DISA
DEFENSE INFORMATION SYSTEMS AGENCY
The IT Combat Support Agency

DISA Business Support System

Bridging the Gap for Efficiency

Martha Jasper
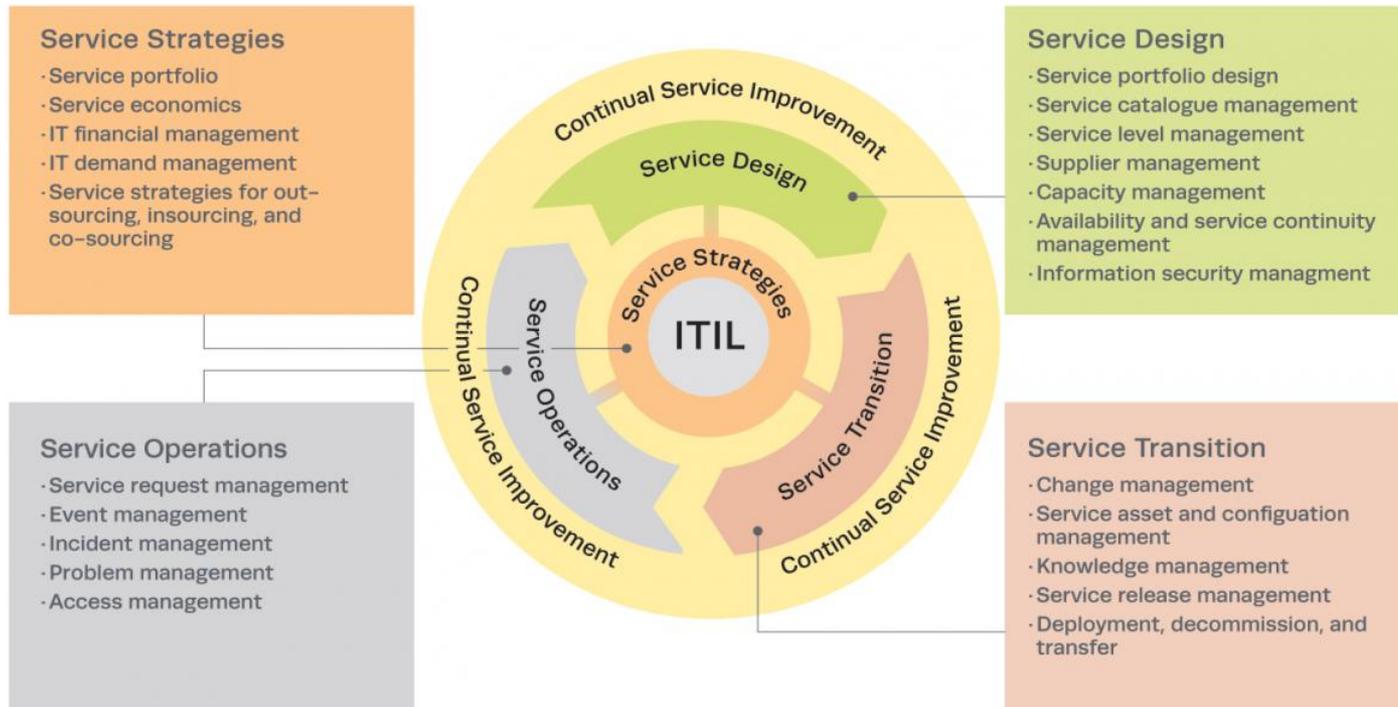
Chief, Business Systems Portfolio

