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DHA Infrastructure and Operations



2014 Defense Health Information Technology Symposium

Service Desk Strategy for the Defense Health Agency



“Medically Ready Force...Ready Medical Force”

DHA Vision



“A joint, integrated, premier system of health, supporting those who serve in the defense of our country.”



“Medically Ready Force...Ready Medical Force”

Learning Objectives



- Describe the major customer support areas of the Service Operations team at the DHA Global Service Center (DHAGSC)
- Explain how an enterprise level remote desktop support solution benefits the Department of Defense (DoD) healthcare community
- Explain how a consolidated service desk can improve customer service and provide faster resolution of incidents or service requests

Agenda



- Introductions
- Service desk current state
 - DHAGSC - Functional
 - Army, Air Force (AF), Navy - Technical
- Service desk future state
 - Roadmap to the future
- Questions

Service Desk Process Background



- All service desk tickets fall into one of two categories
 - Incidents
 - An unplanned interruption to an information technology (IT) service or a reduction in the quality of an IT service
 - Service request
 - A request from a user for information, advice, a standard change, or for access to an IT service
- Service level management
 - Information Technology Infrastructure Library (ITIL) V3 definition: The process responsible for negotiating service level agreements, and ensuring that these are met
 - Incidents and service request should have different service targets

Current State: Service Desk



- Two types of service desks:
 - Technical/ desktop support
 - Functional/ application support
 - Multiple phone numbers/ contact methods based on type of problem
 - Separate ticketing systems for each help/ service desk

- DHAGSC – Functional
 - Centralized support for Military Health System (MHS) applications and systems: 24x7x365
 - Program driven (i.e. program offices)
 - Consolidated Tier 1 and Tier 2 support
 - Receives application escalations from local site support
 - Escalates complex issues to application developers/ engineers (Tier 3)

Current State: Service Desk Structure



- Army & AF Enterprise Service Desks (ESD) - Technical
 - ❑ Centralized support for initial triage and troubleshooting: 24x7x365
 - ❑ Remote desktop support capability; drives first call resolution
 - ❑ Escalates issues which cannot be resolved remotely to local site support and/or engineering resources

- Navy - Technical
 - ❑ Decentralized support model for desktop systems
 - End users contact local site support personnel; may not be: 24x7x365
 - ❑ Centralized support model for Tier 2 enterprise systems (e.g., email, active directory)
 - ❑ Escalations vary based on which support model chosen

DHAGSC

DHAGSC: Overview



- MHS IT customer's entry point for support for functional issues
 - ❑ Provides customer support 24/7 x 365
 - ❑ Toll-free, worldwide access; DSN numbers for OCONUS
 - ❑ Identifies, logs, analyzes, escalates, tracks, and resolves problems for centrally-managed MHS systems
 - ❑ Leverages ITIL v.3 lifecycle model: Strategy, Design, Transition, Operation & Continual Service Improvement



DHAGSC Management Areas

DHAGSC: Overview



- Supports more than 9.6 million Active and Retired Military personnel and their beneficiaries (e.g. Tricare Online , Defense Manpower Data Center, Defense Enrollment Eligibility Reporting System)
- Tier I Analysts and Tier II Sr. Analysts working together as an integrated team providing to MHS:
 - Application support
 - Common Infrastructure support
 - MHS Virtualization Administration
 - MHS Incident Management
 - MHS Event Management
 - MHS network engineering and monitoring
- Continual service improvement



9.6 million
customers

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DHAGSC: MHS Application Support



- Averages 400,000 incidents per year; over 2.1 million since July 2009
- Provides Tier 2 support for 34 core MHS applications including:

AHLTA: 261,650	CHCS: 55,194	TOL: 193,691	MHS Learn: 168,642
CCQAS: 34,734	DMLSS: 8,553	DMHRSi: 70,323	MHSSC: 62,812

Cumulative totals since July 2009

- Provides varying levels of service to an additional **260** MHS applications
- Leverages knowledge management processes to:
 - Facilitates flow of knowledge from Tier 2 to Tier 1
 - Increases first call resolution rate of incidents

