

**CDR Cayetano “Tony” Thornton**  
Deputy CIO, Infrastructure and Operations



# **2014 Defense Health Information Technology Symposium**

## **Forming the Infrastructure and Operations Division and What It Means to You**



***“Medically Ready Force...Ready Medical Force”***

# Learning Objectives



- Understand I&O's objective and our approach to supporting improved clinical care
- Gain insight into how I&O is structured, understand I&O's lifecycle process and how to access the Service Catalog
- Describe the integrated healthcare environment through standardizing infrastructure technology infrastructure down to the desktop

# Agenda



- Why
- Organization
  - Infrastructure and Operations (I&O) Division
  - Scope
  - I&O Branches
- Objectives and Processes
- Summary
- Questions

# The “Why”



# Why did Congress and the Military create the DHA?



- Creating a more **globally integrated** health system – built on our battlefield successes
- Driving enterprise-wide shared services; **standardized clinical and business processes** that produce better health and better health care
- Implementing future-oriented strategies to create a **better, stronger, more relevant** medical force
- **A single healthcare system** to support our Warriors and their families in the same manner regardless of physical location or Service affiliation

***“Medically Ready Force...Ready Medical Force”***

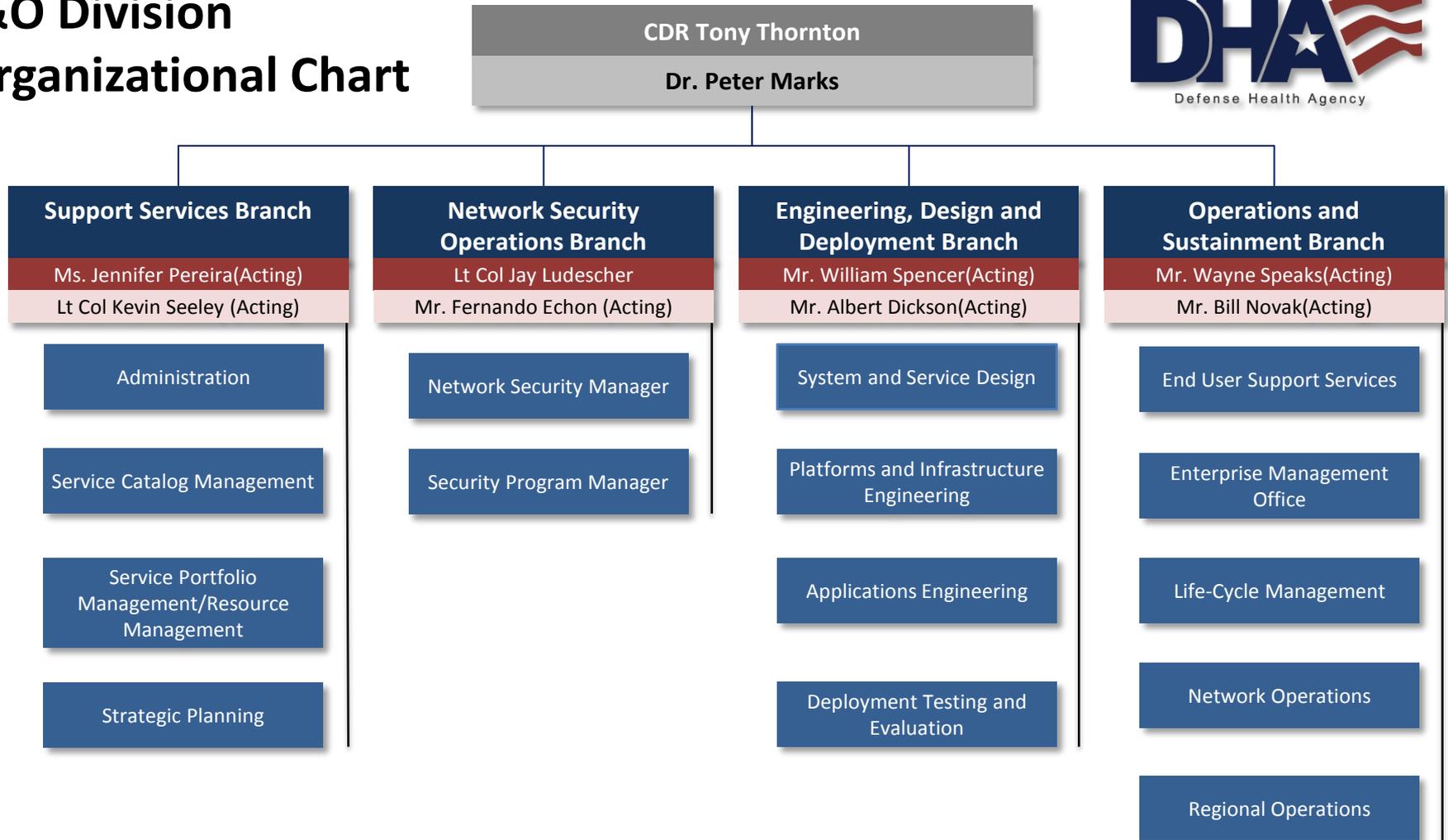
# Support for New Department of Defense Electronic Health Record (EHR)



