DISA
DEFENSE INFORMATION SYSTEMS AGENCY
The IT Combat Support Agency

Service Support Environment & Change, Configuration and Asset Management Update

Drew Jaehnig
Chief, IT Service Management Office
22 April 2016

DISA

Presentation Disclaimer

"The information provided in this briefing is for general information purposes only. It does not constitute a commitment on behalf of the United States Government to provide any of the capabilities, systems or equipment presented and in no way obligates the United States Government to enter into any future agreements with regard to the same. The information presented may not be disseminated without the express consent of the United States Government. This brief may also contain references to Unite States Government future plans and projected system capabilities. Mention of these plans or capabilities in no way guarantees that the U.S. Government will follow these plans or that any of the associated system capabilities will be available or releasable to foreign governments."

Service Support Environment

- The Global Service Desk (GSD) provides warfighters, military components, mission partners, and other federal agencies with a single point of entry for service desk support.

- The Service Support Environment (SSE) is a centrally managed virtual platform that enables a unified process framework with a **SINGLE** ticketing system, service request management system, call management system, quality assurance plan, and a more robust knowledge-centered support structure.

- In accordance with a Secretary of Defense initiative and Department of Defense guidance, DISA is consolidating 22 geographically dispersed service sites managing more than 108 environments.

GLOBAL SERVICE DESK
SERVICE SUPPORT ENVIRONMENT
PAST, PRESENT, FUTURE

THE JOURNEY …

PAST

Service Sites Managing
22

Environments
108

Contracts
56

*Agents
1300

PRESENT

Service Sites Managing
5

Contracts
~40

*Agents
1100

Services Transitioned
143

END STATE

Service Sites Managing
5

Environment
Single

Contracts
1

*Agents
700

Services Transitioned
487

* Combined govt/ctr

Tools and Technology

DISA

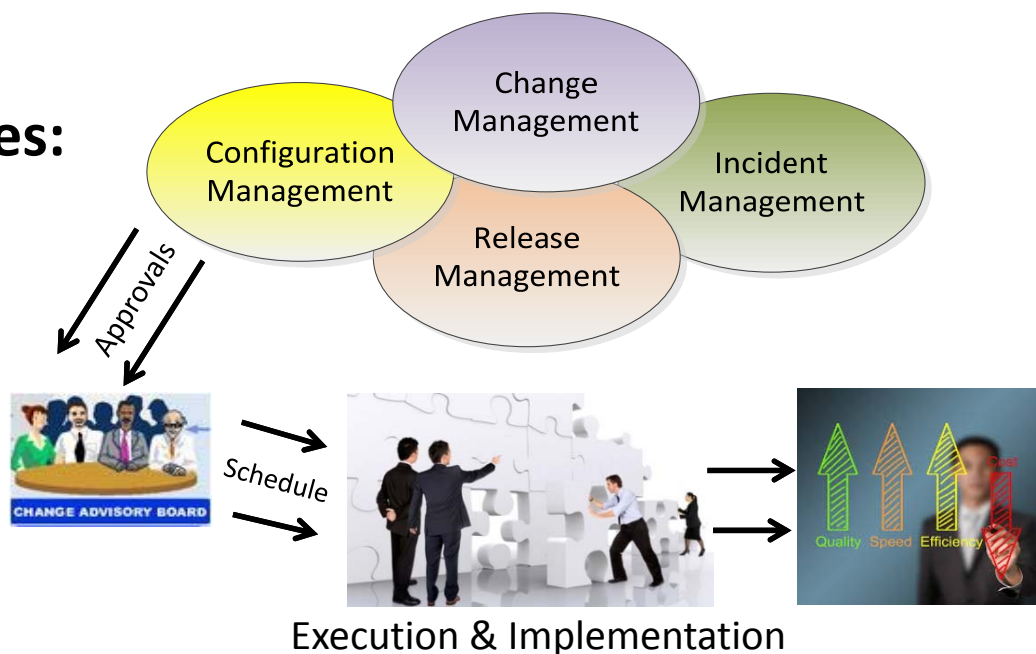| Unified Capability	Technology Component	NIPRNET/ SIPRNET	Enabled Process
ENTERPRISE CONTACT MANAGEMENT	contact management system	NIPRNET ONLY	• Telephone • Multi-media e.g. email, chat, & fax • Metrics
ENTERPRISE TICKETING	global trouble ticketing	NIPRNET & SIPRNET	• Incident Mgt Module • Problem Mgt Module • Service Request • Knowledge Mgt Module • Change, Configuration & Asset Mgt
ENTERPRISE SYSTEMS MANAGEMENT	element management system	NIPRNET & SIPRNET	• Real time alerts and alarms • Federated view of Configuration Items
SERVICE REQUEST MANAGEMENT	self-help	NIPRNET & SIPRNET	• Service Ordering • Self Help
KNOWLEDGE MANAGEMENT	knowledge-center support	NIPRNET & SIPRNET	• Agent and User shared Articles supporting self-help
SELF SCHEDULING	self-help	NIPRNET ONLY	• Allows users to self schedule appts for repair at Tier 2

