



DOIM BULLETIN



FORT HOOD DIRECTORATE OF INFORMATION MANAGEMENT
BULLETIN No. 04-06

1114th SIGNAL BATTALION

15 APRIL 2004

Creating New E-Mail Accounts

To establish new e-mail accounts, units must direct their requests through their unit Information Assurance Security Officer (IASO). Unit IASOs must be on orders signed by the unit commander and on record with the DOIM. Users wishing to establish a new e-mail account must contact their unit IASO who will send an e-mail request to the "PostMaster--Ft. Hood DOIM" account. The IASO's e-mail request must include the user's name, rank, SSN, unit, phone number, AKO e-mail address, and position title. Upon establishing an e-mail account, the DOIM will notify the unit IASO via e-mail. Following notification, the IASO will be the only person authorized to pick up account passwords from the DOIM Help Desk, located in building 13. If the IASO is unavailable, the user may pick up the password if they bring a memorandum from their unit IASO with an original signature authorizing them to do so. IASOs from 1st Cavalry Division and 4th Infantry Division will request new e-mail accounts through their respective G6 staff directorates. If you have any additional questions about new e-mail accounts, please contact the DOIM Help Desk at 287-DOIM (3646).

Authorized Uses of Telephone Systems

AR 25-1, *Army Information Management*, provides policy on official and personal use of government telephone systems.

Official business calls are defined as those that are necessary in the interest of the government. Personal communications, such as checking in with a spouse or minor children, or scheduling doctor, auto, or home appointments, are authorized from a DOD employee's usual work place. Such communications may be permitted, provided that they:

1. Do not adversely affect the performance of official duties by the employee or employee's organization.
2. Are of reasonable duration and frequency, and whenever possible, are made during the employee's personal time such as during lunch, break, and other off-duty periods.
3. Are not used for activities related to the operation of a personal business enterprise.
4. Personal long distance (toll calls) will not be charged to the government. All long-distance (toll calls) will be charged to the caller's home number, personal calling card, personal credit card, or the recipient of the call.

Authorized Uses of Telephone Systems (Cont.)

Commanders should recover toll charges, as practical, for unofficial/unauthorized personal telephone calls placed on official telephones. Persons making these calls may be subject to disciplinary action, as well as charged for the calls.

For more information, please contact Ms. Sara Holt, IT Billing Coordinator, at 287-7089, sara.holt@us.army.mil.

Printing and Publications

The Printing and Publications Section is located in Building 1001, Room C125. We provide many types of printing services, including tactical SOPs, briefing slides, forms, publications, and numerous other types of printing. We provide black and white, as well as color printing (color is approved on a case by case request). Units and activities can find out if they require approval from their chain of command by contacting the DOIM Printing and Publications Office. For printing requests, we accept hard copies and digital files. The normal turn around time is five to seven working days and priority requests are accepted. For more information, contact Ms. Debbie Locklear or Ms. Jerri Sutton at 286-5137.



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Long-Haul Circuit Lead Times

Appropriate lead-time is a critical requirement for planning leased long-haul commercial communications. Please allow a minimum of 90 days lead-time from the date a completed, funded request is submitted to the DOIM until the date the circuit is needed. Processing a circuit request takes time and a lot of coordination. The request must be approved by and assigned a validation number from the MACOM. Then a Request for Service (RFS) must be prepared, sent through Ft Huachuca, DISA at Scott AFB, and the Defense Information Technologies Contracting Office (DITCO) for processing and awarding to a vendor. The vendor must then have sufficient time to engineer the circuit, obtain the circuit path from local carriers, and install the equipment and test the circuit. Longer lead-times allow time to identify and resolve any problems that may be encountered. For more information on leased long-haul circuits, please contact Ms. Regina Long at 287-4500.

Mandatory Training Class for New IASOs

A new mandatory training class is being planned for all newly appointed IASOs. The mandatory training classes will begin in May, and will occur on a monthly basis thereafter. These classes will train IASOs on their duties and responsibilities. All IASOs appointed since 01 APR 04 must attend the first class scheduled in May. Any IASO appointed prior to 01 APR 04 may attend, if they so desire. Further details are available from the installation Information Assurance Manager (IAM), Ms. Michele Berry, at 287-3261.

Upcoming Moves of Select DOIM Services

Some services at the DOIM will temporarily be moving locations in the next several months. The main DOIM facility, building 13, will be undergoing renovations. The Telephone Service Center (TSC) has already moved to building 4444, on the corner of 72nd Street and Service Drive. Other services, such as at the DOIM Help Desk and Networking Team will be moving out of their present locations by early May. The DOIM will continue to provide its current services during this transition. More information will be sent out to our customers as the moves become more imminent.

Contact Information

Director: LTC Edward J. Morris Jr., 287-7109

Acting Deputy Director: Mr. Roy Walton, 287-7109

Operations Officer / S-3: MAJ Mark Dickson, 287-7289

Operations Officer: Ms. Philipa Pinkard, 287-3238

Automations Officer: Mr. Jesus RosaVelez, 287-3238

ILAN Chief (Network / Helpdesk Sections): Mr. Jimmie Moore, 287-5301

Systems Chief (LLC / NETAPPS Sections): Ms. Barbara Duckens, 287-1052

Information Assurance Branch: Mr. Jerry Brown, 287-4831, Michele Berry (IAM), 287-3261

COMMS Branch: Mr. Gary Parker, 287-5600

Plans Branch: Mr. John McFarlin, 287-7495

Services Branch: Ms. Joan Ward, 287-0040