

US Army Microsoft Enterprise License  
Agreement II (MS ELA 2)  
Software Assurance Benefits and Incentives  
Implementation Plan



**15 March 2010**

Version 2.2



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## **1 Introduction**

This document identifies the Software Assurance (SA) benefits and incentives the Army receives as a result of entering into the Microsoft (MS) Enterprise License Agreement (ELA) 2<sup>nd</sup> Iteration. This is a follow on agreement to the initial enterprise agreement. In addition to a brief description of each benefit, an appendix is included that contains implementation plans for each benefit as applicable.

## **2 Purpose**

The purpose of this document is to provide information and guidance for implementing the MS ELA 2 benefits and incentives.

## **3 Eligibility Provisions**

This agreement is open to Army military, civilian, Joint Organizations where the Army is the Executive agent and contractor employees providing support to Army Information Technology organizations that are authorized to use the MS ELA 2. Please refer to each individual SA benefit and incentive for further guidance and any restrictions that may apply. SA benefits are valid as long as the Army maintains the MS ELA 2.

## **4 General Benefit Administration Roles and Responsibilities**

- Project Director, Computer, Hardware, Enterprise Software and Solutions (PD CHES), as the Contracting Officer Representative (COR) and Program Management Office responsible for the Army MS agreement, will be notified by CIO/G-6 or CIO/G-6 MS working group representatives prior to MS contractual benefits and incentives used. NCRCC as the contracting agency will be notified by PD CHES for Contract Management.
  
- PD CHES, as the Contracting Officer Representative (COR), will serve as the main Benefit Administrator (BA) for the entire MS ELA 2 and will assign per CIO/G-6's request the individual(s) to be named Benefit Administrator(s). The Benefit

Administrator will be responsible for maintaining the named benefit and will be the Army's primary focal point for this benefit. This is to ensure that we do not violate any benefit allotments or terms of the MS agreement.

## 5 Software Assurance Benefits and Incentives Overview

### ▪ **New Version Rights**

New Version Rights entitles the Army to software upgrades at no extra cost throughout the term of the agreement. New Version Rights simplifies the procurement process for any new versions of licensed software acquired during the term of the Army SA agreement and shortens the business process cycle. This enables the Army to reduce the costs associated with acquiring new version releases thereby enabling the Army to take advantage of the latest technology.

No implementation plan will be developed for this benefit. The local Network Enterprise Center (NEC) maintains the latest version of software; see them for installation of approved upgrades.

**POC: Mr. Thomas Seadeek, 732.427.6612, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)**

### ▪ **Packaged Services**

This benefit offers four types of consulting engagements:

- Desktop Deployment Planning Services (DDPS)
- Sharepoint Deployment Planning Services (SDPS)
- Exchange Deployment Planning Services (EDPS)
- Business Value Planning Services (BVPS)

See Appendix A for implementation plan and use restrictions.

**POC: Ms. Katrina Tuel, 703-602-6316, [katrina.tuel@us.army.mil](mailto:katrina.tuel@us.army.mil)**

### ▪ **Employee Purchase Program**

The Employee Purchase Program (EPP) offers discounts on some of Microsoft's most popular retail products, including Microsoft Office products, Microsoft Press books, and Xbox® games.

See Appendix B for implementation plan and use restrictions.

**POC: Mr. Thomas Seadeek, 732.427.6612, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)**

### **E-Learning: Applications, Systems and Servers**

The E-Learning program provides instruction for MS applications, operating systems, and servers. Content is available online for current, as well as, prior releases.

See Appendix C for implementation plan and use restrictions.

**POC: Ms. Katrina Tuel, 703-602-6316, [katrina.tuel@us.army.mil](mailto:katrina.tuel@us.army.mil)**

- **Training Vouchers**

This benefit provides access to in-depth technical classroom training conducted by MS Certified Partners for Learning Solutions (CPLS) using official courseware developed by MS experts.

See Appendix D for implementation plan and use restrictions.

**POC: Ms. Linnette Pagan, 703-602-7289, [linnette.pagan@us.army.mil](mailto:linnette.pagan@us.army.mil)**

- **Online Productivity Sessions**

Online Productivity Sessions are designed to help the user become more comfortable with technology and products they own as part of the MS ELA 2. Each session provides customized training related to subjects of interest within the Information Management community. This incentive will be used to support the technical agenda of the NEC and provide a product knowledge subject base.

See Appendix E for implementation plan and use restrictions.

**POC: Ms. Audra Hutchison, 703-604-2083, [audra.hutchison@us.army.mil](mailto:audra.hutchison@us.army.mil)**

- **Office Multi-Language Pack**

This benefit permits the Army to deploy a single Office 2007 image with support for 37 languages. Users can change the interface language for Office programs, access Help in their preferred language, and use document proofing and editing tools for multilingual document creations.

No implementation plan will be developed for this benefit. The local NEC maintains the latest version of software; see them for installation of approved upgrades.

**POC: Mr. Thomas Seadeek, 732.427.6612, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)**

- **Windows 7 Enterprise**

Windows 7 Enterprise makes users productive anywhere, enhances security and control, plus streamlines PC management.

No implementation plan will be developed for this benefit. The local NEC maintains the latest version of software in the Army Golden Master program; see them for installation of approved upgrades.

