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# Defense Enclave Services Striving to Lead the DoD in Innovation

**Col Chris Autrey, USAF**

**Defense Enclave Services Chief**



# Col Chris Autrey

## Defense Enclave Services Chief



# DoD IT Reform Activities

**CURRENT CHALLENGES**



DATA SILOS

DIRECT-TO-ENTERPRISE OPPORTUNITIES



2,500+ DATACENTERS



1,000+ NETWORKS

PATHFINDER OPPORTUNITIES



10,000+ APPS/SOFTWARE

**IT REFORM ACTIVITIES**



CLOUD & DATA CENTER OPTIMIZATION



ENTERPRISE COLLABORATION & IT TOOLS



NETWORK & SERVICES OPTIMIZATION

ENTERPRISE SOFTWARE LICENSING



ENTERPRISE CLOUD

ENABLERS



Defense Enclave Services

ACHIEVING OUTCOMES

JEDI

FIT FOR PURPOSE  
ECAPS DECS  
mTICloud 2.0

MULTI-CLOUD, MULTI-VENDOR & SOFTWARE AS A SERVICE (SAAS)

DoD-WIDE

WARFIGHTER

CONSOLIDATE DATACENTERS BY 80%

SHARED NETWORK & IT SERVICES

# Defense Enclave Services (DES)

## WHO WE ARE, WHAT WE DO

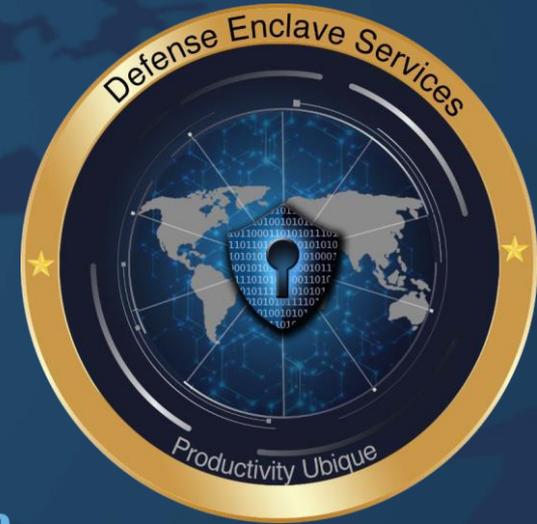
# OUR MISSION

Serve as a single network with a Single Service Provider (DISA), to enable cost efficiencies, drive service excellence and mitigate risks.

## WHAT WE ASPIRE TO BE

# OUR VISION

- Highly functional & scalable network with state of the art architecture
- Digital transformation solutions, ensuring network digital readiness
- Full service, customer-centric common use IT solutions