- **IO Objective:** Support an integrated healthcare environment through standardizing infrastructure technology (IT) infrastructure down to the desktop
- **Approach**
  - Focus on strategic IT infrastructure initiatives in support of improved clinical care
  - Identify IT consolidation opportunities and rationalize contracts to save money with one IT provider
  - Recognize cost savings for critical infrastructure initiatives
  - Many clinical locations; same IT functionality!

# Organization

# I&O Division Organizational Chart



LEGEND			
	Acting Deputy Director		Acting Branch Chief
	Acting Chief of Operations		Acting Branch Chief of Operations
	Branch		Section

***“Medically Ready Force...Ready Medical Force”***

- Pulling together staff from
  - Enterprise Infrastructure – Former TMA Infrastructure component (Enterprise Infrastructure)
  - Army – United States Army Medical Information Technology Center (USAMITC)
  - Navy – Navy Medicine Information Systems Support Activity (NAVMISSA)
  - Air Force (AF) – AF Medical Operations Agency (AFMOA) and AF Medical Support Agency (AFMSA) Information Management (IM)/IT Divisions

# D2D IT Infrastructure Cost Scope



The D2D services include: Development Test as a Service (DTaaS), Directory Services/Enterprise Management (DS/EM), Enterprise Service Desk (ESD), Desktop as a Service (DaaS), Platform as a Service (PaaS), Network as a Service (NaaS)

## DTaaS

- An integrated development and test infrastructure service that emulates production environments, improves operational availability and time to field applications, and deployment transition of Military Health Systems.

## DS/EM

- A common Directory Service (DS) that will create a unified and secure platform for network authentication and management of identity and access privileges for providers and staff across the Military Health System.
- Enterprise Management (EM) will provide that required set of IT capabilities that enables DHA to govern, manage, measure, and secure the IT services supporting the medical mission.

## ESD

- A single point of contact for all Military Health System users to obtain support, request DHA IT services and report technical issues. Program will consolidate disparate Enterprise Service Desk (ESD) functions across the Military Health System.

# D2D IT Infrastructure Cost Scope



DaaS

- A “managed to the desktop” strategy that will define, deliver, sustain and measure standard desktop baseline(s) across the Military Health System for both traditional and virtual desktops. Program will focus on all aspects of End User Device (EUD) management including release management, software licensing, hardware, data storage and refresh strategies.

PaaS

- A standardized approach for regionally storing data and delivering applications and services to the Military Health System in close proximity to the point of care or point of need. PaaS will be tightly integrated into the model for a Single Security Architecture to provide a highly available and redundant shared platform service for delivery of MHS applications, data, and DHMSM.

NaaS

- A centrally-managed, highly-available, low-latency network communications infrastructure for the Military Health System and its mission partners that will connect users to applications, services and data behind a **Single Security Architecture (SSA)** under a single ***Designated Approving Authority (DAA)***.

# I&O Branch Goals



- **Goal 1: Support Services** – Support people and programs that implement and maintain infrastructure to improve delivery of premier healthcare
- **Goal 2: Network Security Operations** – Monitor, protect, and defend the Military Health System's (MHS's) information security posture by preserving confidentiality, integrity, and availability of user data
- **Goal 3: Engineering, Design and Deployment** – Design, engineer and deploy standardized and consolidated infrastructure systems and services
- **Goal 4: Operations and Sustainment** – Integrate and sustain a responsive, highly available, and secure infrastructure supporting healthcare systems

# Support Services Branch

Branch Chief: Ms. Jennifer Pereira (From TMA)

