Enterprise Collaboration Services

Workshops
 Session # IEF GA&CKO ECS
 Date/Time: Tuesday, 23 August 1445-1600

Speaker Name: Ms. Anne Forshey
Email: anne.a.forshey.civ@mail.mil
Phone: 703-545-1554
Agenda

★ ECS Introduction
★ ECS Strategy
★ Tiger Team Approach and Key Deliverables
★ Panel Discussion: Core Enterprise Perspective
Enterprise Collaboration Services (ECS)
Delivery of Collaboration, Content, Records, and Business Process Management capabilities as a managed service by DISA.

**Project Summary:** Transition content and applications currently deployed to locally-managed SharePoint servers to a DISA managed service by the end of FY 2014.

**Project Timeline:**
- Planning and Strategy
  - Requirements
  - POM 14-18
  - CONOPs
  - Menu of Services
- Test and Validation
  - AMC NETCOM
- Army Transition
  - Army Core Enterprises
- Operate and Sustain

**Project Manager:**
Army Chief Information Officer/G-6
Governance, Acquisition, and Chief Knowledge Office (G&CKO)

**Initiative Highlights:**
- Based on TRADOC/CAC-approved Army Information Management (AIM) Requirements provided by Army Stakeholders/Soldiers
- SharePoint and FileNet service offerings
- Centrally funded, POM 14-18
- DISA is the Managed Service Provider
- Core Enterprise Approach
- Leverage leading efforts like AMC Enterprise Portal
- Does NOT include Tactical at this time

**ECS will Improve Knowledge Management and Produce Operational Efficiencies**
ECS Strategy

DISA Managed Service Provider

CIO/G-6

POM 14-18

ECS Resourcing

Army Information Management

ECS Requirements

Tiger Team

Army Core Enterprises

Readiness

Materiel

Human Capital

Services & Infrastructure

Service Management

ECS CONOPs

ECS Migration Schedule

ECS Use Cases

ECS SLA

Core Enterprises define key elements of the Service through ECS Tiger Team
**Tiger Team Tasks:**

- Craft Use Cases to refine functional requirements and build test plan
- Refine the Concept of Operations (CONOPS)
- Craft baseline Service Level Agreement
- Define Enterprise Governance Processes
- Build Lessons Learned/TTPs from current SharePoint efforts and Army Enterprise initiatives
- Contribute to the ECS Communications Plan

* Services and Infrastructure Core Enterprise
Panel Discussion:
Core Enterprise Perspective
# Project Team Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Primary Role</th>
<th>Phone Number</th>
<th>Email</th>
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</thead>
<tbody>
<tr>
<td>Anne Forshey</td>
<td>Overall Lead</td>
<td>703.545.1554</td>
<td><a href="mailto:anne.a.forshey.civ@mail.mil">anne.a.forshey.civ@mail.mil</a></td>
</tr>
<tr>
<td>Cheryl Hynes</td>
<td>ECS Team Lead</td>
<td>703.545.1549</td>
<td><a href="mailto:cheryl.l.hynes.civ@mail.mil">cheryl.l.hynes.civ@mail.mil</a></td>
</tr>
<tr>
<td>Dan Forrest</td>
<td>ECS SLA</td>
<td>703.545.1488</td>
<td><a href="mailto:daniel.t.forrest4.civ@mail.mil">daniel.t.forrest4.civ@mail.mil</a></td>
</tr>
<tr>
<td>Thomas Kim</td>
<td>ECS Tiger Team Facilitator</td>
<td>703.545.1342</td>
<td><a href="mailto:thomas.r.kim2.ctr@us.army.mil">thomas.r.kim2.ctr@us.army.mil</a></td>
</tr>
<tr>
<td>Patrick Ward</td>
<td>ECS Team CBA/Project Planning</td>
<td>703.545.1544</td>
<td><a href="mailto:patrick.j.ward.ctr@mail.mil">patrick.j.ward.ctr@mail.mil</a></td>
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<tr>
<td>Tessa Ward</td>
<td>ECS Test</td>
<td></td>
<td><a href="mailto:tessa.l.ward.ctr@mail.mil">tessa.l.ward.ctr@mail.mil</a></td>
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<td>Use Case Capture and Development Requirements</td>
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<tr>
<td>Aditya Shah</td>
<td>ECS Test</td>
<td>703.545.1507</td>
<td><a href="mailto:aditya.d.shah.ctr@mail.mil">aditya.d.shah.ctr@mail.mil</a></td>
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<tr>
<td>Whitney Evans</td>
<td>ECS Communications</td>
<td>703.545.1536</td>
<td><a href="mailto:whitney.u.evans.ctr@mail.mil">whitney.u.evans.ctr@mail.mil</a></td>
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# Tiger Team Contacts