Service Support Environment
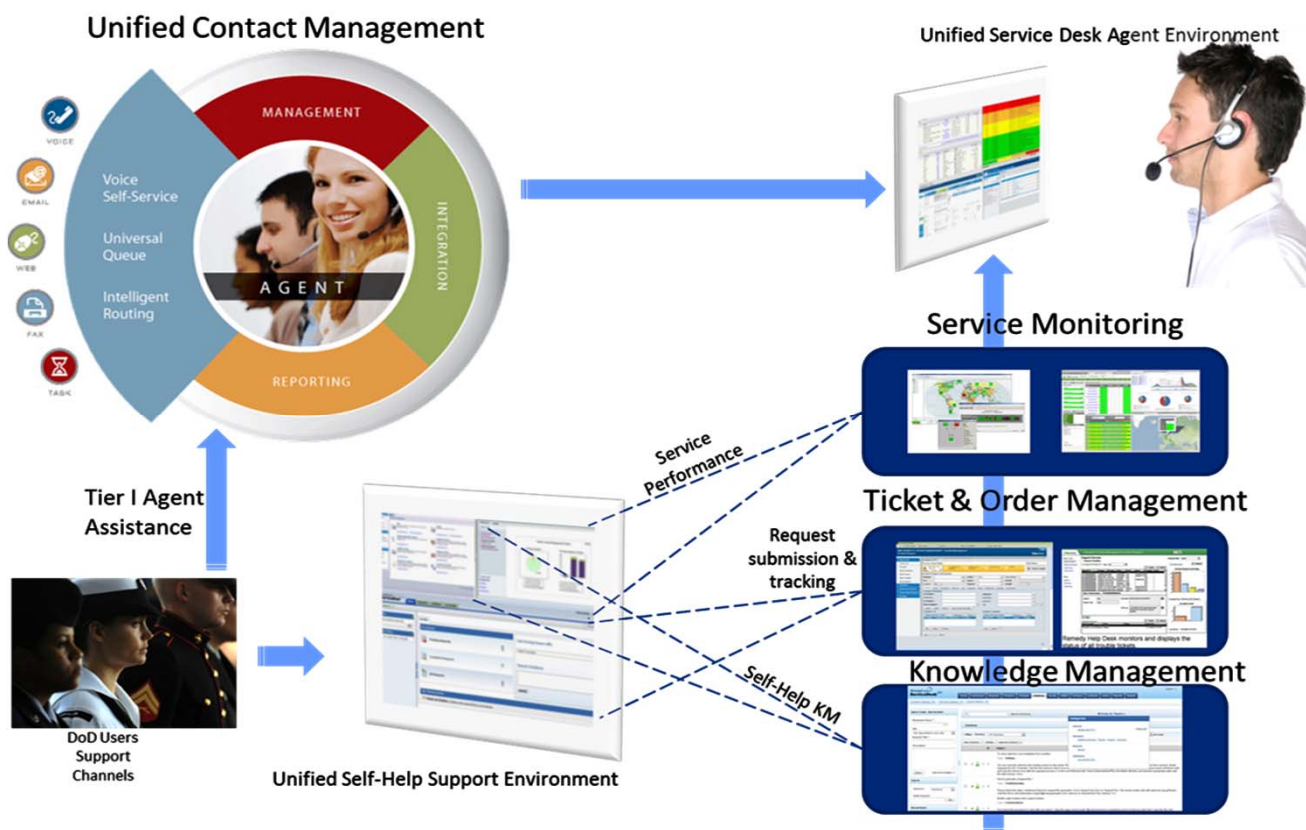
Global Change & Configuration Management

- Controlling and managing changes that effect or impact the IT Infrastructure
- Promote services to the business by minimizing or mitigating the risk of disruption
- Provide efficiencies in process and cost activity optimization

Agency standardization provides:

- Control and manage changes
- Capture impacts, cost, benefit, and risk
- Communicate change plans, status, and schedules
- Define roles, responsibilities, and activities
- Centralize points of accountability
- Be an agent of change in leading Continual Service Improvement efforts
  - ❑ Productivity efficiencies
  - ❑ Reduction in duplication of efforts
  - ❑ Performance optimization

Change Management

Configuration Management

Incident Management

Release Management

Approvals

Schedule

CHANGE ADVISORY BOARD

Quality Speed Efficiency

Execution & Implementation

Global Change & Configuration Management

Utilize Three (3) Model Types

- Standard, Normal, & Emergency, *that utilizes* automation through a common ITSM tool, *which* Incorporates Elements *from the :*
  - ☐ DoD Enterprise Service Management Framework (DESMF)
  - ☐ DoD Risk Management Framework (RMF)
  - ☐ National Institute of Standards Technology (NIST) Sign it Architecture Definition

DISA HQ/Global
Change & Configuration

Distributed Services

People
Processes
Technology & Tools

Field Offices, Localized Sites

Overall Benefits Include:

- Enhanced IT reputation
- Increased productivity to customers & IT staff
- Transparency into deployed and upcoming changes
- Loss adverse impact to the environment due to changes
- Documented fundamentals for applying changes to the environment

On the Horizon

- Improved Problem Management
- More Quality Assurance & Customer Outreach
- Multi-channel support

To reach the **Global Service Desk** call
1-844-DISA-HLP (1-844-347-2457)

Service Support Environment | **disa.meade.eis.mbx.itsm-communications@mail.mil**

UNITED IN SERVICE TO OUR NATION