

FAQ

DOD365 Integrated Phone System (DIPS)

Lumen deploys and operates the DOD365 Integrated Phone System (DIPS) for DISA mission partners

The DOD365 Integrated Phone System (DIPS) is a cutting-edge, cloud-based telephony solution that seamlessly integrates with DOD365's cloud environments. Designed to bolster the Department of Defense's mission of national security, DIPS can provide enhanced, secure communication and collaboration capabilities across all services and the entire department. Lumen provides DISA with hybrid-cloud voice and audio-conferencing services over our robust AI-ready fiber network.

General Information

What is DIPS?

The DOD365 Integrated Phone System (DIPS) is a cloud-based telephony infrastructure that integrates with DOD365's cloud environments. It allows users to make and receive calls through the Microsoft Teams application, enhancing communication and collaboration across the DOD.

How does DIPS enhance communication for mission partners?

DIPS provides real-time collaboration and communication capabilities, allowing DOD mission partners to connect from virtually anywhere. Users can dial in and out of meetings, make or receive commercial calls, and share critical information through secure cloud-connected Microsoft Teams, to help ensure effective communication from most or virtually any location.



What are the mobility and flexibility benefits of DIPS?

As a cloud-based communication tool, DIPS enables mission partners to stay connected while working remotely, in different branch offices, or in the field. This helps eliminate communication barriers and enhances mobility and flexibility.

How does DIPS contribute to cost savings?

By using cloud-based telephony solutions, DIPS reduces the need for traditional phone systems, minimizing costs.

Can DIPS scale to meet the evolving needs of the mission partner?

Yes, DIPS is built to scale with the evolving needs of DOD. Additional users can be added quickly without disrupting ongoing communication. Each tenant has a group assigned DISA program manager to onboard new clients. To date Lumen has successfully deployed DIPS to over 100K DOD users.

What security measures does DIPS employ?

DIPS leverages the AI-ready Lumen network which has advanced security features to protect information and help help ensure secure communication channels. All MS security certifications are maintained by Lumen including software release certifications and network security certifications

How does DIPS integrate with existing DOD communication systems?

DIPS integrates seamlessly with DOD365's cloud environments and Microsoft Teams, providing a unified communication platform. This integration provides a smooth transition and enhances the overall user experience. DIPS phone users are incorporated into the Global Dial Plan and can be reached by any other communication systems on the network. This includes systems from Cisco, Avaya, Ribbon and others.

Deployment and Expertise

What role does Lumen play in the deployment of DIPS?

Lumen is authorized by DISA to deploy and operate DIPS. We provide hybrid-cloud voice and audio-conferencing services via the integrated phone system, which runs over the AI-ready Lumen fiber network. Lumen assists with configuring and integrating the APCO Polycom handsets and follows all the required security protocols of the program. For handsets not purchased through Lumen, Lumen can still configure and integrate those handsets into the new calling systems for a small monthly fee.

What expertise does Lumen bring to the implementation of DIPS?

Lumen has extensive experience in providing secure, resilient communications services to government agencies. Our expertise helps ensure smooth and efficient implementation of DIPS, tailored to meet the specific needs of the DOD. Lumen has successfully deployed DIPS to over 100K DOD users.

What additional solutions does Lumen offer to complement DIPS?

Lumen offers a suite of solutions, including Software Defined Wide Area Network (SD-WAN), Managed Wi-Fi, Secure Access Service Edge (SASE), and Zero Trust Solutions. These services enhance overall network security and performance.

How does Lumen help ensure the reliability of DIPS?

The Lumen global network provides reliable and high-quality connectivity, essential for the seamless operation of DIPS. This robust infrastructure supports the DOD's mission-critical communication needs. The DIPS architecture includes a fully geo-redundant design capable of processing 100% of call traffic at each node.

What security standards does Lumen adhere to?

Lumen aligns with DISA-defined security controls and NIST 800-53 standards. Their Security Technical Implementation Guides (STIG) hardening services optimize the security of IT assets and help compliance.

Procurement Process

How can a DOD agency purchase DIPS?

A DOD agency can purchase DIPS through the Defense Information Systems Agency (DISA) procurement channel using the GSA MAS Schedule 70, providing a structured and reliable method for acquiring the service. We can contact Lumen directly to discuss their specific needs and obtain a tailored solution.

What is the first step in the procurement process for DIPS?

The first step is to contact a Lumen sales representative to discuss the agency's communication needs and requirements. The representative will provide detailed information about DIPS and how it can be integrated into the agency's existing infrastructure.

What information is needed to initiate the procurement process?

Agencies need to provide details about their current communication systems, the number of users, specific security requirements, and any other relevant information that will help Lumen tailor the DIPS solution to their needs.



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Procurement Process (cont.)

How long does the procurement process typically take?

The timeline for the procurement process can vary depending on the complexity of the agency's requirements and the scale of the deployment. After phone numbers are procured through DISA approved vendors, Lumen will work closely with the agency to help ensure smooth and timely implementation.

Are there any specific contracts or agreements required to purchase DIPS?

Yes, agencies will need to enter a contract with Lumen, which outlines the terms and conditions of the DIPS deployment, including pricing, service levels, and security requirements.

What support does Lumen provide during the procurement process?

Lumen provides comprehensive support throughout the procurement process, including consultation, planning, implementation, and ongoing support. Their team of experts will help ensure that the deployment meets the agency's needs and complies with all relevant regulations.

Can agencies request a demonstration or pilot of DIPS before purchasing?

Yes, agencies can request a demonstration or pilot of DIPS to evaluate its capabilities and help ensure it meets their requirements. This allows them to experience the benefits of DIPS firsthand before making a purchase decision.

What are the payment options for purchasing DIPS?

Payment options will be outlined in the contract with Lumen. Agencies can discuss various payment plans and options with their Lumen sales representative to find a solution that fits their budget and financial processes.

How does Lumen help support compliance with DOD procurement regulations?

Lumen adheres to FAR (Federal Acquisition Regulation) regulation requirements.

What happens after the purchase is completed?

After the purchase is completed, Lumen will begin the implementation process, which includes setting up the DIPS infrastructure, integrating it with existing systems, and providing training and support to help a smooth transition.

Who can agencies contact for ongoing support and maintenance of DIPS?

Agencies can contact the Lumen support team for ongoing support and maintenance of DIPS. Lumen provides dedicated support to help ensure that the system operates efficiently, and any issues are promptly addressed.

Are there any additional resources or training available for DIPS users?

Yes, Lumen offers training and resources to help users get the most out of DIPS. This includes user guides, training sessions, and ongoing support for all users to be comfortable and proficient with the system.

These additional questions and answers should provide a comprehensive overview of the procurement process for DIPS for potential customers. If you have any more specific questions, please reach out to 800-871-9244



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