

Welcome to

**COMPUTING
SERVICES
DIRECTORATE**



DEFENSE INFORMATION SYSTEMS AGENCY
A COMBAT SUPPORT AGENCY

Mission

“To deliver computing information products and services that enable and enhance the Warfighters’ ability to execute the mission.”





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Alfred Rivera

Director



As the Director at DISA Computing Services, it is my job to see that our service mission is executed with every customer call and every project installation. My commitment to you is that we will do everything possible to make DISA CSD part of your team.

You manage a complex program, so you probably have a lot to worry about. But at DISA CSD, we believe that the performance of your system shouldn't be one of them. Our world-class technology, infrastructure, and top-quality climate and security controls offer comprehensive data protection and peace of mind. The world-class team of technicians in DISA CSD delivers mature, standardized operations processes, centralized management and customer-focused support. We manage all the customer data, including hardware components, (computers, storage devices, and networks), software and labor. DISA CSD provides the stable environment within which the Customer's application runs.

From an enterprise view, I am proud of the role and responsibility DISA CSD plays in the larger DISA Campaign Plan, a strategic framework that encapsulates our organization's vision and mission today and into the future. The Campaign Plan provides direction on how DISA will engage to achieve our objectives with the agility to recognize emerging challenges and opportunities. DISA CSD navigates all of our efforts in concert with the Plan's Seven Guiding Principles:

- Our mission and responsibilities are global
- Our enterprise supports the Defense Department and its mission partners
- We must support the full spectrum of operations
- We operate in a contested battle space
- We provide integrated, interoperable, assured infrastructure, capabilities and services that recognize the enterprise begins at the edge
- Our goal is to enable and ensure end-to-end service
- The DISA enterprise must be always-on.

To that end, DISA CSD will continue to strive for operational excellence in all aspects of data center management; push for efficiencies today and tomorrow in facilities and communications infrastructure performance; research and provide state-of-the-art toolsets for operators and technicians, and build and support NetOps processes and procedures.

I hope that you will give DISA CSD the privilege of working with you on your next IT project – whether it is a small test server with a firewall or a massive clustered server array with multiple databases and content delivery capabilities. Whatever you choose to entrust us with, we will deliver service that exceeds your expectations.

Alfred Rivera
ALFRED RIVERA
Director

Customer Relationship Management Division

Customer Relationship Management (CRM) is a key feature of the CSD mandate to respond to Customer IT requirements expertly, efficiently, securely, and cost effectively. The CRM Division has developed a customer-centric business strategy that pro-actively builds an individualized focus towards each Customer organization we support. The goal is to continually increase our ability to provide value to our Customers, from their perspective.

CSD has identified key business initiatives to enhance organizational integration. These include standardization, optimization, and centralization of appropriate enterprise processes and functions utilizing the proven Information Technology Infrastructure Library (ITIL) framework as an architectural guideline. The effects of moving toward an IT Service Management paradigm include optimizing business processes, reducing organizational and Customer costs, improving inter-organizational communication and coordination, and continuously improving Customer relationships.

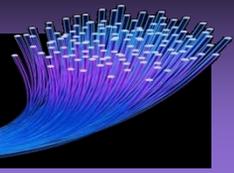
The CRM Division has embraced Service Level Management (SLM) as a guiding principle in developing and sustaining Customer relationships. SLM represents the fulcrum between what the enterprise delivers and the perceptions and expectations of the Customers who receive those deliverables. SLM is actually the monitoring and management of the quality of service of CSD's Service Level Objectives and designated metrics as outlined in the Catalog of Services (CoS), the Terms and Conditions document (T&C), and each Service Level Agreement (SLA) implemented by CSD.

In short, SLM provides a "comfort zone" about the quality of any enterprise level solution, whether designed and implemented for external or internal Customers.

