

Mission Partner Integration

Mission Partner Concept

Every CC/S/A who receives services from DISA has two aspects

- Customer
 - A Bill Payer/Buyer of the Service
 - An agreement holder (Service Level Agreement, MOU etc)

- Mission Partner
 - Service Support Partner
 - Local Service Provider
 - Operational Requirements
 - Operational Level Agreement requirements
 - Continuous workflow and information sharing requirements

- Under ITIL Continuous workflow and information exchange needs to be the goal
- Incident, Problem and Change Management to serve the customer
 - Requires Mission Partner integration with DISA
- Like categories
- Like Descriptors
- Common Framework

A Defense IT Framework

“If you can’t describe what you’re doing as a process, you don’t know what you’re doing.”

- W. Edwards Demming

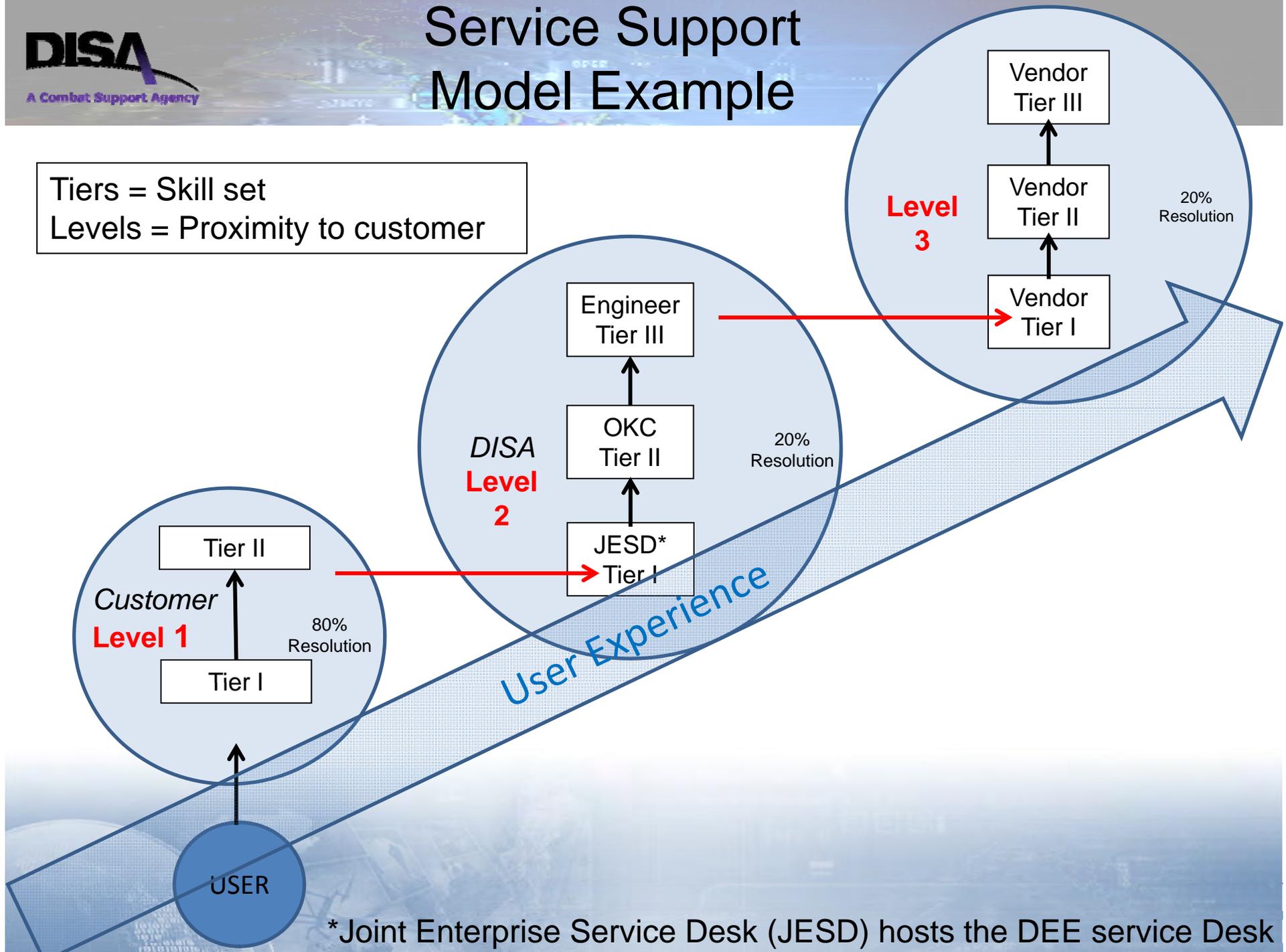
The Defense Enterprise Service Management Framework

A fusion of regulatory, legislative, process, improvement and compliance frameworks into a unified service management framework for managing the IT Enterprise.