Windows 7 will be deployed with the Army Golden Master (AGM) in the future. A release date has not been published. For questions regarding this deployment contact AGM Support at [agm.support@us.army.mil](mailto:agm.support@us.army.mil).

**POC: Mr. Thomas Seadeek, 732.427.6612, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)**

- **Windows Vista Enterprise**

This is the premium business operating system edition. Windows Vista Enterprise helps businesses protect data with Windows Bitlocker Drive Encryption, application compatibility with virtualization and platform interoperability solutions. It includes access to all Windows user interface languages. Windows Vista Enterprise dramatically lowers desktop costs, improves security, and empowers workers with smart information management tools, advanced mobility, and secure connectivity.

No implementation plan will be developed for this benefit. The local NEC maintains the latest version of software in the Army Golden Master program; see them for installation of approved upgrades.

**POC: Mr. Thomas Seadeek, 732.427.6612, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)**

- **Windows Vista Ultimate**

No implementation plan will be developed for this benefit. Vista Enterprise is the only approved solution to be operated on the Army network. The local NEC maintains the latest version of software in the Army Golden Master program; see them for installation of approved upgrades.

**POC: Mr. Thomas Seadeek, 732.427.6612, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)**

- **TechNet**

This benefit provides two distinct TechNet Plus benefits: TechNet Plus Direct and TechNet Software Assurance Subscription Services.

- **TechNet Plus Direct Subscription** through SA provides a single Enterprise copy which includes all MS full version software, limited complimentary support incidents, Beta software, MS E-Learning, and the TechNet Plus Library. A repository for this data base has not yet been determined.
- **TechNet SA Subscription Services** provides professional assistance via TechNet Online Concierge Chat and TechNet Managed Newsgroups.

See Appendix J for implementation plan and use restrictions.

**POC: Ms. Katrina Tuel, 703-602-6316, [katrina.tuel@us.army.mil](mailto:katrina.tuel@us.army.mil)**

- **Premier Support**

SA provides dedicated Technical Account Manager (TAM) and Dedicated Support Engineer (DSE) assistance. Premier Support is designed to help enterprise customers successfully develop, deploy, and manage business systems built around a broad range of high-quality MS solutions for the server and the desktop.

Additional benefits apply to those organizations with a current MS Premier Services contract.

See Appendix K for implementation plan and use restrictions.

**POC: Ms. Ms. Katrina Tuel, 703-602-6316, [katrina.tuel@us.army.mil](mailto:katrina.tuel@us.army.mil)**

- **Windows Fundamentals for Legacy PCs**

Windows Fundamentals for Legacy PCs is a Windows-based operating system designed for customers with Legacy PCs who are running legacy operating systems and are not in a position to purchase new hardware. Windows Fundamentals provides the same security manageability as Microsoft Windows XP SP2 while providing a smooth migration path to the latest hardware and operating system.

See Appendix L for implementation plan and use restrictions.

**POC: Mr. Thomas Seadeek, 732.427.6612, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)**

## **6 Modifications**

There are several modifications to this Software Assurance program from earlier agreements.

The following benefits are no longer available under the current agreement:

- ♦ Home Use Program (HUP)
- ♦ Extended Hotfix Support
- ♦ Windows Pre-Installation Environment (WinPE)
- ♦ Corporate Error Reporting
- ♦ Enterprise Source Licensing Program (ESLP)

- ◆ Cold Server Backups for Disaster Recovery (CSB/DR)
- ◆ Live Meeting
- ◆ Microsoft Developer Network (MSDN) Subscription Media  
(This benefit is available at <https://chess.army.mil> for an additional cost. Visit the PD CHESS website for pricing details.)

The following benefits have been modified from the prior agreement:

- ◆ Desktop Deployment Planning Services has been combined with other planning functions under the heading Packaged Services.
- ◆ Two Day Business Productivity Sessions and Quarterly Productivity Sessions have been converted to Online Productivity Sessions.
- ◆ Problem Resolution Report has been converted to Premier Support through 31 May 2010.

## **7 Future Benefits**

This document will be updated as new benefits become available or as needed to achieve operational objectives.

## **APPENDIX A – PACKAGED SERVICES**

### **1 OVERVIEW**

This benefit includes four types of consulting engagements:

- ***Desktop Deployment Planning Services*** provides a consultant to collaborate with you to create a comprehensive deployment plan that includes analysis, business case, process, and technical procedures.
- ***Sharepoint Deployment Planning Services*** provides a consultant to plan an effective deployment which optimizes the core capabilities of MS Office Sharepoint Server.
- ***Exchange Deployment Planning Services*** provides a consultant who will review new MS Exchange features, share best practices, analyze organizational requirements, provide hands-on deployment training and help create comprehensive deployment and implementation plans.
- ***Business Value Planning Services*** provides a consultant who will help develop a plan to maximize the business value of MS Office systems with improved business processes.

We have 27 engagement days available for use by the Army. There are no pending requests for the use of this benefit. Each deployment averages 10 days; so there will be limited use of this benefit. This benefit will be used to support the future Windows 7 deployment initiative.

### **2 PURPOSE**

This benefit will help increase the efficiency of future migration/transition efforts within the US Army.