## 4<sup>th</sup> Estate Network Optimization Reform Goals

# 4<sup>th</sup> Estate Network Optimization

**Align 4<sup>th</sup> Estate Agencies'  
Common Use IT**

**Strengthen cyber security**



**Innovate to single service  
provider for NIPR/SIPR  
Common Use IT**

**Enable Agencies to focus  
on core competencies**

# PRIMARY REFORM GOAL

## IT consolidation and cost savings to support the Warfighter





# Rich Forsht

## Global Service Desk Chief



# Global Service Desk

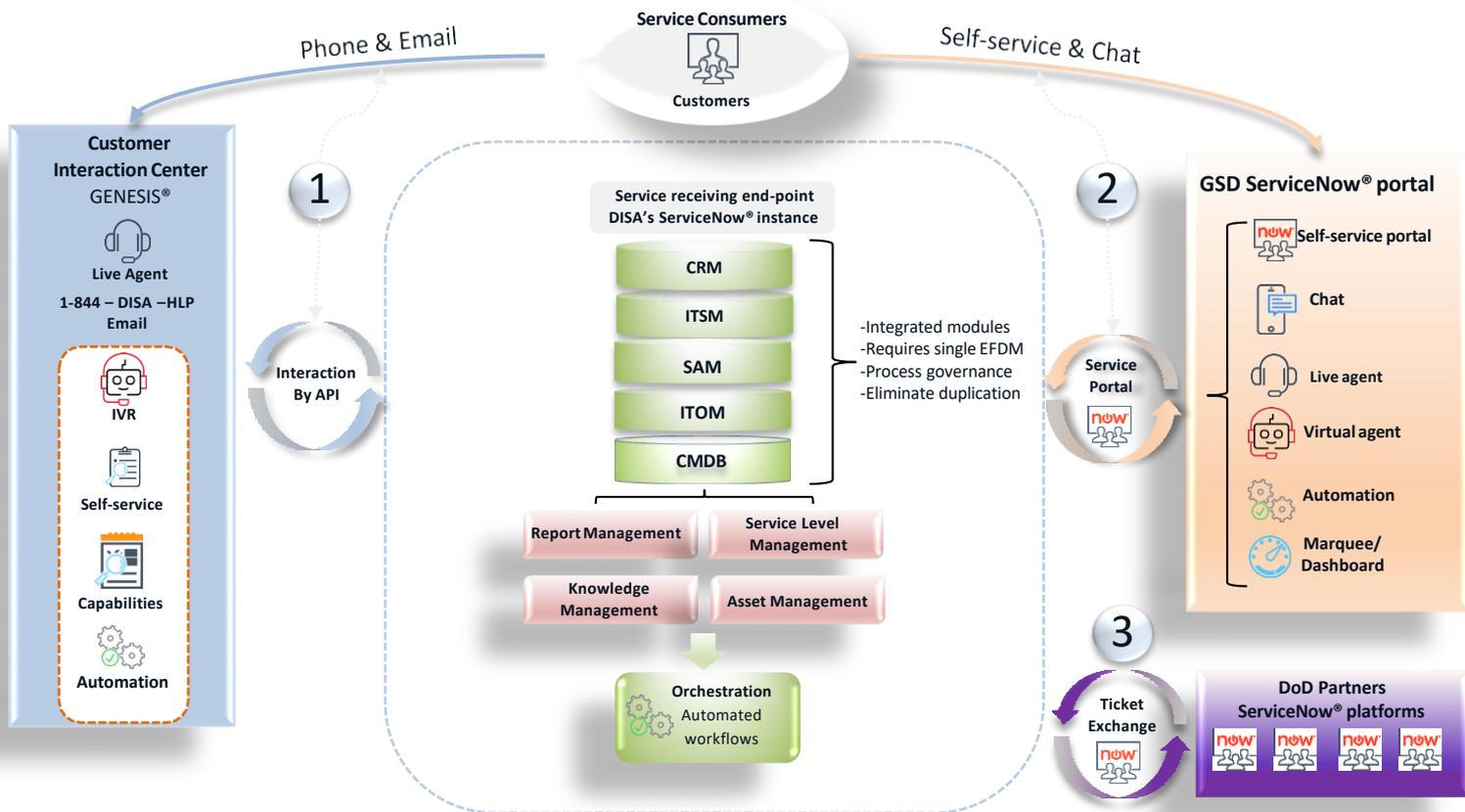
Characteristics	Silent Generation (pre-1945)	Baby Boomers (1946-1963)	Generation X (1964-1979)	Millennials (1980-1995)	Post-Millennials (Born after 1995)
Percent in Workforce	2%	25%	33%	35%	5%
*Pew Research Center analysis of U.S. Census Bureau 2017 data					
Preferred Contact Method	 Face-to-face	 Face-to-face or phone	 Email	 Online or mobile device	 Any hand-held device
IT Service Support	 Kiosk	 Kiosk or phone	 Email tickets to GSD	 NEW websites & GSD Desktop Icon	 NEW websites, GSD Desktop Icon & Self-Service Portal

*Building Trust, One Customer at a Time.*

TRUST IN DISA: MISSION FIRST, PEOPLE ALWAYS!

