



Army Enterprise Service Desk Enterprise Support Management System

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Agenda

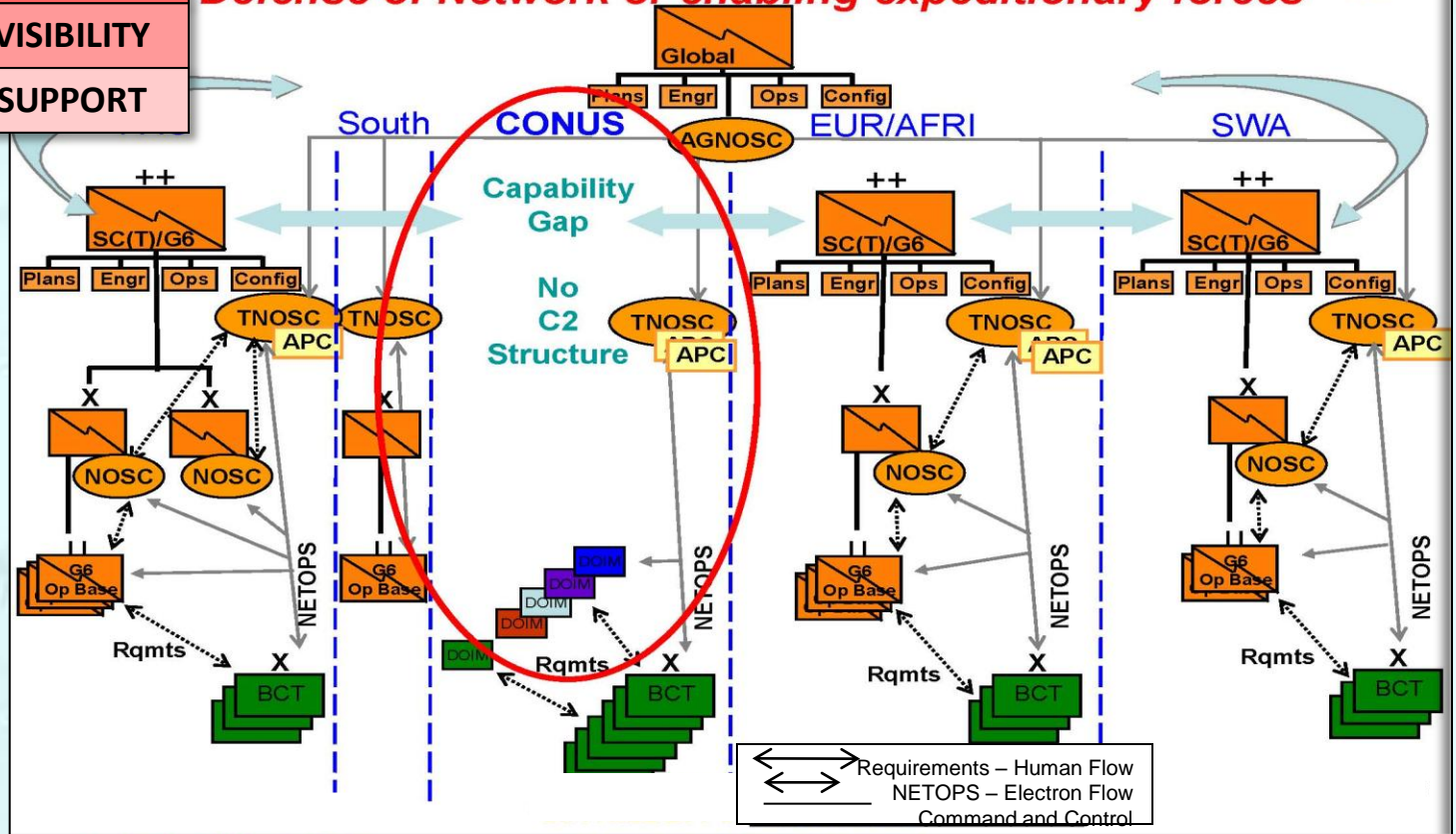
- AESD Program Background
- Enterprise Service Desk (ESD) Overview
- Enterprise Support Management System (ESMS) Overview

