



# DOIM BULLETIN



FORT HOOD DIRECTORATE OF INFORMATION MANAGEMENT  
BULLETIN No. 04-01

1114<sup>th</sup> SIGNAL BATTALION

01 FEBRUARY 2004

## Morale Line

The Fort Hood DOIM offers a morale line for deployed soldiers to call immediate family members in the local calling areas or by use of calling cards. The DSN number from overseas is 312-738-3927 (312-73-TEXAS).

This line is accessible by voice activation or by touch-tone dialing. In addition to this automated service, Fort Hood telephone operators are available 24 hours a day, 7 days a week. Calls are limited to 15 minutes each. Questions can be directed to the Fort Hood Operator.

## New IA Regulation

The Department of the Army has published a new regulation to govern Information Assurance (IA). AR 25-2, *Information Assurance* was published on 14 November 2003 to supercede AR 380-19, *Information Systems Security*, 27 February 1998. This new regulation can be found on the Army APD Web Site. If you have any questions, please contact Michele Berry.

## AKO Mail Auto-Forwarding

As of 19 Jan 2004, all auto-forwarded mail that is not being delivered to an email account with a .mil or .gov extension remains in the user's AKO inbox.

## IAVA Information Update

IAVA patches can be found on [\\n3cdoimfilesvr1](#) in the Information Assurance folder and IAVA PATCHES subfolder. Any questions about IAVA patches can be directed to Jerry Brown.

### New IAVA Update Received:

IAVA 2003-0035: Dameware Remote Control Overflow Buffer Vulnerability - affects all Windows platforms

## Domain Passwords

All HOOD domain passwords must now meet the new DA standards supported by AR 25-2. They must contain 10-14 characters, with a minimum of 2 uppercase letters, 2 lower case, 2 numbers and 2 special characters. If you are having password problems, please contact the DOIM Helpdesk.

## CAC/PKI Update

For all service members, DA civilians, and contractors who are carrying the new white ID Card, known as the CAC, please ensure that your IASO has forwarded your AKO address to the Fort Hood Postmaster at the DOIM. This is required in order for the digital signature and encryption to function. The POC is the DOIM Helpdesk.

## New DOIM Web Site

DOIM has posted a new web site that allows customers to get updated information on the Fort Hood network, IA issues, DOIM services, and telephone work orders. Customers can also provide feedback through ICE and the customer feedback form. Please visit our web site at <http://www.hood.army.mil/doim>

## Telephone Work Orders

Customers must submit their telephone work orders through their Telephone Control Officer (TCO). The Telephone Service Center (TSC) must have a copy of orders designating the TCO. The TCO can then submit work orders online via the DOIM Web Site under the "Telephone Work Orders Tab." Work Orders will then be completed within 21 days. Contact the Telephone Service Center at 287-8177 or 288-5800 if you have any questions.

## Network Monitoring

DOIM is conducting regular spot checks and monitoring of network assets. When discrepancies are found, corrective actions are being taken immediately. This will include disabling ports, shutting down building communications, and restricting network access. If you have any questions, please contact Jerry Brown.



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## Important Deployment Information

It is imperative that all deploying organizations ensure that they have a primary Information Assurance Security Officer (IASO) and at least one alternate IASO appointed on **orders** that will remain in the rear to handle all Information Assurance issues while the unit is deployed. This will allow the unit to continue to receive IA support (i.e. password issues, IAVAs, etc.). The unit **will not** receive IA support for the rear detachment personnel without an appointed IASO. In addition, the appointed individual must log onto the Internet (<http://ia.gordon.army.mil>) and take the Information Assurance Level 1 Course/Test. Once the individual has completed and passed the test, they must print out a copy of the certificate and bring it along with their orders to the Information Assurance Manager, DOIM, Building 13, telephone: 287-3261. They will then receive their initial instructions on their responsibilities as an IASO. Please ensure that your unit rear detachments also designate the appropriate individuals **on orders** to serve as IMO, TCO, and Fortezza holders for the necessary rear detachments.

## Microsoft ELA

You can request Microsoft software from the Army Small Computer Website at <https://ascp.monmouth.army.mil/scp/index.jsp>. You must log on using your AKO login information. The only personnel authorized to request software are the Information Management Officers (IMOs) or the G-6. Your Fort Hood DOIM ELA representative is Tracy Massey.

## New III Corps Network Security Policy Letter

The new III Corps Network Security Policy Letter was signed into affect on 13 January 2004. You can find the policy letter in the IA section of the new DOIM Web Site. If you have any questions, please contact Michele Berry.

## Using Outlook Web Access

Fort Hood e-mail account holders can access their e-mail inboxes via the web. Users can access mail at <https://outlook.hood.army.mil/exchange>. At the login prompt, users must then enter "hood/username" and their password to get to the Outlook login screen. From there, users will type their username and password again to gain access to their e-mail inbox. Questions can be directed to the DOIM Helpdesk.

## Project IRAQ

Local Area Network VPN is in an operational test phase for 4ID MAIN in Iraq. Voice Over IP (VOIP) was established by having 4ID move their VOIP phone off their NAT network to the public side of Segovia.

## Contact Information

Battalion Commander / 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 / Automations Officer: Ms. Philipa Pinkard, 287-3238

ILAN Chief (Network / Helpdesk Sections): Mr. Donald Broadbent, 287-3236

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