# Global Service Desk

## Service Support Environment





DEFENSE INFORMATION SYSTEMS AGENCY  
The IT Combat Support Agency



# Miguel Cerritos - Aracén

IT Services Division Chief – Operations Center



# Lead in Enterprise IT Services

## Deliver and operate a worldwide common use enterprise IT service

Enable IT innovations and solutions

Identity is the new perimeter

Service Availability - Users expect services when they need them

Customers to adopt cloud services

Telemetry and monitoring data points to improve the customer experience

Provide a secure IT environment

Performance Metrics and Threshold Alerts

Enable Data Driven decision-making

Leverage Automation for volume and global scale

Security models to evolve – network segmentation

IT Support Everywhere and Anywhere

**Customer-Centric**

**Global IT Services**



# Laura Herbertson

Deputy Program Manager/Division Chief



# Acquisition of Innovations

## Successful adaption of innovations considerations

### Return on Investment

- **We operate in a resource-constrained environment with budgets reduced every year.**
- **Any capability added to the network cannot add costs. There needs to be a support business case, an offset of costs, or better utilization of resources.**

### Technology Maturity

- **We are a network in sustainment, with no RDT&E budget. New capabilities need to be close to operational, ready to be tested in our production environment.**
- **We don't have manpower or funding to develop prototypes.**
- **Technology insertion must be done through our awarded contracts with our service providers.**



# Chris Miller

Programmatic Consolidation Branch  
Branch Chief





# DoDNet Equipment Management Catalog

Supports up to \$2 billion in orders over five years (no annual cap)



**12 product categories**

- Desktop computers
- EVOIP phones & equipment
- KVMs
- Laptop computers
- Monitors
- Network equipment
- Peripherals
- Servers
- Software
- VTC
- Webcam
- Zero Client

*Including:*

Catalog includes  
**249 products**

**35 brands**



logitech®

AVAYA



Hewlett Packard  
Enterprise



# Sub-Catalog Breakout

Catalog covers a broad array of products to serve a variety of 4E IT procurement needs

Three sub-categories will be available for use within the 4<sup>th</sup> Estate...



## Workstations



## Peripherals



## EVOIP

Includes	<ul style="list-style-type: none"> <li>• Desktops</li> <li>• Laptops</li> <li>• Tablets</li> <li>• Zero Clients</li> </ul>	<ul style="list-style-type: none"> <li>• Peripherals</li> <li>• KVM</li> <li>• Monitor</li> <li>• Webcam</li> </ul>	<ul style="list-style-type: none"> <li>• EVOIP desk phones</li> <li>• Conference phones</li> <li>• EVOIP equip.</li> </ul>
# Products	10	29	75
OEMs	Dell*, HP*, Apple	14, incl. Honeywell, Logitech, Starkey, Plantronics	Avaya Cisco CIS

*\*Catalog will include either Dell or HP products for each workstation category, depending on most competitive pricing available*