## Primary - Alternate

<table>
<thead>
<tr>
<th>Primary</th>
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<th>Organization</th>
<th>Name</th>
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<tr>
<td>P</td>
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<td>ACSIM</td>
<td>Phil Quinn</td>
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<td>ACSIM</td>
<td>Cleo Green</td>
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<td>P</td>
<td>A</td>
<td>AMC</td>
<td>Tim Raines</td>
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<tr>
<td>A</td>
<td>P</td>
<td>AMC</td>
<td>Jessica Gatewood</td>
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<td>P</td>
<td>A</td>
<td>TRADOC</td>
<td>Brett Hissam</td>
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<td>A</td>
<td>P</td>
<td>TRADOC</td>
<td>Alan Fisher</td>
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<td>A</td>
<td>FORSCOM</td>
<td>Gary Fuller</td>
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<td>FORSCOM</td>
<td>Jo Terry</td>
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<td>P</td>
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<td>IMCOM</td>
<td>Jason Neuman</td>
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<td>IMCOM</td>
<td>Dante Blackman</td>
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<td>P</td>
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<td>ASA (ALT)</td>
<td>Melissa Westcott</td>
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<td>A</td>
<td>P</td>
<td>ASA (ALT)</td>
<td>Dee Aranza</td>
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<td>P</td>
<td>A</td>
<td>DISA</td>
<td>Ali Khan</td>
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<td>DISA</td>
<td>Tim Bixler</td>
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<td>INSCOM</td>
<td>Sean Ellis</td>
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<td>INSCOM</td>
<td>Roberto Villahermosa</td>
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<td>P</td>
<td>A</td>
<td>INSCOM CIO/G-6</td>
<td>Al McGehee</td>
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<td>A</td>
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<td>INSCOM CIO/G-6</td>
<td>Scott Swansbrough</td>
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<td>P</td>
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<td>MEDCOM</td>
<td>Dan Harper</td>
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<td>MEDCOM</td>
<td>Paul Boyers</td>
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<td>NETCOM/9th SC G-6</td>
<td>Jeff Emory</td>
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<td>NETCOM/9th SC G-6</td>
<td>Matt Viel</td>
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<td>John Oliver</td>
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<td>Brandy Hackworth</td>
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<td>OAA APD</td>
<td>Yoon Song</td>
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<td>OAA APD</td>
<td>Paul Beardsley</td>
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<td>Daniel Ritz</td>
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<td>Gerald Reed</td>
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<td>USAF</td>
<td>Rigel (Shooter) Hinckley</td>
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<td>James Norod</td>
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<td>Jason Longcor</td>
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<td>RMDA</td>
<td>Christie King</td>
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<td>Gary Seibert</td>
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<td>A</td>
<td>P</td>
<td>USACE</td>
<td>Jan Dewitt</td>
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### Legend:
- **P** - Primary Member
- **A** – Alternate Member
BACKUP
★ Tiger Team members are wearing these orange ribbons

★ If you have a question about ECS – do not hesitate to ask!
CONOPS

★ Background:
  • Developed Based upon Army Information Management Requirements v.32
  • Managed Service with Enterprise Scope
  • Focus on Roles/Responsibilities and Operations

★ Current Status
  • V 2.0 Review and Comment by Tiger Team members
  • Tiger Team Members to outreach with their organizations

★ Way Ahead
  • Approval through Tiger Team
  • Approval through Army IT Governance Boards
  • Signature and Approval by CIO/G-6 and DISA
Service Level Agreements

★ Background
- Core project document that will align the CONOPs with the DISA Managed Service
- Ensures a proper level of service will be provided

★ Status
- Initial SLA developed to document and report the service levels and metrics outlined in DISA’s ESPS service offering
- Reporting metrics will be captured during test and validation

★ Way Ahead
- Comprehensive ECS SLAs will be completed based on the reported metrics & lessons learned throughout Test & Validation
- SLA will report relevant and informative metrics to ensure a proper service level is being maintained
★ Background
- Defines Army Information Management (AIM)
- Captures product agnostic requirements for AIM Services
- Provides a long-term view of Knowledge Management-enabling capabilities for the Army Enterprise.

