IT Service Management in the JIE and the DoD Enterprise Service Management Framework

Office of the Chief Information Officer/Defense Information Systems Agency
Agenda

- Introduction
- ITSM is Important to the DoD
- ITSM and the JIE
- DoD CIO Policy
- The DoD Enterprise Service Management Framework (DESMF)
- ITSM Initiatives
- Q & A
ITSM is important to the DoD

- DoD acquires more services than products
- DoD has been working to improve how services are managed.
- JIE requires increased focus on consolidation and enterprise services while budgets continue to decrease
- DoD service management must address unique requirements of a multi-vendor environment, Situational Awareness/Command and Control, and other DoD specific issues
- The need for improved service management will continue to increase as IT enabled capabilities become increasingly important to mission

Source: Defense Science Board Task Force 2011

IT service quality and service management capabilities are increasingly critical to mission capabilities
JIE requires integrated management of IT services

A secure joint information environment (JIE), comprised of shared information technology (IT) infrastructure, enterprise services, and a single security architecture to achieve full spectrum superiority, improve mission effectiveness, increase security and realize IT efficiencies. JIE is operated and managed per Unified Command Plan (UCP) using enforceable standards, specifications, and common tactics, techniques, and procedures (TTPs).

Key Points

- JIE & ITSM: standards, specifications, TTPs for managing IT services
- DoD CIO ITSM Policy: measure IT service quality and service management capability to improve cross departmental integration and effectiveness
- Single DoD enterprise service management framework: DESMF
- Plan: Incremental development to meet enterprise requirements
- Components are moving forward with the DESMF

‘ITSM is a critical enabler for DoD efficiency efforts while simultaneously improving efficiencies, effectiveness, and interoperability across the Department’
– DoD CIO Memo 15 May 2013
Planned DoD Policy

DoD IT Service Management Instruction
Estimated Delivery – Early 2015

Key Tenets:

- Measure service quality and service management capability
- Provide a single DoD service catalog
- Establish a single enterprise service management framework
  - Service description standards
  - Service quality model
  - Service management process reference model
  - Service management process assessment model
- Describe an approach to conformance

‘What gets measured gets done’
‘Inspect what you expect’
The DESMF is the process framework which provides the structure under which JIE required standards, specifications, and common tactics, techniques, and procedures (TTPs) for enterprise IT service management are built.
Content Overview

- Organizational Considerations
- Process Roles & Responsibilities
- Process Design Guidance
- Guiding Principles
- Process Descriptions
- Functions
- Metrics
- Milestones
- Glossary
**DESMF is evolving**

The DESMF is the process framework which provides the structure under which JIE required standards, specifications, and common tactics, techniques, and procedures (TTPs) for enterprise IT service management are built.

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<tr>
<th>Current</th>
<th>Planned</th>
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<tr>
<td>Incorporates industry best practices for service management (ITIL, CMMI, COBIT, SOX, FMR, ISO/IEC 20000, LSS)</td>
<td>JIE Support Enhancements</td>
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<td>Integrates with existing Department best practices</td>
<td>Service Quality Measurement Model</td>
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<td>Coordination concurrence: AT&amp;L, CAPE, USAF, USCG, USA</td>
<td>Process Enhancements</td>
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<td>DoD CIO, USN, NGB, USMC, DISA ITSMC</td>
<td>Risk Management Enhancements</td>
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<td>Improved Role Descriptions</td>
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<td>Improved Process Interfaces</td>
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ITSM Initiatives
The Army is using the DESMF and collaborating in its improvement

- CIO/G-6 – deep dive of current ITSM processes
- DESMF Edition II foundation
- Army’s leadership in rolling out enterprise email highlighted the need for a DoD enterprise service management framework
- Leverage other department/agency process efforts and also share process designs and improvements
- Enterprise Services Capability Division under the CIO/G-6 Policy and Resource Directorate
The Navy is using the DESMF and collaborating in its improvement

- IT Service Management Office—Chartered April 2012
- NGEN and One Net Transitions
- NPRM (Navy Process Reference Manual)
- PCAT (Process Capabilities Assessment Tool)
- NOLA (New Orleans, LA) Data Center
- Chairing the DESMF WG (LCDR James Fisher)

*Booth 1431 near JIE Café in the corner*
DESMF Call to Action

➢ DESMF Edition II
   https://community.apan.org/esmf_consortium_working_groups/m/default.aspx

➢ DESMF Edition III
   • Enhancements currently being developed
   • DESMF Working Group, chair LCDR James Fisher (Navy)
   • Expected delivery Nov 2014

➢ Get involved and help shape the framework
   • Sign-up – Suspense COB Wednesday, 14 May
   • Email Sharon Freeman: sharon.k.freeman4.civ @ mail.mil
Summary

- IT Service Management and the DESMF are essential to the JIE

- The DoD CIO is preparing a DoD Instruction for the management of IT Services that is projected to release early calendar year 2015

- The DESMF is the process framework which provides the structure within which JIE required standards, specifications, and common tactics, techniques, and procedures (TTPs) for enterprise IT service management are built.

- There are opportunities to get involved and shape the framework (including industry).
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