise Chat provides FOUO approved team collaboration spaces for units and organizations at the Wing (or equivalent) level.



**Audience:** DoD | **Accessibility:** Commercial Internet | **Client:** Web

**Training:** [Mattermost User Guide](#)

**Support:** NA

## Fusion Chat

<https://fusion.navsea.navy.mil>

Navy Fusion is a collection of collaborative capabilities available to Navy and Marine Corps personnel on the Navy/Marine Corps Intranet (NMCI). Along with its social networking and wiki capabilities, Navy Fusion provides a real-time chat tool enabling users to direct message others, create and join channels, and start private groups with other Navy or Marine Corps users from their approved devices.



**Audience:** DoD Service – Navy / Marines | **Accessibility:** VPN | **Client:** Web

**Training:** [Navy Fusion Chat Training Center](#)

**Support:** [Navy Fusion Support](#)

National Geospatial-Intelligence (GEOINT) Agency (NGA) Rocket.Chat  
<https://rocketchat.gs.mil/>

Using the same technology as Navy Fusion Chat, NGA Rocket.Chat provides a real-time chat tool enabling users to direct message others, create and join channels, and start private groups with other DoD and Intelligence Community (IC) users.



**Audience:** DoD | **Accessibility:** Commercial Internet | **Client:** Web

**Training:** [Rocket.Chat User Guide](#)

**Support:** [GEOINT Home](#)

Intelink Instant Messenger (IIM)  
<https://iimweb.intelink.gov/>

Intelink Instant Messenger (IIM) is a chat service provided Intelink to members of the Intelligence Community, Department of Defense, Department of Homeland Security, and many other agencies of the federal government. Users can maintain contact rosters (i.e., buddy lists), exchange private messages with other users, participate in conference rooms (group chats), and communicate in real time.



**Audience:** Federal | **Accessibility:** Commercial Internet | **Client:** Web

**Training:** [Intelink Instant Messenger WebClient Guide](#)

**Support:** [Intelink Support Center](#)

DISA Global Video Service (GVS)  
<https://globalvideoservices.csd.disa.mil/gvs-web/app>

DISA Global Video Service (GVS) provides a full suite of on-demand, high-quality, assured video conference capabilities for users to interact visually within the Non-Secure IP Router Network (NIPRNet) and the Secret IP Router Network (SIPRNet) environments.



**Audience:** DoD | **Accessibility:** VPN | **Client:** Desktop

**Training:** [GVS Training](#)

**Support:** [GVS Support](#)

## Gather Together Whenever

Create a virtual meeting place to bring people together before and after the meetings. Capture notes, collaborate with team members, share ideas, participate in discussions, and send messages all from your home or remote office.

milSuite

<https://www.milsuite.mil/>

milSuite is a collection of online tools and applications that provide online collaborative methods and secure communities of practice to the entire Department of Defense. Through its milBook application users can direct message users, create virtual places to collaborate, and connect to the largest DoD network of shared knowledge.



**Audience:** DoD | **Accessibility:** Commercial Internet | **Client:** Web

**Training:** [milSuite milUniversity](#)

**Support:** [milSuite Support Home](#)

## Microsoft (MS) Teams

<https://DoD.teams.microsoft.us/>

MS Teams is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file storage (including collaboration on files), and application integration. Air Force has pushed out MS Teams through its implementation of Air Force Office 365 to over 600,000 Air Force members on AFNet.



**Audience:** DoD Service – Air Force | **Accessibility:** VPN | **Client:** Desktop / Web

**Training:** [Microsoft Video Training](#)

**Support:** [Microsoft Support](#)

## Fusion

<https://fusion.navsea.navy.mil>

Navy Fusion is a collection of collaborative capabilities available to Navy and Marine Corps personnel on the Navy/Marine Corps Intranet (NMCI). Fusion provides social capabilities allowing users to share news, post blogs and links, follow users and hashtags, and create organizational spaces to collaborate on content.



