APAN

Overview

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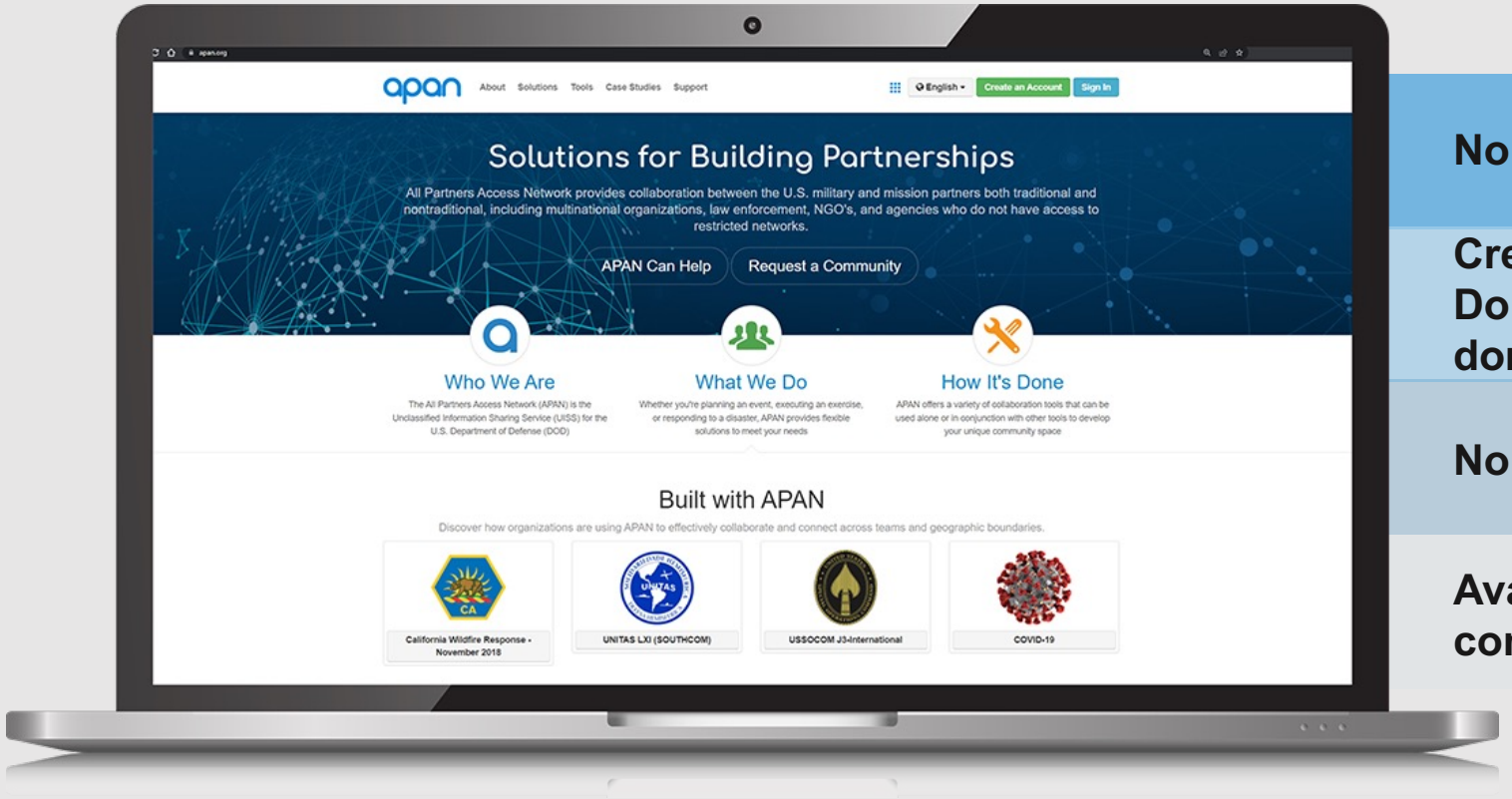
APAN Overview Agenda

- Background
- Roles & Relationships
- Program Management
- Use of APAN
- Metrics
- Tools & Capabilities
- Systems & Operational Overview
- Governance & Authorities
- Owner Requirements and CUI
- Customer Support

What is APAN?

Web Based Platform Provided by Mission Partner Capabilities Office



Non-dot-mil platform

Created to foster information sharing between DoD and non-DoD entities, both foreign and domestic

No cost to use

Available to anyone with an internet connection

APAN Roles and Relationships

OVERSIGHT

Secretary of the Air Force Administrative Assistant (SAF/AA) CDM Program
Executive Agent

Mission Partner Capabilities Office (MPCO)

Oliver Williams
APAN Capability Lead
SAF/CDMX

Gavin Nakamura
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APAN Program Management History

1997 — VIC
Virtual Information Center stood up at Camp Smith (J08) providing situational awareness through open-source information

1999 — ADM Blair
Validates need for open source gathering on www

2001 — APAN
Asia Pacific Network established

2004 — J08 & J37
Merge to form J7 Exercises & Training Directorate

2009 — JCTD
APAN identified for Joint Capabilities Tech Demo

2010 — Name Change
APAN name changes to “All Partners Access Network”

Haiti Earthquake
- Operation Unified Response
- Successful JCTD Ops Demo

2012 — DISA DECC
Production environment transitions from PWC to DISA DECC

2013 — RONNA
APAN assumes Responsibility of RONNA - Afghan ISAF UNCLASS Info sharing portal

2016 — DJ3T&E
PACOM J7 & J3 merge forming J3 Directorate Dep Training & Exercises (DJ3T&E)

2018 — AWS
APAN Transitions from DISA DECC into AWS Commercial GovCloud (Aug 2018). Assumes All DOD APAN Ops support

2019 — PMO
SAF/AA assumed responsibility as executive agent until present

APAN supports all COCOMs & partners

How is APAN used?