...three additional sub-categories available to the 4ENO PMO



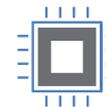
## Infrastructure Software

- 43 products
- 6 OEMs



## Endpoint Software

- 19 products
- 13 OEMs



## Infrastructure Hardware

- 73 products
- 3 OEMs



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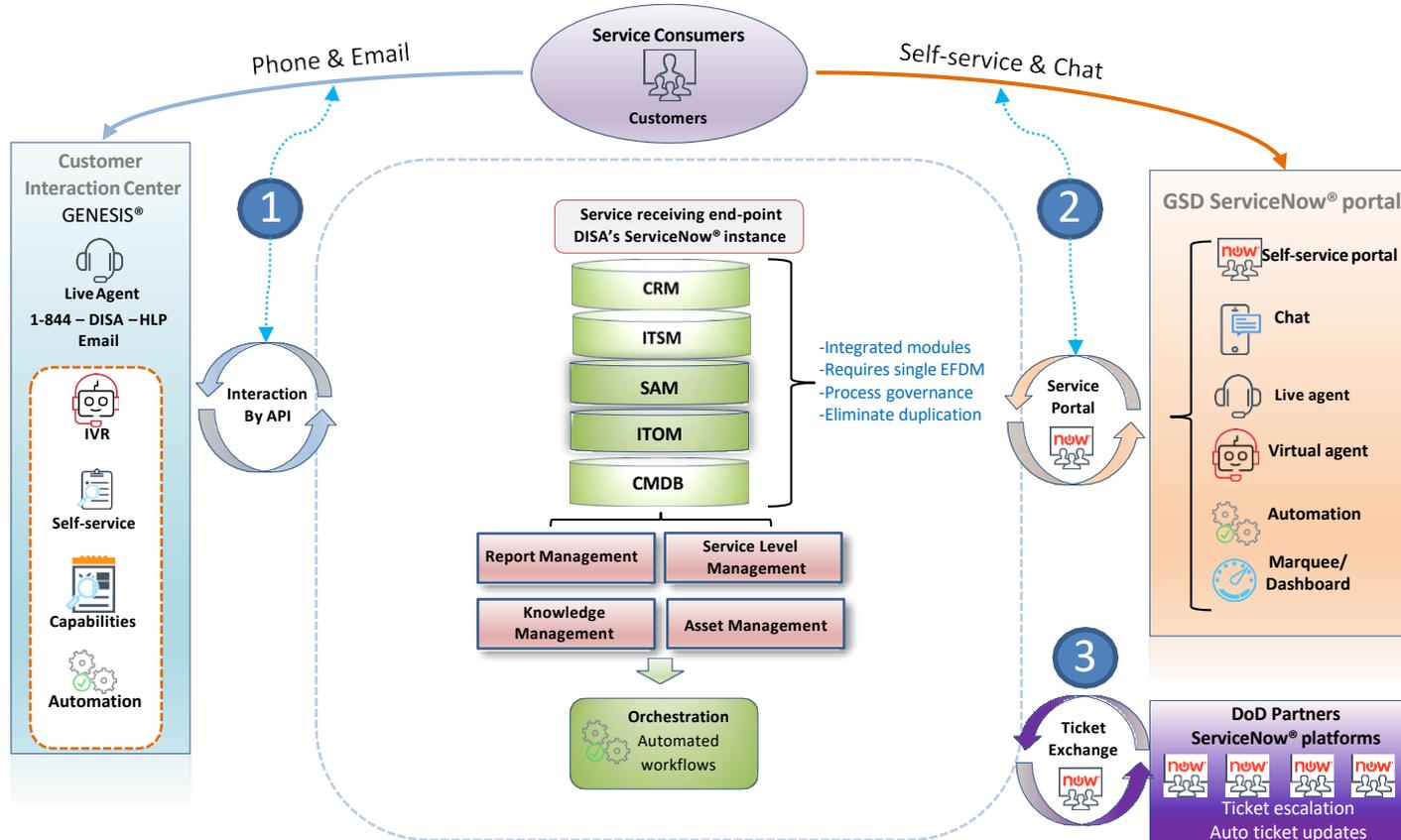
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# Back-up

# How customers access the Service Support Environment



The SSE is the foundation of how DISA supports our customers. The SSE core toolsets enable the common customer support capability across the entire agency in the role of service support.



### Service Support Environment *Enablers*

- ITIL and DESMF
- Common DoD EFDM
- CC/S/A ServiceNow® escalations to DISA
- API integration with common tools sets
- Single touch point for customers & self-service
- Phone/Chat Bots
- Automation & orchestration