### **3 PROVISIONS**

#### **3.1 Authorized Users**

The primary focus is on the Enterprise, regional, or functional technical administrators. The sessions are open to Army military, civilian and contractor personnel who are authorized to use the ELA.

#### **3.2 Allocation Methodology**

There will be planned sessions to be coordinated by CIO/G-6. The detailed content of each session will be developed in conjunction with MS or the identified MS partner. All dates and subjects will be finalized with Regional Representatives and CIO/G-6 representatives then scheduled with MS or the identified MS partner.

### **3.3 Required Resources/Procedures**

The resources required to conduct a planning session may include the following:

- Meeting Room (Minimum Capacity 25/Maximum Capacity 50)
- Audio/Visual to include projectors and microphone
- Printing capabilities for agendas, presentation material, handouts
- LAN support to include workstations (if interactive presentations are used)
- Block hotel accommodations
- Installation/building access, security, other administrative processes

## **4 ROLES AND RESPONSIBILITIES**

### **4.1 CIO/G-6**

- Notify NCRCC of start and finish of benefit.
- Work with the Regional Reviewers to ensure the requirements are valid, feasible, and prudent.
- Work with Microsoft to further define the details of the planning sessions.
- Coordinate with the Regional Reviewers to determine the dates of the sessions, the location, and the resources required to execute the benefit.

### **4.2 Regional Reviewers**

- Dispense information about the planning sessions. Review and approve attendees to ensure appropriate attendance.
- Regional Reviewers are responsible for ensuring resources are coordinated and available during the training day.
- As requirements change, Regional Reviewers will communicate these new requirements to the PD CHESS POC named in this document.

### **4.3 PD CHESS**

- Provide support for PD CHESS as required.
- POC: Mr. Thomas Seadeek, 732.427.6612, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)

### **4.4 Microsoft**

- Microsoft will identify the number of training days provided under the MS-ELA contract. Only 27 days are available as of 01 Mar 10.

- Microsoft will identify the potential partner subject matter experts that will attend the sessions.

#### **4.5 Attendees**

- Attendees are responsible for all costs associated with attending the planning sessions and are responsible for attending the full scheduled event.
- Attendees are responsible for collecting required information from within their area of responsibility and submitting to CIO/G-6 for use in developing the deployment roadmap.

### **5 PROCEDURES**

Coordinated with NETCOM for deployment of Windows 7.

### **6 AWARENESS CAMPAIGN**

N/A

### **7 REFERENCES**

N/A

## **APPENDIX B – EMPLOYEE PURCHASE PROGRAM (EPP)**

### **1 OVERVIEW**

This plan establishes the process and assigns responsibilities for implementation of the Army Microsoft Employee Purchase Program (EPP). The EPP is a new offering from Microsoft (MS) as part of the Microsoft Enterprise License Agreement (MS ELA) with Software Assurance (SA) coverage.

### **2 PURPOSE**

This program allows Army soldiers and Government civilian employees to purchase a licensed copy of select Microsoft software at a discounted price.

### **3 PROVISIONS**

#### **3.1 Authorized Users**

- Open to Army military and Government civilian employees.
- The employee must be an authorized owner of an AKO account.
- **Government contractors are not eligible.**
- Army employee must provide the required information when ordering product. Army employees will be responsible for payment of all costs for the product (including taxes and shipping costs).

#### **3.2 Allocation Methodology**

- Software purchased through the EPP is for personal use only.
- The employee may not sell or transfer products purchased through the EPP.
- Maximum orderable quantity per specific EPP product is 3 (per version), lifetime, per user – when user “Agrees” in the ordering procedures (below).
- EPP benefit ends with termination of SA agreement
- Army will appoint a Benefit Administrator

### **4 ROLES AND RESPONSIBILITIES**

#### **4.1 CIO/G-6**

- Establish the Army process and guidance on the EPP implementation
- Lead an Army-wide EPP awareness campaign