Furthering our strategy of Customer-focused support, the CRM Division is allocated into seven distinct Customer Management Executive (CME) Teams. Each CME Team is dedicated to knowing and working with a particular Agency or group of Customers. These teams are comprised of a governing CME, Project Leads, Customer Account Representatives (CARs), Resource Managers (RMs), and engineers – everyone needed to serve your particular needs, from beginning to end.

The CRM Division is designed, staffed, trained and fully prepared to handle your support needs and allow you, our DoD customers, to execute your missions.

Who is DISA Computing Services?



DISA Computing Services Directorate (CSD) provides world-class processing capability, systems management, communications and storage in support of DoD services, agencies, and combatant commands. Strategically located in 13 secure facilities throughout the world, CSD supports more than 3 million users and hosts over 2,800 applications utilizing more than 3.7 petabytes of storage. CSD has become DoD's number one provider of personnel, payroll, logistics, accounting, and medical records processing.

CSD is comprised of six primary operational elements –

Customer Relationship Management (CRM) provides cradle to grave management of all customer workload support, to include requirements definition, engineering, proposal development, acquisition, implementation, Service Level Management (SLM), service level agreements (SLAs), and billing and invoicing. They perform the entire gamut of customer relations functions for CSD, ensuring that customer solutions are compatible with enterprise strategy. They maintain lines of communication with the Customer to provide rapid and accurate responses to Customer questions, support requests, explanations of services and invoicing.

Business Service Management provides all budgetary, financial, and logistical support as well as developing the pricing strategies and annual Planning Estimates for Customers of IBM, Unisys, UNIX, Windows, storage, and special services workloads that CSD supports.

Operations provides overall management, operations, and maintenance of all assigned DISA information processing and communications systems, ensuring responsive, reliable, and cost-effective processing services for all CSD Customers. Operations also engineers, provisions, operates, and maintains all CSD telecommunications assets, including all networks and network assets in all CSD facilities as well as all network managed services. They are also operationally responsible for the network enclave accreditations and ensure that the network assets connected to those enclaves meet all identified security requirements.

Service Design and Transition plans lifecycle management and status reports for major facilities and communications infrastructure initiatives, and continually assesses the effectiveness of existing infrastructure solutions to meet operational requirements. This area manages efforts to streamline or replace existing infrastructure solutions with better, newer, and/or more cost-effective technology.

Technical Program Office oversees the development and implementation of Computing Service's strategy, to include planning, engineering, technical architecture, enterprise systems management and project management.