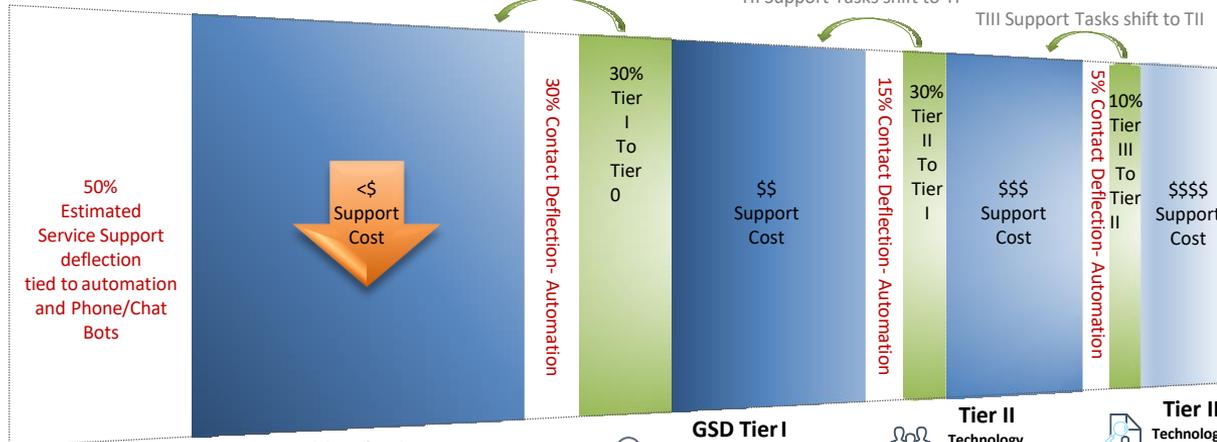
### Service Support Environment *Governance*

- Chair FE3 and Co-Chair SD2
- Tightly controlled DoD EFDM
- Standardized processes aligned to ITIL & DESMF
- IT Service Management
- IT Operations Management
- Customer Relationship Management
- Work task analytics for CSI opportunities

## Contact Deflection

Enabled by self-service/automation (knowledge articles, service catalog, virtual assistant) and better change/problem management

Driving support down to lowest Tier improves SLAs & overall customer satisfaction



### Automated Response

- Bot agent
- Reduce cost
- Improve resolution time
- Reduce agent intervention



### Self-Service

- 24/7 support
- Resolve issues faster
- Deflect calls
- Knowledge database



### First Contact Resolution Human Agent

- Handles all repeatable processes
- Triggers all pre-built orchestration tasks
- Decreases operational costs
- Increases customer satisfaction
- Consolidate and build single shared knowledge base



### Technology Smart Technicians

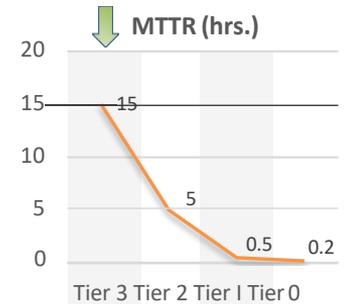
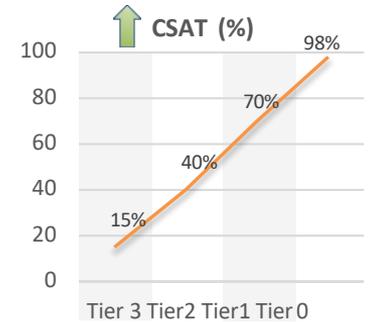
- Handles non-repeatable processes
- Technology event managers
- Incidents/changes escalated from Tier I
- Continually works with SSE to build orchestration capabilities