★ Status
- v0.32 - current approved version
  - Approved by the Deputy to the Commanding General, US Army Combined Arms Center, in December 2010.
  - Link https://www.intelink.gov/go/tSbFws

★ Way Ahead
- Release version 0.33 is near completion and will soon enter the approval phase.
## Requirements Traceability Matrix

### Course Requirement

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Requirement</th>
<th>Command Organization</th>
<th>Table of Service (Requirement Category)</th>
<th>STATUS</th>
<th>FORWARD Tracing</th>
<th>Comments</th>
<th>AIM Req Format</th>
<th>Date Added (AIM Baseline Level)</th>
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</thead>
<tbody>
<tr>
<td>0001</td>
<td>Full secure the ability of all personnel to understand, access, and work with .pdf, Word, Excel, Access, PowerPoint, Adobe Acrobat, and Visio documents.</td>
<td>Army Enterprise SharePoint Requirements 2007</td>
<td>x x x x</td>
<td>Management and Operational Usability</td>
<td>Formatted</td>
<td>TCO06</td>
<td>Test</td>
<td>2006-08-23T08:45Z // Enterprise Collaboration Services</td>
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<tr>
<td>0002</td>
<td>Must enable the integration of the enterprise collaboration repository of TRADOC, AMC, and FORSCOM with network-enabled applications.</td>
<td>Army Enterprise SharePoint Requirements 2007</td>
<td>x</td>
<td>Management and Operational</td>
<td>Identity Services</td>
<td>No</td>
<td>N/A Format</td>
<td>Test</td>
</tr>
<tr>
<td>0003</td>
<td>Must be the most comprehensive data indexed available from all other web front and interface.</td>
<td>Army Enterprise SharePoint Requirements 2007</td>
<td>x</td>
<td>Management and Operational</td>
<td>Identity Services, Team Collaboration</td>
<td>No</td>
<td>N/A Format</td>
<td>Test</td>
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<tr>
<td>0004</td>
<td>Field knowledge management system requires field security necessary capabilities.</td>
<td>Army Enterprise SharePoint Requirements 2007</td>
<td>x</td>
<td>Management and Operational</td>
<td>Information Services, Command</td>
<td>G301</td>
<td>Test</td>
<td>N/A Format</td>
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<tr>
<td>0005</td>
<td>Must allow users to populate SharePoint 2007 site with MS Office, word, and Excel web parts.</td>
<td>Army Enterprise SharePoint Requirements 2007</td>
<td>x</td>
<td>Management and Operational</td>
<td>Functional</td>
<td>TCO06</td>
<td>Test</td>
<td>N/A Format</td>
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<tr>
<td>0006</td>
<td>Must provide the ability to upload SharePoint 2007 site (e.g., team sites, meeting workspace, wiki, blog).</td>
<td>Army Enterprise SharePoint Requirements 2007</td>
<td>x</td>
<td>Management and Operational</td>
<td>Team Collaboration, Functional</td>
<td>No</td>
<td>N/A Format</td>
<td>Test</td>
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<tr>
<td>0007</td>
<td>Must allow users to add site, site properties, and site navigation capabilities.</td>
<td>Army Enterprise SharePoint Requirements 2007</td>
<td>x</td>
<td>Management and Operational</td>
<td>Team Collaboration, Functional</td>
<td>No</td>
<td>N/A Format</td>
<td>Test</td>
</tr>
<tr>
<td>0008</td>
<td>Must provide the ability to upload SharePoint 2007 site site collection administration for designated users within Army Directory.</td>
<td>Army Enterprise SharePoint Requirements 2007</td>
<td>x</td>
<td>Management and Operational</td>
<td>Identity Services, Team Collaboration</td>
<td>Test</td>
<td>N/A Format</td>
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<tr>
<td>0009</td>
<td>Must allow users to add site, site properties, and site navigation capabilities.</td>
<td>Army Enterprise SharePoint Requirements 2007</td>
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<td>Must allow users to add site, site properties, and site navigation capabilities.</td>
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<td>Team Collaboration, Functional</td>
<td>No</td>
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**Note:** The matrix shall define the capabilities to support the Army's mission to provide an enterprise collaboration repository for Army users with web access.
ECS Use Case Gathering and Validation Process