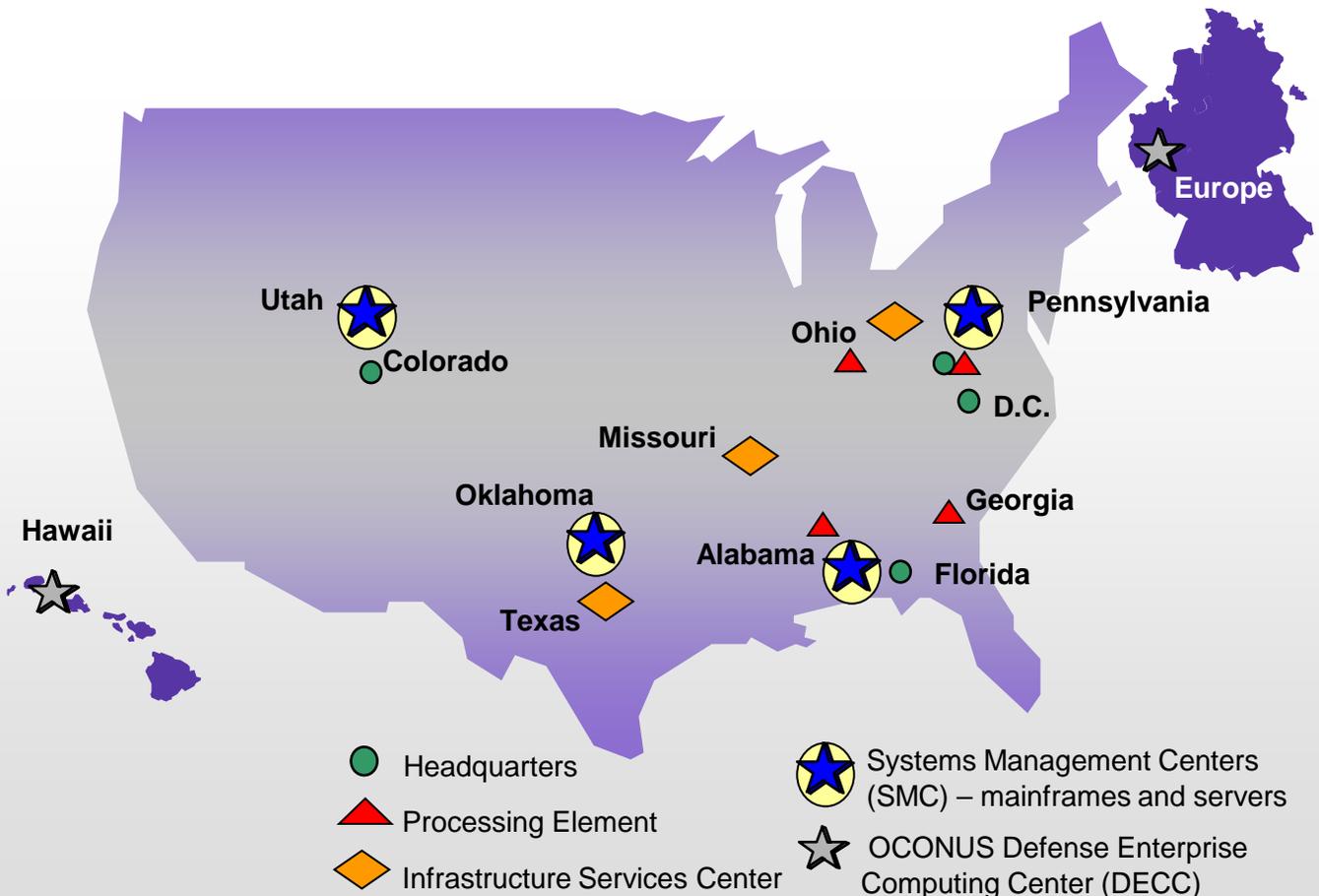
Chief Information Officer (CIO) and Internal Projects leads and governs the delivery and operation of secure world-wide enterprise level IT service enabling the efficient and effective execution of DISA's global combat support missions. Responsibilities include Strategic Planning, Project Portfolio Management, Data Strategy, Quality Assurance, Information Assurance (IA) Security, Host Based Security System (HBSS), and CSD Strategy Registration.



Defense Enterprise Computing Centers: The DECCs

DISA CSD's top tier Data Centers are custom-built facilities designed to give the highest degree of protection and power to your IT resources. Thousands of DoD clients around the globe choose CSD for the superior reliability our world-class DECCs provide, through unparalleled security, network availability, capacity, processing power and operations management. With your IT infrastructure safe in our DECCs, you can focus on cutting operational costs and managing your core business, not worrying about servers and processing. Almost two decades of high-tech experience provides you with hosting services from experts you can trust. Our data centers provide hosting services for mission-critical computer systems, with fully redundant subsystems and compartmentalized security zones controlled by biometric access controls and methods.

We have the capacity and the solutions to meet your hosted infrastructure needs. We support thousands of websites and applications for programs of all sizes. From advanced virtualization/cloud computing to expertly managed dedicated hardware to automatic infrastructure, we can create the solution that meets your unique needs.



How Do I Get Started?



Customers often know **what** they want, but they don't always know **how** best to ask for it.

To make the process easier for you, the Customer Management Division of CSD is divided into Customer Management Executive (CME) Teams. Each CME Team is dedicated to knowing and working with a particular Customer group. These teams are comprised of a CME, Project Leads, Customer Account Representatives (CARs), Resource Managers (RMs), and engineers – everyone needed to serve your particular needs, from beginning to end.

