



DEFENSE INFORMATION SYSTEMS AGENCY  
The IT Combat Support Agency

# DISA SERVICES COURSE

Overview of DISA Services, Infrastructure, Processes, Policies and Support

## Course Overview

This course is designed to help military departments and defense and federal agencies to optimize their use of Defense Information Systems Agency (DISA) services. DISA services are major components of the DoD Information Network (DODIN) and building blocks for the C4ISR support to the nation's warfighters.

As the Joint Information Environment evolves, the ability to move voice, data and video in a reliable, secure manner between tactical and strategic environments becomes even more critical.

DISA services – such as classified and unclassified email, VPN, mobility, voice and video over IP – rely on a robust network infrastructure. DISA is committed to providing a strong and effective global enterprise infrastructure that supports crucial information sharing capabilities. Joint warfighters, national level leaders, and other mission and coalition partners depend on DISA services to communicate and transfer vital information around the world every day.

## The Course Will Answer

- What DISA services are available?
- Where and how does your network fit in?
- What is the Joint Information Environment (JIE)?
- What Cybersecurity services does DISA offer?
- What is the role of the DISA Command Center and Joint Force Headquarters – DODIN (JFHQ-DODIN)?
- How do these services work and what can you expect from them now and in the future?
- How do you acquire these services?
- Who is responsible for what, and what policies must DISA and customers follow?
- Will you be disconnected if your Authority To Connect (ATC) expires?
- Where can you go for customer support?

## FY17 Schedule

27-29 June	Ramstein AB, Germany
18-20 July	Ft. Huachuca, AZ
25-27 July	Okinawa, Japan
1-3 Aug	Yokosuka, Japan
15-17 Aug	Ford Island, HI
12-14 Sept	Ft. Meade, MD
19-21 Sept	Scott AFB, IL
17-19 Oct	Norfolk, VA

More to be added - For course details visit:  
<http://disa.mil/NewsandEvents/Training/DISA-Services-Course>

To register for a course send an email to:  
[disa.meade.bd.mbx.disa-services-course@mail.mil](mailto:disa.meade.bd.mbx.disa-services-course@mail.mil)

# Course Topics

In an interactive learning environment, the course covers the following topic areas:

Topic	Description
Overview	Overview of the DISA mission, organization, services and networks.
Technology	High-level examination of the technologies which form the basis of DISA services.
The DISN	Review of the transport infrastructure over which the DISA services are provided, including tactical connectivity and plan for the future.
DISA Operations	Overview of organizations that operate and assure portions of the DODIN including DISA networks and services.
DISA Services Support	Discussion of the organizations processes and resources available to assist DISA's mission partners.
Network Services	Overview of the classified and unclassified IP networks and services, including data, voice, and satellite services.
Enterprise and Computing Services	Overview of enterprise and computing services including mobility, video and cloud services which support mission partner communication requirements.
Cybersecurity	Discussion of the tools, techniques, and organizations that help secure networks, and overview of cybersecurity services available to mission partners.
Getting Connected	Review of the processes involved in circuit and service acquisition, from requirements definition to disconnection. Outline of requirements to connect to DISA networks.

# Participant Feedback

Below are comments from participants who have attended the class.

*“Great introduction to DISA. Helped connect the dots on DISA organizations and areas of responsibilities.”*

Army, attended class in Columbus, Ohio

*“This course provided good insight into requirements customers must meet to acquire service from DISA.”*

DISA Europe, attended class in Patch Barracks, Germany

*“I enjoyed the course. Very informative, shows changes in policy, technology and terminology”*

Attended class in Peterson AFB, Colorado

*“Very informative course; prepared me to perform my job better due to the understanding of the different processes.”*

USCYBERCOM, attended in Fort Meade, Maryland

*“The course gave me a better understanding of the breadth and depth of services DISA provides and insight into joint endeavors.”*

Navy, Attended class in Norfolk, Virginia

*“Excellent course! Very informative, valid, and covers current issues.”*

Attended class in Scott AFB, Illinois