- ITIL Concept and language basis
- Integrates other process and compliance framework parts
- Full supplemented ISO 20000 compliance core (in 2012-13)
- Full life cycle compliance and best practices checklists by process
- Open Source development and improvement methodology
 - DoD and industry partnership development
- Companion Classified Framework
- Artifact library
- Established process, procedure and work Instruction control schema
- Rapid Process Improvement methodologies utilizing Community of Practice open source sharing
- Integrates Legislative, Policy and Regulations
- Managed by the ESM Consortium sub-committees (coming soon)
- DoD wide adopted framework (coming soon)

Service Support Model Example

Tiers = Skill set
Levels = Proximity to customer

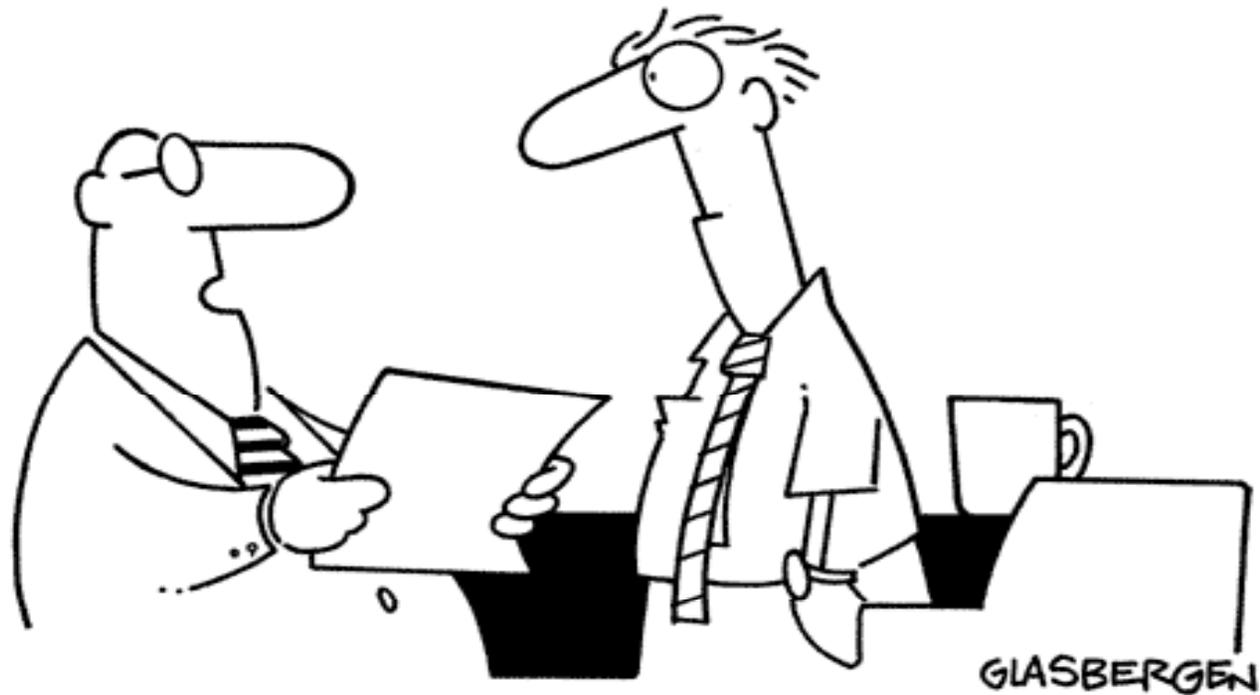