When your service request comes to us, the CME will assign a team consisting of a Project Lead, CAR, RM, and engineer(s) to support you. The CAR will work both with you and all the team members, but will always be the only point of contact you will ever need.



Reach out and Touch Someone

Just find your organization – you can contact your CME and get started today!



Army

(703) 681-2710, DSN 761



DISA

(703) 681-2259, DSN 761



Air Force

(703) 681-2182, DSN 761



OSD-DoD /Classified /Joint Staff /COCOM

(703) 681-2267, DSN 761



DFAS / DLA / BTA / USTRANSCOM

(717) 605-1492, DSN 430



MHS /Tricare

(334) 416-5894, DSN 596



Navy /Marine Corps

(703) 681-2181, DSN 761



Service Level Management Team

(303) 224-1768, DSN 926



CSD SLM Hotline

(303) 224-1660, DSN 926

Virtually Everything You Need



CSD monitors the success of our Customers' service experiences. We understand the financial impact of your resource and political issues and we empathize with your situations and deadlines. Most important of all, we know what's at stake when YOUR Customers need to use YOUR services. Excuses just aren't good enough.

In response, we're in a constant state of improvement with leading edge operational philosophies, technical procedural improvements and tools for maintaining Customer relationships. One of those procedures is the analysis and implementation of virtual solutions.

Our virtual solutions save energy and capital equipment costs, increase hardware utilization by up to ten times, enable continuous uptime with high availability, and recover nearly instantaneously from hardware and software failures. By utilizing an single physical server to run multiple operation systems, multiple server functions can run on a single system and yet remain independent; not impacting the other resources.

This capability enables you to realize significant cost savings in many ways, including –

- Reduced hardware costs
- Reduced operating costs
- Decreased downtime
- Increased recovery reliability for COOP Customers

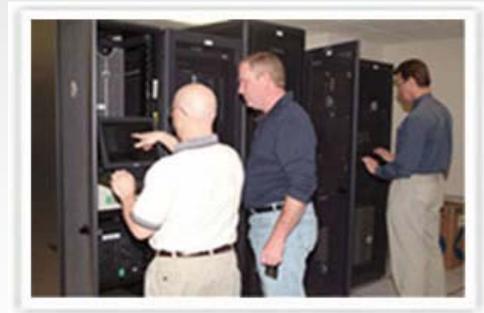


What Can CSD Do for ME?



CSD's Core Support Services include the mature, standardized operations processing and storage of both mainframe and server platforms. We centrally manage IBM and Unisys mainframes and Unix, Windows and Linux servers. We provide Customer-focused support via process-driven standardized operating environments. Rate-based functions for Customers hosted in a CSD facility include:

- System Administration
- Data Communications
- Service Continuity
- Hardware Services
- Information Security
- Capacity Planning
- Application Support
- Database Administration
- Mainframe Internet Access Portal (MIAP)
- Operations Support Teams (OSTs, aka Service Desks)
- Enterprise System Management (ESM) Software Provisioning and Management



View of a server inside a CSD IT facility



...and That's Not All

In addition to the core support CSD provides, we also offer our Customers the following services:

- Rapid Access Computing Environment (RACE)
- Automated Time and Attendance Payroll System (ATAAPS)
- Communication Services
- System Design and Integration
- Global Information Grid (GIG) Content Delivery Service (GCDS)
- System Network Availability Performance Service (SyNAPS) for GCDS Transaction Performance Reporting
- Customized Continuity of Operations (COOP)
- Web Hosting Services
- Database as a Service for Bronze Level Web Hosting

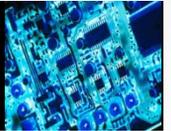




Value-Added Support

CSD support isn't just processing. Our secured raised-floor infrastructure, IT expertise, worldwide networks, dependable backup systems and robust fiber-based storage systems are all just part of the deal. We don't offer the kind of do-it-yourself systems you can purchase at any local computer store. Compared to private industry IT facilities, we beat their value every time and we have the studies to prove it. In fact, our consultants have difficulty finding comparable providers to rate our services and value against. Ask for our statistics – we'll be happy to share.