Deputy: Lt Col Kevin Seeley (From AF)



## *Overarching Responsibility: Manage and direct I&O day-to-day business functions*

### **Administrative Management**

- Plans, assesses, and ensures logistical readiness and availability of documentation and personnel

### **Resource Management**

- Manages finances, contracts, and logistics
- Supports DHA contracts rationalization effort
- Manages I&O portfolio rationalization effort

### **Customer Relationship Management**

- Liaisons with customers to identify/document requirements
- Establishes and manages I&O service catalog
- Establishing lifecycle process to manage all infrastructure requirements

### **Strategic Planning**

- Creates and maintains overall I&O strategic plan that aligns with DHA Vision
- Facilitates cross divisional communications and collaboration
- Establishes robust quality improvement and risk management programs and processes to ensure I&O projects remain on schedule, within costs and meet/exceed customer performance requirements

***“Medically Ready Force...Ready Medical Force”***

# Network Security Operations Branch

Branch Chief: Lt Col Jay Ludescher (From AF)

Deputy: Fernando Echon (From AF)



## *Overarching Responsibility: Directs and manages cybersecurity operations*

- Computer Network Defense (CND) Tier 2 & 3 services
  - Tier 2 – Agency AOR, Dissemination of Information, Support Tier 3
  - Tier 3 – Enclave/Local Implementation, Execution, & Reporting
- Completes Certification & Accreditation (C&A) activities
- Supports connection approval process requests for DHA
- Supports DHA change authorization board meetings
- Supports DHA remote access requests
- Provides Ports, Protocols and Services (PPS) management
- Processes alternate token requests

***“Medically Ready Force...Ready Medical Force”***

# Engineering, Design, & Deployment Branch

Branch Chief: Bill Spencer (From Navy)

Deputy: Albert Dickson (From Army)



*Overarching Responsibility: Manage development of infrastructure service design through program/project management, technical requirements development, solution architecture, capacity management*

- Manages enterprise deployment of
  - Infrastructure
  - Data centers
  - Core back office technology
- Provides technical engineering for Infrastructure, Platforms, Identity and access management, and enterprise services
  - Manages, build, and maintain an enterprise test and evaluation environment
  - Provides infrastructure testing services

***“Medically Ready Force...Ready Medical Force”***

# Operations and Sustainment Branch

Branch Chief: Wayne Speaks (From TMA)

Deputy: Bill Novak (From Army)



***Overarching Responsibility: Manages all facets of operations and sustainment of enterprise IT services for DHA***

- Directs end-to-end (E2E) network services; assesses, monitors, and reports on network, application and user performance
- Provides data center services to include hosting and management of data center space across DHA
- Identifies, consolidates, and optimizes DHA Health Information Technology (HIT) infrastructure, computing assets and maintenance services to control costs and extend service life
- Provides audio and video conferencing support
- Supports network communications across the DHA, VA, and civilian health spectrum
- Provides technology refresh for key infrastructure components
- Supports consolidation, standardization, and unification of email services under the DoD Enterprise Email (DEE) construct

