

The Department of Defense Delivers On Its Mission To Serve The Nation's Desire for Information



The Challenge

Deliver On Its Mission

The Department of Defense (DoD) runs a variety of sites geared toward different constituents and topics, with DefenseLINK (www.defenselink.mil) serving as the official DoD Web site and the starting point for finding U.S. military information online. DefenseLINK first went on-line in October 1994, when its purpose was to simply publish and distribute DoD news releases. Since that time, the mission of this key site has expanded to include the dissemination of official, timely, and accurate information about defense policies, organizations, functions, and operations to the general public and other specific audiences. Many high level DoD sites (including DefendAmerica, GulfLINK, and others) and several high volume electronic mailing lists are based on a single infrastructure and thus traffic to one site can impact the performance, reliability, and availability of all other sites.

The war on Iraq posed interesting opportunities and challenges for the DoD Web sites—for the first time in history, a war could be followed on the Internet. In today's information age, the general public turned to the DoD sites for the government's perspective on the war. Just in the first few days of the war, traffic to many DoD sites increased by five to six times normal loads. Certain news events, such as the test of the Massive Ordnance Air Blast on March 11, 2003 were drawing unprecedented crowds to the sites. In fact, the video file of the detonation was requested nearly four million times.

The Goal

The DoD looked to:

- Fulfill Its Duty to Deliver Timely and Accurate News to The Public
- Keep Web Site Available During Heightened and Fluctuating Demand for Information

Why Akamai

Enabling Scalability During Crunch Time

Realizing its duty to deliver information to the public, the Office of the Secretary of Defense took proactive measures to ensure that its sites could handle any amount of traffic. The Department of Defense turned to Akamai Technologies to extend the capabilities of its Web infrastructure and enable the successful global delivery of all Web content, including video, no matter how large the audience. By using Akamai Site Delivery, the DoD could leverage Akamai's globally distributed computing platform to deliver applications and Web content quickly and reliably.

Mission Accomplished

Since using Akamai's Site Delivery services, DefenseLINK has served two major events: the release of the 55 most wanted Iraqi officials "card deck" on April 11, 2003 and a concert streamed to the troops from the Pentagon courtyard. Cards showing Saddam Hussein and 54 other regime members have resulted in 17 of the Iraqi most wanted surrendering or being captured. The playing cards were requested over 4 million times in 3.5 days, almost double the largest volume of traffic the DoD sites had handled before using Akamai Site Delivery. According to Terry Davis, manager of the Defense secretary's

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"From a strategic point of view, Akamai allows us to consider doing things on our Web sites that were not possible before—we no longer have to worry about distribution capacity and can spend less time responding to the impact of Denial of Service attacks. Akamai's Site Delivery service has had a huge impact on the quality of service the DoD sites provide to the general public."

—Terry Davis, Manager, Office of The Secretary of Defense, Public Web Program



COMPANY

U. S. Department of Defense
Washington, D.C.
www.defenselink.mil/

INDUSTRY

Public Sector

SOLUTION

Akamai Site Delivery

KEY IMPACTS

- Removed risks associated with common Web infrastructure, ensuring continuous critical communications such as email
- Enabled Department of Defense to handle record traffic to its sites (served over 4 million requests in 3.5 days)
- Enabled uninterrupted Web site updates, ensuring timely release of the latest news
- Successfully delivered live streamed concert with little preparation
- Provided more stable and reliable bandwidth capacity



► Why Akamai *(continued)*

public Web program, without Akamai Site Delivery, during the crush to download the playing cards, site visitors to DefenseLINK and other DoD sites would likely have received “server not available” messages. Additionally, the clogged bandwidth would have prevented content producers from making connections to update the DoD sites, and email in and out of the Defense Technology Information Center would have come to a grinding halt.

On April 16th, country star Darryl Worley gave a 45-minute concert at the Pentagon for several hundred service members, civilian employees, and family members, which was broadcast

live to troops overseas. In the past, DoD site administrators would receive ad hoc notice about an upcoming event that needed to be streamed via the Web site and they would have to scramble to ensure the necessary bandwidth capacity was in place. With Akamai Site Delivery streaming delivery, the DoD is able to stream multimedia applications to audiences of any size, at any time, and be assured of a reliably streamed event. In fact, the DoD now plans to implement advanced encoding capabilities to take advantage of their new ability to reliably deliver multimedia presentations and concerts.

“ This service greatly increases the efficiency and reliability of getting our pages out to the world. Although we had what we believed to be acceptable surge capacity in our normal bandwidth posture, we did not predict the unprecedented high level of Web use that has been reflected through out the Web during this phase of the war on terrorism and the disarmament of Iraq.”

—Terry Davis, Manager, Office of The Secretary of Defense, Public Web Program

About The Department of Defense (DoD) DefenseLINK

The mission of the Department of Defense is to provide the military forces needed to deter war and to protect the security of our country. The department’s headquarters is at the Pentagon. The mission of DefenseLINK is to support the overall mission of the Department of Defense by providing official, timely and accurate information about defense policies, organizations, functions and operations. Also, DefenseLINK is the single, unified starting point for finding military information on-line. The home page for this site is located at www.defenselink.mil/.

About Akamai

Akamai® is the leading global service provider for accelerating content and business processes online. Thousands of organizations have formed trusted relationships with Akamai, improving their revenue and reducing costs by maximizing the performance of their online businesses. Leveraging the Akamai EdgePlatform, these organizations gain business advantage today, and have the foundation for the emerging Web solutions of tomorrow. Akamai is “The Trusted Choice for Online Business.” For more information, visit www.akamai.com.



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