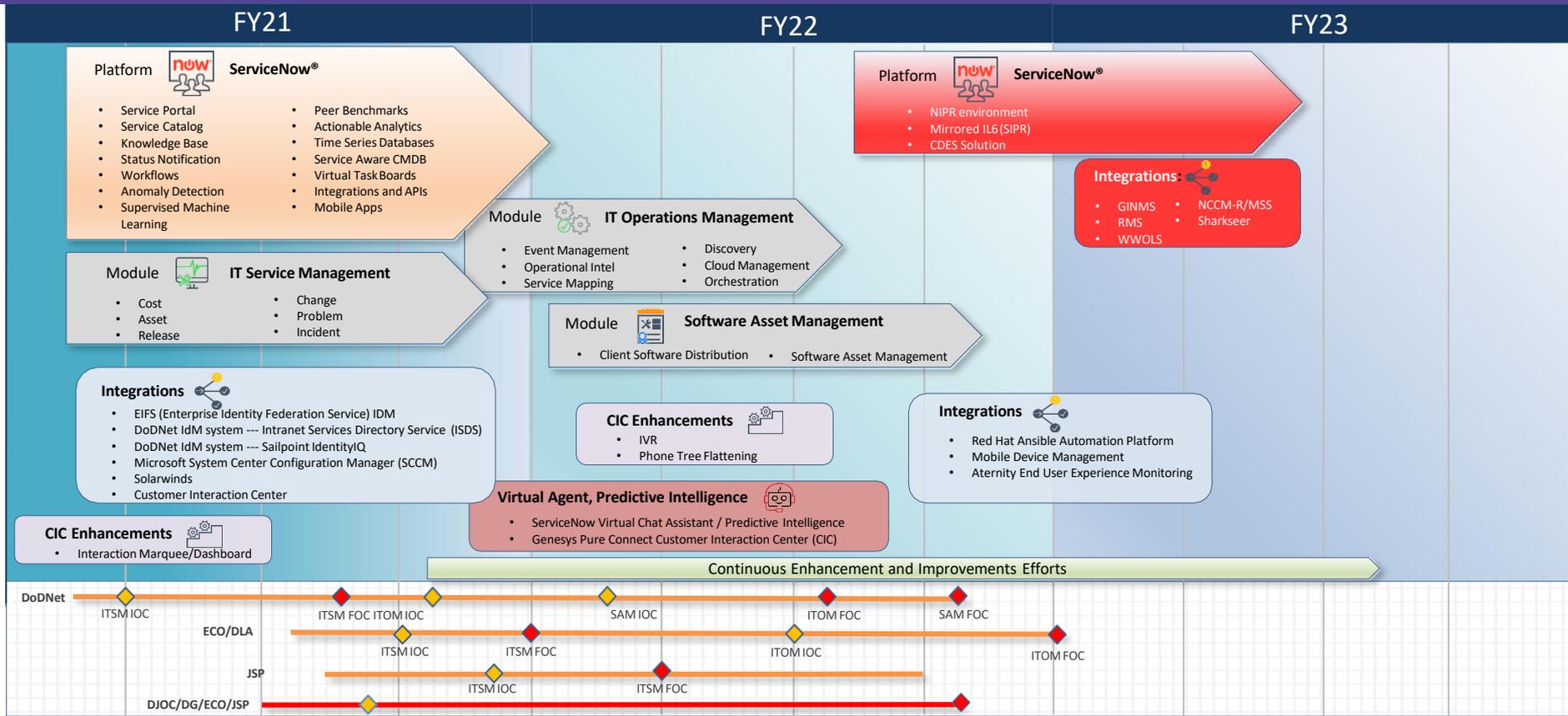
### Technologist /Developer

- Code/Service SME support
- Handles technology service design evolution
- Technology code upgrades and testing for Release & Deploy
- Continually works with SSE to build orchestration capabilities

Direct Relationship



# GSD SSE Technology Roadmap





### SSE evolution desired outcomes

- **Improved customer experience**
  - Transparency- customer can see the status of their tickets on demand
  - Tier 0 Self service – enhanced “youtube” like experience with one click fixes (automation)
  - Faster restoration times
  - Transparency and informed customers
- **Cost avoidance & operational efficiencies**
  - Service support standardization
  - Customer interactions handled at lowest tier and \$\$
- **Improved IT services though adoption of industry proven good practices**
  - Align with ITIL and Defense Enterprise Service Management Framework (DESMF)
  - Establish DoD ServiceNow® Enterprise Foundation Data Model (EFDM)
  - Process standardization (Project, Case, Request, Incident, Problem, Change)
  - Repeatable outcomes
  - Ability to compare performance to industry



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