

**2026
DEFENSE HEALTH INFORMATION
TECHNOLOGY SYMPOSIUM**

**AUGUST 11-13, 2026
HYATT REGENCY NEW ORLEANS
NEW ORLEANS, LA**

MED365 Sparking Innovation and Secure Collaboration in DHA

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Kelly Turner, MBA



Agenda

- 1** MED365 Tenant Common Fabric
- 2** Business Process Automation with Power Platform
- 3** Identity Management
- 4** Security & Compliance
- 5** Collaboration, Communication, and Productivity

Agenda Continued

5 Endpoint Management

6 Intelligent Services

7 Knowledge Check

8 Resources

9 Points of Contact

Speaker Introduction



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CISSP

IT Specialist & Identity
Engineering Team Lead
Infrastructure &
Operations Division
CIO J-6



Kelly Turner,
MBA

MED365 Product
Manager
Infrastructure &
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CIO J-6

Learning Objectives

- 1** Leveraging contemporary cloud technology to enhance communications and collaboration across the DHA.
- 2** Securing collaboration within and between organizations and mission partners with modernized cloud-based security and governance controls using native capabilities with Intune, Entra ID, and Purview.
- 3** Significantly increasing efficiency while gaining higher degrees of effectiveness across the enterprise by leveraging highly innovative technologies native to the MED365 tenant such as Power Platform and Copilot.
- 4** Aligning with and supporting DHA's ICAM and Zero trust endeavors through the integration of Identity and Endpoint capabilities native to DHA's MED365 tenant.



COLLABORATION PMO

DHA Lines of Effort Alignment

LOE 1: Deliver Medically Ready Warfighters

- MED365 provides applications and services such as SharePoint Online, OneDrive, and Teams enhance the efficiency of hospital administration.
- Allows staff to securely manage and share operational documents, coordinate schedules, and conduct collaborative meetings, ultimately supporting the smooth operation of medical facilities.

LOE 2: Deliver Medical Warrior Currency

- The Microsoft 365 suite is instrumental in enhancing the clinical proficiency and overall readiness of medical personnel.
- Platforms like SharePoint and Teams provide a dynamic environment supporting continuous access to essential information and collaborative tools that allow medical professionals to consistently sharpen their skills, validate their proficiency, and maintain a high state of readiness to meet any operational demand.

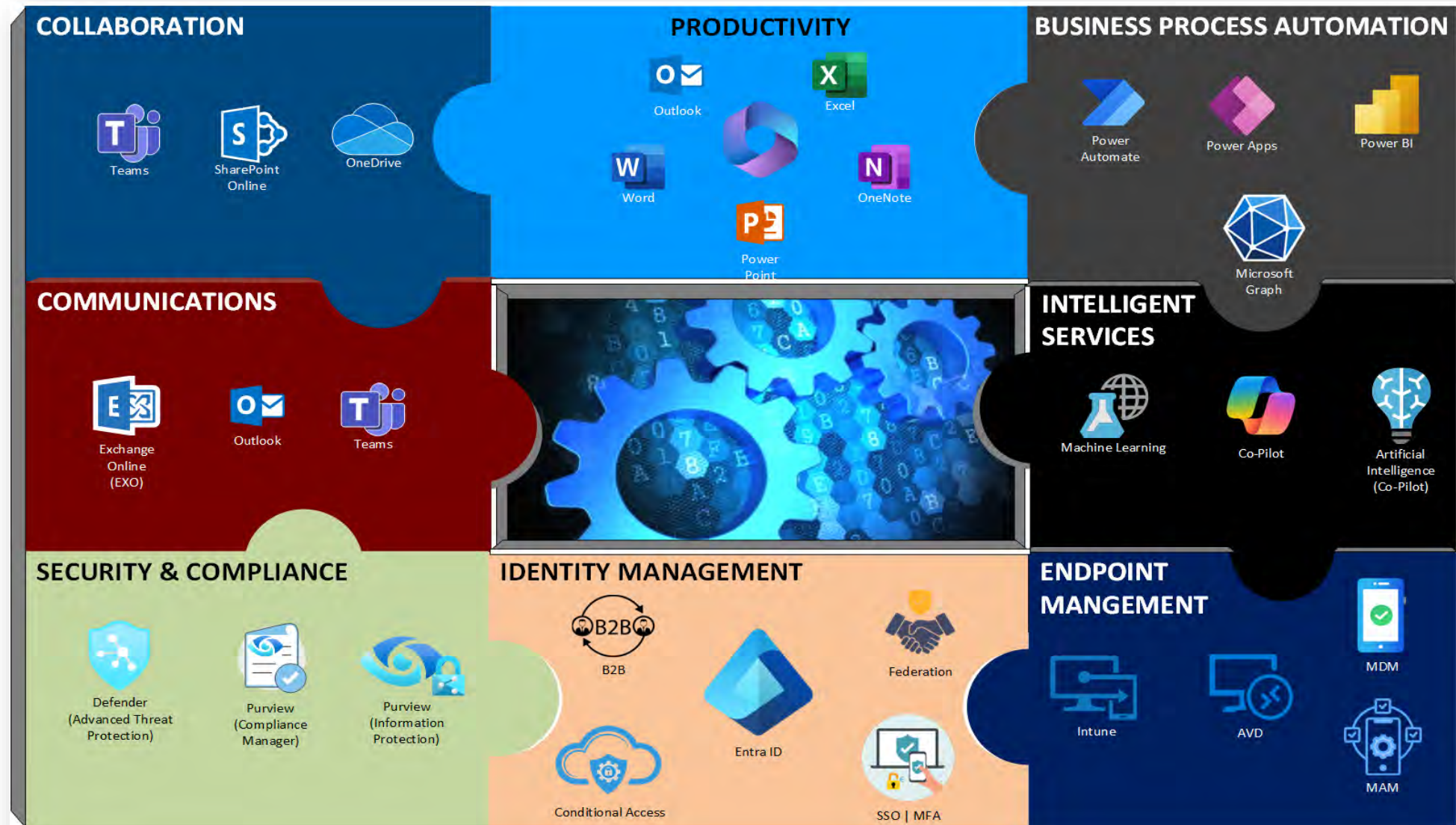
LOE 3: Deliver Joint Warfighting Capabilities

- DHA's integrated MED365 ecosystem provides a comprehensive and secure foundation supporting unified medical support across the joint force.
- Enables true interoperability among different service branches and fostering a highly effective and medically ready force, prepared to support multidomain combat operations.

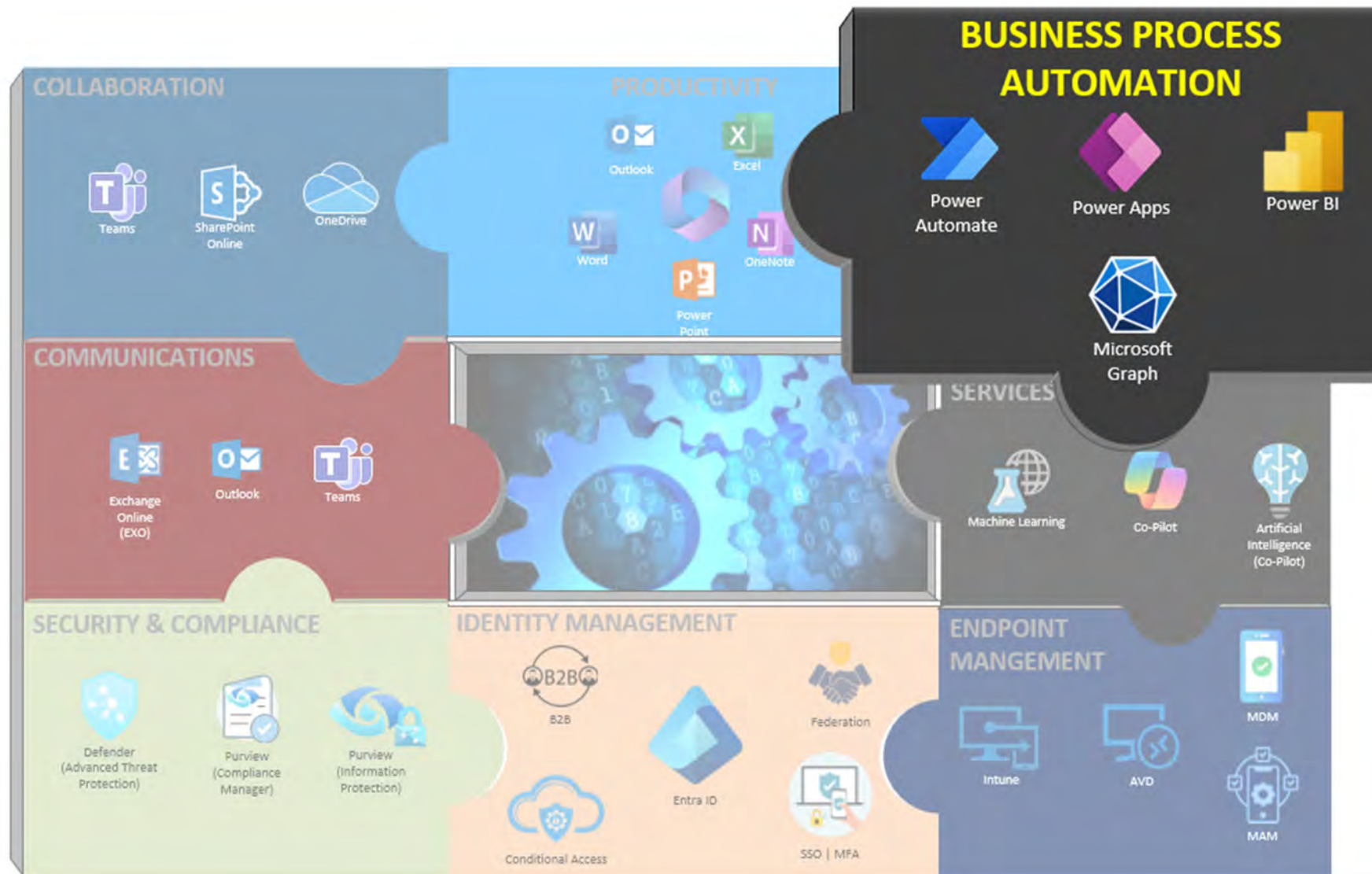
LOE 4: Deliver the Healthcare Enterprise All Beneficiaries Deserve