DHAGSC: Key Performance Indicators



Contract Year : 2014

Info	KPI Name	April	May	June	Year 2014	Acceptable Level	Incentive Level	Current Trend
	Incident Resolution Rate	78 %	78.3 %	79.2 %	79.1 %	✓	✓	↑
	Incident Service Level Management - Priority 1 (Critical)	100 %	100 %	100 %	100 %			
	Incident Service Level Management - Priority 2 (High)	100 %	100 %	99.5 %	99.9 %	✓	✓	↑
	Incident Service Level Management - Priority 3 (Medium)	99.9 %	99.7 %	99.8 %	99.6 %			
	Problem Management	100 %	100 %	100 %	100 %	✓	✓	↑
	Customer Satisfaction	4.89	4.99	4.94	4.93	✓	✓	↑
	Average Speed to Answer	6 Secs	5 Secs	5 Secs	6.13 Secs	✓	✓	↑
	Adjusted Call Abandonment Rate	0.32 %	0.37 %	0.58 %	0.42 %	✓	✓	↑
	Aged Incidents - Within 24 hrs	100 %	100 %	100 %	100 %	✓	✓	↑
	Aged Incidents - Over 96 hrs	0 %	0 %	0 %	0 %			
	Blade Change Compliance	0.86 %	0.70 %	0.53 %	0.66 %	✓	✓	↑
	EBS Performance and Availability	99.92 %	99.62 %	99.99 %	99.88%	✓	✓	↑

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DHAGSC: Common Infrastructure Support



■ MHS Virtualization Administration support

- 20 MHS Application Access Gateway (MAAG) sites worldwide
 - Regionalizes and consolidates MHS clinical and business applications and servers
 - Reduces datacenter footprint and power consumption at military treatment facilities (MTFs)
 - Key applications hosted: CCE, TOL, TPOCS, SNPMIS and NMIS

- MHS System Virtualization Hosting Environment (SVHE)
 - Provides Tier 2 and Tier 3 support
 - Increases customer satisfaction rate by reducing time of service restoration

DHAGSC: Common Infrastructure Support (con't)



■ MHS Incident Management

- Document, troubleshoot and resolve incidents that require an immediate response
- Document, troubleshoot and resolve service requests for requirements that can be resolved as resources become available