## 4.2 PD CHESS

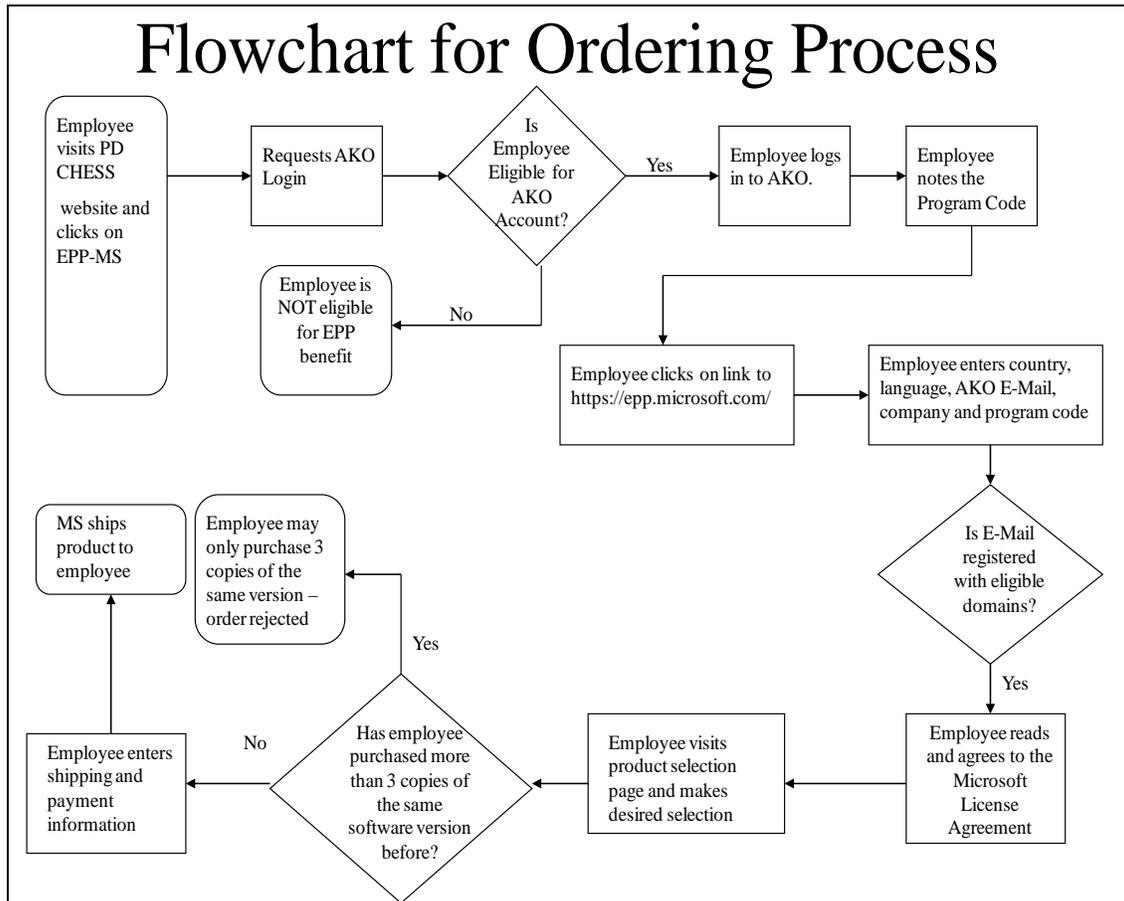
- Establish a web page link on the Project Director Computer Hardware, Enterprise Software and Solutions (PD CHESS) (<https://chess.army.mil>), under Employee Purchase Program (EPP) section accessing the MS website for EPP.
- Post Ordering requirements/procedures
- Post MS EPP Terms and Conditions
- Support an MS EPP awareness campaign
- Customers will be required to login to AKO on the PD CHESS website (<https://chess.army.mil>) before they receive the Program Code.
- Serve as the Benefits Administrator
- Activate MS EPP benefit for Army
- Serve as single Point of Contact (POC) for all EPP operational issues
- Responsible for security and administration of the program code
- POC: Mr. Thomas Seadeek, 732.427.6612, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)

## 5 PROCEDURES

### 5.1 Ordering

- Employee visits PD CHESS website (<https://chess.army.mil>) on Government Employee Purchase Program link on the left side
- Employee clicks on *Instruction and Limitations for Ordering* link under MS
- Employee notes the Program Code and company
- Employee clicks on link *Continue to the Microsoft Website*
- Employee clicks on link *Access Microsoft Employee Purchase Program Site*
- Employee selects Country and clicks Continue
- Employee enters Country, Language, AKO Email address (Authentication), Company (Army), and Program Code
- A confirmation email will be directed to work email address confirming authorization to use site.
- Microsoft verifies Email domain and Program Code
- Employee selects the desired software
- Employee enters shipping and payment information
- Vendor ships product to employee
- Employee is entitled to one technical support incident relating to setup and installation issues per product. A support card with a product ID is shipped along with the product. The card contains online resources and technical support numbers. The employee will be required to provide the Product ID of the software they ordered when they choose to request support.

- All negotiations and purchases are between the Army employee and the vendor directly. The Army employee is responsible for payment to vendor partners, not the Army.



## 6 AWARENESS CAMPAIGN

### 6.1 Purpose

There needs to be an enterprise-wide awareness campaign that will ensure that every eligible employee knows about the MS EPP.

### 6.2 Planned Advertising Resources

- Army Times
- Army Public Affairs Office website
- AKO website <https://www.us.army.mil/>
- General Officer memo
- Briefings to educate leadership

- Army NEC website
- NEC Conference
- PD CHESS <https://chess.army.mil/>

## **7 REFERENCES**

EPP provisions with links to further details and to download the Benefit Administration User Guide: <http://www.microsoft.com/licensing/programs.sa.default.mspx>. Click on the “Employee Purchase Plan (EPP)” link.

## **APPENDIX C – E-Learning: Applications, Systems and Servers**

### **1 OVERVIEW**

The Army MS ELA 2 Software Assurance (SA) benefits allow your staff access to select E-Learning (formerly MELL) courses. Microsoft E-Learning courses are designed to provide maximum learning in minimal time. These courses offer a guided learning experience with interactive features. Some of these features include user-selected learning style, assessments, simulations, hands-on virtual labs, audio, and multimedia.

MS E-Learning system and application courses will be available online through the Army University of Information Technology Division Directorate making it a convenient way for your staff to learn to deploy and use new technology.