- The MED365 tenant is designed to empower medical staff to deliver consistent high-quality healthcare for all beneficiaries by allowing for the effective optimization of internal administrative and clinical functions.
- The platform facilitates communication between care teams and allows for the automation of administrative workflows while offerings data analytics capabilities in support of maintaining high degrees of operational performance.

MED365 Tenant Common Fabric



Business Process Automation



Business Process Automation with Power Platform



Microsoft Power Platform is a secure, IL5-compliant suite of "low-code" tools designed to modernize everyday staff work. It empowers non-technical personnel to easily build web apps, automate routine administrative tasks, and visualize data through live dashboards, all within our existing secure environment.

By bridging the gap between manual spreadsheets and automated workflows, the platform eliminates administrative bottlenecks, protects critical data, and accelerates decision-making across the agency.

MED365 Tenant E5/G5 licenses include Power Platform capabilities

Power Platform Terminology

- **App** - A low-code/no-code tool used to build custom applications designed to solve specific business or mission challenges.
- **Cloud Flow** - Workflows that connect your apps and services to help you automate tasks and processes.
- **Environment** - A secure digital container used to organize and manage data, apps, flows, and other Power Platform assets.
- **Maker** - A user who designs and builds applications or automations using the platform's low-code tools.
- **Premium***** - A tier of functionality that allows users to access advanced features and data connections. Requires the assignment of a premium license, except for Dataverse for Teams (which permits use of the Dataverse connector (Premium) within those environments).
- **Session** - Single continuous period during which a user has an application open and is interacting with it. Begins the moment the app is launched and concludes when the user exits the app or the session times out due to inactivity.
- **Solutions** - A packaging system used to bundle apps, workflows, and other related assets for simpler management, as well as exporting and migration between environments.
- **Workspaces** - Shared digital areas located in the Power BI service where team members can collaborate and share assets.

***premium licenses require funding by requester (site, program, and/or project)

Enterprise Scale & Impact: The Snapshot



10865

of Apps

1759

App Makers

398

Created in the last month

329275

App Sessions in the last month

138.36%

Power App YoY



20343

Cloud Flows

2772

Flow Makers

965

Created in the last month

13333

of cloud flows: started

221.72%

Cloud flow YoY



Active workspaces

1,219

Active users

10,686

Total items

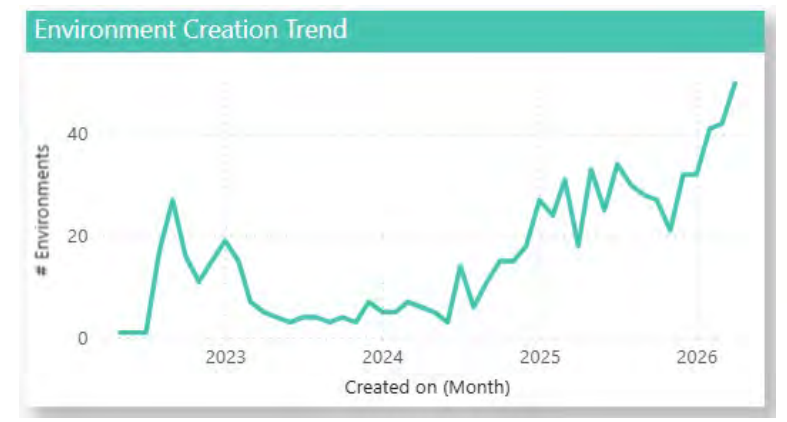
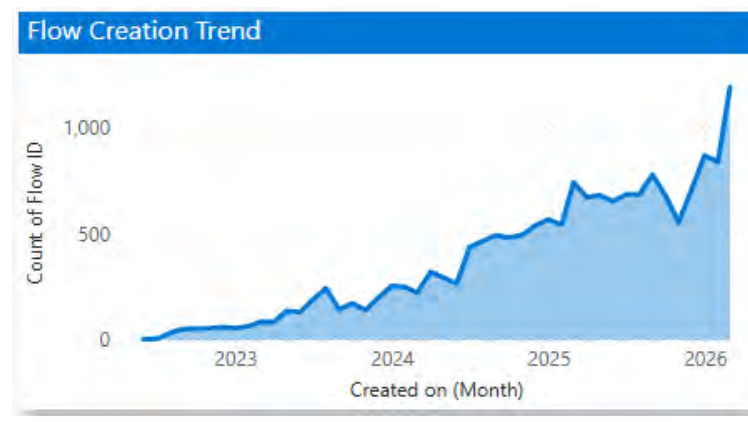
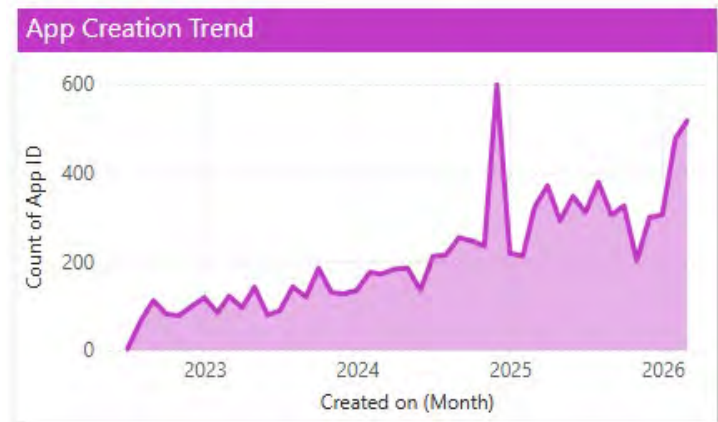
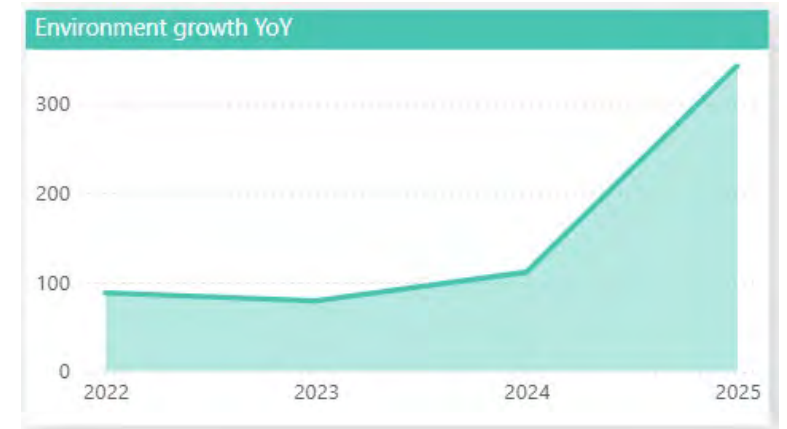
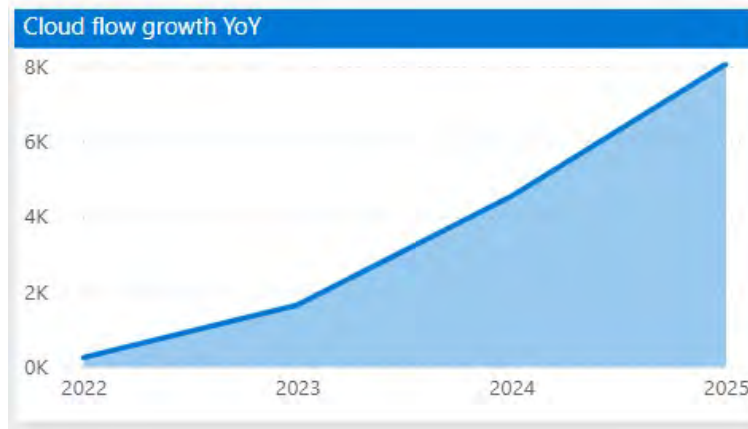
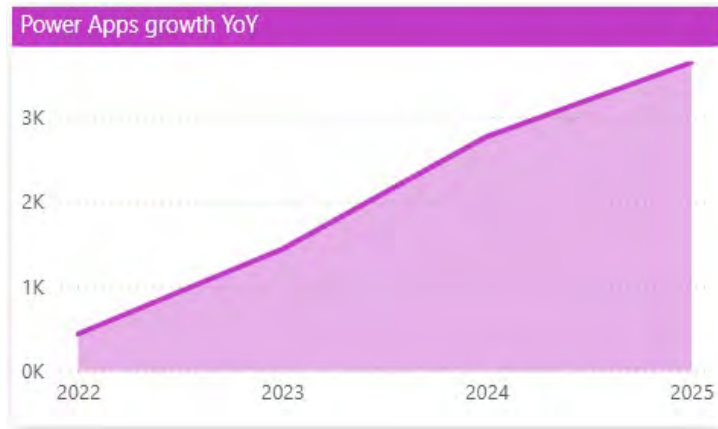
25,679