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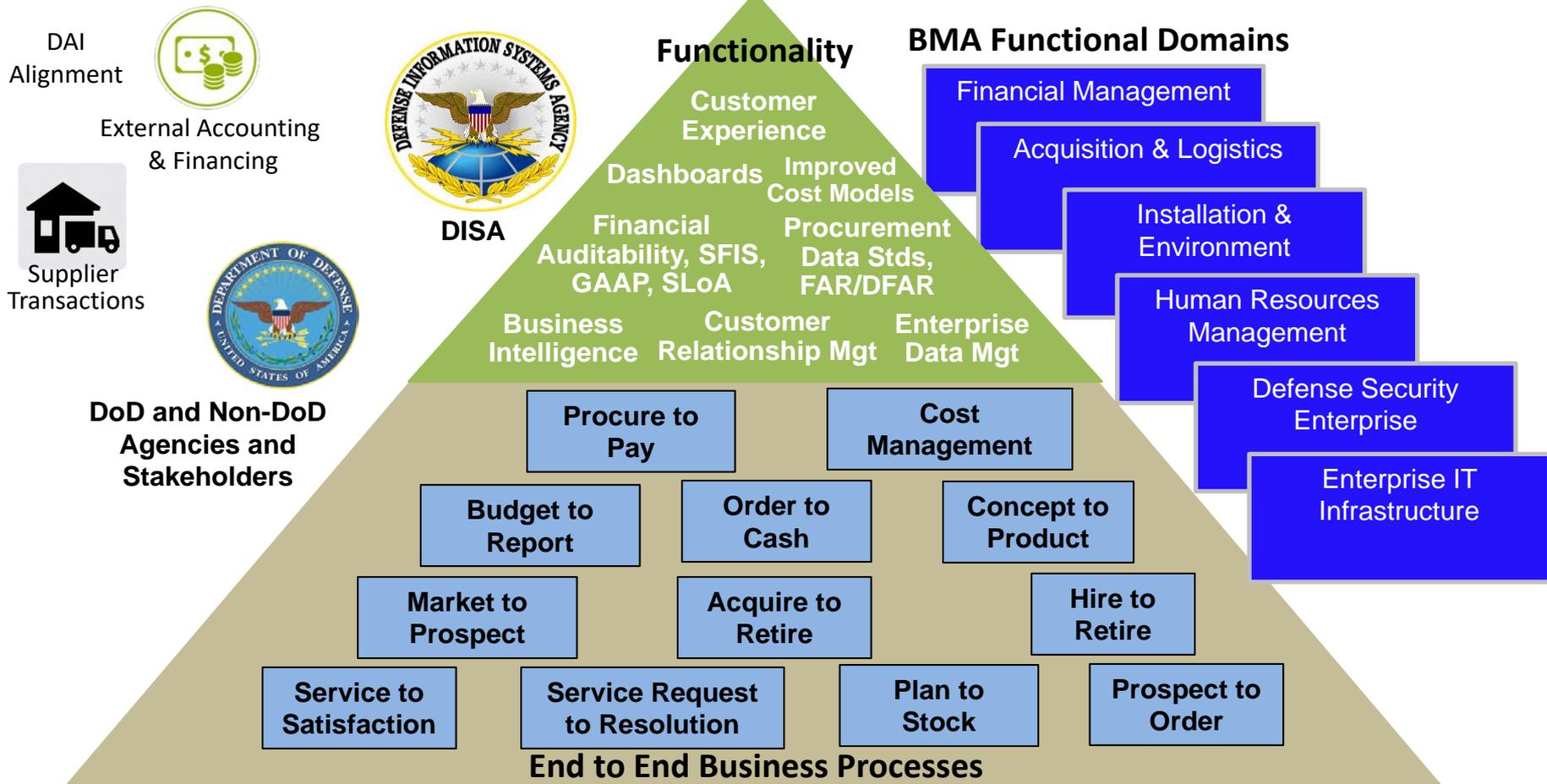# Core Business of DISA

- # IT Service Provider
  - ## DoD data protection and delivery – voice, video and data
  - ## IT Service Management (ITSM)