### **2 PURPOSE**

E-Learning helps your staff members acquire new skills so they can accomplish more in less time. It will eliminate the time and expense associated with off-site training. Boosting staff skills can also reduce the time IT staff spends on help desk calls and end-user training. Training is available online, 24 hours a day, seven days a week, so employees can learn at their own pace as their schedule allows.

### **3 PROVISIONS**

#### **3.1 Authorized Users**

Authorized Users include all participants in the Army MS ELA. This includes all Active Duty, National Guard, and Army Reserve soldiers, as well as DoD civilians, government contractors, and all authorized government furnished equipment users.

#### **3.2 Allocation Methodology**

Allocated to authorized users listed above; however, distribution is limited to the number of qualifying SA system licenses purchased. This product is only to be used on eligible personnel who have licenses through the MS ELA Program. It will be used in accordance with all applicable Army regulations, policies and procedures.

### **4 ROLES AND RESPONSIBILITIES**

#### **4.1 CIO/G-6**

- Notify PD CHESS of start and finish of benefit.
- Notify PD CHESS of CIO/G-6 BA.
- POC: Ms. Katrina Tuel, 703-602-6316, [katrina.tuel@us.army.mil](mailto:katrina.tuel@us.army.mil)

## 4.2 PD CHESS

- Notify NCRCC of benefit start and finish.
- POC: Mr. Thomas Seadeek, COM 732-427-6574, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)

## 4.3 UIT/USASC&FG

- Host the E-Learning software as downloadable items using AKO credentials for login.
- Provide access to statistics on the aggregate number of times the E-Learning content has been accessed.
- Provide a help desk service for technical issues related to accessing the content, Monday – Friday, 0600-2200 hrs (Eastern Standard Time).
- POC: Mr. Tyrone Presley, 706-791-5543, [Tyrone.presley@us.army.mil](mailto:Tyrone.presley@us.army.mil) or Mr. Jim Perrin, 706-791-2736, [james.l.perrin@us.army.mil](mailto:james.l.perrin@us.army.mil)

## 5 PROCEDURES

Each approved user can access the online courses by linking to the LandWarNet eUniversity-Signal log-in screen, entering their AKO user ID and password or CAC login information.

### **To gain access to the E-Learning courses, please follow the steps below:**

1. Go to <https://train.gordon.army.mil> and log in with CAC or AKO user/pw
2. Click the LandWarNet Courses tab at the top left.
3. Choose the Microsoft E-Learning Library Category
4. Select the course you wish to take.
5. Click the 'Enroll' button
6. Click the link which says 'Click here to enter your course'
7. After completing this step, the training will be listed in the 'My Courses' pane when you log into the system.
8. Begin your E-Learning course

If you have problems logging in to the site, please contact the LWN e-U Signal Support Desk at COM (706) 791-2447 / DSN 780-2447 or e-mail [uit-llc@conus.army.mil](mailto:uit-llc@conus.army.mil), Hours of Operation: Monday – Friday, 0600-2200 hrs (Eastern Standard Time).

## 6 AWARENESS CAMPAIGN

### 6.1 Planned Advertising Sources

- General Officer memo

- Briefings to educate leadership
- LandWarNet Conference
- Army Microsoft Symposium
- AKO website <https://www.us.army.mil/>
- PD CHESS <https://chess.army.mil/>

## **7 REFERENCES**

N/A

## **APPENDIX D – TRAINING VOUCHERS**

### **1 OVERVIEW**

This benefit provides access to in-depth technical classroom training conducted by MS Certified Partners for Learning Solutions (CPLS) using official courseware developed by Microsoft experts.

### **2 PURPOSE**

Training vouchers prepare IT staff to efficiently deploy, maintain, and support new technology. It provides developers with technical expertise to build line of business applications and reduce the overall training budget.

### **3 PROVISIONS**

#### **3.1 Authorized Users**

All participants in the MS ELA 2 including Active Duty, National Guard, Army Reserve, DoD civilians and contractors employed by the US Army.

### **4 ROLES AND RESPONSIBILITIES**

#### **4.1 CIO/G-6**

- Approve course requests.
- Facilitate training programs for targeted software deployment.
- Assist in coordinating courses with Army POCs.
- POC: Ms. Linnette Pagan, 703-604-2083, [linnette.pagan@us.army.mil](mailto:linnette.pagan@us.army.mil)

#### **4.2 Microsoft**

- N/A

#### **4.3 PD CHESS**

- Notify NCRCC of benefit start and finish.
- Activate course Training Vouchers on MVLS.
- Provide Training Voucher numbers to student for billing.
- POC: Mr. Thomas Seadeek, 732-427-6574, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)

#### **4.4 Softmart**

- N/A

#### **4.5 NCRCC**

- N/A

### **5 PROCEDURES**

This benefit was available in a very limited quantity and all available resources have been committed. If additional resources are added, PD CHESS will notify through the appropriate channels.

The following details the procedure to request Training Vouchers.