Labor-Hours Reclaimed:

Approx 10,000 Active Apps/Flows x 2 hrs/mo = 20,000 hrs/mo saved (Approx 125 FTEs)

**Conservative assumptions - active flows saves staff 2 labor hours per month on average*

Power Platform Adoption: Growth and Trends

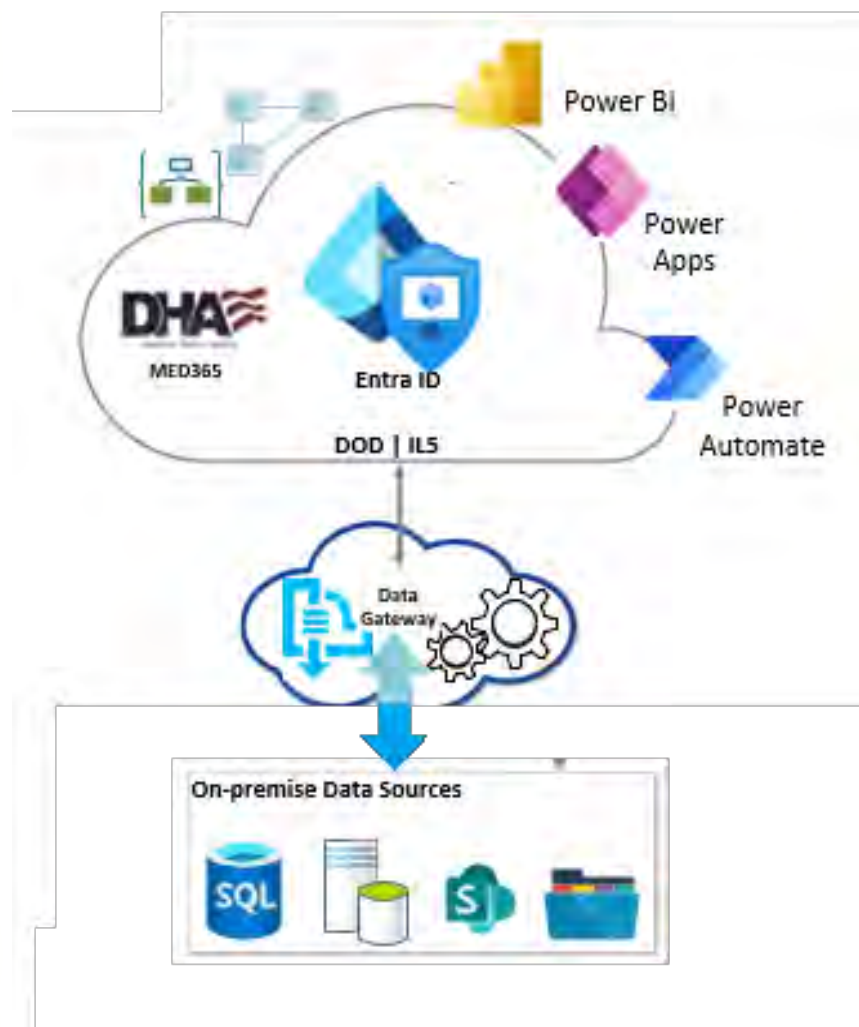


10865	1759
# of Apps	# App Makers
	398
	# Created in the last month

20343	2772
# Cloud Flows	# Flow Makers
	965
	# Created in the last month

837	579
# Environments	# Environment Makers
	21
	# Created in the last month

Enterprise Conduit: On-Premises Data Gateway (OPDG)



DHA requires secure, compliant methods to leverage Microsoft cloud analytics and automation capabilities while retaining sensitive datasets on-premise.

The Microsoft On-Premise Data Gateway (OPDG) serves as an encrypted, policy-aligned bridge between DHA's internal data systems and Microsoft cloud services such as Power BI, Power Apps, Power Automate, and Azure Logic Apps. It ensures users can adopt modern analytics, workflow automation, and data integration without migrating or duplicating data outside of DHA-controlled infrastructure.

As of January 2026, the DHA OPDG deployment has been incorporated into the agency's mJAD accreditation package, confirming its compliance with federal cybersecurity and operational risk requirements.

The Art of the Possible: High-Impact Use Cases

Automating common administrative processes to reclaim staff time.

Mission Solution	The Legacy Problem (Friction)	The Power Platform Result (Agility)
 Tasker & Action Item Tracking	Tracking action items via email and static spreadsheets, leading to missed deadlines and lost taskers.	A centralized tracker that automatically assigns tasks, monitors progress and sends reminders when deadlines approach.
 Request & Approval Routing	Routing routine requests (e.g., travel, purchasing, or schedule changes) through fragmented, multi-step email coordination.	A secure digital request form that automatically routes to the proper authority, allowing them to click "Approve" inside a Teams notification.
 Status Reporting & Consolidations	Manually copy-pasting data from multiple department emails to compile a single weekly briefing slide.	A standardized web form where departments submit inputs, instantly consolidating them into a live, interactive dashboard.

Enterprise Opportunity: The Mission Bottleneck

Shifting from manual administration to automated mission focus.

Strategic Value	The Current Reality (Friction)	The Power Platform Future (Value)
 Speed to Relevance	Custom software acquisitions take months or years.	Rapid Deployment: Staff can build and deploy secure desktop tools in days to solve immediate local problems.
 Data Integrity	Critical data is trapped in emailed spreadsheets (Version Control issues).	Single Source of Truth: Data is captured centrally, meaning everyone looks at the same live, accurate numbers.
 Operational Efficiency	Staff spend hours copying, pasting, and manually routing paperwork.	Automated Workflows: Routine administrative tasks run in the background, freeing staff to focus on analysis and readiness.
 Minimize Cost	Purchasing third-party software for tasks.	Leveraged Investment: We utilize our existing, MED365 Tenant. No new contracts are required.

Enterprise Capability: Automate the Mission

Moving from static documents and artifacts to secure, automated mission workflows.

Core Component	The Legacy Tool It Replaces	The Mission Capability (What it does)
 Power Apps (The Interface)	Broken Excel Trackers, Paper Forms, Fillable PDFs	Digitized Action: Allows staff to quickly build secure, user-friendly apps to capture data, submit reports, or log requests directly into a centralized location.
 Power Automate (The Engine)	Endless Email Chains, Manual Routing, "Lost" Tasks	Automated Logic: Flows that instantly route approvals to Teams, sends automated alerts for overdue tasks, and moves data between systems without human intervention.
 Power BI (The Analytics)	The Morning PowerPoint Brief, Stale Status Reports	Decision Superiority: Transforms live data into interactive, real-time dashboards, giving leadership immediate visibility into readiness, logistics, and compliance.
 Governance & Security (The Foundation)	Unsecured "Shadow IT"	IL5 Control: All data, apps, and flows live within our secure DoW boundary, monitored strictly by IT to ensure data loss prevention.

The Path Forward: Optimizing Tenant Health & Operability

Focus Area	Operational Objective	Strategic Next Step
 Tenant Health & Security	Ensure our massive volume of apps and flows comply with security and Data Loss Prevention (DLP) standards.	Audit and Align: Execute a tenant-wide sweep to archive inactive apps and ensure active tools use secure, approved data connections.
 Operational Continuity	Prevent "orphaned" applications when key staff members transition or depart.	Establish Ownership Protocols: Implement workflows to seamlessly transition app ownership.
 Managed Adoption	Transition from "organic growth" to "governed innovation" by providing structured guardrails for our makers.	Launch Office Hours and Community of Excellence: Provide structured technical and governance material to guide staff when building new solutions.
 Platform Operability	Maximize performance of high-impact solutions that the agency relies on.	Identify Critical Assets: Transition high-use, mission-critical SharePoint apps to robust, enterprise-grade structures.
 Sustainable Resourcing	Align resources to match the reality of a 30,000+ asset footprint.	Reinforce Roles: Strengthen Power Platform governance and support roles as formally recognized sustainment functions to ensure long-term tenant health.