AESD Program Background

Pre-AESD Problems

- PRE-AESD PROBLEMS:**
- THEATER CAPABILITY GAP**
- LIMITED ENTERPRISE VISIBILITY**
- MULTIPLE CALLS FOR SUPPORT**

Problem: No CONUS Theater Signal Unit focused on Defense of Network or enabling expeditionary forces

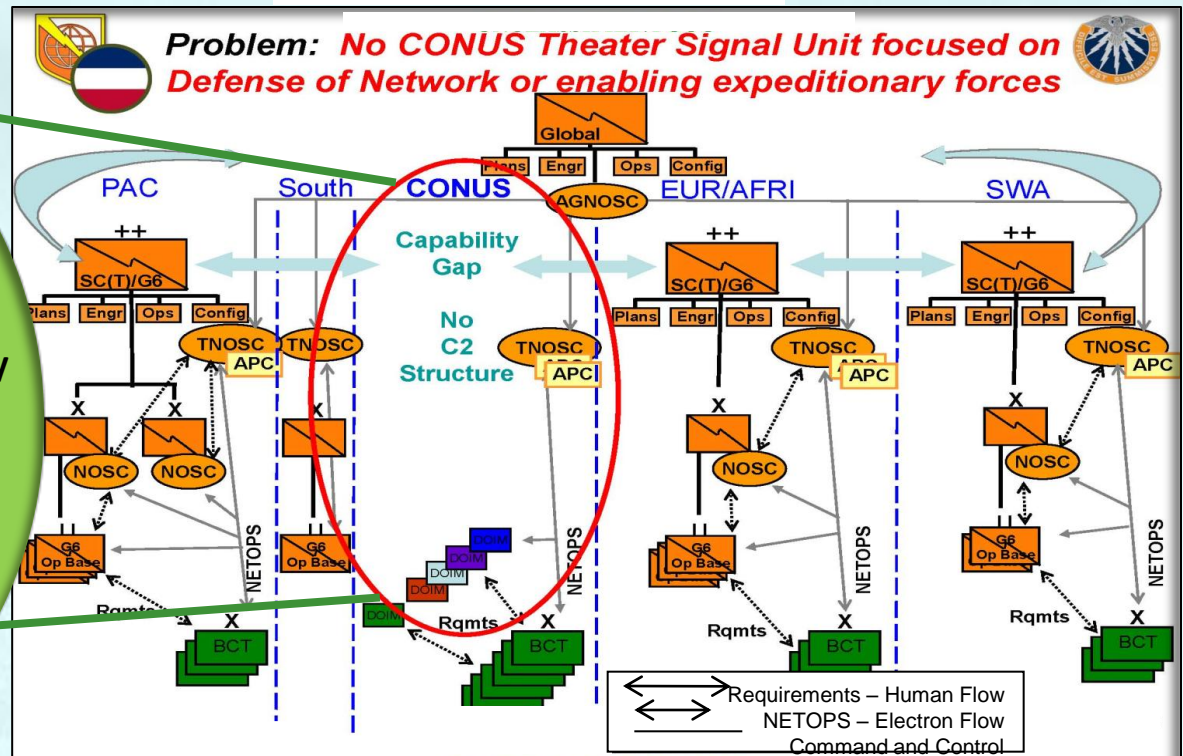


AESD Bridge Mission

AESD Bridge MISSION:

Support the stand-up of 7th Signal (T) to achieve network command and control at the Theatre level for CONUS. Integrate 3 Army service desks into a Tier 1 7th SC (T) Service desk capability.