- To determine if training is available in your area, check the following website: <http://www.microsoft.com/learning/en/us/classlocator.aspx>. You can also confirm class availability/schedule with the Microsoft approved training center. Though training is available on a wide range of Microsoft topics, the Army has restricted use of the vouchers to training for SCCM, SCOM, AD, Exchange 2007 and Server 2008.
- Once you have determined the class/location, contact the POC at CIO/G-6 for approval of training voucher request.
- The CIO/G-6 representative will contact the PD CHESS representative to have the appropriate number of vouchers for the selected class issued to the Microsoft approved training facility.
- Attend the approved training course.

### **6 AWARENESS CAMPAIGN**

N/A

### **7 REFERENCES**

<http://www.microsoft.com/licensing/software-assurance/training-vouchers.aspx>

## **APPENDIX E – ONLINE PRODUCTIVITY SESSIONS**

### **1 OVERVIEW**

Online Productivity Sessions provide customized training related to subjects of interest within the Information Management Community. The following nineteen (19) classes are available:

• Configuring Windows Vista
• Deploying Office 2007
• Exchange 2007 Features
• Implementing Security Patch Management
• Implementing Vista Application Security
• Implementing Windows Server 2008 Security
• Implementing Windows Vista Security
• Office Communications Server
• Protecting Exchange with ISA Server 2004

• Protecting Exchange with ISA Server 2006
• Rights Management Services
• Systems Center Configuration Manager: A Technical Overview
• Troubleshooting Vista Applications
• Troubleshooting Vista Startup
• Using MOM 2005 to Manage Managed Servers
• Using MOM 2005 to Monitor Exchange 2003
• Using SMS to Manage Software Distribution
• Windows Server 2008

Each course session is pre-recorded and includes a downloadable PDF course outline as a training reference resource. These course programs will enhance the Technical Administrator or System Administrator understanding of current Microsoft technologies.

### **2 PURPOSE**

Online Productivity Sessions are designed to help the user become more comfortable with technology and products they own as part of the MS ELA. These online courses will eliminate time and location boundaries, making it an excellent way for IT staff to learn to deploy and use new technology. IT employees can study when it is convenient for them.

### **3 PROVISIONS**

#### **3.1 Authorized Users**

Authorized Users include all participants in the Army MS ELA. This includes all Active Duty, National Guard, and Army Reserve soldiers, as well as DoD civilians, government contractors, and all authorized government furnished equipment users.

#### **3.2 Allocation Methodology**

There are no limitations of use applied to this program. This product is only to be used by eligible personnel who have licenses through the MS ELA Program. It will be used in accordance with all applicable Army regulations, policies, procedures etc. Microsoft reserves the right to discontinue this benefit and replace with other benefits at its discretion.

## **4 ROLES AND RESPONSIBILITIES**

### **4.1 CIO/G-6**

- Notify PD CHES of start and finish of benefit.
- Notify PD CHES of CIO/G-6 BA.
- POC: Ms. Audra Hutchison, 703-604-2083, [audra.hutchison@us.army.mil](mailto:audra.hutchison@us.army.mil)

### **4.2 PD CHES**

- Notify NCRCC of start and finish of benefit.
- POC: Mr. Thomas Seadeek, COM 732-427-6574, DSN 987-6574  
[tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)

### **4.3 Global Knowledge**

- Develop online productivity session courses as directed by CIO/G-6.
- Ensure collection of all Army user data is protected from unauthorized access and use.
- Report loss or compromise of Army data to CIO/G-6 POC.
- Host and maintain website for online productivity sessions.
- Provide reporting data for course use rates and unique user logins.
- POC: Mr. Luke Anderson, 877-333-8326, [luke.anderson@globalknowledge.com](mailto:luke.anderson@globalknowledge.com)

## **5 PROCEDURES**

There are two ways to take online sessions: 1) immediate access and/or 2) advance registration to take the session at a later time.

### **1) To gain access to an Online Productivity Session course, please follow the steps below:**

- a) Go to: <https://globalknowledge6.ilinc.com/perl/ilinc/lms/event.pl?pp=usarmy>
- b) Select an Online Productivity Session and corresponding PDF outline from the course listing below the announcement section.
- c) Click on “Launch” next to the course listing. If you select “Launch” next to the course PDF, you will be required to log-in (step 4). The PDF course outline will load after log-in validation has occurred.
- d) At the log-in screen, provide your first name, last name and e-mail address then click the “submit” button at the bottom of the page.
- e) After the validation has processed, the course player and controller will be launched in separate windows. (If you receive an Active X error, please review instructions listed under Announcements on the Welcome page.)
- f) Use the controller to manage your course content.

- g) If you log out mid-session there will not be a placeholder when you log back into the Global Knowledge site. You will need to re-enter the site and start the process from Step 2.

**2. To register for courses in advance, please follow the steps below:**

- a) Go to: <https://globalknowledge6.ilinc.com/perl/ilinc/lms/event.pl?pp=usarmy>
- b) Select the check box in front of all preferred Online Productivity Sessions including the corresponding PDF outline from the course listing.
- c) Click on “Register” button at the bottom of the page.
- d) At the log-in screen, provide your first name, last name and e-mail address then click the “submit” button at the bottom of the page.
- e) After the validation has processed, an e-mail will be sent to your inbox with an active course link. The link can be used at any time to attend the selected course. A separate e-mail will be sent containing a link to the PDF course outline. (If you receive an Active X error after you have selected the course link, please review instructions listed under Announcements on the Welcome page.)
- f) Use the controller to manage your course content.
- g) If you log out mid-session there will not be a placeholder when you log back into the Global Knowledge site. You will need to re-enter the site and start the process from Step 2.