How is it Done?



DISA CSD has adopted the Information Technology Infrastructure Library (ITIL) approach as a framework for operational and business process improvement. In an ITIL-based architecture, we bring together the elements of facilities, operations, processing, engineering, communications, service level support, budget and finance, and security.

We leverage the use of Capacity Services contracts to provide the appropriate amount of storage, processing space and memory just in time - not just in case. Because of Capacity Services and our vast Enterprise size, we can offer you economy of scale value and savings opportunities that many IT facilities cannot even approach.

We engineer for optimum processing through virtualization on both mainframe and server, creating cost savings while providing higher availability, greater flexibility for growth, and faster implementations. We can support Oracle, SQL, most Cognos, Citrix, Exchange, and Active Directory.



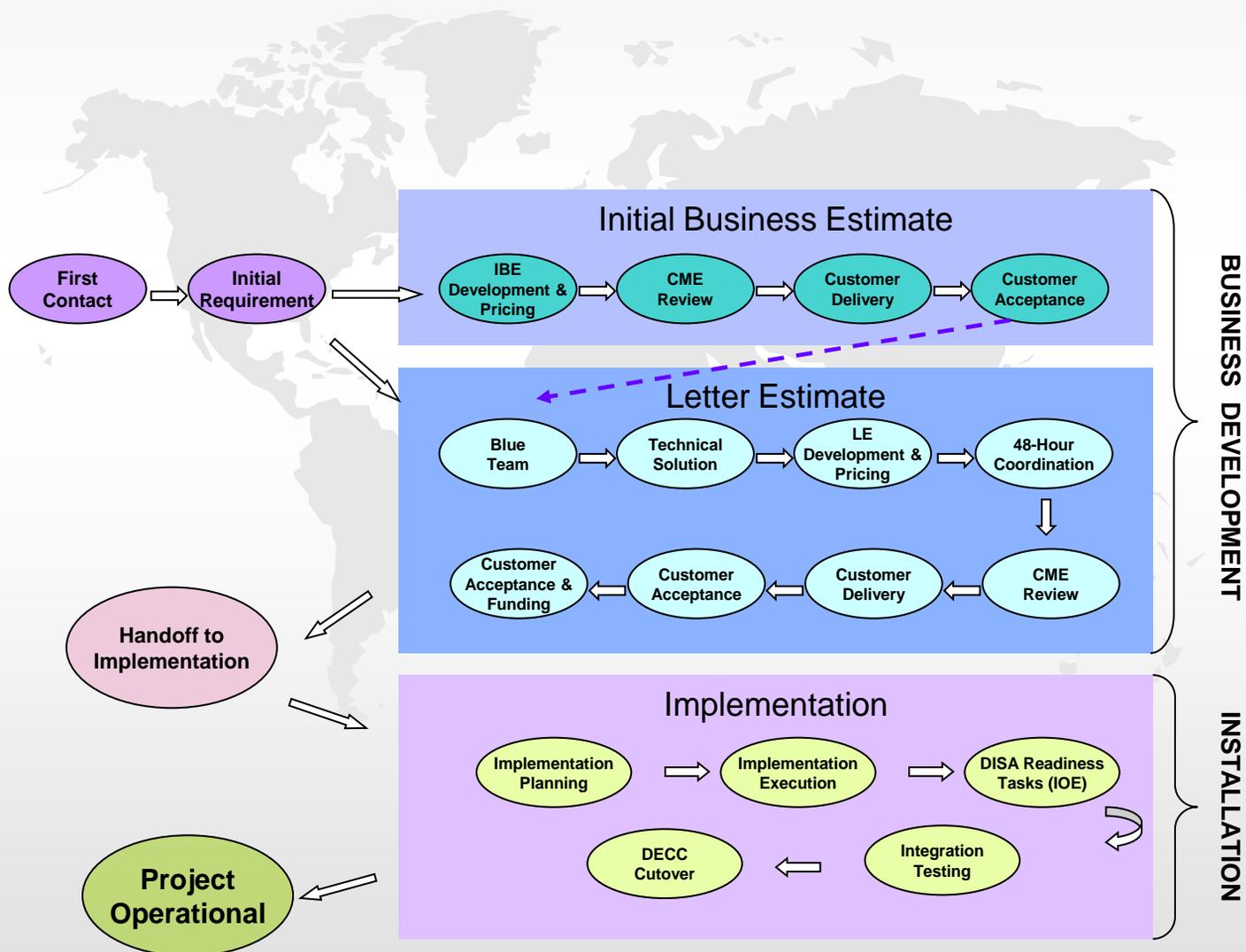
What Can I Expect? The Process



You've heard the saying – a picture is worth a thousand words. Below you'll see a visual workflow of our Business Development and Installation processes.

This is a quick and easy reference tool for you to follow along as your requirement goes through the first part of its lifecycle here at CSD, from initial idea to sustained, fully operational processing system hosted in our environment.

Follow through the next several pages for a descriptive explanation of what happens during these processes, and to see how each step proceeds to the next.





What Can I Expect? Those First Steps

Step One: You have **a requirement**. Your organization has asked you to get a cost estimate. What do you do? Where do you get started?

Don't panic. It's easy with DISA. First, you can **contact us** in any number of ways...websites, CME phone numbers, the SLM Team, the CSD Hotline Phone or the CSD SLM Mailbox. No matter how you reach us, we guarantee you will be put in touch with the team that knows your organization best, and in no more than two working days.

From there, **you will be assigned a CAR** who will work with you from the beginning of your project to the finish. Your CAR is dedicated to working with your specific organization to facilitate a better understanding of your organizational needs. Communication between you and your CAR will determine the business requirements and supporting hardware, software, and communications capabilities of your request.

