Service Support Environment & Change, Configuration and Asset Management Update

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Service Support Environment

- The Global Service Desk (GSD) provides warfighters, military components, mission partners, and other federal agencies with a single point of entry for service desk support.

- The Service Support Environment (SSE) is a centrally managed virtual platform that enables a unified process framework with a **SINGLE** ticketing system, service request management system, call management system, quality assurance plan, and a more robust knowledge-centered support structure.

- In accordance with a Secretary of Defense initiative and Department of Defense guidance, DISA is consolidating 22 geographically dispersed service sites managing more than 108 environments.
<table>
<thead>
<tr>
<th>Unified Capability</th>
<th>Technology Component</th>
<th>NIPRNET/ SIPRNET</th>
<th>Enabled Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENTERPRISE CONTACT MANAGEMENT</td>
<td>contact management system</td>
<td>NIPRNET ONLY</td>
<td>• Telephone&lt;br&gt;• Multi-media e.g. email, chat, &amp; fax&lt;br&gt;• Metrics</td>
</tr>
<tr>
<td>ENTERPRISE TICKETING</td>
<td>global trouble ticketing</td>
<td>NIPRNET &amp; SIPRNET</td>
<td>• Incident Mgt Module&lt;br&gt;• Problem Mgt Module&lt;br&gt;• Service Request&lt;br&gt;• Knowledge Mgt Module&lt;br&gt;• Change, Configuration &amp; Asset Mgt</td>
</tr>
<tr>
<td>ENTERPRISE SYSTEMS MANAGEMENT</td>
<td>element management system</td>
<td>NIPRNET &amp; SIPRNET</td>
<td>• Real time alerts and alarms&lt;br&gt;• Federated view of Configuration Items</td>
</tr>
<tr>
<td>SERVICE REQUEST MANAGEMENT</td>
<td>self-help</td>
<td>NIPRNET &amp; SIPRNET</td>
<td>• Service Ordering&lt;br&gt;• Self Help</td>
</tr>
<tr>
<td>KNOWLEDGE MANAGEMENT</td>
<td>knowledge-center support</td>
<td>NIPRNET &amp; SIPRNET</td>
<td>• Agent and User shared Articles supporting self-help</td>
</tr>
<tr>
<td>SELF SCHEDULING</td>
<td>self-help</td>
<td>NIPRNET ONLY</td>
<td>• Allows users to self schedule appts for repair at Tier 2</td>
</tr>
</tbody>
</table>
Service Support Environment

Unified Contact Management

Tier I Agent Assistance

DoD Users Support Channels

Unified Self-Help Support Environment

Unified Service Desk Agent Environment

Service Monitoring

Ticket & Order Management

Knowledge Management
Global Change & Configuration Management

- Controlling and managing changes that effect or impact the IT Infrastructure
- Promote services to the business by minimizing or mitigating the risk of disruption
  - Provide efficiencies in process and cost activity optimization

Agency standardization provides:
- Control and manage changes
- Capture impacts, cost, benefit, and risk
- Communicate change plans, status, and schedules
- Define roles, responsibilities, and activities
- Centralize points of accountability
- Be an agent of change in leading Continual Service Improvement efforts
  - Productivity efficiencies
  - Reduction in duplication of efforts
  - Performance optimization
Global Change & Configuration Management

Utilize Three (3) Model Types
• Standard, Normal, & Emergency, *that utilizes* automation through a common ITSM tool, *which* incorporates elements *from the*:
  • DoD Enterprise Service Management Framework (DESMF)
  • DoD Risk Management Framework (RMF)
  • National Institute of Standards Technology (NIST)
Sign it Architecture Definition

**Overall Benefits Include:**
• Enhanced IT reputation
• Increased productivity to customers & IT staff
• Transparency into deployed and upcoming changes
• Loss adverse impact to the environment due to changes
• Documented fundamentals for applying changes to the environment
On the Horizon

- Improved Problem Management
- More Quality Assurance & Customer Outreach
- Multi-channel support

To reach the Global Service Desk call 1-844-DISA-HLP (1-844-347-2457)

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