Greetings, friends and colleagues!

As the year draws to a close, I want to wish you all Happy Holidays! I am thankful for the opportunity to work with, and for, each of you, and to lead DISA and the Joint Force Headquarters – DOD Information Network. Together, we are *one team*, dedicated to freedom, democracy, and the success and well-being of the men and women who make daily sacrifices to protect our way of life.

Through the first 10 months of my tenure, we developed and reinforced trusted partnerships, working together to connect and protect the warfighter in cyberspace -- contributing to the lethality of our joint fighting force. I intend to grow and strengthen those relationships and the resulting effects in the coming months.

In this edition of the newsletter, I want to point you toward resources that will help you better understand and engage with DISA, including our Mission Partner Engagement Office, travelling exhibit featuring subject matter experts, the fiscal year 2019 rate guide, and a collection of brochures and videos about specific topics. I also highlight a significant achievement for the agency: fully redundant, 24/7 network operations and defense.

I encourage you to disseminate this information across your organization and to provide your feedback to the Mission Partner Engagement Team or the DISA field office or liaison officer in your area of responsibility.

What does DISA's Mission Partner Engagement Office do?

- DISA is a big and complex agency. We understand that can make it difficult to find the right person to talk to, which is why we created the Mission Partner Engagement Office, or MPEO. This team, which is divided into groups that serve specific mission partners, is intended to be your first point of contact within the agency.
- MPEO is all about service. The office's focus is to provide mission partners with information on DISA's capabilities, assist with service requests, resolve issues and concerns, and facilitate communication between the agency and mission partners. Learn more about MPEO in this article.
- If you haven't had the pleasure of working with MPEO yet, I encourage you to participate in one of the DISA Customer Engagement Forum (DCEF) meetings they facilitate. You'll get a better understanding of the depth and breadth of knowledge they have. The next DCEF will take place Thursday, Dec. 13 from 8:30-10 a.m. EST. Topics will include: Defense Information Systems Network accreditation requirements, a DOD Mobility Program update, the Public Key Infrastructure way ahead, an overview of the DISA Network Mapping Tool, and a briefing from the DISN Infrastructure Services Working Group. To obtain the Defense Collaboration Services URL for the meeting, please contact disa.meade.bd.mbx.disa-customer-engagement-forum@mail.mil.

Learn more about the agency's services and capabilities

- We've recently created new brochures and videos describing some of the services and capabilities the agency provides. I invite you to take a look and share them with your colleagues.
- The "DISA Capabilities" brochure emphasizes service offerings that fall within our strategic lines of effort: Operate and Defend the DOD Information Network; Adopt, Buy, Create; Enable People, and Reform the Agency. It provides examples of services in the spectrum management, network defense, computing, interoperability testing, and contracting domains, among others.
- The "Fall Look Book" brochure and video series features program managers and subject matter experts discussing recent accomplishments and the way forward for the following capabilities: Commercial Solutions for Classified, the Joint Cyber Implementation Program, Domain Name System, Defense Red Switch Network, Global Content Delivery Service, Unified Video Dissemination System, and All Partners Access Network.

Rates for fiscal year 2019

- In case you haven't seen them yet, our fiscal year 2019 service rates were published Oct. 1. The PDF download includes pricing for everything from Defense Information System Network (DISN) infrastructure services to cybersecurity.

Our global network operations are always on

- On July 15, DISA took a major step in improving the survivability and redundancy of global network operations by starting 24/7 Active-Active, or "always on" operations.
- We increased our capacity to provide secure global operational capabilities by extending the capabilities previously offered by DISA Global Operations Command at Scott Air Force Base, Illinois, to a second operations center at Hill Air Force Base, Utah. The components work as one unit to operate and defend network and infrastructure services, restoring service outages and responding to cyber events as required. They are known as DISA Global East (Illinois) and DISA Global West (Utah).
- In the event of an incident or situation that degrades connectivity at either Hill or Scott Air Force Bases, DISA Global will shift to operate and defend network and infrastructure services from the other location.
- We continue to make the DISN and DISA services more agile and responsive. And resolution times for performance issues will continue to improve as we move from initial to full operational capability.

Visit DISA's exhibit booth to speak with subject matter experts

- The agency will exhibit at the Armed Forces Communications and Electronics Association's (AFCEA) Rocky Mountain Cyberspace Symposium in Colorado Springs, Colorado, Feb. 5-7, 2019.
- We'll also exhibit at AFCEA West in San Diego Feb. 13-15, 2019.
- DISA will host a number of briefing sessions and an exhibit at AFCEA's TechNet Cyber conference in Baltimore May 14-16, 2019. The event was previously known as the AFCEA Defensive Cyber Operations conference.