

DISA Direct Storefront Go-Live: Mobility and DSS

The DISA Direct Storefront (DDSF) e-commerce tool “Go-Live” is Oct. 13. The launch includes ordering capabilities for DoD Mobility services and Defense Information System Network (DISN) Subscription Services (DSS).

To meet the director’s strategic goals for the agency, DISN services must be delivered faster, with more accuracy, and at greater cost-efficiency, said Network Services (NS) Vice Director Jessie Showers.

With DDSF, mission partners will be able to order DISA services on a user-friendly, e-commerce-like platform that provides easier discovery, ordering, and tracking of their requests. After its launch, DDSF will follow a “wave” rollout strategy that transitions the remaining 14 NS capabilities from DISA Direct Order Entry (DDOE) to DDSF.

Designed with Users and Mission Partners in Mind

DDSF provides an improved request management capability that facilitates faster fulfillment and automated provisioning where possible. Information about the DoD Mobility Service and emerging telecommunications products and services can be easily discovered, ordered, and tracked through the new application.

Leveraging common processes on the backend, DDSF enforces consistency in the ordering of standard telecommunications and other service requests. This consistency enables the implementation of tools and processes that deliver automated provisioning, which improves order accuracy and speed.

Benefits and Capabilities Provided with the DoD Mobility Service and DSS Go-Live

DDSF is a technology enabler that will allow the agency to continue to drive information technology efficiency and effectiveness.

Built on the capabilities provided by DDOE, DDSF focuses on delivering value-added capabilities in the following areas:

- A superior user experience – with a common DISA branding across the enterprise, the commercial look and feel of the application will give DISA’s mission partners a shopping experience similar to Amazon or Walmart.com. The new ordering application requires very little training to become an expert user.
- Bulk ordering –DDSF builds upon the capabilities delivered through DDOE by adding a new bulk upload option. Users will now be able to place an order for up to 50 devices at one time. To add devices in bulk, users simply copy the list of their devices’ MAC addresses and paste them into the new bulk upload window. Once added, devices can be edited or added individually.
- Streamlined order entry – the e-commerce-like wizard-based order entry yields increased customer satisfaction and lower costs due to reduced downstream errors.
- Improved pricing transparency – real-time pricing provides users with total order transparency while driving user behavior toward preferred technologies and reducing demand for legacy technologies through favorable price comparisons.

- Enhanced service delivery – DDSF establishes common order process architecture and implementation, which facilitates efficient and predictable service delivery.
- Enhanced business activity monitoring – DDSF enables continual service improvement (CSI) to assess and analyze delivery cycle times and customer usage statistics.

DDSF Core Capabilities

DDSF provides six core capabilities supported by several features.

- Find service – this includes the browse feature that enables users to browse available services by category, as well as the search feature that allows users to filter services by keyword.
- Submit order – this includes four features (1) service configuration – a multistep wizard helps configure service requests, (2) reference data – prepopulated dropdown menus and lookups with standardized information to speed configuration, (3) business logic – a configuration wizard dynamically updates based on user selection to reduce the number of questions asked, and (4) real-time pricing – cost estimates based on service configurations.
- Approve order – this includes the service request approval feature that enables decision makers to view the details and approve service requests.
- Track order – this includes the service request status feature that enables viewing of the status of service requests, as well as the service request modification feature that enables users to update or cancel service requests.
- Manage order – this includes the service management feature to view existing services, make changes, or discontinue services.
- Track performance – this includes conversion funnel metrics to view key performance indicators for each step of the ordering and fulfillment process

Training Dates and Resources for DISA Direct Storefront

The DDSF Program Management Office is offering the following training sessions via [Defense Connect Online](#) and using phone bridge 301-225-5555, DSN 312-375, with the associated meeting identification number for the DoD Mobility services mission partners, customer account managers, DISA Global Support Center personnel, DISA field offices, and the Mobility Program Management Office staff:

Date/Time/Meeting ID Number	Topics
Wednesday, Oct. 8 9-10:30 a.m. EDT Meeting ID: 1008	Go-Live : Mobility and DSS
Thursday, Oct. 9 1-2:30 p.m. EDT Meeting ID: 6916	Go-Live : Mobility and DSS
Wednesday, Oct. 15 9-10:30 a.m. EDT Meeting ID: 1015	Wave 1: Dedicated, Sensitive but Unclassified (SBU) Internet Protocol (IP) Data, Secret IP Data, and Commercial Satellite Communications (COMSATCOM)
Wednesday, Oct. 22	Wave 1:

1-2:30 p.m. EDT Meeting ID: 1022	Dedicated, Sensitive but Unclassified (SBU) Internet Protocol (IP) Data, Secret IP Data, and Commercial Satellite Communications (COMSATCOM)
Wednesday, Nov. 5 9-10:30 a.m. EST Meeting ID: 1105	Wave 2: Classified Voice and Video over IP (CVVoIP), Multilevel Secure Voice, Voice over IP, and Defense Switched Network
Wednesday, Nov. 12 9-10:30 a.m. EST Meeting ID: 1112	Wave 3: Commercial Business Line, Wireless, Defense Research and Engineering Network, telecommunications equipment, Enhanced Mobile Satellite Services, and Networx

Additional training resources, including videos on demand and a hands-on four-day classroom training, will be available soon. Check [the DISA Direct home page](#) and the [Network Services page on DISA.mil](#) (under the "What's Hot" area) for updates regarding these resources.

For More Information

Ensuring an expedient, accurate, and nondisruptive migration from DDOE to DDSF is one of the agency's primary focus areas. Accurate and timely communications will play a pivotal role in ensuring a successful and smooth transition for our mission partners. Please look for additional communications regarding 'DDSF is coming! What to Expect.' on [the DISA Direct home page](#).

For additional information, please contact the [DDSF Program Management Office](#).



The new DISA Direct Storefront enables mission partners to order DISA services on a user-friendly, e-commerce-like platform that provides easier discovery, ordering, and tracking of their requests.



Ordering as DISA/NS6 [Change](#)

Cart 0

[My Orders](#)

[My Approvals \(0\)](#)

[My Services](#)

Service Request

Item: DoD Mobility Capability - Unclassified

CJON: SF15SEP145276

Type Action: START

Item Configuration

- Service Delivery Point A**
117th Air Control Squadron/Bldg
8570, US
- Pre-Approval**
Complete
- Device Information**
Not yet configured

Navigation: Select > **Configure** > Checkout

Device Information

[Back](#)

[Continue](#)

[Hide ROM Table](#)

ROM					
CLIN	Item Description	NRC	MRC	Annual Cost	Quantity
N/A	DMUC	\$0.00	\$0.00	\$0.00	0
Total		\$0.00	\$0.00	\$0.00	

ROM Charges for budget planning. Actual charges based on final engineering design.

Please add a single MAC address by clicking the "Add" link or add multiple MAC address by clicking the "Bulk Add" button.

Total Devices: 0

MAC Address	Action
	Add

[Bulk Add](#)

Active Help

Please enter all MAC addresses to activate. Multiple addresses can be entered in bulk, each on a new line or separated by a comma. If more than one MAC address is provided, additional orders (1 for each MAC address) will be generated after this order is placed with new CJONs.

MAC Address formats supported are HH:HH:HH:HH:HH:HH and HHHHHHHHHHH, where H is a number between 0 and 9 or a letter between A and F (e.g. A1:11:BC:2A:65:9B or A111BC2A659B).

[Need more help?](#)

With bulk ordering, users will now be able to place an order for up to 50 devices at one time.