HADR
- Humanitarian Assistance / Disaster Response
- Crisis Response

Conferences
- Symposiums
- Seminars

Partnerships
- Partnership Building
- Theater Security Cooperation

Exercises
Training

Relationships
- Academia
- Alumni Relations
- Communities of Interest

Action Officer
Networking

APAN Metrics

The premier U.S. Department of Defense unclassified information sharing and collaboration service managed by the Mission Partner Capabilities Office (MPCO).

Accessible to individuals and organizations without access to traditional DoD systems and networks.

U.S. Armed Forces, National Guard, State, Local, Tribal, and Territorial (SLTT), NGO, and Mission Partners.

24 years
APAN originated in March 2000

Designated DoD shared enterprise service since October 2011

all **11** CCMDs
And other DoD entities worldwide

38 Joint Exercises

Total APAN Communities 7,124

APAN communities are online spaces where teams of people interact and collaborate on specific topics, data or events. Owners control all aspects of their communities including design, membership, access and tools. APAN provides three types of community platforms: SharePoint, Verint, and ArcGIS.

431,998
Total Registered Users
(cummulative)

Registered Users by Year
2023 = 34,140
2022 = 33,789
2021 = 38,890

Support Tickets
43% from 2022

Support Tickets by Year
2023 = 10,944
2022 = 19,096
2021 = 11,728

Providing seamless community implementation with tools to assist collaboration and communication efforts throughout the world.

733 Chat Rooms
Use instant messages to collaborate with your team members or your entire community in a group chatroom.

Translate
Communicate with foreign partners with 27 languages in real-time through translation tools.

14,684 Adobe Connect Sessions
Connect with anyone anywhere and host professional meetings, trainings or seminars.

SharePoint Sites 3,609

APAN uses SharePoint to focus on content management. Through the use of document management capabilities, such as managed metadata, version and check-out control, community owners can design an organizational structure for content that members can easily find, share and collaborate on. Owners can encourage consistent business processes and track tasks using workflows and lists.

Verint Groups 3,515

APAN uses Verint, to focus on social engagement. Through blogs, forums, media galleries, and wikis. APAN provides a place for community members to contribute and provide comments or feedback. Pages are customizable with drag-and-drop widgets, making it easy for owners with limited experience to customize their community.

ArcGIS Layers 2,584 Maps 540

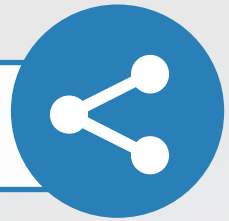
APAN uses ArcGIS to assist those who are working with maps and geospatial information. ArcGIS is used to create maps and to provide data that can be analyzed, shared and discovered by APAN users. With appropriate permissions, team members can add data to their maps using ArcGIS apps on mobile and desktop devices. This data appears on maps and can assist with exercise, operations, and disaster relief to provide live-situational awareness.