**Audience:** DoD Service – Navy / Marines | **Accessibility:** VPN | **Client:** Web

**Training:** [Navy Fusion Training Center](#)

**Support:** [Navy Fusion Support](#)



## IntelShare

<https://intelshare.intelink.gov/sitepages/home.aspx>

IntelShare provides Self-Services hosting, implemented with Microsoft SharePoint, a web-based content management system. This powerful tool allows teams to work together effectively, collaborate on and publish documents, add Web Content, maintain task lists, implement workflows to automate and streamline your business processes, and share information through the use of wikis and blogs.



**Audience:** Federal Government | **Accessibility:** Commercial | **Client:** Web

**Training:** [Intelink IntelShare Guide](#)

**Support:** [Intelink Support Center](#)

## All Partners Access Network (APAN)

<https://www.apan.org/>

APAN is a collection of communities that create opportunities for collaboration across multinational organizations, mission partners, military, police, government and NGO's and agencies who don't have access to restricted networks.



**Audience:** NGO | **Accessibility:** Commercial | **Client:** Web

**Training:** [APAN University](#)

**Support:** [APAN Support](#)

## Stay Organized

Staying connected is just one aspect of virtual work. These capabilities help you track assignments, share files, and be even more productive than you were in the office.

## milSuite

<https://www.milsuite.mil/>

milSuite is a collection of online tools and applications that provide online collaborative methods and secure communities of practice to the entire Department of Defense. Through its milBook application users can upload and share files, create projects, and manage both personal and group tasks.



**Audience:** DoD | **Accessibility:** Commercial Internet | **Client:** Web

**Training:** [milSuite milUniversity](#)

**Support:** [milSuite Support Home](#)

## IntelDocs

<https://inteldocs.intelink.gov/>

IntelDocs provides a web-based document management system. This powerful tool can store, secure, share, track, and manage documents across the extended enterprise. The web-interface helps users reach their documents from anywhere.



**Audience:** Federal Government | **Accessibility:** Commercial Internet | **Client:** Web

**Training:** [IntelDocs User Manual](#)

**Support:** [Intelink Support Center](#)

## Defense Intelligence Information Enterprise (DI2E)

<https://www.di2e.net>

DI2E provides a suite of development and management services for the Defense Intelligence Information Enterprise that enables users to build valued software faster and more securely. The suite is comprised of an ever growing collection of DevSecOps capabilities providing task management, documentation, versioning, configuration management, code analysis and more.



**Audience:** DoD | **Accessibility:** Commercial Internet | **Client:** Web

**Training:** [Atlassian University](#)

**Support:** [DI2E Support](#)

## DoD Secure Access File Exchange (SAFE)

<https://safe.apps.mil/>

SAFE is a service to make it easy for you to exchange unclassified files up to 8.0 GB that can't be sent through email. Unlike the above versatile solutions SAFE has a very targeted use case. You can securely drop off files or you can pick them up.



**Audience:** DoD | **Accessibility:** Commercial Internet | **Client:** Web

**Training:** [SAFE User Guide](#)

**Support:** [SAFE Support](#)

## Intelink Secure Access File Exchange (ISAFE)

<https://isafe.intelink.gov/>

ISAFE allows authenticated Intelink users the ability to transfer documents from lower classification networks to higher classification networks.



**Audience:** Federal Government | **Accessibility:** Commercial Internet | **Client:** Web

**Training:** [ISAFE Guide](#)

**Support:** [Intelink Support Center](#)

## DoDIIS One-Way Transfer Service (DOTS)

<https://dots.DoDiis.mil/>

Similar to ISAFE the DOTS application has one purpose, and that is to send files from a lower classification network to a higher classification network.



**Audience:** DoD | **Accessibility:** VPN | **Client:** Web

**Training:** NA

**Support:** NA

## Additional Resources

This guide is a point in time look at the major DoD capabilities available today to work virtually. Here are some other virtual resources on the topic:

- [milSuite's Guide to Virtual Work in the DoD](#)
- [DoD Teleworking User Group on milBook](#)
- [Intelink's Guide for "Official" Teleworking](#)