Service Request

Item: DoD Mobility Capability - Unclassified

CJON: SF15SEP145266

Type Action: START

Item Configuration

- ✔ **Service Delivery Point A**
AWOS @ Hattiesburg/Laruel Reg Airport, US
- ✔ **Pre-Approval**
Complete
- ▶ **Device Information**
Not yet configured

Select > **Configure**

Device Information

← Back Continue →

Hide ROM Table

ROM					
CLIN	Item Description	NRC	MRC	Annual Cost	Quantity
N/A	DMUC	\$0.00	\$0.00	\$0.00	0

Bulk Add ✕

Paste MAC Addresses below.
MAC Addresses should be comma, semicolon, or newline delimited.

A1:11:BC:2A:65:9B
 B1:11:BC:2A:65:9B
 C1:11:BC:2A:65:9B
 D1:11:BC:2A:65:9B
 E1:11:BC:2A:65:9B
 F1:11:BC:2A:65:9B
 A2:11:BC:2A:65:9B

Bulk Load
Cancel

Active Help

Please enter all MAC addresses to activate. Multiple addresses can be entered in bulk, each on a new line or separated by a comma. If more than one MAC address is provided, additional orders (1 for each MAC address) will be generated after this order is placed with new CJONS.

MAC Address formats supported are
 HH:HH:HH:HH:HH:HH and
 HHHHHHHHHHHH, where H is a number between 0 and 9 or a letter between A and F (e.g. A1:11:BC:2A:65:9B or A111BC2A659B).

Need more help?

Visit our [FAQ page](#)

OR

Contact Us

To add devices in bulk, users simply copy the list of their devices' MAC addresses and paste them into the new bulk upload window. Once added, devices can be edited or added individually.

My Orders

Draft
In Process
Completed
Agency / Org

<< first < prev 1 next > last >>
 10 per page

Filter
Clear

Requestor	CJON	TSR	Service Type	Status	Current Type Action	Date Created	Date Modified	Actions
user	SF15SEP145274		DoD Mobility Capability - Unclassified	Pending Approval	START	15 Sep 2014 17:53:30 Z	15 Sep 2014 17:53:36 Z	View Copy Recall Addressing and Routing History
user	SF15SEP145273		DoD Mobility Capability - Unclassified	Pending Approval	START	15 Sep 2014 17:53:16 Z	15 Sep 2014 17:53:22 Z	View Copy Recall Addressing and Routing History
user	SF15SEP145272		DoD Mobility Capability - Unclassified	Pending Approval	START	15 Sep 2014 17:53:02 Z	15 Sep 2014 17:53:08 Z	View Copy Recall Addressing and Routing History
user	SF15SEP145271		DoD Mobility Capability - Unclassified	Pending Approval	START	15 Sep 2014 17:52:48 Z	15 Sep 2014 17:52:54 Z	View Copy Recall Addressing and Routing History
user	SF15SEP145270		DoD Mobility Capability - Unclassified	Pending Approval	START	15 Sep 2014 17:52:34 Z	15 Sep 2014 17:52:39 Z	View Copy Recall Addressing and Routing History
user	SF15SEP145269		DoD Mobility Capability - Unclassified	Pending Approval	START	15 Sep 2014 17:52:19 Z	15 Sep 2014 17:52:25 Z	View Copy Recall Addressing and Routing History
user	SF15SEP145268		DoD Mobility Capability - Unclassified	Pending Approval	START	15 Sep 2014 17:52:06 Z	15 Sep 2014 17:52:11 Z	View Copy Recall Addressing and Routing History

Active Help

The My Orders page shows you all of the orders you have placed through Storefront. The Draft tab shows any of your orders that have not yet been submitted. The In Process tab shows any of your orders that are pending approval or fulfillment. The Completed tab shows you any of your orders that have been fulfilled, and you should find a corresponding entry in the My Services page for this TSR. The Agency\Org tab shows you orders for other members of your Agency\Org, and also lets you search for orders from other Agency\Org combinations. You may filter your Orders on any of the following fields: CCSD, CJON, CSA, PDC, Service Type, Submitter, TSR, and Type Action.

Need more help?

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DDSF enables users to easily track and manage orders – they can view the status of service requests and update or cancel service requests, as well as view existing services, make changes, or discontinue services.