APAN Support Number +1-808-472-7785

Online https://community.apan.org/support

APAN Tools

Verint Community Collaboration: Blogs, Forums, Wikis, File Share



SharePoint: File Share, Calendar, Custom Lists, Enhanced Permissions

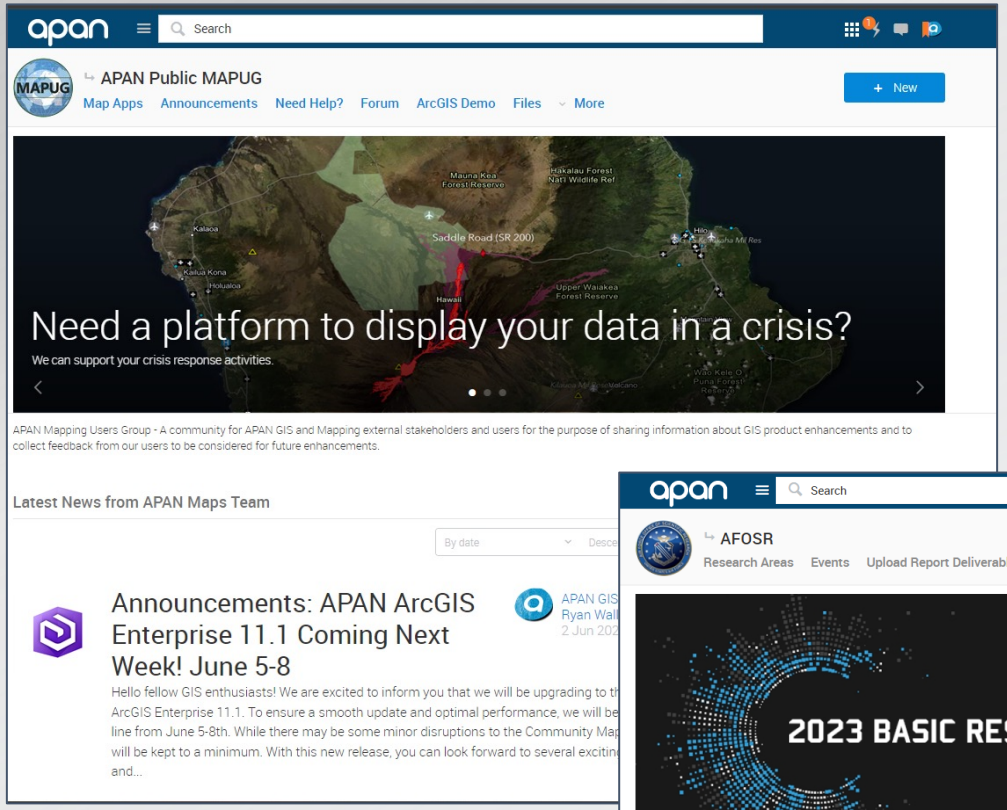
ESRI / ArcGIS Maps

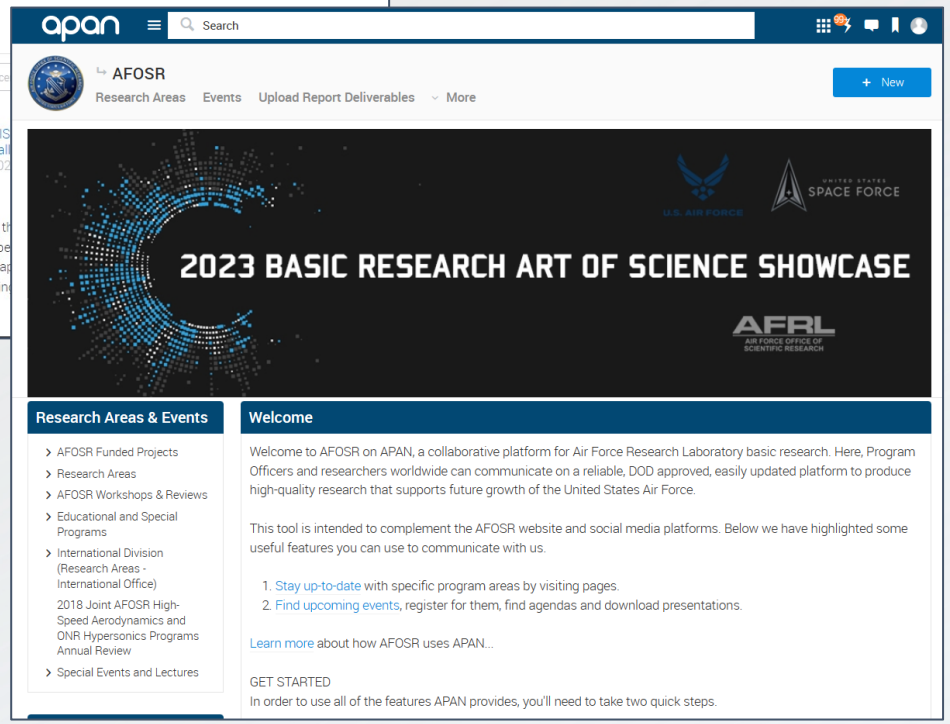
Translation

Chat

Adobe Connect

Verint Community (groups)



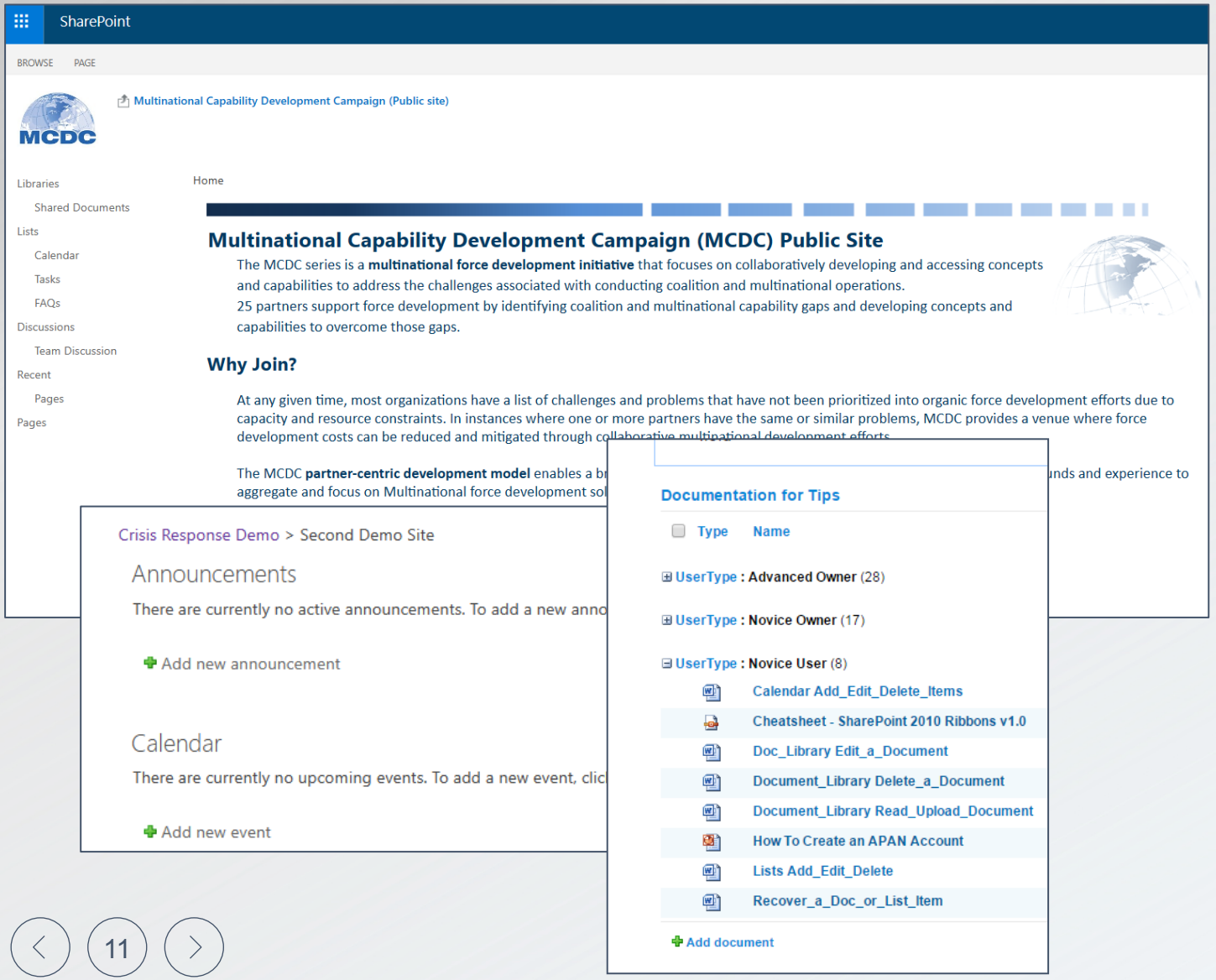


- Social media platform
- Intuitive for non-technical users
- Easily customizable
- User friendly on mobile
- Basic document management
- Simple user access controls

File share
Blogs
Forums
Discussions
Wikis
RFI, RFA
Status updates

Drag & Drop
Galleries
Private chat
Group chat
Web conferencing
Mentions
Likes
Hashtags