Provide CONUS Army Enterprise Support Management System capability

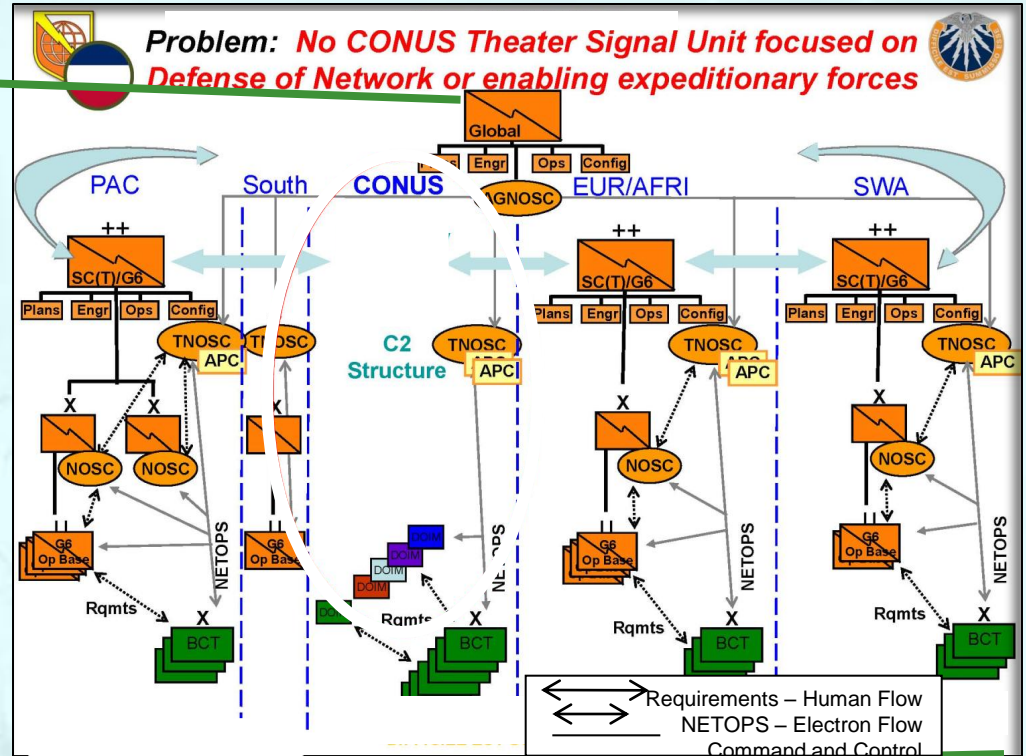


AESD Objective State Mission

AESD
Objective State
MISSION:

Provide
Army enterprise
Tier 1 service desk
capability.

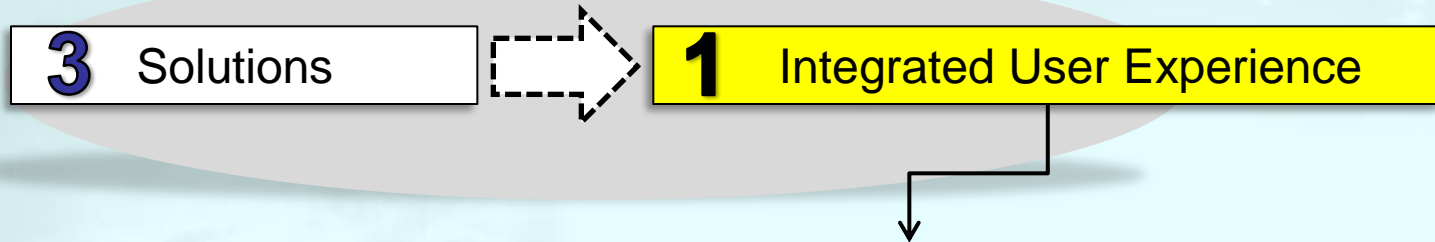
Provide
Army Enterprise Support
Management System
capability



Original Approach

- Extend three existing Army service desk solutions
 - ARNG NIPR service desk
 - ITA SIPR Service Desk
 - USAR NIPR Service Desk
- Leverage existing Army ESMS component systems
 - AMC NIPR ESMS component (CA)
 - ARNG NIPR ESMS component (BMC, EIM)
 - NETCOM NIPR ESMS component (BMC)
 - USAR NIPR ESMS component (CA)
 - ITA SIPR ESMS component (BMC)
 - GISA SIPR ESMS component (BMC)
- Monitor service desk operations, specify objective state requirements, acquire and field the objective state