The Form: Your CAR will provide and help you **complete a System Requirements Form (SRF)** to get the process started. Keep in mind – the more you know about your application and requirement, the easier it will be to effectively design what you need. Unique software products, an impending increase in your user base, pre-defined metrics, critical interfaces with other systems – all details that are important to take into consideration during the design phase. Often, the more folks you can include from your organization to assist, the better (and faster!) the outcome. Once your CAR has assisted you to complete the SRF with as much information as you can, you're on to the next step.



The Project Team: We'll put together a proposal project team (we call them **Blue Teams**) just for you. Your Blue Team will be comprised of your CAR, a Project Lead, systems and software engineers, IT support personnel, communications specialists, storage and security representatives; all working with your designated personnel and dedicated to identifying and refining your requirements. They may bring specialized checklists to the **telecons** in order to better understand your specific application. You'll need to be prepared for any Information Assurance issues (see page 16 for details) but we have a rep for that too. Everyone on this team will work diligently with you to **design a technical solution** that meets your needs *and* your budget.

What Can I Expect? Moving Forward



The Proposal: You've put the pieces of the puzzle together. You and your Blue Team have finalized the requirements and developed a response to the request. Now, you'll receive a cost estimate for your project. Depending upon the complexity and timing of your needs, you'll receive either **an Initial Business Estimate (IBE)** or **a Letter Estimate (LE)**. IBEs have quick turnaround time for a 5,000 foot view of costs, and cannot be used for implementation because they lack some degree of technical detail – they're designed to be used for quick cost planning only. **If you accept an IBE, we will reconvene the Team** and more fully define your requirements. This allows us to develop an LE for you. LEs are far more detailed, take a little longer, and come with our proposed Technical Solution and projected costs for implementation and sustainment.