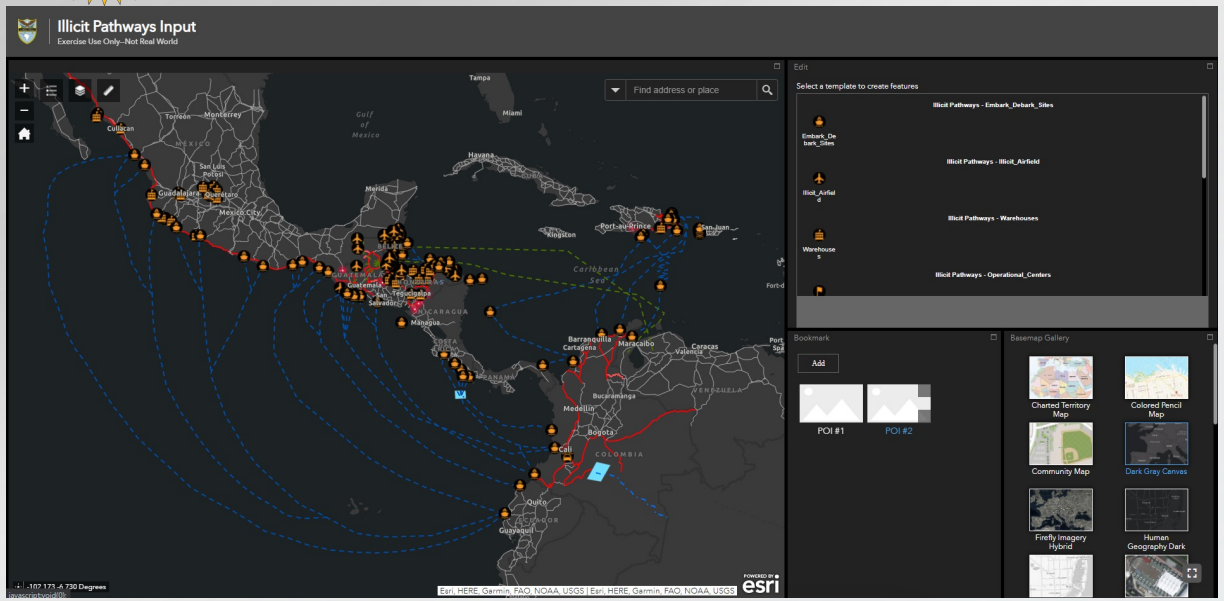
Microsoft SharePoint (sites)



- Highly customizable document and list management tools
- Specific user access controls at site, application & file levels
- Accessible via mobile browser
- Document version control

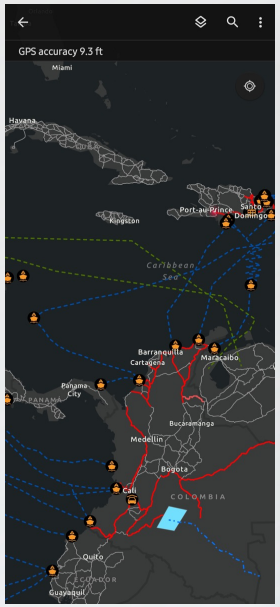
Document Libraries	Custom Lists
Discussion Forums	Calendars
Web conferencing	RFI, RFA
Metadata, tagging	Private chat
Event Registration	Group chat

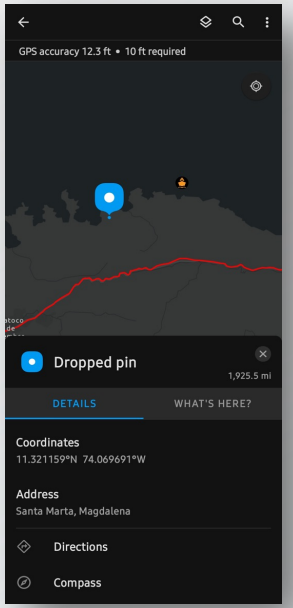
ESRI ArcGIS Portal – Maps and Apps



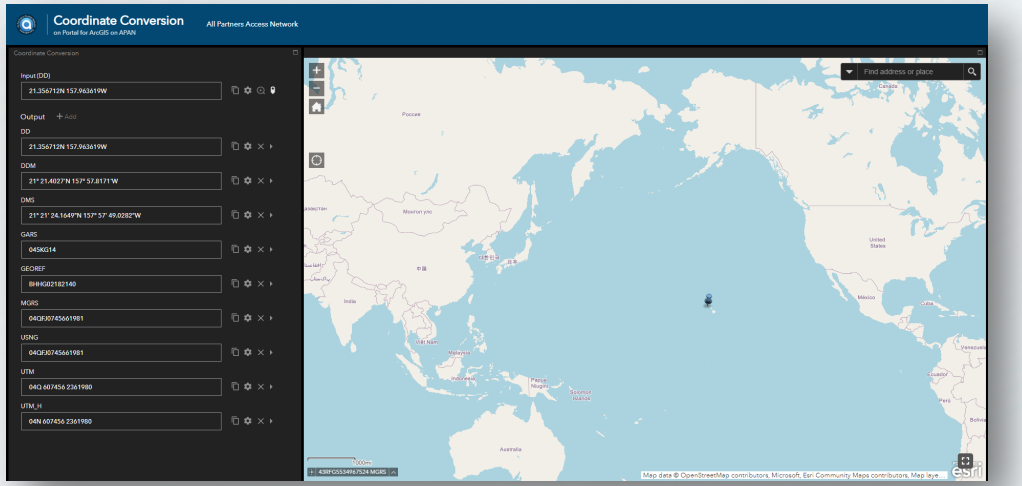
- Share data via custom maps
- Display data from multiple sources
- Location-based analytics
- Customize map applications for specific purposes
  - HA/DR & DSCA
  - Exercises
  - Civilian info sharing

