

ATTACHMENT 3B

SUPPLEMENTAL INFORMATION: USE OF NON-PUBLIC FACING EVERYDAY COMMUNICATION TECHNOLOGIES

There are three non-public facing everyday communication technologies applications approved for use across the Military Health System. Presently, the only approved applications are:

- Apple Facetime
- Google Duo
- Microsoft Skype

IMPORTANT NOTE: Use of these technologies is **optional**. Incorporation into military treatment facility workflows is also optional and delegated to individual facility Commanders and Directors to decide. **There is no formal training on how to implement use of these technologies. Facility Commanders and Directors should carefully consider if these capabilities actually add value or create more of a burden to actual operation.**

These technologies were chosen because they meet Department of Health and Human Services (HHS) guidelines, represent the largest American population of people who already have accounts to access and use them, they are free for individual use, and to minimize the amount of complexity associated with individual facilities incorporating them into scheduling workflow.

These services are approved for use on both government and personally owned mobile phones, tablets, desktop, and notebook computers.

Government Issued Mobile Devices:

- All 10,512 Apple mobile phones associated with DHA and managed as part of the DoD Mobility Unclassified Capability (DMUC) program have been granted "open access" to the Apple Store.
- This means that the device is now able to install and download any application with the user's Apple ID.
- DISA was able to remotely enable the cameras on 8,136 of these devices. The remaining phones will require the individual user to request technical support from their local helpdesk.

Training:

- Again, there is no formal training on how to implement use of these technologies.
- Although it is true that they are everyday communications technologies and information on installation and use is widely available on the Internet, configuration is not straight forward, especially on Government furnished PCs.
- In general, use of these technologies on mobile phones is far less complicated than using them on desktops, notebooks, or tablets.

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- Configuration of these technologies on personally owned desktops, notebooks, and tablets is subject to a vast number of technical issues related to age of the device, version of operating system, version of web browser, and configuration of home network.
- Configuration of these technologies on government-issued desktops, notebooks, and tablets is subject to the following known issues:
 - **FaceTime:** Only works on iPhones and Apple products
 - **Google Duo:** Works on all platforms and is easiest to learn. Must use Chrome Web Browser.
 - **Skype:** Works on all platforms, but is most difficult to learn due to advertisements and in-app purchase messages. Must use Chrome Web Browser.