Your Decision: Once the IBE or LE is presented to you, it will remain **valid for 30 days**. That means you have an entire month to review internally, work with your CAR and Blue Team to check details, ask for 'tweaks', and determine if the solution is right for you.

Your Acceptance: Your **signature** of acceptance *and* forwarding of the start-up implementation **funding** and a full quarter of projected sustainment funding starts the implementation process.



The Implementation: Okay, it's that big moment; together, we've defined your requirement, designed a solution, proposed a cost, and you've accepted by signature and funding. Now it's time to connect all those parts. With our Capacity Services contracts, you'll expend **no up-front capital dollars** for equipment purchases. We can bring the necessary **capacity to support** your requirements into place quicker than most agencies can even start the hardware purchase process. Your CAR and a Project Lead will work with you every step of the way. Keep in mind – you must have a **valid IATT, IATO or ATO** for any network connections to take place.

Initial Operating Environment (IOE) is the stage at which we have your environment ready for loading your application and testing. It occurs during the DISA Readiness Tasks phase on the process chart. Once your implementation project has reached IOE, sustainment billing will commence.



What Can I Expect? Sustainment



Full Operational Capability (FOC): FOC is reached once you and our support staff agree that your application can be declared fully operational – ready for prime time for your users. **Full sustainment processing and invoicing** are in place and your continued support is considered our priority.

Sustainment Support: Remember that CAR who worked with you through the process? Chances are, this same person you've come to rely on as your primary point of contact will be the same representative you can now depend upon throughout the **continual processing** of your application. Your CAR will contact and work with you regarding potential process improvements, updates and upgrades to software and hardware, tech refreshes for your processing suite, and cost saving opportunities like standardized tools and temporary testing environments you may want to use to your advantage.

The Service Level Agreement (SLA): Reaching a successful IOE stage starts recurring sustainment support and initial invoicing for your project. Your CAR will now work with you to prepare an SLA for signature. The **SLA is your formal document containing the specifics** of your support services – what reports you can request, what metrics you require, which POCs you'd like to have contacted. It outlines what you require of us and what we pledge to provide for you. SLAs are dynamic living documents, maintained by you and your CAR to reflect up-to-the-moment individualized support details.



In conjunction with the SLA, we provide the CSD **Catalog of Services (CoS)**, representing an ITIL-based document with information outlining all of our currently offered (and many of our upcoming) services. Our **Terms and Conditions (T&C)** document, applicable to all SLAs, is provided and contains amplifying information regarding the SLA rules of engagement. The content of the CoS and T&C are considered to be content of the SLA.

Your CAR will review your entire SLA with you at least annually to ensure accuracy. Each fiscal year during the second quarter, you'll receive a **Planning Estimate (PE)** with your projected costs for the upcoming year, helping you determine how you want to **budget your annual funding**, and how much support to request from us.

What About Security and IA?



Security extends far beyond guards and gates. We understand and participate in the DoD Information Assurance Certification and Accreditation Process (DIACAP). We've developed an Enterprise set of Information Assurance (IA) controls, documenting which controls are Inherited by CSD, program-owned, or shared between us. These lists are based upon the MAC and Confidentiality levels assigned to your specific application. Our IA reps can even assist you with completing your DIACAP package within your organization.

Just want a quick idea of what you'll need to have for DISA to implement a project for you? Try this IA Checklist:

DIACAP Executive Package

- System Identification Profile (SIP)
Identifies a compiled list of system characteristics or qualities required to register an information system with the DISA IA program
- DIACAP Implementation Plan (DIP)
Contains the information system's assigned IA controls
- DIACAP Scorecard
A summary report that conveys information on the IA posture of an information system.
- IT Security Plan of Action & Milestones (POA&M)
Record that identifies tasks to be accomplished in order to resolve security vulnerabilities.
- DIACAP Artifacts
A list of items submitted to reflect implementation of the IA controls.
 - Signed ATO/IATO Memorandum from program/system DAA
(MUST be obtained before any Network Connections can be made)
 - Program/System Security Documentation
 - Program/System CA Certification Recommendation
 - CCAO Package (SIPRNet)





How Long?