ArcGIS Enterprise



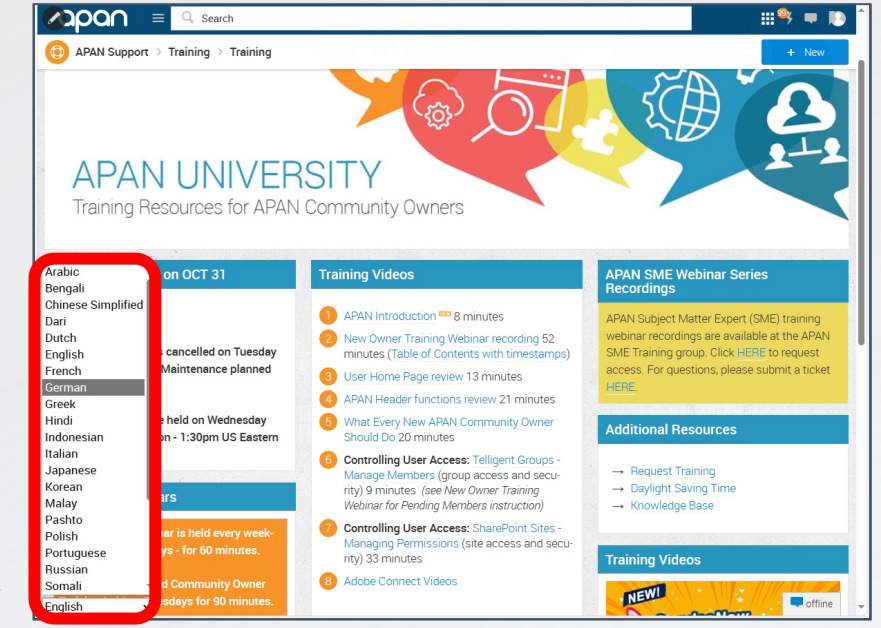


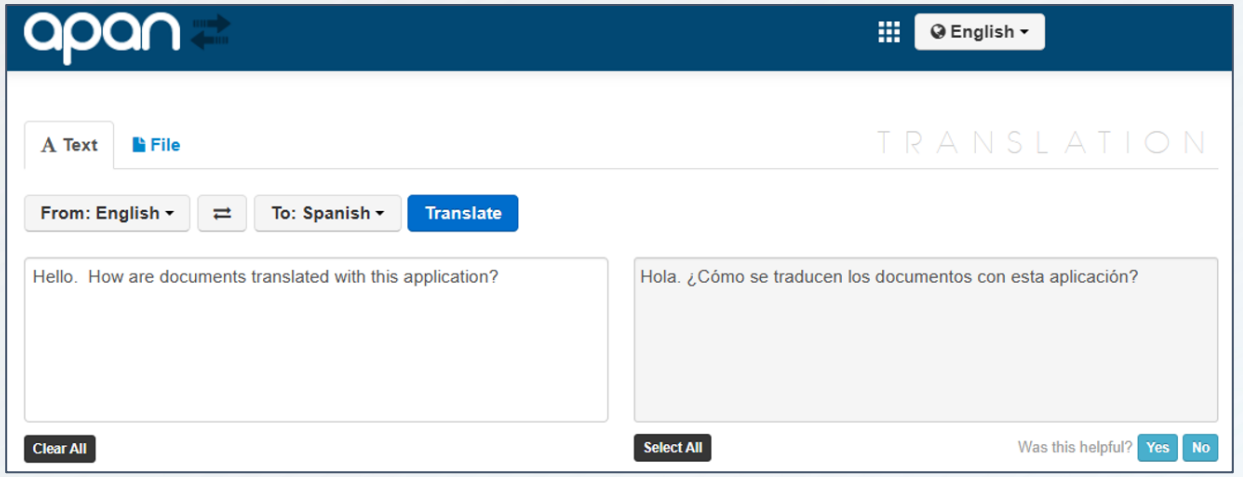
Create forms and upload real-time data from mobile devices



Translation Services

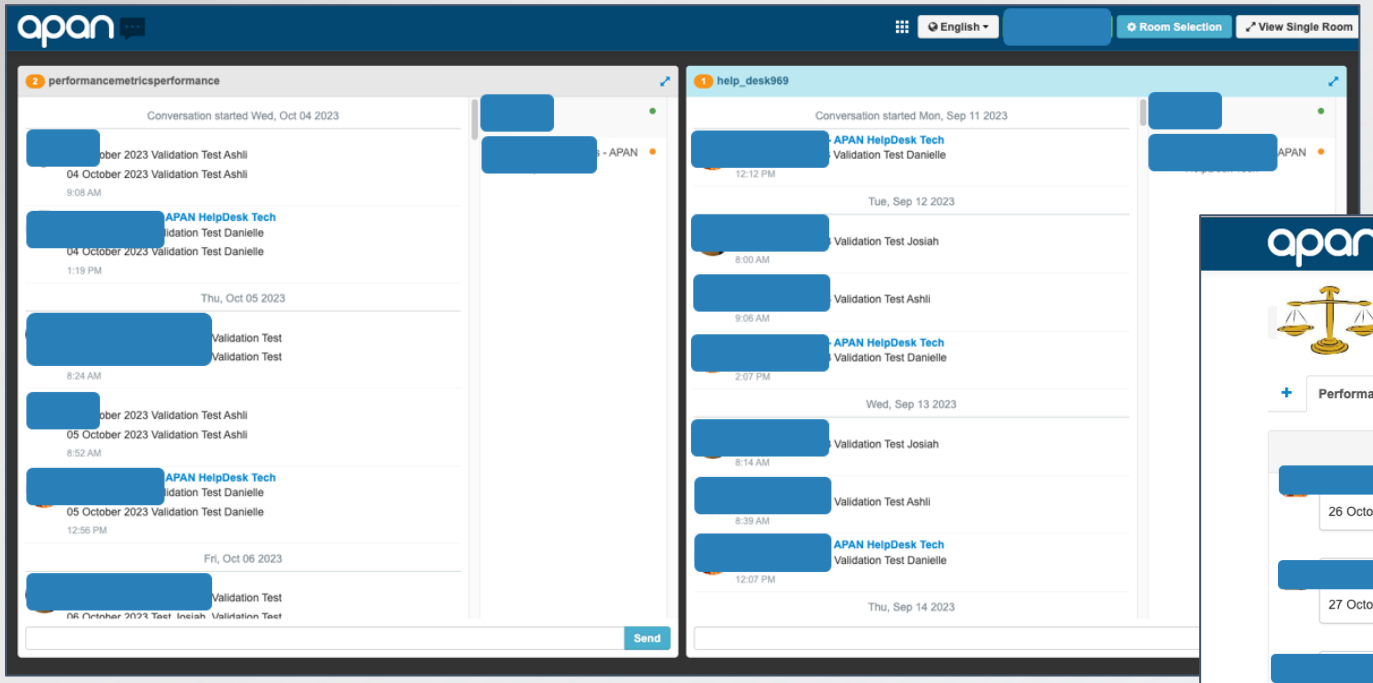
- Language translation
  - 27 Bi-Directional Language Pairs (English to/from) powered by AWS GovCloud Translation Services
    - https://translate.apan.org/
    - Machine translation of words, paragraphs and documents (Never as good as a human interpreter)
  - Users can translate:
    - Website – total user experience on APAN
    - Documents – within Group or on https://translate.apan.org/
    - Text segments – this tool is open to public
    - Chat – private chat or chat rooms
    - Content in ArcGIS groups

