



DoD Enterprise Email (DEE) Guide
Alias Creation Procedures for NPEs

V 1.2

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Defense Information Systems Agency
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Document Approval

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V1.0 Paul M. Crumbliss, DISA ESD DEE Program Manager	May 14, 2013
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Revision History

DEE Guide to Alias Creation Procedures			
Version	Date	Revision/Change Description	Pages Affected
1.0	20130327	Original document	All
1.1	20130521	Updates in part 3: adding the role of the Mission Partner Service Approval Agency ; minor rephrasing.	2
1.2	20140612	Removed an option for aliases without component short name (sections 2 and 3). Naming standard requires component short name.	1, 2

Table of Contents

Document Approval	ii
Revision History.....	ii
1 DoD Standards for Short-Name Alias Requests	1
2 Procedures for Short-Name Alias Requests	2

1 Introduction

This document provides guidance to Mission Partners concerning short-name aliases for Non-person entities (NPEs). An NPE may be a distribution list, organizational mailbox, audio/video conference bridge, room, vehicle, portable audio-visual device, other equipment, or other DEE account assigned to a non-human. The NPE must already be established with a DEE email address before an alias can be created for it.

2 DoD Standards for Short-Name Alias Requests

Some organizations have an operational requirement for a shorter SMTP email address than is provided using the DoD Naming Standard. Short-name aliases for Non-person entities (and only NPEs) can be granted if all the following parameters are met and justified:

1. Short aliases will be applied to existing DEE NPEs. The recommended short alias must have a clear and specific relationship to the NPE it is supporting.
2. Short aliases will not be placed into the GAL for selection by users; they are intended for external publication and use.
3. Short aliases are intended for use to meet justified operational requirements and not as a work around for unwillingness to use the DoD Naming Standard.
4. In order to avoid possible confusion between short aliases amongst components, short aliases **must** have the component (service/agency) identified in the SMTP name. Most aliases should start with the component short name (such as “army.”, “usaf.”, “disa.”, etc.), but some may have the component indicated (such as goarmy@mail.mil).
5. There is only one alias allowed per NPE mailbox.
6. All aliases **must** use the mail.mil domain.

3 Procedures for Short-Name Alias Requests

The procedures for implementing a short alias to existing DEE NPE mailboxes are:

1. The request for an alias is submitted via the Mission Partner's established trouble ticketing procedures to its supporting Level 1/Tier II Service Desk. The following elements must be provided with the request:
 - a. Problem statement with background, existing situation, purpose, and function of the NPE.
 - b. The proposed alias being requested and the existing DEE NPE for which the alias is being requested.
 - c. Justification, including operational requirement/necessity.
 - d. The risk and operational impact of not receiving a short alias.
2. The Mission Partner's Tier II Service Desk will review the ticket to ensure that all supporting documentation has been provided. If it is complete the ticket will be sent on to the Mission Partner's **Service Approval Agency**.
3. The Service Approval Agency will validate the request and make sure it meets the naming standard. It will send an approval or denial back to Tier II.
4. If denied, Mission Partner Tier II will return the ticket to the requesting organization. If approved, it will escalate the ticket to DoD Enterprise Service Desk following normal procedures.
5. DoD Enterprise Service Desk will validate the requirement. If approved by DoD Enterprise Service Desk:
 - The validated request and approved alias will be sent to the Mission Partner Tier II Service Desk via email.
 - The DoD Enterprise Service Desk will implement the newly created NPE alias.

NOTE: If the request is denied, an email explaining why the request was rejected will be sent to the Mission Partner Tier II Service Desk, which will then forward the message on to the requesting organization.
6. After implementation, DISA updates the ticket and notifies the Mission Partner's Tier II that the alias has been created and applied to the NPE. All automated ticketing will be closed once the user confirms the alias has been applied and is correct.

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