**Plan & Prepare**
- Prepare package
- Process planning & review
- Schedule list of interviews

**Execute & Gather**
- Distribute the package and necessary prep material
- CIO/G-6 will conduct interviews with each Tiger Team (TT) Rep

**Review & Approve**
- Compile all input in to the AIM Requirements and use case template
- Post template on ORION
- TT Review and Approve

**Test & Validate**
- Validate nominated use cases on DISA environment
- Document results & findings

**Leverage ECS CONOPS, SLAs, Requirements & Governance**
DISA ESPS OFFERING

Core Services
- Support for all Enterprise Services
  - End User Authorization & Access Control
  - Secure Network Access
  - Acceleration & Caching
  - ESM Tools, including System Monitoring & Configuration Management (SCOM)

User Facing Infrastructure
- Web Front End Servers
- SP Application Servers
- Optional Application Servers

User Facing Infrastructure
- Web Front End Servers
- SP Application Servers
- Optional Application Servers

ESPS Common Infrastructure
- Supports ESPS sites, applications, and users
  - 3.9M persona-based profiles from data in the EASF
  - Centralized billing data

ESPS Common Services
- User Profile
- Managed Metadata
- Business Connectivity Services
- Web Analytics

Database Clusters
- FAST Search Engine

Storage & Backups
- Remote BLOB Storage
- Standard DB Storage
- Remote BLOB Storage
- OE Storage & Backups

Functional Enterprise SharePoint Service Offering
Army Architecture Model

Source: http://architecture.army.mil
**ECS Near-Term Way Ahead**

**ECS Phase I: Planning & Strategy**

**ECS Phase II: Test and Validation**

**Army Validation of DISA ESPS**

**Decision Point:**

*Army Validates ECS (ESPS/FN)*

*Begin Army-wide Transition*

*3Q FY12*

**Tiger Team**

- DISA SharePoint IOC
- NETCOM Begins Transition
- AMC Test Planning
- DISA Sandbox Testing
- APD DECC Transition

**Decision Point:**

*Army IT Governance Boards will Validate ECS - 3QFY12*

**FY12**

**Decision Point:**

*Begin Army Transition*

- > 50K Users Currently on DISA
- > SP/FN Service

**FY13**
Army Enterprise Collaboration Services (ECS) will improve knowledge management and promote IT efficiency through the delivery of collaboration capabilities as a managed service.

**TIMELINE**

- **PLANNING & STRATEGY**
  - FY12
- **TEST/VALIDATION & EARLY ADOPTERS**
  - FY13
- **ALL ARMY TRANSITION**
  - FY14
- **STEADY STATE**
  - FY15
Brochure Back-Ups

DRIVERS

- Army Force Generation (ARFORGEN)
- Army Information Management (AIM)
- Army Data Center Consolidation (ADCC)
- Army IT Efficiencies

RELATED INITIATIVES

- Enterprise Email
- Common Operating Environment (COE)
- Army IT Asset Management
- Unified Communications
- Enterprise Application Services Forest (EASF)
Brochure Back-Ups

**BENEFITS**
- Supports ARFORGEN - “Train As You Fight”
- Provides Collaboration Without Boundaries
- Complies with Industry Standards for Records Management
- Improves Security, Reduces Footprint, Lowers Overall Costs

**CAPABILITIES**
- Microsoft SharePoint 2010
- IBM FileNet P8
- Select SharePoint Third-Party Applications
- Approved Custom Developed Army Applications
- Integration Across Enterprise Services