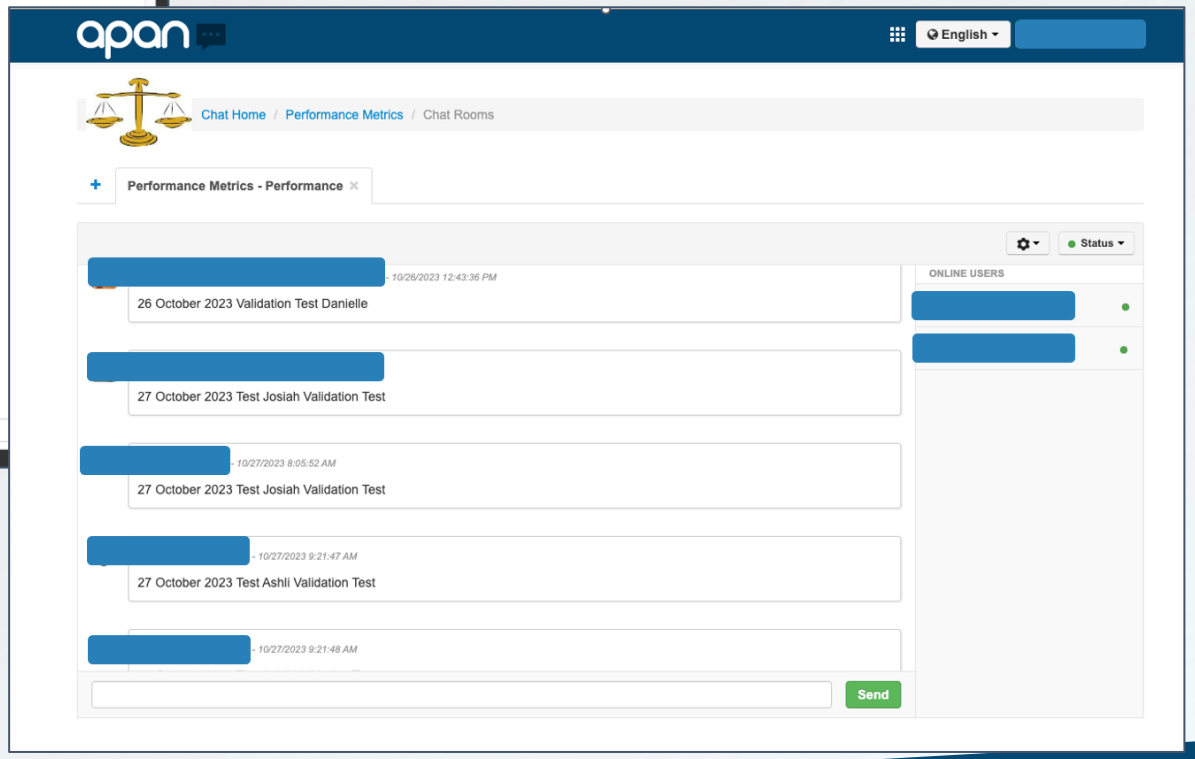




Chat

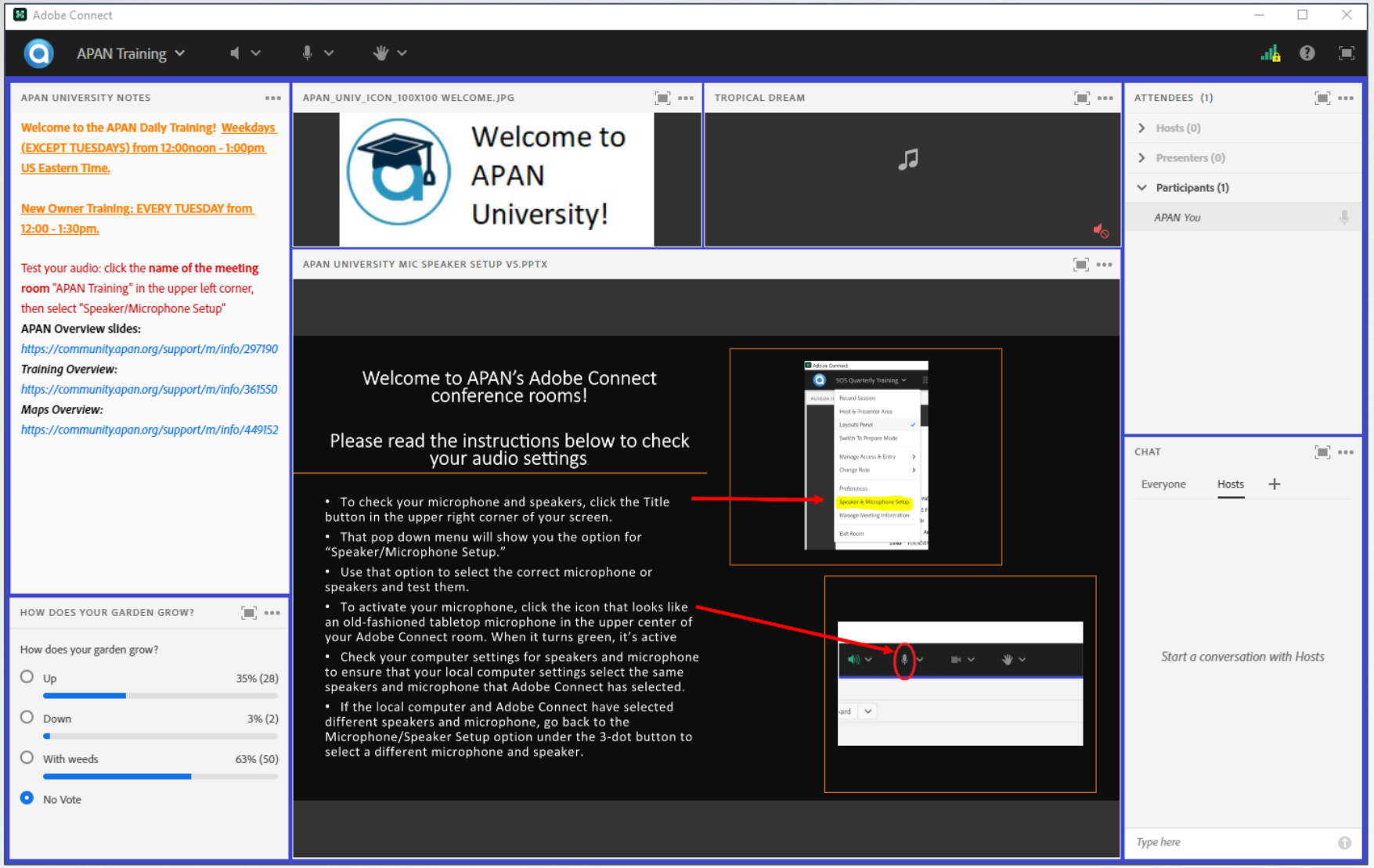
- APAN multi-chat : https://chat.apan.org/home/roomselection
- View multiple chat rooms and private chats at once





Adobe Connect Conferencing

- Online Conference service
- Persistent rooms with custom URLs
- Customize rooms with “pods” for various functions:
  - Chat
  - Free text
  - Graphics
  - Links
  - Polls
  - Q&A
  - Screensharing
  - Video and Audio
- Add a room to any APAN community



APAN SYSTEMS VIEW (SV1)

Systems Security

- ACTIVE DIRECTORY (AD)
- AD FEDERATION SERVICES
- AWS VIRTUAL PRIVATE CLOUD
- AWS GUARD DUTY
- SPLUNK ENTERPRISE (SIEM)
- ACAS/HBSS/SHAVLIK/ACUNETIX
- F5 BIG-IP/ASM
- SOPHOS UTM

Akamai Security Services

- SITE SHIELD
- CONSOLE ACCESS CONTROL