Power Platform Licensing Guide

License	Features	Costs
 Power Automate Premium	Cloud flows, Desktop flows, Process and task mining w/50 MB data stored, Dataverse entitlements of 250 MB database and 2 GB file per assigned user.	~\$19 per month per user
 Power Apps Premium	Unlimited Power Apps and Power Pages for assigned user, use of prebuilt, custom, and On-Prem connectors, Dataverse entitlement of 250 MB database and 2 GB file per assigned user.	~\$25 per month per user
 Power BI Pro	Publish and share Power BI reports, included in M365 G5 License.	Included in G5 licensing
 Power BI Premium	Includes all the features in Power BI Pro, access to larger model sizes, more frequent refreshes.	~\$11 per month per user

Power Platform at Landstuhl Regional Medical Center (LRMC)

- App Solutions Catalog



LANDSTUHL REGIONAL MEDICAL CENTER APP SOLUTIONS CATALOG

PowerApps & GenAI-Driven Rapid Development

Low-Code/No-Code Velocity: Bypassed traditional software procurement and development pipelines by utilizing Microsoft 365's native Power Platform to deliver a secure, mission-ready tool in weeks instead of months.

Zero-Training Intuitive Interface: Designed a highly visual, clean grid layout that allows leaders to digest unit status at a glance without navigating complex sub-menus.

TECHNOLOGY SOLUTIONS





LRMC PULSE
LEADER DAILY SAFETY BRIEF
CENSUS TRACKING
BED MANAGER
CENTRAL HUB



Ccheck in
IN-PROCESSING SYSTEM



LRMC HB
HUDDLE BOARDS



PERSONNEL TRACKING AND STATUS BOARD
PERSTAT



RAPIDLY DEPLOYED CUSTOM SOLUTIONS BUILT AT THE SPEED OF MISSION REQUIREMENTS.
PCE DECISION BOARD

Power Platform at LRMHC (slide 1 of 4)

- Huddle Dashboard

DIGITAL HUDDLE BOARDS

Intended Use Case: Designed as the primary visual aid and interactive tool for rapid daily stand-up huddles, keeping teams synchronized and focused on daily mission objectives.

Centralized Digital Dashboard: Replaces static whiteboards with a single, interactive screen for tracking projects, tasks, and issues.

Real-Time Collaboration: Enables live, on-the-fly updates during daily huddles, ensuring the entire team sees the same information simultaneously.

Easy to Deploy: Built on the secure Microsoft 365 platform, allowing for rapid, scalable deployment to new teams and departments with minimal configuration.

RAPID ENTRY POP-UPS

SINGLE SCREEN WORKFLOWS

LRMC HB

Power Platform at LRMCC (Slide 2 of 4)

- Patient Tracker



RAPIDLY DEPLOYED CUSTOM SOLUTIONS BUILT AT THE SPEED OF MISSION REQUIREMENTS.

Fielded an agile personnel tracking capability to close operational gaps in the current Electronic Health Record (EHR) system.



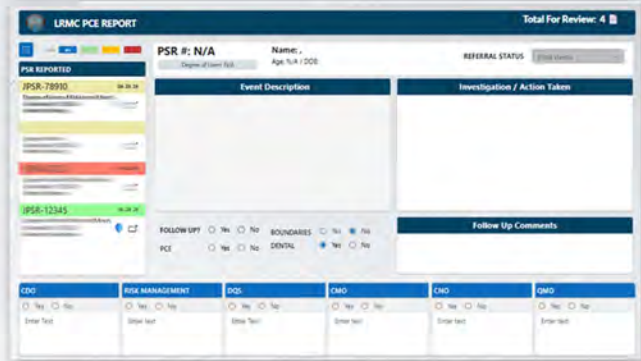
Gives leadership real-time visibility into active patient movement and surgical statuses.



TECHNOLOGY SOLUTIONS



GENAI.MIL

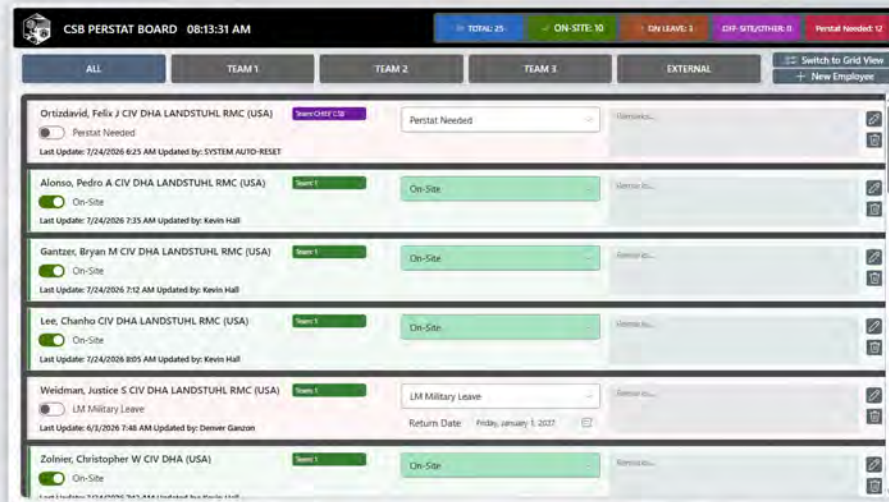


PCE DECISION BOARD

PCE (POTENTIALLY COMPENSABLE EVENTS) AND EXECUTIVE LEADER OVERSIGHT OF SAFETY EVENTS HAPPENING IN THE FACILITY.

Power Platform at LPMC (Slide 3 of 4)

- Personnel Status Dashboard



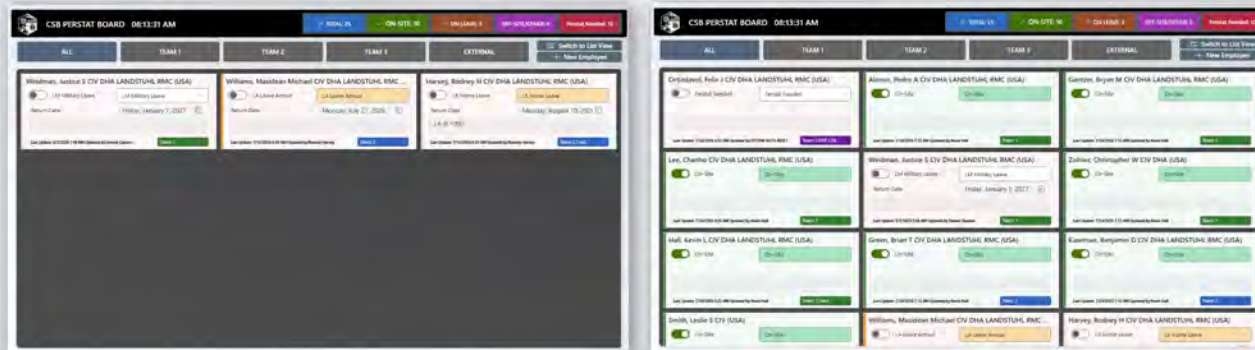
PERSONNEL STATUS

Live At-a-Glance Dashboard: The main board provides a real-time overview of personnel status, including a live-updating summary of who is on-site, on leave, and whose status is pending.

Dynamic Views and Filtering: The interface allows for dynamic filtering by team (Configurable), enabling leaders to get a focused view of their personnel. There is also an option to switch to a "Grid View" for a different layout.

Easy to Deploy: Built on the secure Microsoft 365 platform, allowing for rapid, scalable deployment to new teams and departments with minimal configuration.

Easy Administration: The board includes simple controls for adding new employees, editing existing entries, and adding remarks for clarification.