* Joint Enterprise Service Desk (JESD) hosts the DEE service Desk

Army First Line Support

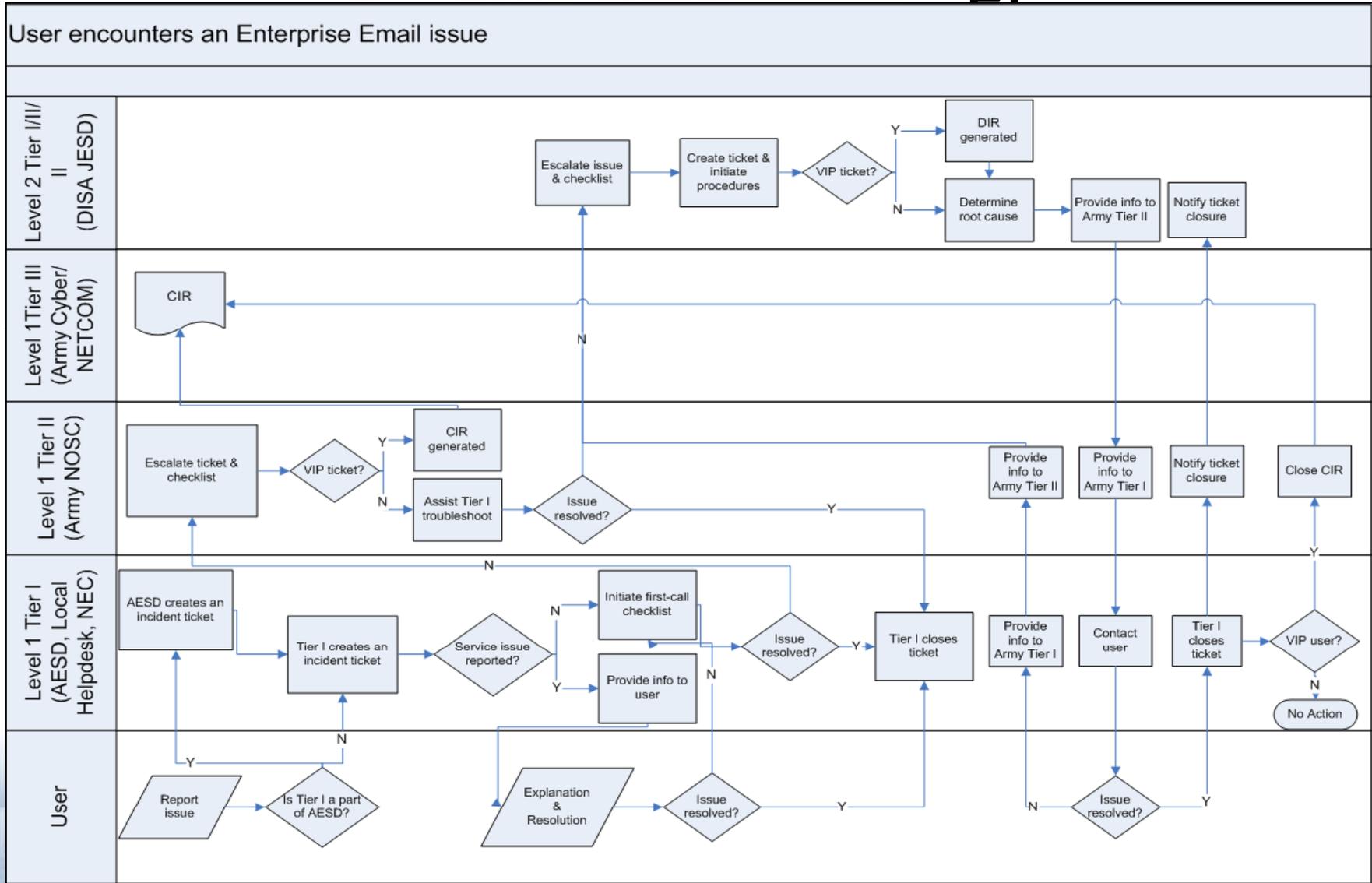


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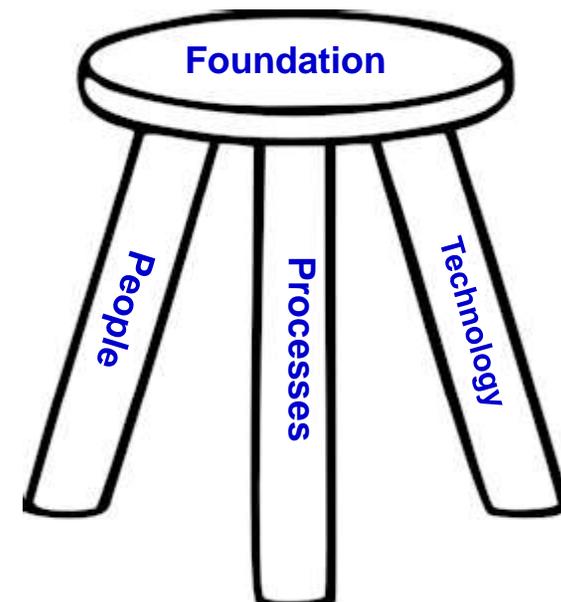
“I want you to find a bold and innovative way to do everything exactly the same way it’s been done for 25 years.”

Standard Process



We must transform.....

Framework for IT Service Production



Combination of ITIL V3 and other models to establish foundation for standardization

➤ **Lessons Learned**

- Non-Standard service management systems/processes
- Non-Standard naming conventions and Data formats
- Operational C2

➤ **Way ahead (Short term)**

- Global repository (GTC)
- Integration of Service Management systems
- Standardize