- FAST DNS – WITH DNSSEC
- DYNAMIC SITE ACCELERATION
- IP ACCELERATOR

APAN Platform

Social Networking Services
- Verint Community

Structured Collaboration Services
- SharePoint

Geospatial – Map Services
- ArcGIS Portal
- Finch

Web Conferencing Services
- Adobe Connect

Language Translation Services
- AWS
- Google

Chat Services
- Openfire (XMPP)

Mail Services
- Mail Enable

Database Services
- MS SQL Server

Customer Services

- KM / CONSULTATION
- HD / KB / APAN UNIVERSITY
- SCRUM MANAGEMENT
- WEB UX / GRAPHIC DESIGN
- METRICS / MARKETING
- PRODUCT OWNERSHIP
- SERVICENOW

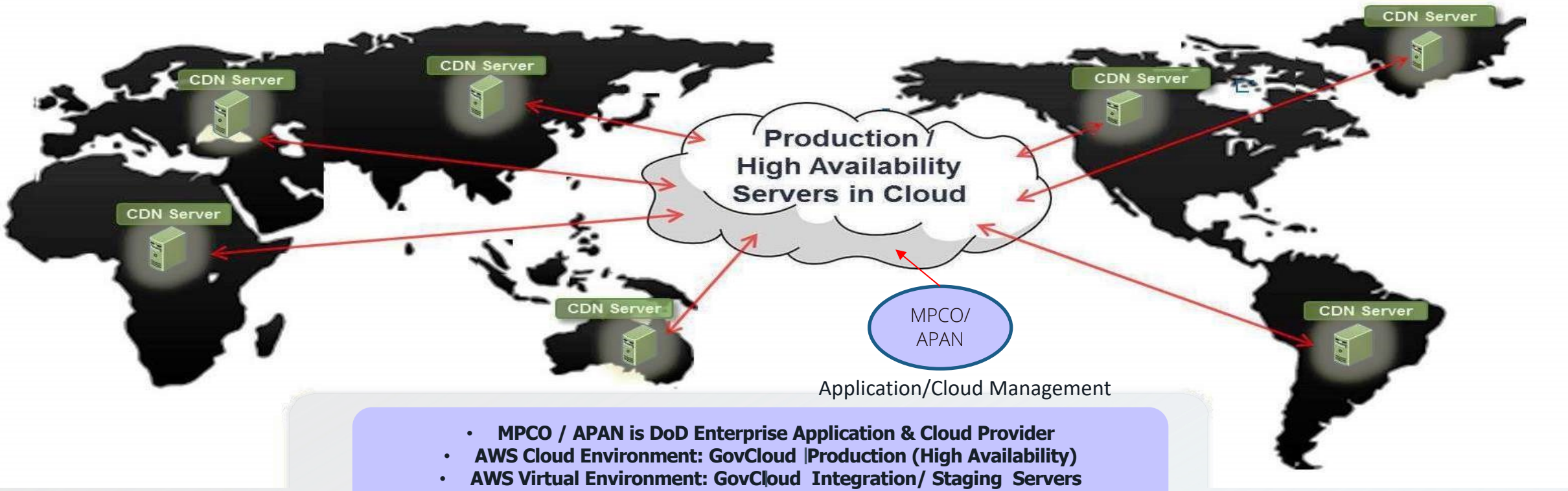
Cloud Services

- ARCGIS / SYSTEMS ADMIN
- INFORMATION / CYBER ADMIN
- SQL DB / SP ADMINISTRATION
- CLOUD ENGINEERING
- CLOUDCHECKR
- COHESITY