Standardized, non-complex requirements and an existing, valid ATO, can go from your first idea in an SRF to FOC in as little as a few months. The more complex in size or configuration, the longer the timeframe you should plan for. Be sure to work closely with your assigned CAR and Project Team to get a good timeline expectation established for your specific requirement.

How Much?



CSD is a Defense Working Capital Fund (DWCF) Agency. We must recover all our costs, without recognizing any profit. For our standardized, rate-based services, rates are changed and published annually. We post them for our Customers' convenience, and they can be found at <http://www.disa.mil/computing/documents/Rates.pdf>. For specialized services we charge direct costs back to you on a reimbursable recovery basis.

Your annual PE will allow you to plan for the upcoming fiscal year (FY), listing our cost projections based upon either the rate(s) affiliated with the service or the projected usage and cost for any reimbursable services you may have. Our projections take into consideration what we know about your requirements for the next year, so communication with your CAR is key in ensuring you get the most accurate estimate. Your actual costs are invoiced monthly, and reflect your actual usage and rates. No estimate involved there.

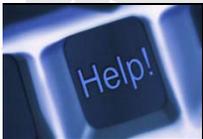
Invoices are available to you at any time via the Centralized Invoice System (CIS). For current Customers, you can get an account in CIS by accessing <https://dwfn.jax.disa.mil> and selecting 'Sign Me Up.' The web-enabled CIS lets you view, download, and print your invoice data by period and year-to-date. Users can obtain current and/or historic invoice data at many different levels.



How Does All of This Benefit ME?



- Lower Cost (now and in the future)
- Leveraging Economies of Scale
- Higher Availability and *-SPEED-*
- Automatic Tech Refreshes at End of Life
- Uniform Computing Environment
- No Procurement Process
- Standardized Agency Software Products
- Infrastructure as Needed with NO Capital Investment
- DIACAP Participation and IA Assistance
- 24x7 Support and Troubleshooting
- **YOUR Personnel and Resources can be re-dedicated to YOUR Core Mission!**



Assistance

You want help, you've got it. If we are hosting your applications in our operational environments, CSD provides four primary OSTs with experienced troubleshooters, available 24 x 7 x 365. Our Customers can call from anywhere, at any time.

They're available at:

Utah	(801) 605-7901 DSN 388
Pennsylvania	(717) 605-7426 DSN 430
Alabama	(334) 416-3626 DSN 596
Oklahoma	(405) 739-5600 DSN 339





Want to Know More?

Have a Quick Question, and need a Quick Answer?

Our Service Level Management (SLM) Team exists for just such a purpose! Designed as a centralized source of information for almost any question you may have about the CSD Enterprise as a whole - processes, where to find what, who to ask details from – we're here for you. We interface and coordinate with all CSD Process and Service owners to acquire the knowledge you need. We communicate the definitions and processes of our service offerings for inclusion in our Catalog of Services and Terms and Conditions documents. We post and provide useful Enterprise Information, internally and externally (to you) in a variety of places for a variety of existing Customers and potential Customers.



You can use our **CSD Mailbox**: CSD_SLM@csd.disa.mil



Or Call us on our **Hotline Number**: (303) 224-1660, DSN 926



On the **Public Web Site**, you can find our Catalog of Services, Rates, and an overview of who we are and what we do: <http://www.disa.mil/computing>



Already a Customer? Try the **Partner Portal**, a valuable repository of information where registered users can download documents such as our Catalog of Services, Terms and Conditions, Rates, and IA Manual, as well as view your SLAs and Planning Estimates.

If you've already requested an account and have registered your CAC Card, you can go to <https://ciws.csd.disa.mil/cp> for a look at all that's out there.

For registration instructions and assistance, contact your CAR, your CME, or any member of the SLM Team.