Ref: MITRE IT Service Management Model

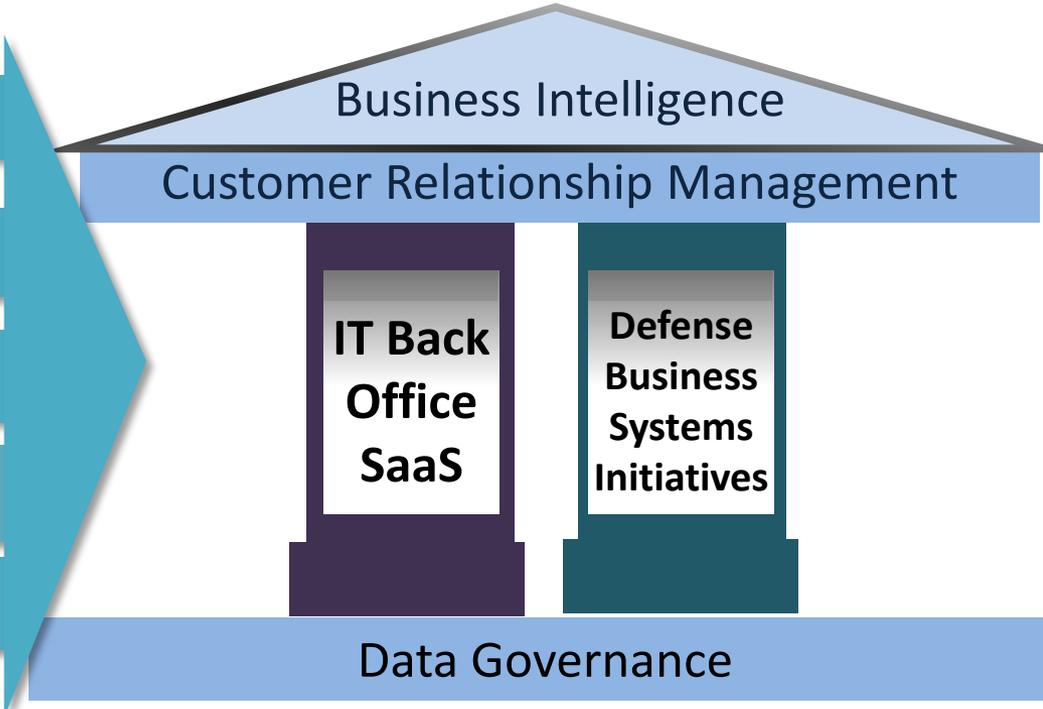# DoD Chief Management Officer (CMO) Defense Business System Approach

Functionality

Customer Experience

Dashboards — Improved Cost Models

Financial Auditability, SFIS, GAAP, SLoA — Procurement Data Stds, FAR/DFAR

Business Intelligence — Customer Relationship Mgt — Enterprise Data Mgt

BMA Functional Domains

- Financial Management
- Acquisition & Logistics
- Installation & Environment
- Human Resources Management
- Defense Security Enterprise
- Enterprise IT Infrastructure

DAI Alignment

External Accounting & Financing

Supplier Transactions

DoD and Non-DoD Agencies and Stakeholders

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End to End Business Processes:
- Procure to Pay
- Cost Management
- Budget to Report
- Order to Cash
- Concept to Product
- Market to Prospect
- Acquire to Retire
- Hire to Retire
- Service to Satisfaction
- Service Request to Resolution
- Plan to Stock
- Prospect to Order

End to End Business Processes

Heavy business process management approach supports unique regulatory and policy requirements in less dynamic functional areas (e.g. FM, HR)

DISA Business Systems Portfolio

Capability Area

Current Systems

Capability Area	Current Systems
Financial Management	FAMIS WCF, TIBI, FABS, DFMS, JPAS, ..
Contract Management	IDEAS, COPS, CSS, EDMS
Acquisition/Logistics	DSF, CORAS, IRIS, DTMT
Human Resources Management	CMIS, DTMS
Installation and Environment	CAFM