➤ **Long term**

- **IT Management Reform (ITMR)**
- ITSM – Potential SaaS

ESD Operations

April 12, 2012



Enterprise Services Service Desk

- DISA's Enterprise Services are hosted within Defense Enterprise Computing Centers (DECCs) – 14 Field Sites located in geographically disperse locations
- DECC's functions and processes are organized under the IT Infrastructure Library (ITIL) Framework, whose purpose is to incorporate and provide standard guidance
- Service Desks are the conduit and Single Point of Contact (SPOC) to open and close Trouble Management System/IT Service Management tickets
- The Level 2 Service Desk is a DECC core competency and is included in the basic rate structure
 - Comprised of Tier I - Customer Service Professional (CSP)
 - 24 X 7 X 365 Availability
 - Receives calls from other components Service Desks (L1-L2-L3) (Service Desks to Service Desk calls only)
 - Opens and responsible for trouble tickets throughout the ticket life cycle
 - Password reset requests
 - Performs 5-10 minute First Call Resolution (FCR)
 - Refers to Tier II for resolution (both inside and outside local agency) if unable to resolve the incident
 - Asset and Infrastructure status monitoring

Enterprise Services Incident Reporting

- The purpose of Incident Management is to restore normal service as quickly as possible, and to minimize the adverse impact on business operations
 - An Incident is defined as an unplanned interruption to an IT service or a reduction in the quality of an IT service
 - It is a necessary procedure to ensure that incidents are identified and basic information is captured in an accurate and timely fashion
- DECCs are required:
 - To open incidents tickets affecting: information systems, applications, communications infrastructure, DISA facilities, and security events
 - To submit an up-channel Incident Report for any locally or remotely managed or administered item meeting established criteria
- The DISA Command Center is the primary focal point for Incident Management/Reporting
 - Up-Channel reporting is accomplished at the DECC level directly to the DISA Command Center
 - Up-Channel reportable items include:
 - The Enterprise Services: DoD Enterprise Email, DoD Enterprise Portal Services, and Defense Connect Online (Collaboration, Chat, and Conferencing)
 - Critical applications, high interest items, and infrastructure