Modifications to Original Approach



- Field and operate a single number call management system
- Operate the service desk solutions and support systems as single solution
 - Design, implement, integrate, and operate enterprise-wide processes across five ESMS components and three service desks
- Design and implement a single common service desk on-boarding process
- Roll out the AESD service desk in four capability blocks
- Integrate the AKO help desk
- Provide TIER 1 NIPR Remote Access in Capability Block 1

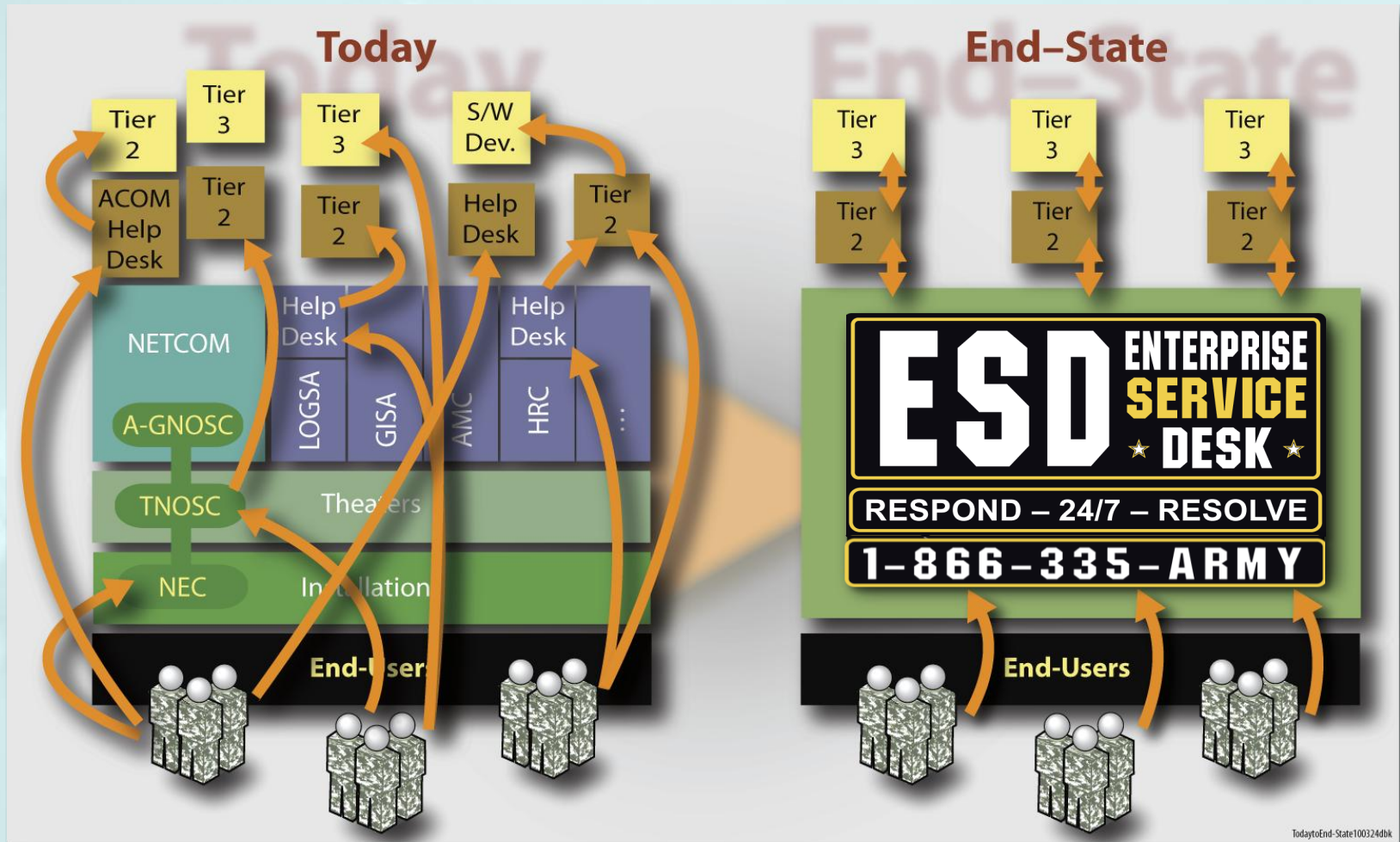
Functional Requirements Document (FRD) & Continuity of Operations (CONOPS) Summarized