Application Services

- SOFTWARE DEVELOPMENT
- CLOUD ENGINEERING SUPPORT
- WEB UX / GRAPHIC DESIGN
- GEOSPATIAL DEVELOPMENT
- QUALITY ASSURANCE

APAN High Level Operational View (OV-1)



- **MPCO / APAN is DoD Enterprise Application & Cloud Provider**
- **AWS Cloud Environment: GovCloud |Production (High Availability)**
- **AWS Virtual Environment: GovCloud Integration/ Staging Servers**
- **APAN provides Customer Support 13 Hours daily from M-F**

APAN employs Akamai Content Delivery Network (CDN) and Web Application Firewall (WAF).

The Unclassified Information Sharing Service (UISS) All Partners Access Network is a non-dot-mil (.org) online information sharing & collaboration platform for DoD and its non-traditional partners. The MPCO / APAN team supports the UISS/APAN Enterprise Application - Cloud Management Services including Ops Management, Core Systems, Information Assurance (IA), Cyber Defense, Help Desk, Customer Engagement, Software Development & Research (R&D) services.

APAN Governance and Authorities

- *DoD CIO designates SAF/AA as the DoD EA for Mission Partner Environment (MPE) (Dated Aug 2020*)
  - See DoDD 5101.22E, available at https://community.apan.org/support/m/info/349518
- Provisional Authorization (PA) – AWS GovCloud has PA for Impact Level 4 Controlled Unclassified Information (CUI), as defined in DoD's Cloud Computing (CC) Security Requirements Guide (SRG)
  - Managed solely by vetted US Citizens
  - Accessible only to vetted root accountholders who are US Persons (citizens or green card holders)
  - Logically and physically isolated and located in the United States
- Naval Information Warfare Center (NIWC) Atlantic Cyber Security Service Provider (CSSP) IAW CC SRG
- Approved DoD CIO Commercial Cloud Connection Exception for Off-Premise IL4 not traversing BCAP (CCPG)
  - Conditions:
    - Maintain ATO
    - APAN architecture meets Secure Cloud Computing Architecture requirements
    - Physical & Logical isolation from DoD information systems (IS)
- Authority to Operate (ATO) renewed October 2023 and expires on 17 November 2025

APAN Community Owner Requirements and CUI

- APAN ATO Statement and FOIA Requests
  - APAN maintains an Authorization to Operate (ATO) from USAF SAF/AA and is deployed within AWS GovCloud DoD's Security Requirements Guide (SRG) Impact Level – 4 (IL4) for certain types of Controlled Unclassified Information (CUI)
  - Freedom of Information Act (FOIA) requests would be forwarded to and processed by the community & content owners for that community's respective command/organization; not by APAN staff
- APAN Community Owner Prerequisites and Training Requirements
  - As a DoD Information System, APAN follows applicable USG & US DoD policy and guidelines for protecting and safeguarding information
  - Community Owner Guidelines https://community.apan.org/support/m/info/139431
  - Application Governance for End-Users: https://community.apan.org/support/m/info/262852
  - Complete and sign an APAN Community Owner Acknowledgement form: https://community.apan.org/support/m/info/139434
  - Attend live training webinar (offered most business days or scheduled upon request): https://community.apan.org/support/p/apanu
- APAN CUI Request Process
  - APAN has the authorities to accommodate the hosting of some types of CUI. Community owner(s) must request permission to share CUI within their APAN community/group/portal/site; approval is granted by the APAN technical director
  - APAN CUI Standard Operating Procedures (SOP): https://community.apan.org/support/m/info/262862
  - Request form: https://community.apan.org/support/m/info/139432
- Exceptions - the following types of CUI are not allowed on the APAN platform:
  - PRVCY (Personally Identifiable Information (PII)*) and HLTH (Protected Health Information (PHI))
  - NATO Unclassified, US Law Enforcement data, NNPI, OPSEC, and many other information types that would require additional handling controls
  - Anything with Limited Dissemination / Limited Distribution (LIMDIS) controls other than REL TO [USA, LIST]
  - **Refer to the APAN CUI SOP** at https://community.apan.org/support/m/info/262862 for the complete list of CUI categories that are not allowed
  - **Refer to the DoD MPE CUI Memo** for additional CUI guidance at https://community.apan.org/support/m/info/457555

APAN Customer Support

Knowledge Base: Self-Help and How-to's

Knowledge Base can be accessed here: https://community.apan.org/support
Additional Resources are here: https://community.apan.org/support/m/info

Live Training: Learn the platform

Training is conducted at APAN University. Articles and Training videos are also available:
https://community.apan.org/support/p/apanu

You can speak with an APAN trainer Monday and Wednesday through Friday from 1200 to 1300 U.S. Eastern Time.
The classroom is reserved for new owner training on Tuesdays from 1200 to 1330 U.S. Eastern Time.

Help Desk Support: Fix something broken or request any other type of support

Submit a ticket here: https://www.apan.org/APAN/pages/servicenow
Help Desk Phone: 1-808-472-7855
*Issues about your account require a ticket; please have your ticket number available.

Help Desk hours of operation: Monday – Friday from 0800 – 2000 U.S. Eastern Time