Business Intelligence

Customer Relationship Management

IT Back Office SaaS

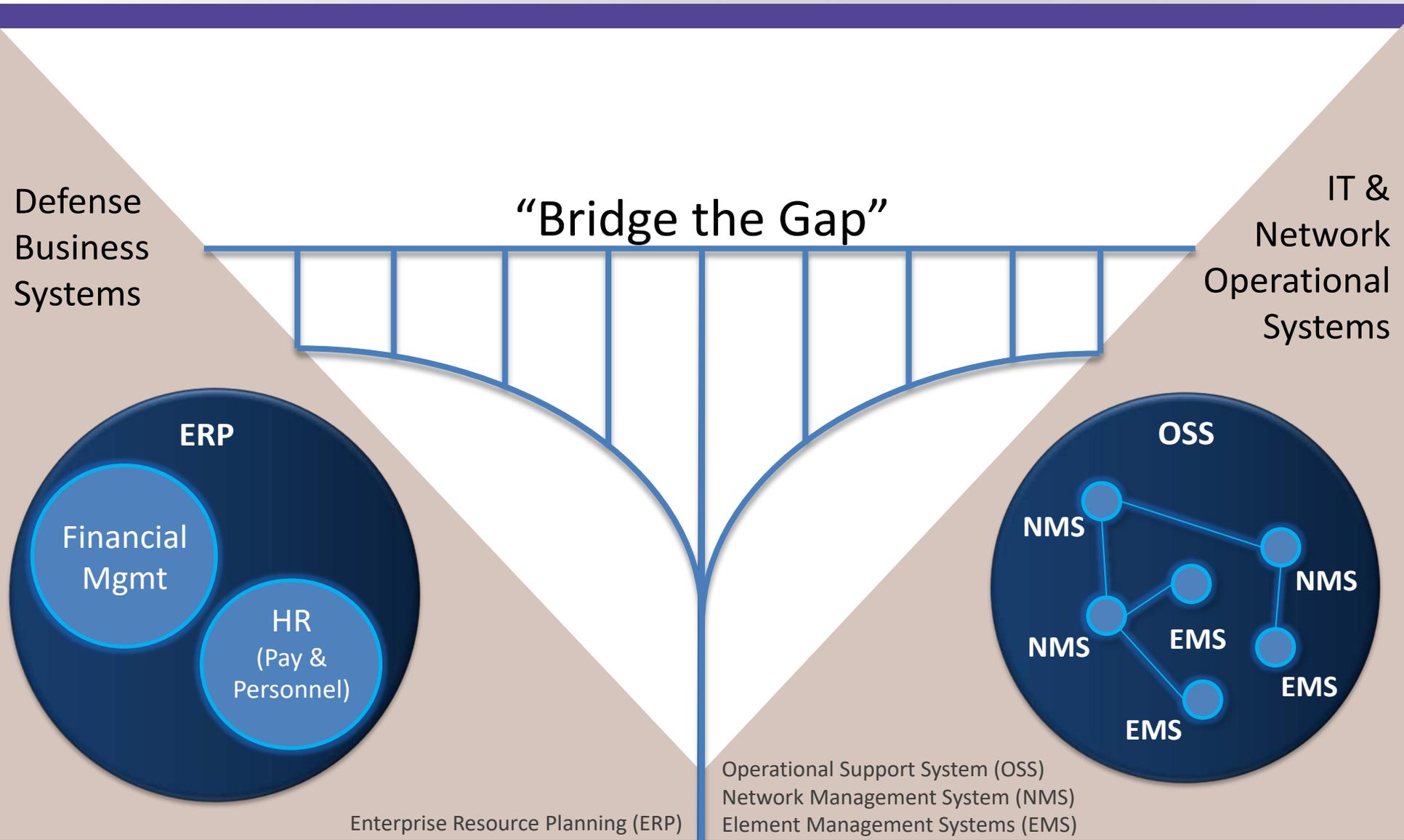**Defense Business Systems Initiatives**

Data Governance

Objectives for Modernization

- **Improve business agility**
- **Reduce operating costs**
- **Adopt industry best practice**
- **Modernize business processes**
- **Simplify business system landscape**
- **Improve data transparency and consistency**
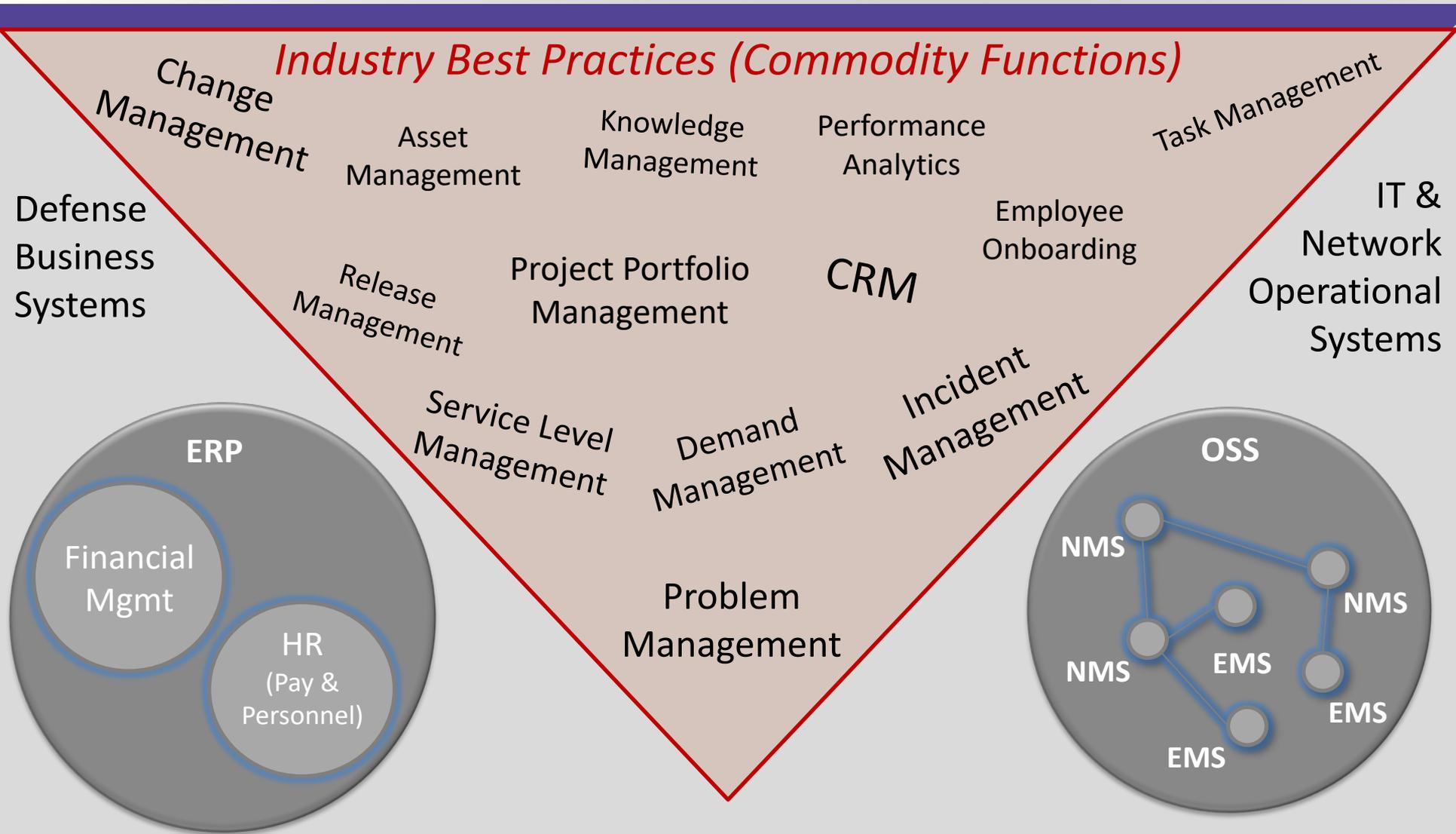- **Leverage Defense Business Systems initiatives across DoD components**

IT Service Provider Business System Challenge

Defense Business Systems

IT & Network Operational Systems

"Bridge the Gap"

ERP

Financial Mgmt

HR (Pay & Personnel)

OSS

NMS

NMS

NMS

EMS

EMS

EMS

Operational Support System (OSS)
Network Management System (NMS)
Element Management Systems (EMS)

Enterprise Resource Planning (ERP)

ITSM Business Support System

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Industry Best Practices (Commodity Functions)

Change Management

Asset Management

Knowledge Management

Performance Analytics

Task Management

Defense Business Systems

Employee Onboarding

Release Management

Project Portfolio Management

CRM

IT & Network Operational Systems

Service Level Management

Demand Management

Incident Management

ERP

Financial Mgmt

HR (Pay & Personnel)

Problem Management

OSS

NMS

NMS

NMS

EMS

EMS

EMS

Approach Benefits

- **Interoperability through standardized configurations based on policies, best-practices and frameworks (e.g. ITIL/DESMF)**
- **Streamline delivery of new lines of service**
- **Rapidly eliminate legacy systems and reduce the number of interfaces**
- **Improve data management**
- **Consistent look and feel across capabilities**
- **Modern functionality**
  - **Business Intelligence**
  - **Customer Relationship Management (CRM)**
  - **Responsive Design (mobile ready)**
- **Alignment with CMO Business Enterprise Architecture**

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