- Assumptions:
 - Army has 1.2 M users.
 - Fifty percent of the users will contact service desk 1/month = 600K calls/month.
 - Average talk time for a call is 9 min.
 - CONUS will generate 80% of calls between 8 AM and 8 PM EST
 - ITIL processes and roles will become standardized across the Army
 - ESD mission will support ITIL process and roles
- Enterprise Service Desk (ESD) Requirements
 - 7 x 24 x365 operation
 - Time to answer: Bridge = 60 seconds; Objective = 20 seconds
 - First Call Resolution: Bridge = 60 %, Objective = 75%
- Enterprise Support Management System (ESMS) requirements
 - Codifies ITIL framework processes in workflow and serves as repository of related information
 - Supports:
 - Incident and problem management, change management , configuration management, asset inventory, workflow management, data management, knowledge management, service level management and reporting

ESD Overview



Current Service Desk State to End State



ESD Services (Bridge Period)

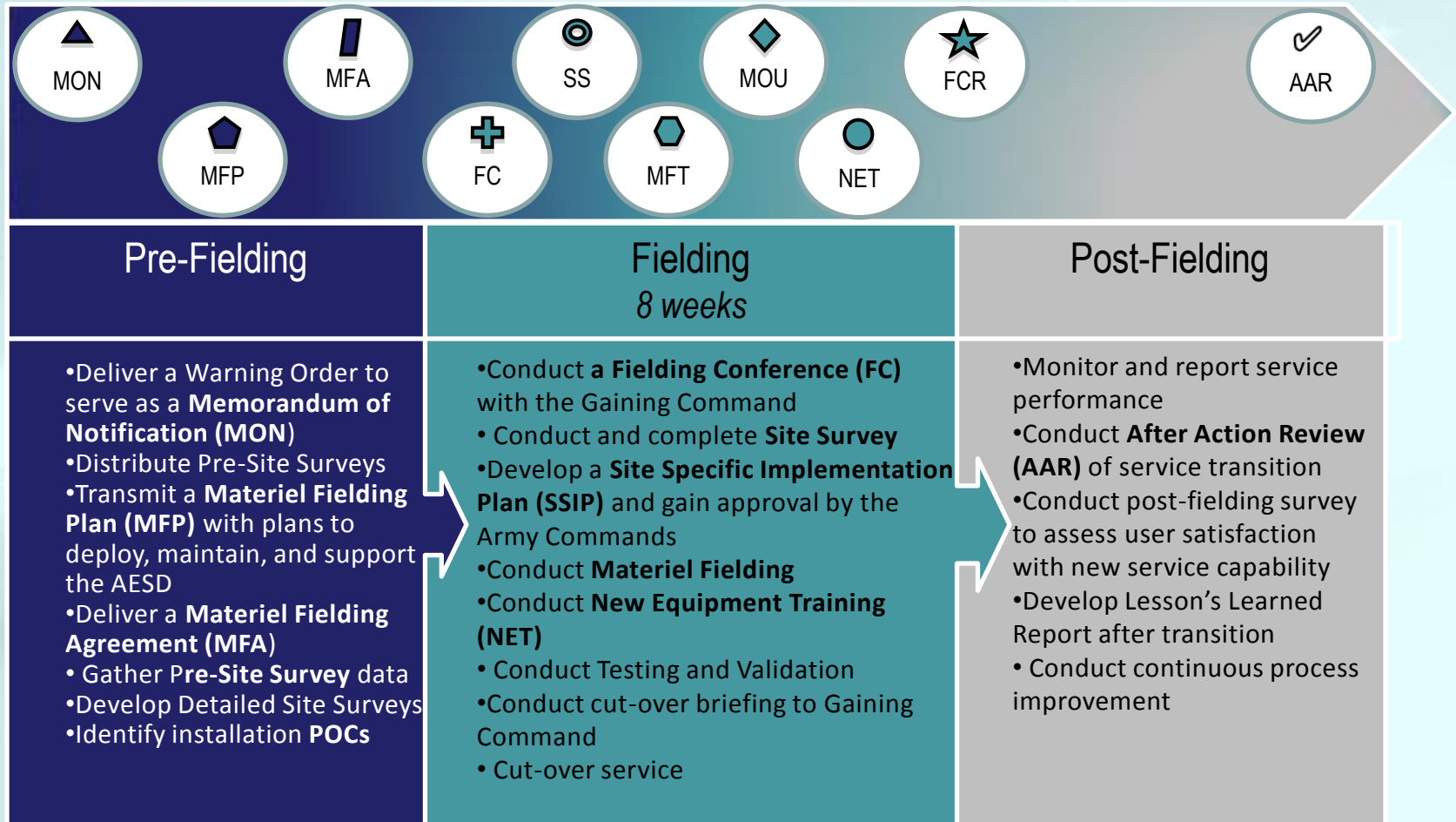
■ Signal Command NECs

- Tier 1 support for C4IM services 15, 18, and 19

■ Functional Commands

- Tier 1 support for requested services

Network Enterprise Center (NEC) Fielding Process



AESE Capabilities Fielded

AESE Status - As of: 30 July 10

FY 10/11 Army Objective: 91 Org's/Installations

FIELDING's	2Q FY10	3Q FY10	4Q FY10	1Q FY11	2Q FY11	3Q FY11	4Q FY11	TOTAL
Org's/Installations Projected	0	5	10	21	19	17	20	91 *
SSIP's Completed	0	1	5	0	0	0	0	6
NET Completed	0	5	1	0	0	0	0	7
Organizations Completed	0	5	1	0	0	0	0	6

* 45 CA sites on hold (funding issues)