- The Pulse to enhance communications



Power Automate at LRMC

- Authorized Service Interruption Workflow
 - Provides leadership with advanced knowledge and approval workflow for planned system outages (patches, upgrades, etc).
- Email Notification to Adjutant Organization Box for Announcement
 - When a new announcement is submitted to announcement page.
 - Uses the noreply-workflow@groups.health.mil to send message to adjutant email.

```
$connection = New-Object System.Data.SqlClient.SqlConnection
# Build the connection string
$connectionString = "Server=$SqlServer;Database=$Database;Integrated Security=SSPI"
$connection.Open()

# Create the SQLBulkCopy object
$bulkCopy = New-Object System.Data.SqlClient.SqlBulkCopy -ArgumentList $connection.ConnectionString

# Map the columns from the file to the table
# Replace with your actual column names
$bulkCopy.ColumnMappings.Add("Active Inactive Indicator", "Active Inactive Indicator")
$bulkCopy.ColumnMappings.Add("ECN", "ECN")
$bulkCopy.ColumnMappings.Add("Equipment Nomenclature", "Equipment Nomenclature")
$bulkCopy.ColumnMappings.Add("Item ID", "Item ID")
$bulkCopy.ColumnMappings.Add("Acquisition Date", "Acquisition Date")
$bulkCopy.ColumnMappings.Add("Life Expectancy", "Life Expectancy")
$bulkCopy.ColumnMappings.Add("Mfrtr Serial No", "Mfrtr Serial No")
$bulkCopy.ColumnMappings.Add("Nameplate Model", "Nameplate Model")
$bulkCopy.ColumnMappings.Add("Manufacturer Name", "Manufacturer Name")
$bulkCopy.ColumnMappings.Add("Customer ID", "Customer ID")
$bulkCopy.ColumnMappings.Add("Customer Name", "Customer Name")
$bulkCopy.ColumnMappings.Add("Custodian Name", "Custodian Name")
$bulkCopy.ColumnMappings.Add("Custodian Phone", "Custodian Phone")
$bulkCopy.ColumnMappings.Add("Equipment Location", "Equipment Location")
$bulkCopy.ColumnMappings.Add("Subcustodian Name", "Subcustodian Name")

# Import the data
$bulkCopy.WriteToServer($data)
```

Hit Line breakpoint on 'C:\Users\christian.olsen\source\powershell_repos\iForage-DMLSSImport2019\iForage-DMLSSImport2019.ps1' at line 15

DBG: PS C:\WINDOWS\system32>

DestinationColumn	DestinationOrdinal	SourceColumn	SourceOrdinal
Active Inactive Indicator	-1	Active Inactive Indicator	-1
ECN	-1	ECN	-1
Equipment Nomenclature	-1	Equipment Nomenclature	-1
Item ID	-1	Item ID	-1
Acquisition Date	-1	Acquisition Date	-1
Life Expectancy	-1	Life Expectancy	-1
Mfrtr Serial No	-1	Mfrtr Serial No	-1
Nameplate Model	-1	Nameplate Model	-1
Manufacturer Name	-1	Manufacturer Name	-1
Customer ID	-1	Customer ID	-1
Customer Name	-1	Customer Name	-1
Custodian Name	-1	Custodian Name	-1
Custodian Phone	-1	Custodian Phone	-1
Equipment Location	-1	Equipment Location	-1
Subcustodian Name	-1	Subcustodian Name	-1
Subcustodian Phone	-1	Subcustodian Phone	-1
Division	-1	Division	-1
Acquisition Cost	-1	Acquisition Cost	-1

Power Platform Resources

- DHA Power Platform Community of Excellence: <https://militaryhealth.sharepoint-mil.us/sites/PowerPlatformCoE>
- DHA MED356 Discussion Board: [Power Platform | DHA - Med365 Discussion Board](#)
- DoD Power Platform Power Hour: <https://aka.ms/dodpowerhour>

A screenshot of a web form titled "Power Platform Power Hour Request Form". The form is set against a blue background with icons of a clock, a document with a pencil, and a gear. The text on the form includes: "Thank you for visiting the Power Platform Power Hour request page. Here you can request a change to your invitation status, suggest a topic, or submit your solution for presentation. Please provide us with some information so that we may best address your request. When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself." Below this is a "Submit a Request" section with four numbered fields: 1. Full Name (First Last) *, 2. Rank (if applicable), 3. Email Address (.gov/.mil affiliated email required to receive invite) *, and 4. Agency, Organization, or MILDEP *. Each field has a text input area with a placeholder "Enter your answer" or "Select your answer". At the bottom, there is a "Please log in to submit" button and a link "or sign up for a new account".

Microsoft Learn:

Power Apps:

<https://learn.microsoft.com/en-us/training/powerplatform/power-apps>

Power Automate:

<https://learn.microsoft.com/en-us/training/powerplatform/power-automate>

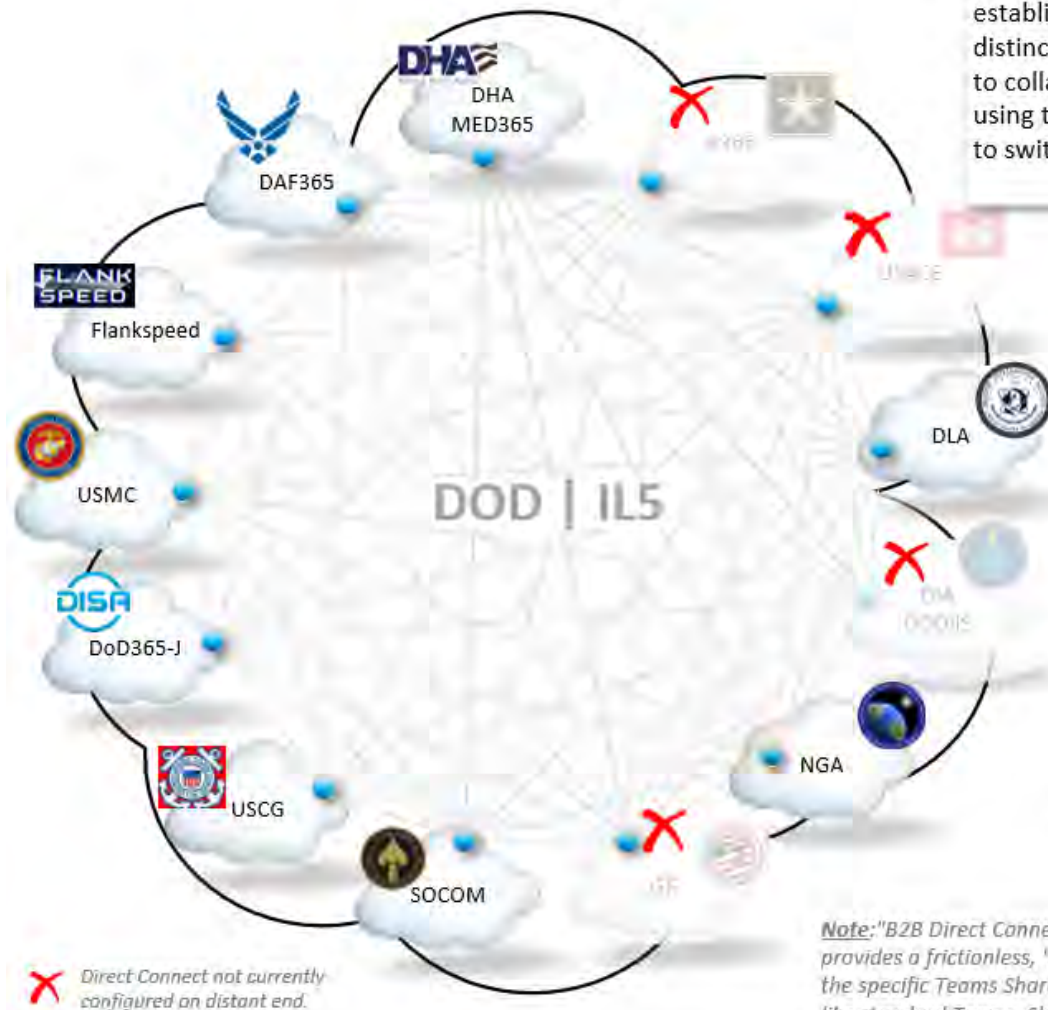
Power BI:

<https://learn.microsoft.com/en-us/training/powerplatform/power-bi>

Identity Management



Collaboration: B2B Direct Connect (in DoD | IL5)



B2B Direct Connect (in DoD | IL5) is a Microsoft Entra ID feature that establishes a secure, mutual, two-way trust relationship between distinct IL5 tenants. It allows personnel from different organizations to collaborate seamlessly within Microsoft Teams shared channels using their home organization's credentials—eliminating the need to switch tenants or manage "guest" user accounts.

Core Capabilities & Benefits

- **Teams Shared Channels:** The primary use case. It allows external users to collaborate in a Microsoft Teams shared channel without leaving their home tenant or switching profiles.
- **No Guest Accounts Required:** Users log in using their respective tenant credentials. No guest accounts are created, which simplifies identity management.
- **Mutual Trust Relationship:** Collaboration requires both organizations to explicitly enable B2B Direct Connect for each other in their security settings.
- **Granular Control:** Admins can define exactly which users, groups, and applications are permitted to access external resources.

B2B Direct Connect is a reciprocal security covenant. While legacy B2B Collaboration relies on "inviting" individual guests, B2B Direct Connect requires tenant administrators to actively establish a mutual cryptographic and policy trust before a single shared channel can be built.

Note: "B2B Direct Connect is only focused on Teams Shared Channels". It's a specialized collaboration tool that provides a frictionless, "no-profile-switching" experience for cross-tenant users, but restricts their access exclusively to the specific Teams Shared Channel they were invited to. It cannot be used to grant access to broader tenant resources like standard Teams, SharePoint intranets, or Azure portal environments.