**3. Begin your Online Productivity Session course**

If you have problems logging in to the site, please contact Global Knowledge. Their help desk number is (919) 469-7067 or you can send an email to [e.supportna@globalknowledge.com](mailto:e.supportna@globalknowledge.com).

**6 AWARENESS CAMPAIGN**

**6.1 Planned Advertising Sources**

- Briefings to educate regional representatives
- LandWarNet Conference
- AKO website <https://www.us.army.mil/>
- PD CHESS <https://chess.army.mil/>

**7 REFERENCES**

N/A

## **APPENDIX F – TECHNET**

### **1 OVERVIEW**

***TechNet Plus Direct Subscription*** through SA provides a single Enterprise copy which includes:

- All MS full-version commercial software for evaluation, with no time or feature limits
- Two complimentary Professional Support incidents
- Beta software: the latest releases available prior to public release
- Microsoft E-Learning
- TechNet Plus Library, which includes the latest content, tools, security, user documents, and support Knowledge Base

The repository for this database has not yet been determined.

***TechNet SA Subscription Services*** include two types of services to provide the IT professional with technical assistance.

- Online Concierge Chat provides a live, virtual librarian to help find technical resources and get answers to non-technical questions.
- TechNet Managed Newsgroups enables IT professionals to get answers to technical questions posted by industry colleagues.

### **2 PURPOSE**

This benefit allows users to evaluate full-version software with no time or feature limits. Technical support is available 24 hours a day online and next business day response from managed forums. Users can access E-Learning courses and product demo through the TechNet Library.

### **3 PROVISIONS**

#### **3.1 Authorized Users**

All participants in the MS ELA 2 including Active Duty, National Guard, Army Reserve, DoD civilians and contractors employed by the US Army.

This product is only to be used on eligible machines loaded with software procured under the MS ELA. It will be used in accordance with all applicable Army regulations, policies and procedures.

#### **3.2 Allocation Methodology**

The MS ELA 2 provides a single copy of the CD library for TechNet Plus Direct Subscription, as well as monthly updates. The repository for this database has not yet been determined.

TechNet Subscription Services will be allocated based upon the organization identification, roles and responsibilities as defined in the MS ELA 2 license request/approval system. CIO/G-6 will determine the number of subscriptions each organization will receive.

## **4 ROLES AND RESPONSIBILITIES**

### **4.1 CIO/G-6**

- Notify PD CHESS of start and finish of benefit
- Notify PD CHESS of CIO/G-6 BA
- Receive the list of all authorized users and upload to MS for activation
- Allocating the overall TechNet Subscription accounts to the NECs, ACOMs, CIO, PM, and other Army organizations
- POC: Ms. Katrina Tuel, 703-602-6316, [katrina.tuel@us.army.mil](mailto:katrina.tuel@us.army.mil)

### **4.2 Microsoft**

- Provide support for TechNet Plus subscription accounts
- Maintain the enrollment/activation website

### **4.3 PD CHESS**

- Notify NCRCC of benefit start and finish.
- POC: Mr. Thomas Seadeek, COM 732-427-6574, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)

### **4.4 Softmart**

- N/A

### **4.5 NCRCC**

- N/A

### **4.6 ACOMs/PEOs**

- Manage Army Command/PEO TechNet Plus accounts within the allocated limits
- Aggregate requirements related to this benefit

### **4.7 NECs**

- Manage NEC TechNet Plus accounts within the allocated limits

- Serve as the single POC for questions related to this benefit at the installation level
- Aggregate requirements related to this benefit

## **5 PROCEDURES**

- In order to request TechNet Subscription Services, the REGIONAL REPRESENTATIVES/ACOM/PEO POC should contact the SA BA and provide a list of personnel authorized to use the licenses.
- Required information for each authorized user includes:
  - Name
  - Email address (AKO)
  - Phone number
  - Organization
  - Language preference
- A system generated e-mail will be sent to each authorized recipient with a Subscriber ID and directions to activate the subscription.
- TechNet users are responsible for safeguarding the account information and using the accounts within the guidelines specified by their respective organization.

## **6 AWARENESS CAMPAIGN**

### **6.1 Planned Advertising Sources**

- General Officer memo
- Softmart <http://www.softmart.com/>
- PD CHESS <https://chess.army.mil/>
- AKO <https://www.us.army.mil/>

## **7 REFERENCES**

For additional information, please visit the MS SA web page and click on the *TechNet Plus* link:

<http://www.microsoft.com/licensing/programs/sa/default.aspx>

## **APPENDIX G – PREMIER SUPPORT**

### **1 OVERVIEW**

As part of a recent upgrade to the existing SA benefits included in the MS ELA, the Army is entitled to receive a limited quantity of Premier Support.