	Army Objective (Organizations)	Organizations Completed	% Complete
FY10	13	5	38%
FY11	79	0	0%

AESD Year-to-Date Statistics

Year-to-Date Rollup	AKO-N (30 April - 24 July 2010)	AKO-S (2 February - 24 July 2010)	AESD-N (11 June - 24 July 2010)	AESD-S (11 June - 24 July 2010)	Total
Calls Handled	357,369	43,761	5,943	476	407,549
Calls Transferred	3,605	3,884	2,606	358	10,453
Email / Web / VM Handled	32,935	15,337	1,146	NA	49,418
Tickets Created	329,143	57,073	3,704	451	390,371
Resolution on First Call	305,637	56,708	120	NA	362,465
Resolution on First Call Rate	92.86%	99.36%	26.67%	NA	92.95%
Average Customer Hold Time	0:00:15	0:00:20	0:00:16	0:00:36	0:00:16
Average Call Duration	0:05:47	0:03:07	0:02:19	0:04:16	0:05:27

Voice of the Customer

- I am impressed at the speed in which the help desk responded to my message and the sense of urgency with which they acted....
- ...Great solution that works on the first try. Keep up the good work!!!....
- ...Thank you for your support, dedication and quick response to questions and problems. Hooah!!...
- ...I have made two separate Helpdesk calls today; one for acct re-activation and one for CAC Registration. In both instances, the Helpdesk personnel were superbly professional and quickly resolved my problems. Outstanding Helpdesk support and very short wait-time for pickup. Congratulations!...
- ...Emailed for help and was responded to in an hour...not in the 24 hours I expected and as shown on the website. Excellent service!...
- ...The technicians and the shift leaders at the AESD are nice to work with...
- ...Service has improved since our NEC was on-boarded!...