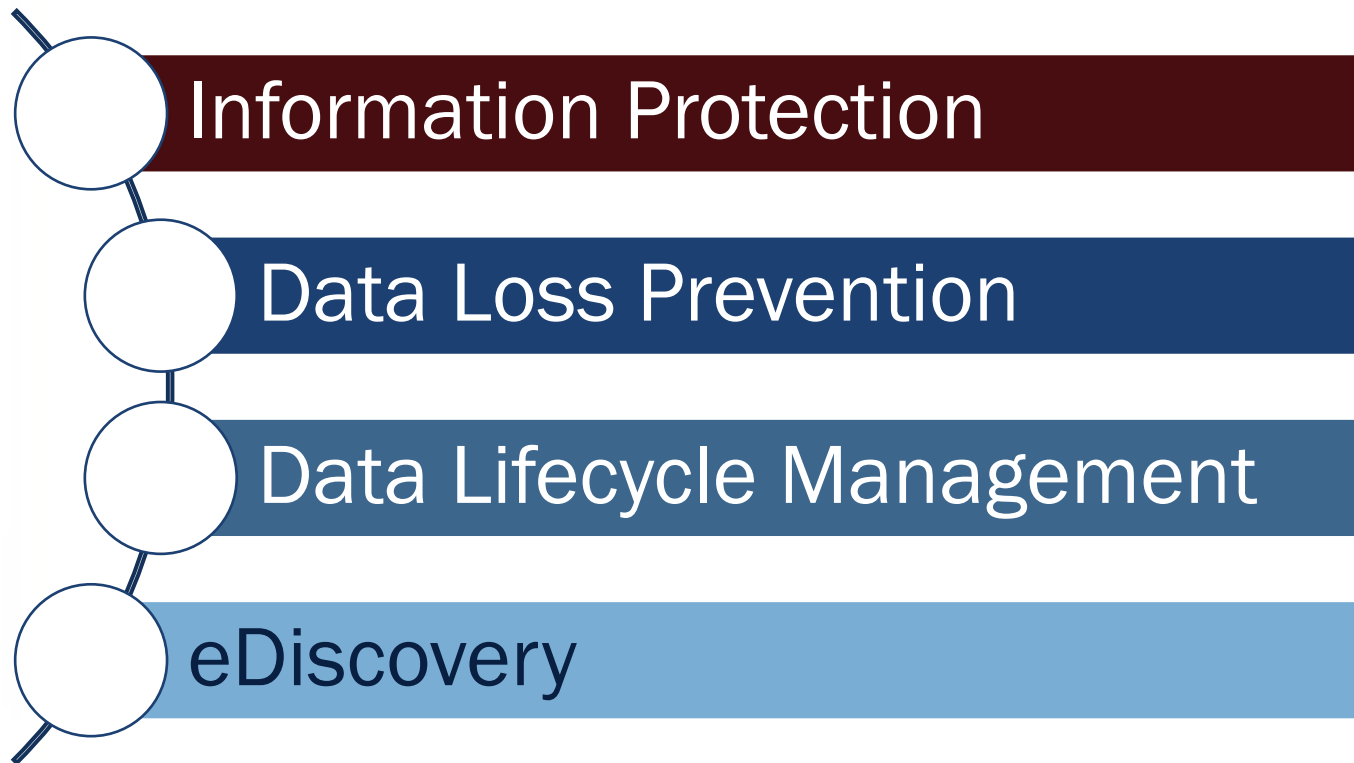
Security & Compliance



Microsoft Purview Current Capabilities



Microsoft Purview



Microsoft Purview



Microsoft Purview

Discover

- Discover data within the tenant (Outlook, SPO, OneDrive, Teams).
- Foundation for every other stage.

Classify

- Configured various sensitive information types (SITs) to identify sensitive data across MED365.
- Data Loss Prevention (DLP) policies for SITs implemented October 2025.

Protect

- Apply MED365 file sensitivity labels, encryption, and policies to prevent data loss.
- Sensitivity labels implemented agency-wide January 2026.

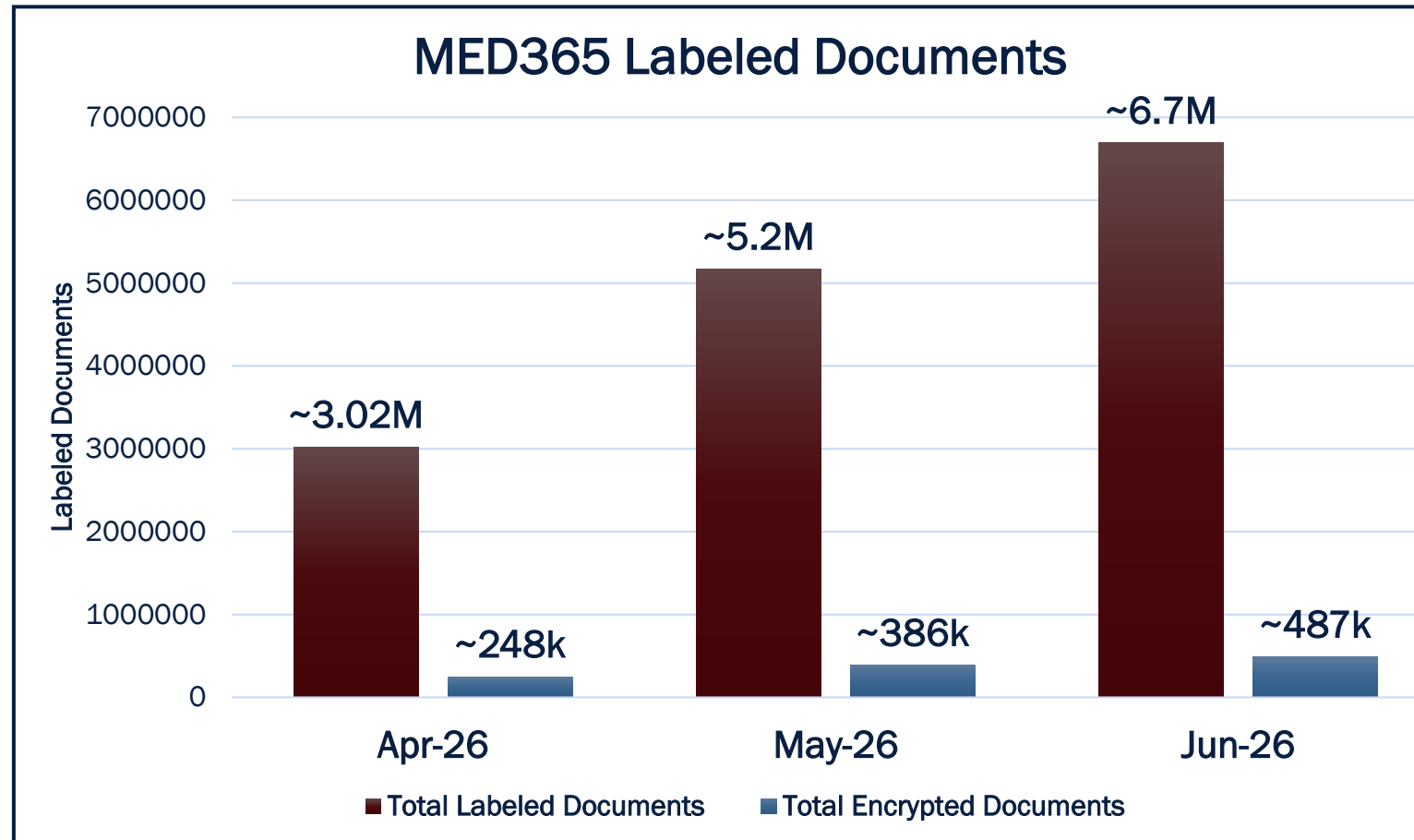
Govern

- Purview data security solutions work together to protect data throughout its lifecycle.
- Policies and capabilities directly support DoW Zero Trust strategy.
- Successfully demonstrated DLP and data labeling for Zero Trust Purple Team Assessment in May 2026.