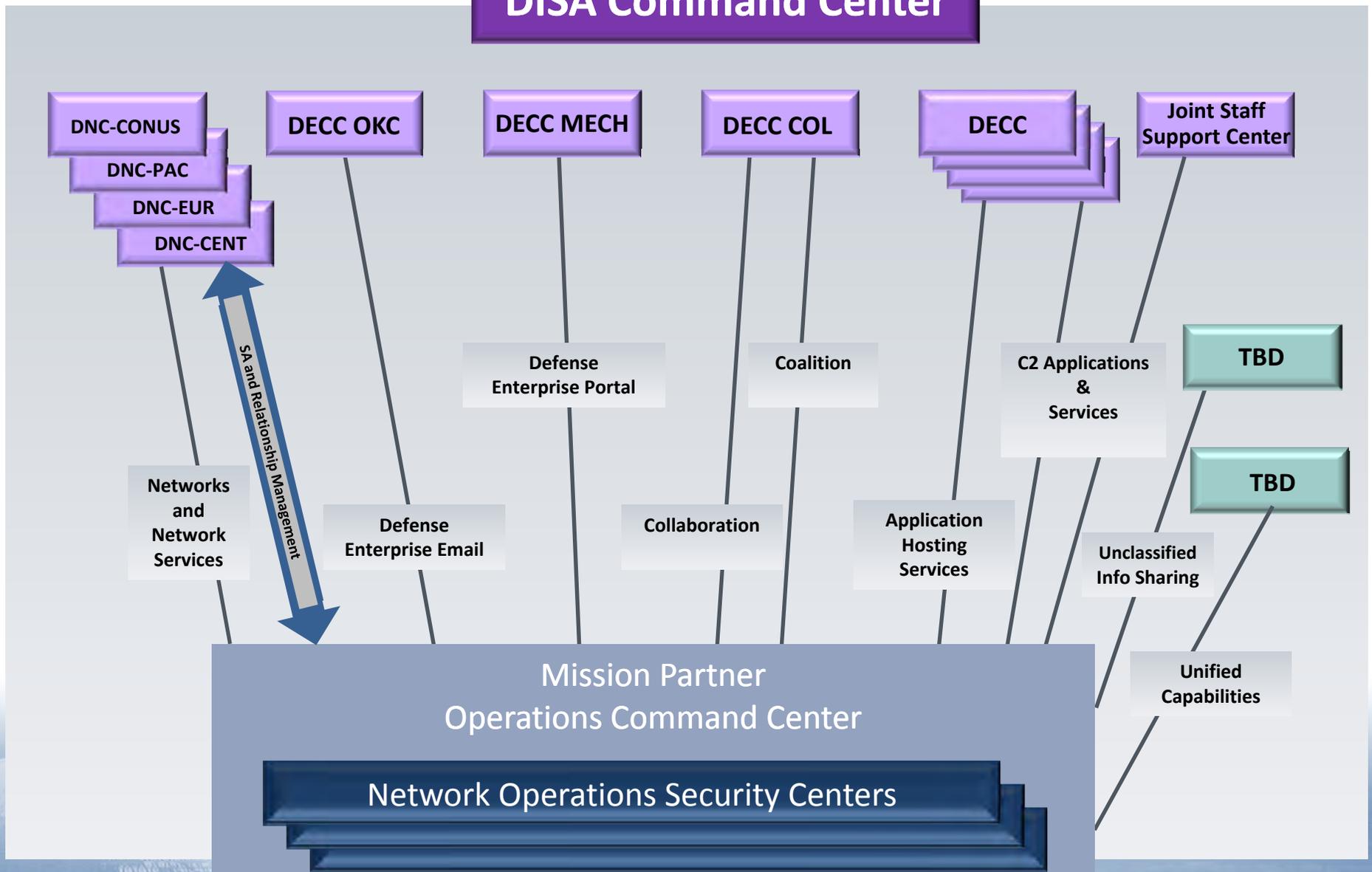
DCC Operations

May 8, 2012



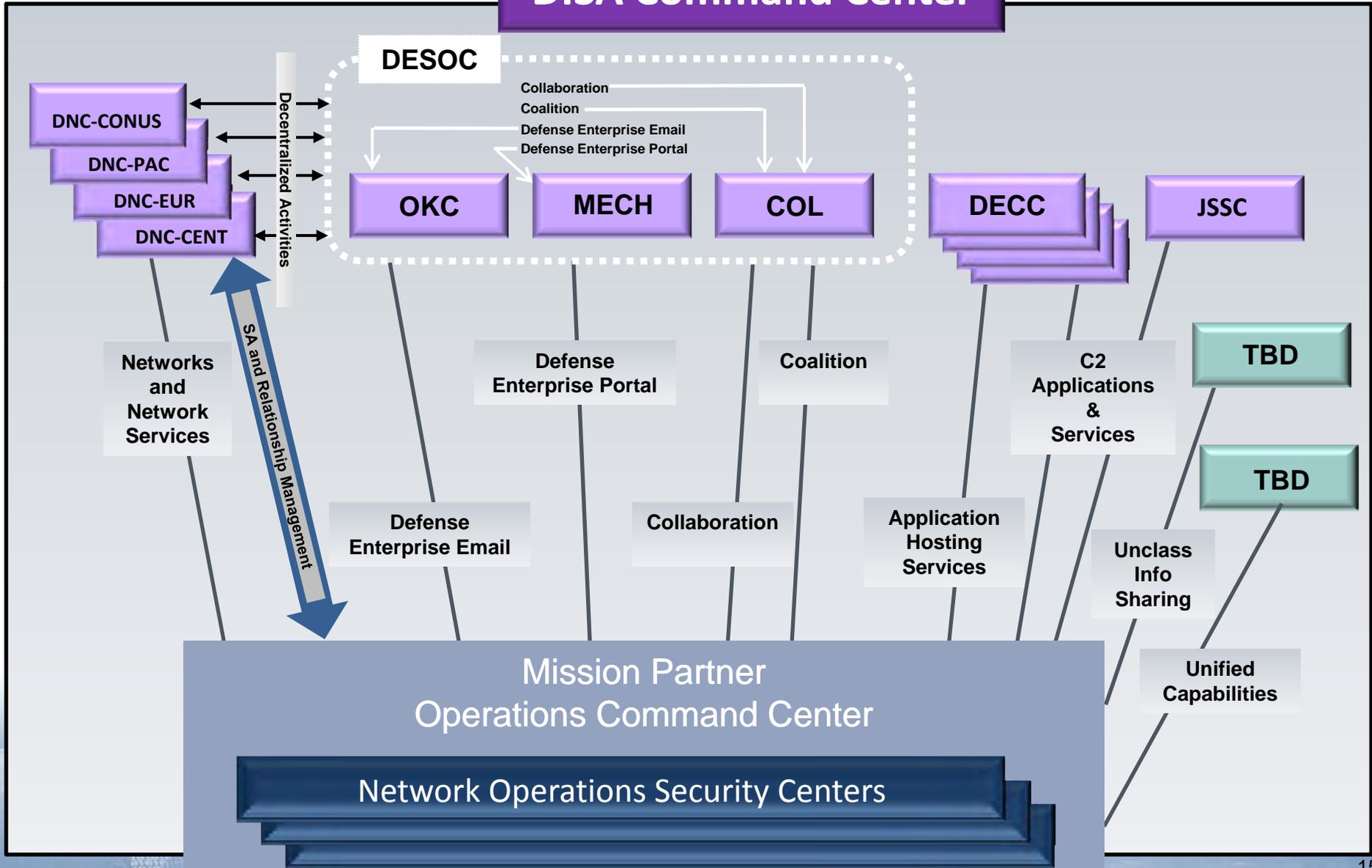
Enterprise Services NetOps

DISA Command Center



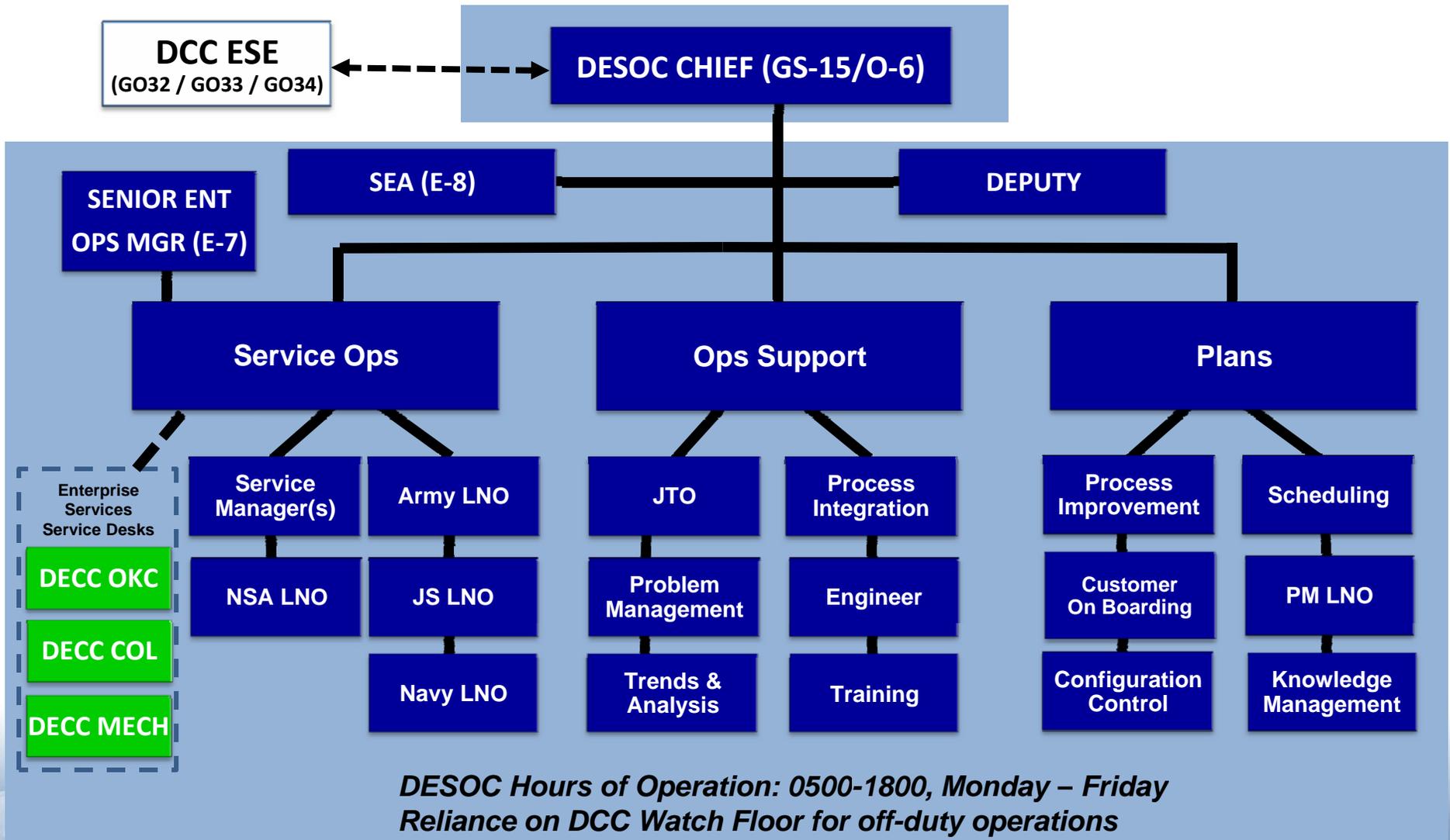
Evolving C2

DISA Command Center

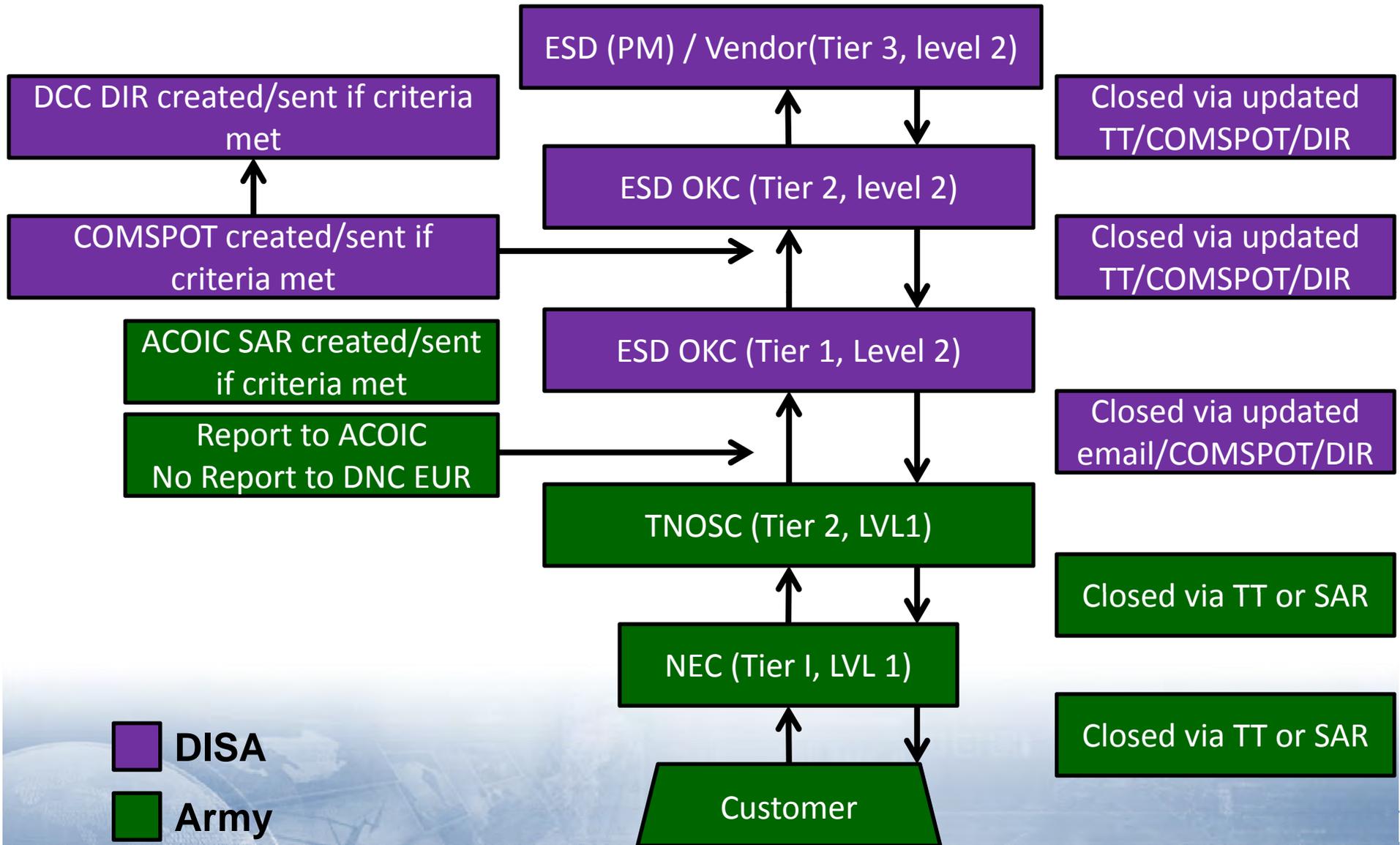


Proposed DESOC Construct

Functional View

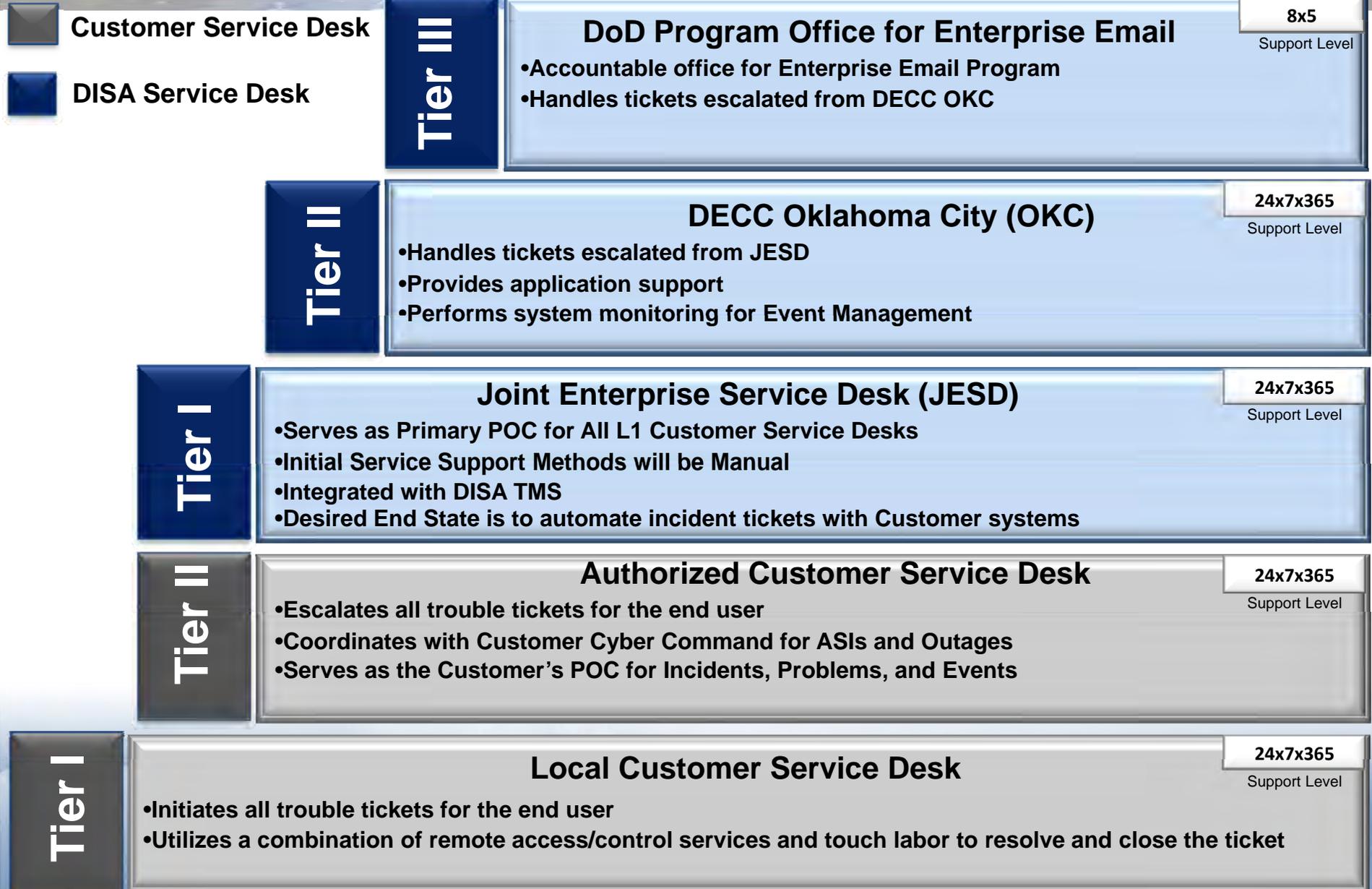


DEE Tier Ticket / Reporting Process





DEE Incident Escalation Process



NetOps Engineering and Automation

NetOps PMO

Process Improvements

- Service Assurance Framework
 - Engineering manageability (NetOps) into the entire ITSM service delivery lifecycle
 - The PMO's mission centers on delivering NetOps capabilities, so the SAF focuses on the Service Strategy, Service Design, and Service Transition phases
- Collaborating with GO on their Operations Framework to ensure synergy, minimize redundancy, and avoid conflicting guidance