ESMS Overview

ESMS

**ENTERPRISE
SUPPORT
MANAGEMENT
★ SYSTEM ★**

RESPOND 24/7 RESOLVE

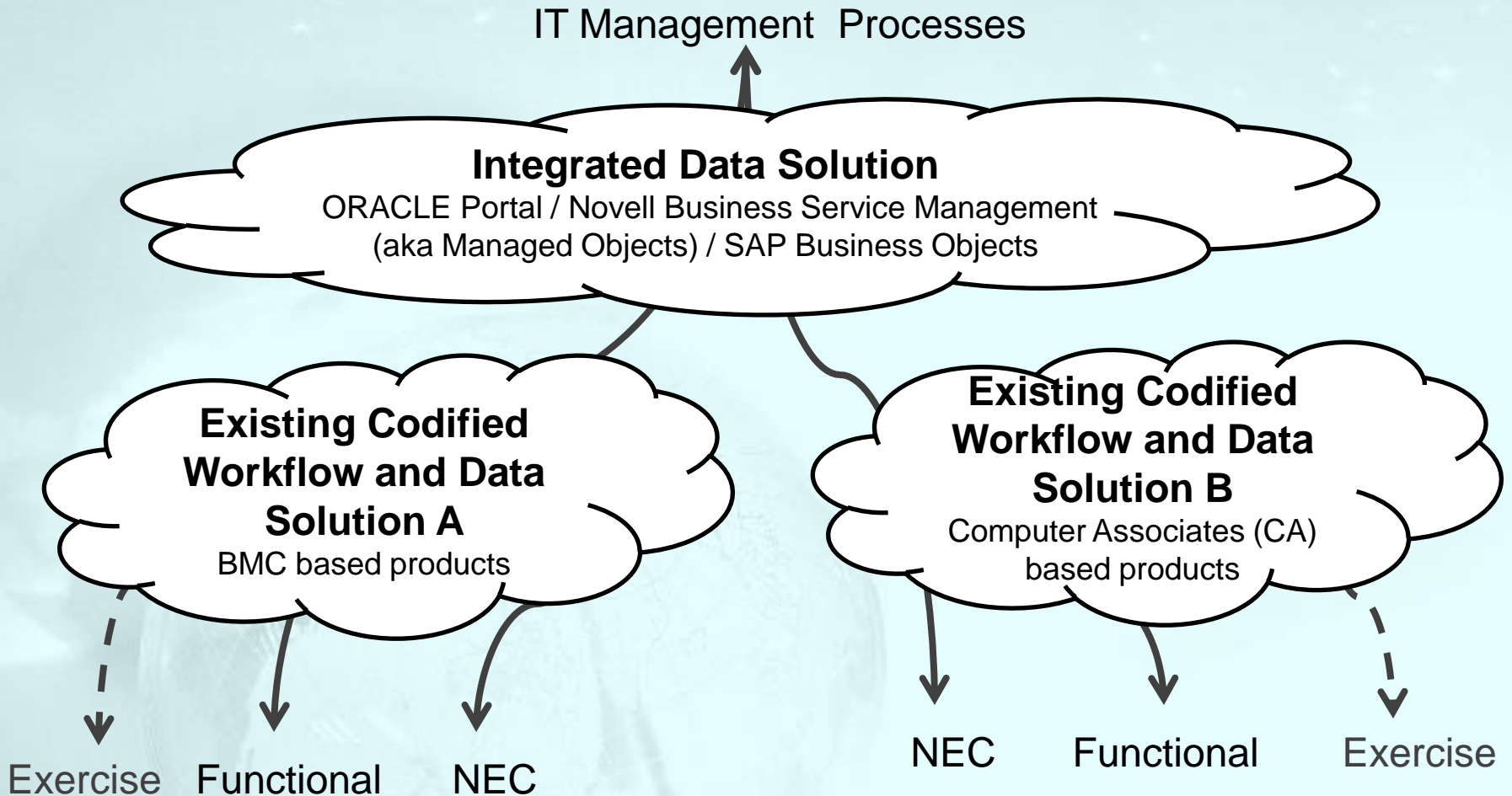
ESMS Hosting EXSUM

- Collaboration project between Product Director Acquisition, Logistics, and Technology Enterprise Systems and Services (PD ALTESS) and Product Manager Area Processing Centers (PdM APC)
- NIPRNET and SIPRNET services
- Project team developed:
 - Initial implementation plan, a Change and Configuration Management strategy, roles and responsibilities, and a resourcing strategy
- Leveraging 9th SC(T) work
- Major challenge: platform accreditation
- Working towards having the new expanded platform available before the end of FY10.
- This platform will bring on line capability that was purchased by 9th SC(T) and ITA late in FY09

ESMS Definition

- An Army (IT) Enterprise Support Management System
 - Enabling technology to support ITIL processes
 - Codified workflows in a software application
 - Repository of IT assets, people, and services and their interrelationships
- Processes supported in Bridge period
 - Incident Management, Problem Management, Change Management, Configuration Management, Request Fulfillment, LandWarNet C2, IT Asset Management, and Service Awareness

ESMS Architecture



IT Management Process Support

- Process requirement from the FRD
 - Incident Management, Problem Management, Change Management, Configuration Management, Request Fulfillment, LandWarNet C2, IT Asset Management, and Service Awareness
- Derived processes
 - Call Handling, Event Management, Knowledge Management, Onboarding, Operations Management, and Performance Management

ESMS Capability Block Definition

- An enterprise support management system capability block
 - Is an ITIL release package that contains one or more of the following elements (ITIL Release units)
 - Information Technology Service Management (ITSM) processes
 - ITSM work flow application, hosting solution and support services
 - Capacity to handle a certain number of users
 - Enterprise level data.
 - Meets Requirements (CONOPS, FRD)

ESMS Components Build 1 of 2