Microsoft Purview Labeled Documents



Microsoft Purview



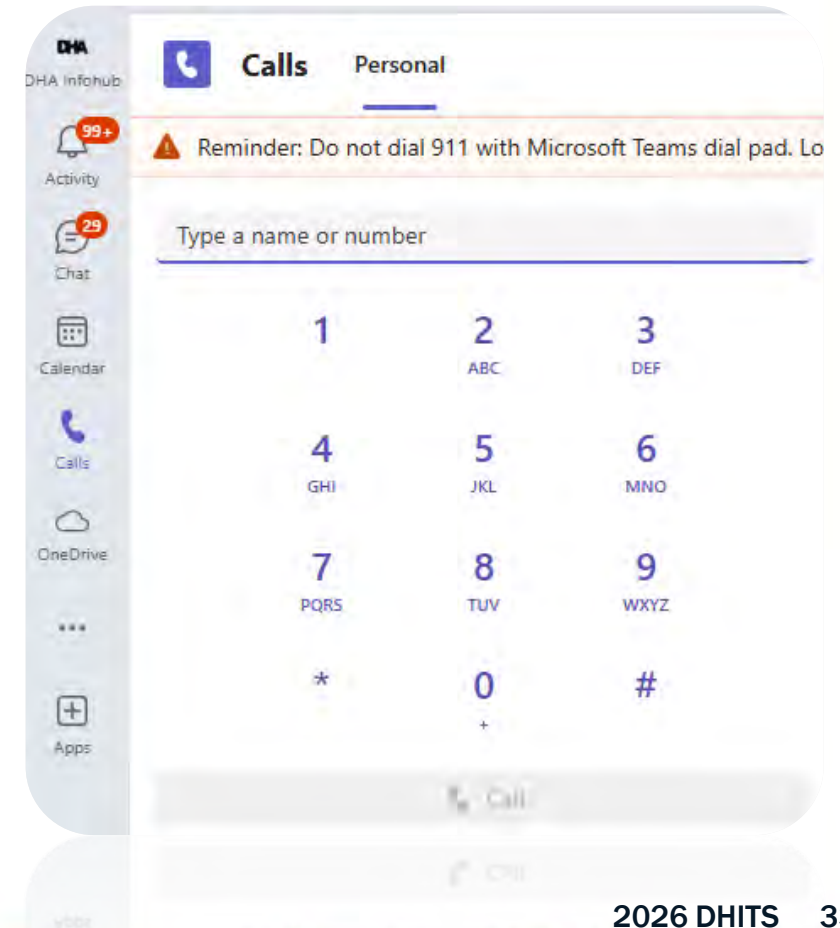
Includes only MS Word, Excel, PowerPoint documents

Collaboration, Communications and Productivity



DoD365 Integrated Phone System (DIPS)

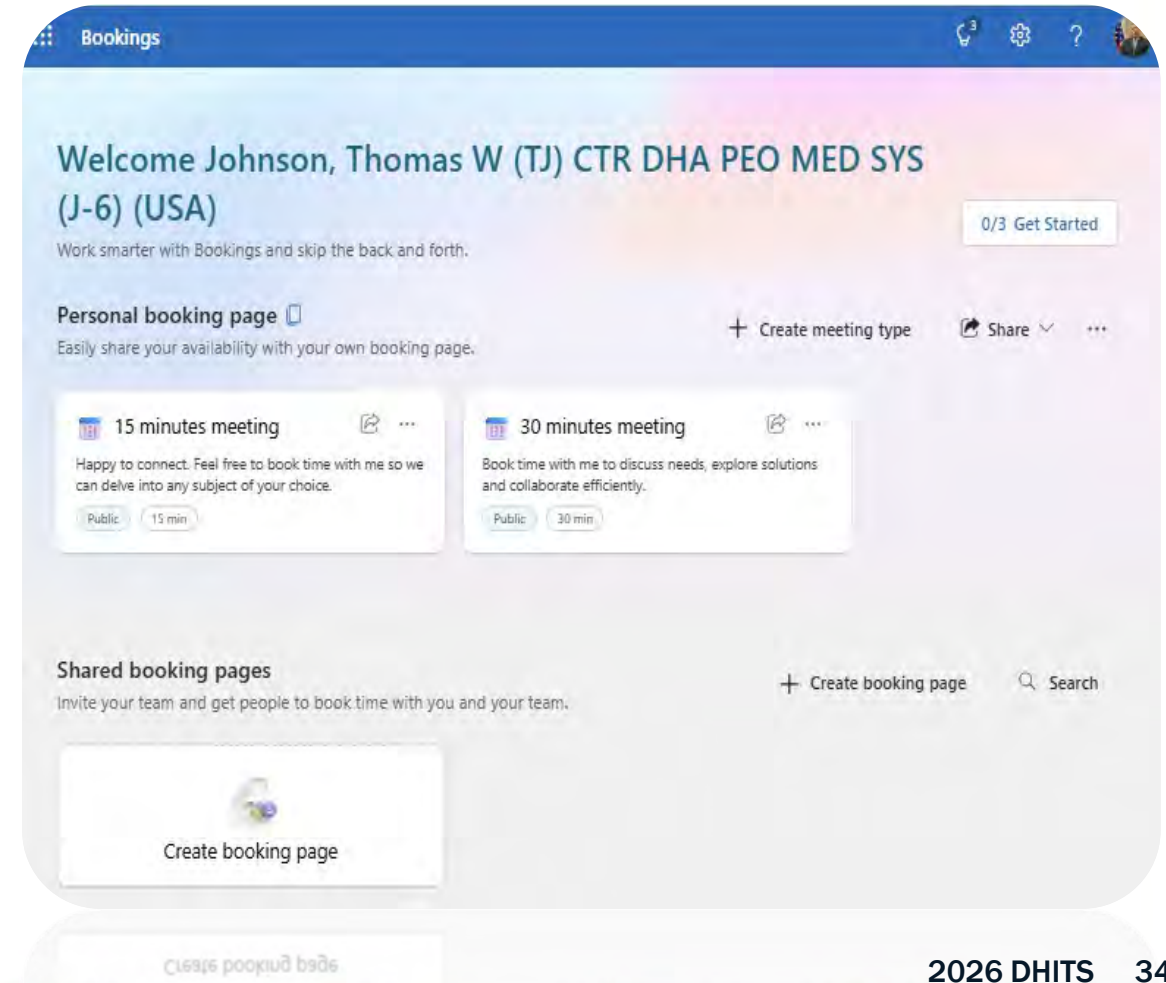
- Integrated into Teams
- 3300 soft phone lines (Maryland area code, 667 prefix) for Proof of Concept (POC)
- Adds to our Teams Audio Conferencing (TAC) concurrent call license (CCL) from 200 to 300
- Leverages our G5 M365 licenses (Teams Phone)
- Call queues are functional
- Diverse use cases (no international calling, no 911)
- [Resource Link](#)



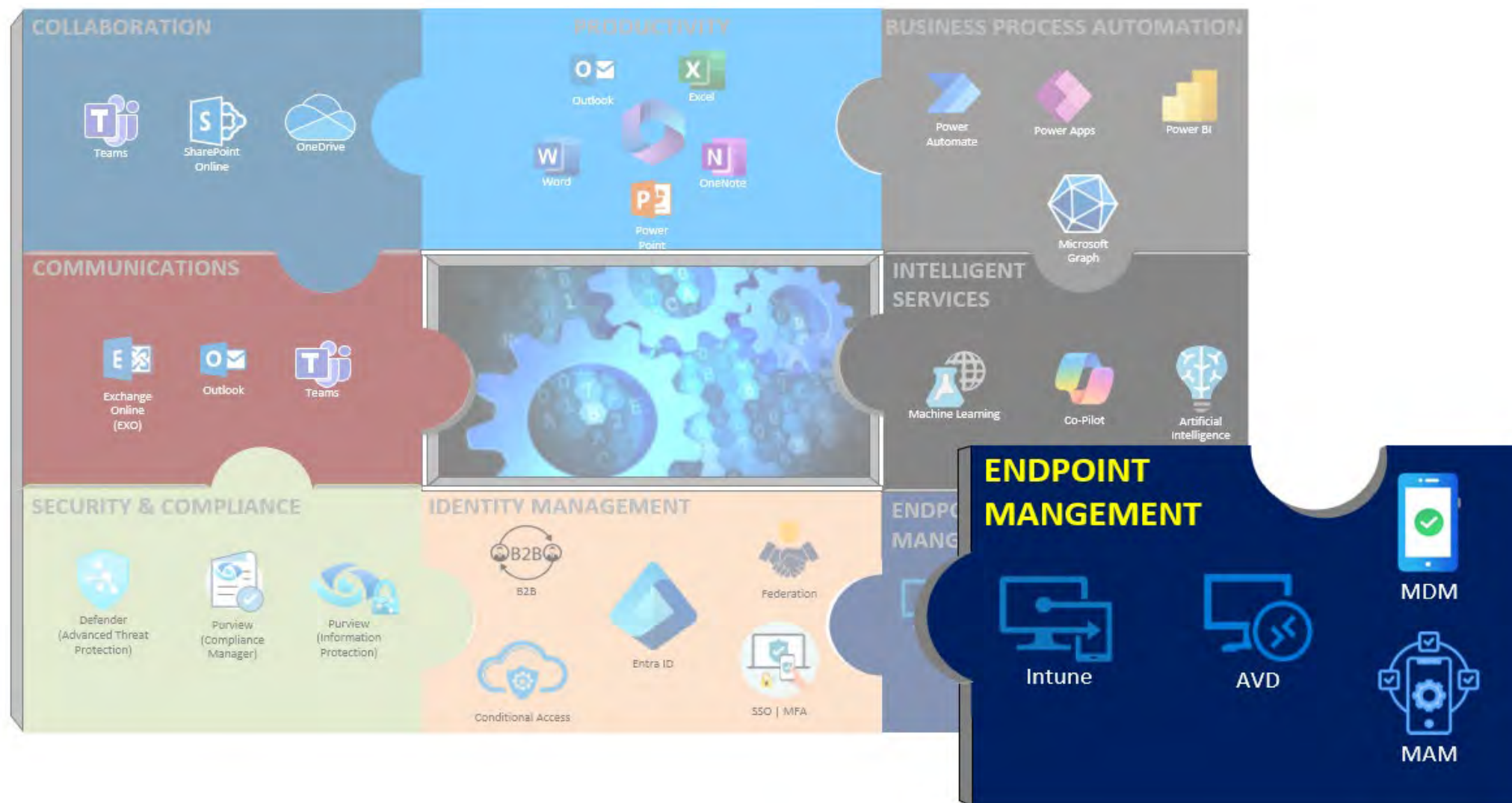
Bookings



- Options include
 - Personal Bookings
 - Shared Bookings
- Service Provider for Shared Bookings is Web & Mobile Technology
 - <https://militaryhealth.sharepoint-mil.us/sites/WMTServiceCatalog>