Problem Resolution Support (PRS) is a MS business unit that provides Web-based and telephone assistance to customers with MS SA on their systems. MS has converted the remaining PRS incidents into Premier Support hours to provide Dedicated Technical Account Manager (TAM) and Dedicated Support Engineer (DSE) assistance. Customers receive a proactive account managed relationship, personalized technical services, and fast, expert resolution of technical issues for all MS products 24 hours a day, seven days a week. **This benefit will expire on 31 May 2010.**

### **2 PURPOSE**

The purpose of this benefit is to offer DSE support that “Big Army” can take advantage of. Premier Support is designed to help enterprise customers successfully develop, deploy, and manage business systems built around a broad range of high-quality MS solutions for the server and the desktop.

### **3 PROVISIONS**

#### **3.1 Authorized Users**

All participants in the MS ELA 2 including Active Duty, National Guard, Army Reserve, DoD civilians and contractors employed by the US Army.

#### **3.2 Allocation Methodology**

Resources are currently deployed and no additional resources are available without additional cost.

### **4 ROLES AND RESPONSIBILITIES**

#### **4.1 CIO/G-6**

- Notify PD CHES of start and finish of benefit
- Notify PD CHES of CIO/G-6 BA
- Receive the list of all authorized users and upload to MS for activation
- Allocating the overall Premier Support accounts to the NECs, ACOMs, CIO, PM, and other Army organizations
- POC: Ms. Katrina Tuel, 703-602-6316, [katrina.tuel@us.army.mil](mailto:katrina.tuel@us.army.mil)

#### **4.2 Microsoft**

- Provide support for Premier Support accounts
- Maintain the enrollment/activation website

#### **4.3 PD CHESS**

- Notify NCRCC of benefit start and finish.
- POC: Mr. Thomas Seadeek, COM 732-427-6574, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)

#### **4.4 Softmart**

- N/A

### **5 PROCEDURES**

For information on Dedicated Support Engineering, please see Data Sheet on the web at:

<http://download.microsoft.com/download/7/a/7/7a722760-703b-49a6-8dea-f24b3af57a45/DSE.pdf>

### **6 AWARENESS CAMPAIGN**

N/A

### **7 REFERENCES**

N/A

## **APPENDIX H – WINDOWS FUNDAMENTALS FOR LEGACY PCs**

### **1 OVERVIEW**

This software is a Windows-based operation system designed for older computers running earlier operating systems.

### **2 PURPOSE**

This operating system provides improvements to security and manageability, reduces the strain on the IT team, improves end-user productivity, and closes security gaps when it is not possible to purchase new hardware. It will ease the transition to Windows Vista Enterprise.

### **3 PROVISIONS**

#### **3.1 Authorized Users**

All participants in the MS ELA 2 including Active Duty, National Guard, Army Reserve, DoD civilians and contractors employed by the US Army.

#### **3.2 Allocation Methodology**

Allocated to authorized users listed above. This tool can be used on all desktops covered under the MS ELA.

### **4 ROLES AND RESPONSIBILITIES**

#### **4.3 PD CHESS**

- Notify NCRCC of benefit start and finish.
- POC: Mr. Thomas Seadeek, COM 732-427-6574, [tom.seadeek@us.army.mil](mailto:tom.seadeek@us.army.mil)

### **5 PROCEDURES**

N/A

### **6 AWARENESS CAMPAIGN**

N/A

### **7 REFERENCES**

N/A

## **APPENDIX I – ACRONYMS/ABBREVIATIONS**

**ACOM**

Army Command

**AKO**

Army Knowledge Online

**AGNOSC**

Army Global Network Operations and Security Center

**BA**

Benefit Administrator

**CAC**

Common Access Card

**CER**

Corporate Error Reporting

**CIO**

Chief Information Officer

**COR**

Contracting Officer Representative

**CSB/DR**

Cold Server Backup for Disaster Recovery

**CTEC**

Certified Education Centers

**DDK**

Device Driver Kit

**DDPS**

Desktop Deployment Services

**DoD**

Department of Defense

**EL**

Enterprise License

**ELA**

Enterprise License Agreement

**EPP**

Employee Purchase Program

**ESLP**

Enterprise Source Licensing Program

**IT**

Information Technology

**NCRCC**

Information Technology Electronic Commerce Commercial Command

**LWN e-U**

LandWarNet eUniversity

**MELL**

Microsoft E-Learning Library

**MOM**

Microsoft Operations Manager

**MS**

Microsoft

**MS CPLS**

Microsoft Certified Partners for Learning Solutions

**MSDN**

Microsoft Developer Network

**MS ELA 2**

Microsoft Enterprise License Agreement (2<sup>nd</sup> Implementation)

**NEC**

Network Enterprise Command

**CIO/G-6**

Network Enterprise Technology Command

**PD CHESS**

Project Director Computer Hardware, Enterprise Software and Solutions

**PEO**

Program Executive Officer

**PM**

Program Manager

**POC**

Point of Contact

**PRS**

Problem Resolution Support

**SA**

Software Assurance

**SDK**

Software Development Kit

**SMS**

Systems Management Server

**SQL**

Structured Query Language

**TNOSC**

Theater Network Operations and Security Center

**UIT/USASC&FG**

University of Information Technology/US Army Signal Command & Fort Gordon

**URL**

Uniform Resource Locator

**WinPE**

Window Pre-Installation Environment