***“Medically Ready Force...Ready Medical Force”***

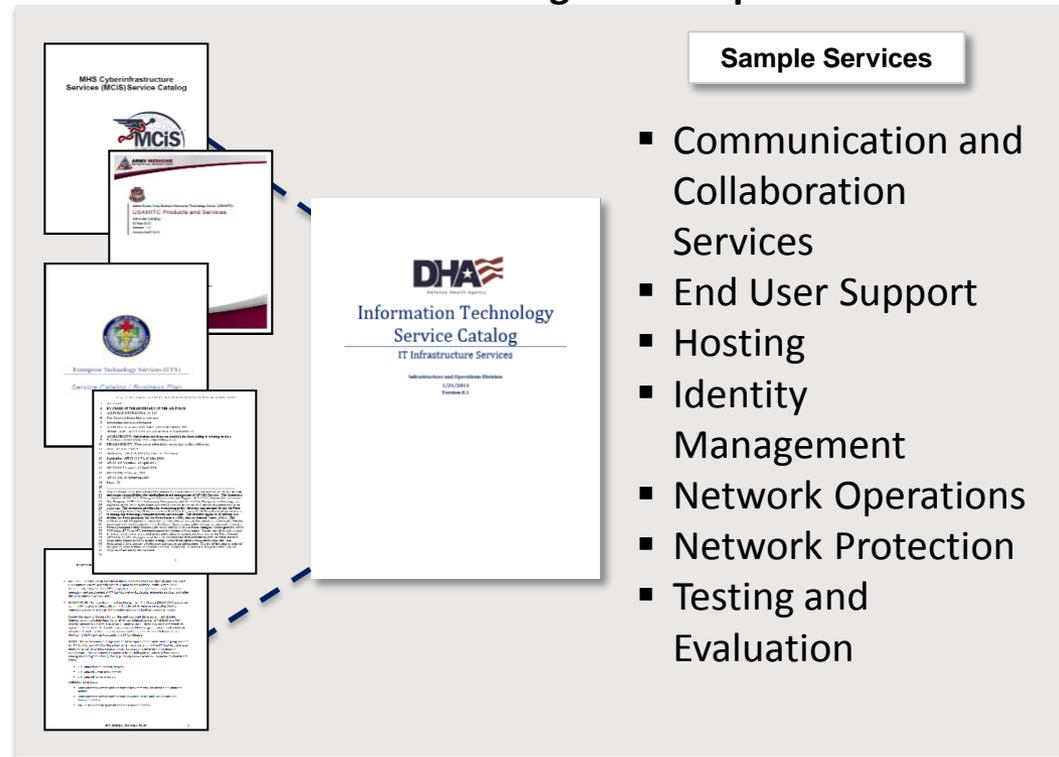
# Objectives & Processes

# Support Services Branch Future I&O Service Catalog



- HIT-related infrastructure services consolidated under DHA management
- Single source documenting IT services to meet customer requirements; initial Service Catalog – Jul 2014
- Service Catalog will include the following for each service
  - Description
  - Customer obligation
  - Service available
  - Support services
  - How to order
  - Other services ordered
  - Services not included
  - Service levels

## Future IT Service Catalog and Sample Services



- Communication and Collaboration Services
- End User Support
- Hosting
- Identity Management
- Network Operations
- Network Protection
- Testing and Evaluation

- Requirement requests should be submitted via DHA Group Connect website at <https://io.dha.health.mil>; select "Service Catalog"
- Questions? Contact CRM.Team@DHA.mil

***"Medically Ready Force...Ready Medical Force"***

# Join Us for More Details...



When	Title	Who	What
30 Jul (1040- 1140) & 31 Jul (0930-1030)	Standardization from Desktop to Datacenter for the Deployment of the new EHR in Washington State	Dr. Peter Marks	Preparation for the new EHR
30 Jul (1300-1400) & (1600-1700)	A Consolidated Standardized Network for DoD Healthcare	Mr Bill Spencer	Network improvements through consolidation
30 Jul (1410-1510) & 31 Jul (1040-1140)	A Standard Virtual Desktop for DoD Healthcare	Mr. Albert Dickson	Reducing sustainment activities at the MTFs – simplifying software installations
30 Jul (1600-1700) & 31 Jul (1040-1140)	Service Desk Strategy for the DHA	Mr. Wayne Speaks	Centralized support for MHS applications and infrastructure
30 Jul (1600-1700) & 31 Jul (0930-1030)	Video Support for Military Medical and Tele-health	Mr Bruce Andrew	Video conference support overview
30 Jul (1040-1140) & 31 Jul (1040-1140)	Department of Defense Enterprise Email (DEE)	Mr. Mike Nolan	DEE transition overview

# Summary



- Creating I&O Division with representatives across DoD
- I&O Division's objective is an integrated healthcare environment through standardizing IT infrastructure down to the desktop
- Provide standard products and services using accepted life cycle process and best practices

# Questions and Answers



***“Medically Ready Force...Ready Medical Force”***

---

**Please complete the evaluation**

# Contact Information



CDR Tony Thornton

HIT

Acting Deputy Director, I&O

[Cayetano.thornton@dha.mil](mailto:Cayetano.thornton@dha.mil)

[Cayetano.thornton@med.navy.mil](mailto:Cayetano.thornton@med.navy.mil)

Dr. Pete Marks

HIT

I&O, Chief of Operations

[Peter.marks@dha.mil](mailto:Peter.marks@dha.mil)

[Peter.marks@med.navy.mil](mailto:Peter.marks@med.navy.mil)

# This is Your DHA .....



## Thank You For All Your Efforts!



***"Medically Ready Force...Ready Medical Force"***