Endpoint Management



Mobile Device Management (MDM)

- DHITS Session
 - Enabling Secure Mobility at Scale: DHA's MDM Transformation & What's Next
- Design and Devices
 - IOS/iPadOS (12K Devices)
 - Enrolled/managed (Microsoft Intune)
 - VLAN 774 completed at about 205 sites
 - Menlo included in design for added security
- Risk Assessments
 - Apple Business Manager (ABM) Risk Assessment approved April 2025
 - iOS Configuration Settings - Risk Assessment approved March 2026
- Guidelines
 - DISA Security Technical Implementation Guide (STIGs)
 - DoD CIO Zero Trust Device Tenant Configuration Guide (TCG)
 - DCDC (JFHQ-DoDIN) Task Order (TASKORD) 25-0010 – Microsoft Device Pillar



Intelligent Services



Copilot Proof of Concept

- Use Cases
 - Contracting Office – SARGE explainer video built on Copilot
 - J4 MEDLOG - Copilot Agents in SharePoint preloaded with med log data
 - J4 MEDLOG - Training Aid



Knowledge Check 1!



- Question 1:

What capability native to the MED365 tenant increases efficiency across the DHA enterprise?

- A – Power Platform (Power Apps, Power BI, Power Automate, etc.)
- B – Word Star 3.5
- C – Crystal Reports Pro
- D – OA Enable

Knowledge Answer 1!

Answer:



A – Power Platform (Power Apps, Power BI, Power Automate, etc.)

Knowledge Check 2!



- Question 2:

In what capacity does DHA's MED365 tenant operate?

- A – Commercial Cloud
- B – GCC | Impact Level 2 (IL2)
- C – GCC High | Impact Level 4 (IL4)
- D – DoD | Impact Level 5 (IL5)

Knowledge Answer 2!

Answer:

D – DoD | Impact Level 5 (IL5)



Knowledge Check 3!



- Question 3:

The MED365 tenant supports DoD Zero Trust initiatives.

True or False?

Knowledge Answer 3!

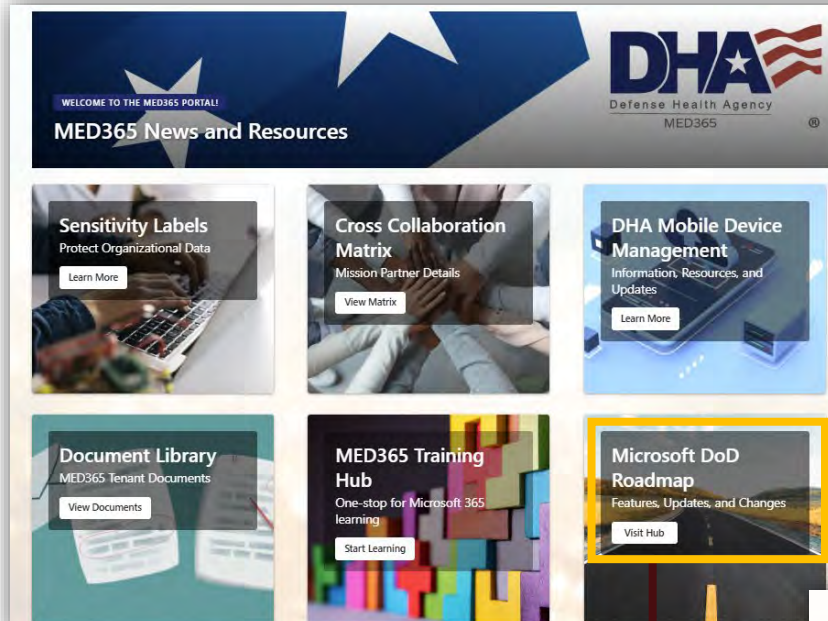
Answer:

True

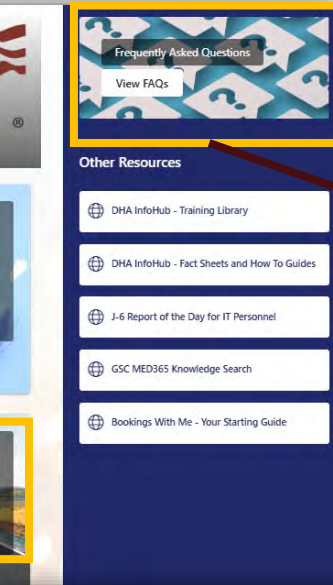


Resources

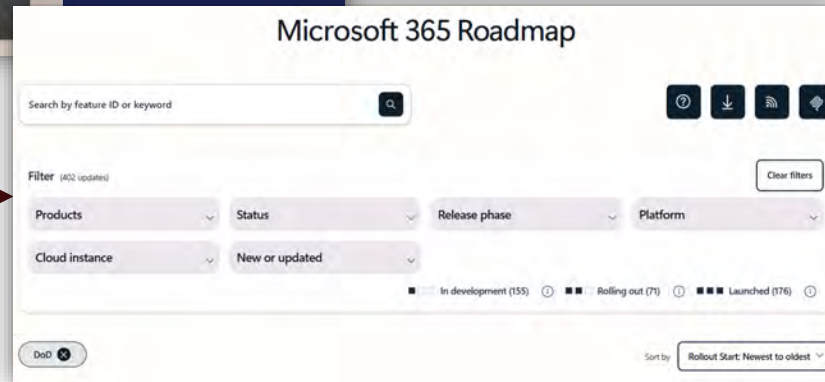
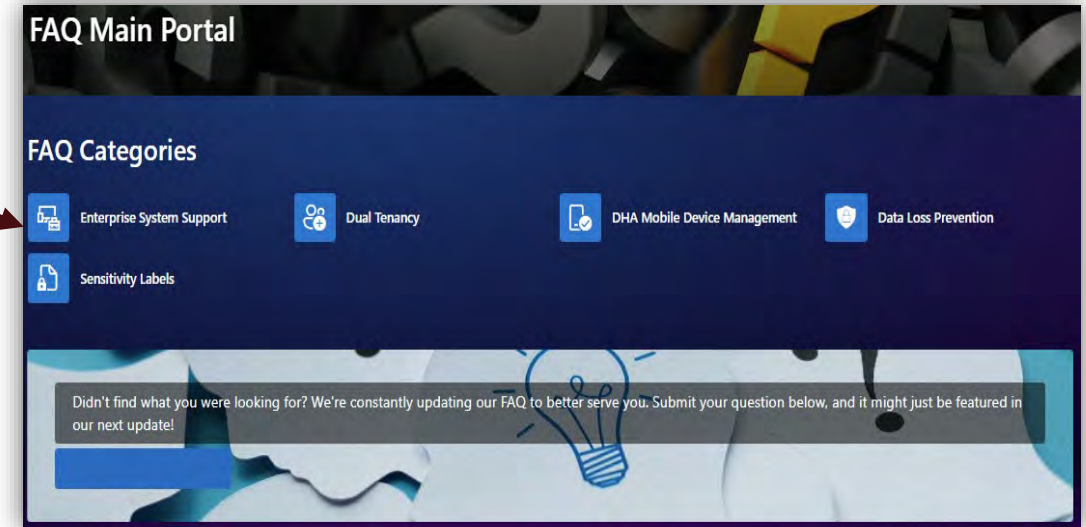
MED365 SPO



Microsoft Roadmap



FAQ Portal



Contacts

Dwayne Mutz

IT Specialist & Identity Engineering Team
Lead



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Kelly Turner

MED365 Product Manager



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Points of Contact for MED365 Tenant Program

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**2026
DEFENSE HEALTH INFORMATION
TECHNOLOGY SYMPOSIUM**

AUGUST 11-13, 2026
HYATT REGENCY NEW ORLEANS
NEW ORLEANS, LA

Thank You!



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