ESMS Component	Capability Block 1	Capability Block 2	Capability Block 3	Capability Block 4
<p align="center">BMC Remedy NIPR/SIPR</p> <p>IT Asset management, Change management, Event management, Incident management, Knowledge Management, Operations management, Performance management, Problem management, Service awareness, Service request</p>	7.1	7.6	7.6	7.6
<p align="center">CA Service Desk Manager</p> <p>IT Asset management, Change management, Event management, Incident management, Knowledge Management, Operations management, Performance management, Problem management, Service awareness, Service request</p>	NA	12.5	12.5	12.5

ESMS Components Build 2 of 2

ESMS Component	Capability Block 1	Capability Block 2	Capability Block 3	Capability Block 4
CA Remote Access	6.0	Merged in 12.5	Merged in 12.5	Merged in 12.5
Dell/Verizon Interactive Voice Response (IVR)	Capacity expandable to meet call requirements Call tree to direct user to appropriate Service Desk Call transfers between Service Desks	Add capacity as needed	Add capacity as needed	Add capacity as needed

ESMS Capability Blocks -1 of 2

Codified Workflow Capability	Capability Block 1	Capability Block 2	Capability Block 3	Capability Block 4
Call Reception	Partial	Enhanced Partial	Full	Full
Call Handling	Enhanced Partial	Enhanced Partial	Full	Full
IT Asset Management	None	Partial	Enhanced Partial	Full
Change Mgmt	None	Partial	Enhanced Partial	Full
Event Management	None	Partial	Enhanced Partial	Full
Incident Management	Partial	Enhanced Partial	Enhanced Partial	Full

ESMS Capability Blocks -2 of 2

Codified Workflow Capability	Capability Block 1	Capability Block 2	Capability Block 3	Capability Block 4
Knowledge Management	None	Partial	Enhanced Partial	Full
On-Boarding	Enhanced Partial	Full	Full	Full
Operations Management (in support of LandWarNet C2)	None	Partial	Enhanced Partial	Full
Performance Management (Availability, Capacity, Response)	None	Partial	Enhanced Partial	Full
Problem Mgmt	Partial	Partial	Enhanced Partial	Full
Service Awareness	None	Partial	Enhanced Partial	Full
Service Request	None	Partial	Enhanced Partial	Full