 - The OF focuses on the conduct of NetOps in the Service Operations phase of the lifecycle
- Aligning with the DISA Enterprise Service Management Framework and other guidance from the ITSMO to maximize enterprise payoff from process standardization
 - Applies to all ITSM domains and the entire service delivery lifecycle, but with special emphasis on the Continual Service Improvement phase

NetOps PMO Capability Improvements

- DISA Enterprise Service Management Framework
 - Standardizing on BMC Remedy ITSM product for broad coverage
 - Specific modules and timelines TBD
- Incident Management
 - Joint Incident Management System (JIMS)
 - CYBERCOM WARNORD: 5-Mar-2012
 - CYBERCOM TASKORD: 27-Mar-2012
 - IOC target: Aug-2012
 - FOC target: Feb/March-2013
- Event Management
 - Enterprise Event Management Unification
 - Authorized Service Interruption (ASI) Automation
- Information Sharing
 - Global NetOps Information Sharing Environment (GNISE)
 - Facilitating standardized data exchanges
 - Leveraging OSS Central capabilities
 - Cyber Situational Awareness
 - Leveraging the Mission Assurance Decision Support System (MADSS)
 - Data Integrity Management
 - Improving the trustability of NetOps data and dependent applications
 - Defense Industrial Base Network (DIBNet)
 - Enhancing protection for defense contractors and suppliers

Integration Take-Aways

DEE Integration Take-Aways

- Mission Partner CONOPS essential to begin talks
- Incident, Problem and Change Management workflow
 - Terminology
 - Prioritization Synchronization
 - Sharing of Work Arounds and Known errors
 - Ability to see changes in the fields before they occur
- Sensor Grid
 - Work with the mission partner to ensure the user experience is understood end-to-end
- SLAs and OLAs
 - Ensure SLAs are understood measurable and reportable
 - Establish clear OLAs with the Mission Support Partners
 - Roles and Responsibilities
- Expectation Management from mission partner perspective
- Understand the new service and publicize
- Prep for culture change on the mission support partnership
- Requirements codification and validation

DEE Integration Take-Aways

- Internal standardization now more important
- Design partnerships need to be more firm
- CND security relationship major change
- Governance process for enterprise capabilities
- Acquisition strategy needs to be in lock-step Strategic Comms Expectation Management – lack of information
- Communications strategy and plan
- Plan linkages

Things to do

- OPT's to synch
- Appropriate authority to mandate movement
- One stop requirements approval (internal to the customer)

Questions?