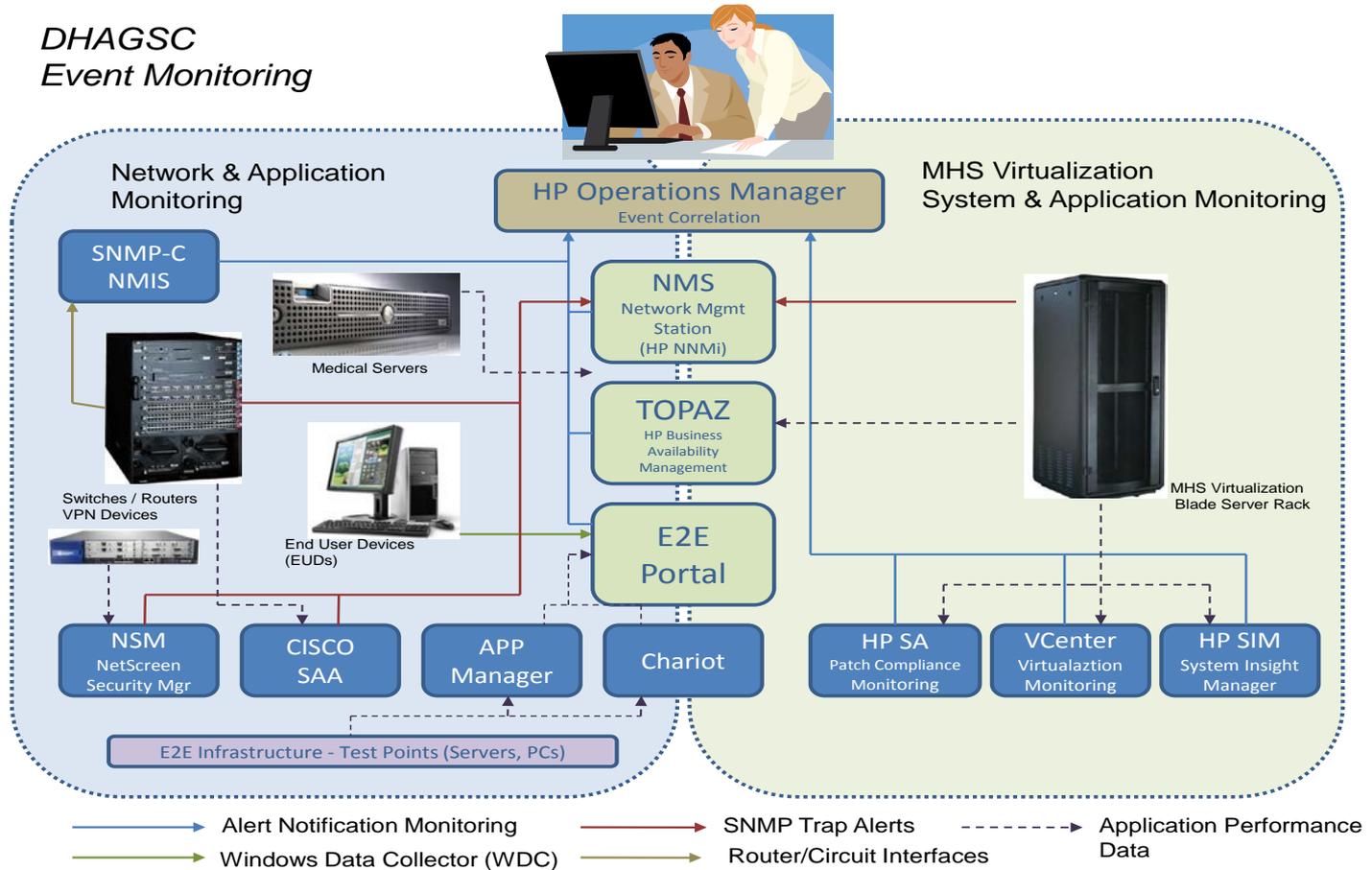
■ MHS Event Management

- Monitor, correlate and report alerts generated by network, hardware and applications on MHS networks

DHA Global Service Center Common Infrastructure Support



DHAGSC Event Monitoring



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DHAGSC: Common Infrastructure Support (con't)



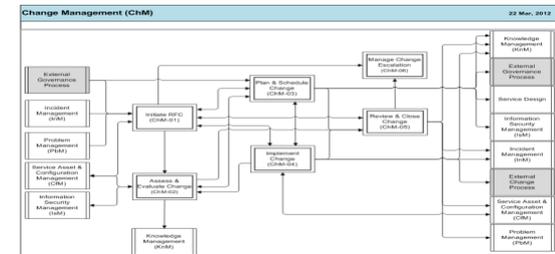
- MHS network monitoring and engineering (148 MTFs worldwide)

- Monitors network connectivity
- Tracks application availability
- Troubleshoots issues



- Continual service improvement

- Process improvement teams manage execution of processes within the service desk environment



Army Medical ESD

Army Medical ESD Overview



- Serves as entry point for Army Tier 1 technical IT incidents
 - ❑ Provides customer support 24/7 x 365
 - ❑ Toll-free, worldwide access; DSN numbers for OCONUS Sites
 - ❑ Identifies, logs, analyzes, escalates, tracks, and resolves desktop incidents and requests for all Army medical units plus Fort Belvoir Community Hospital and DiLorenzo TRICARE Health Clinic
 - ❑ Provides remote support to the local desktop
 - ❑ Shared knowledgebase
 - ❑ Centralized ticketing solution
 - ❑ Dedicated Quality Assurance team



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Army Medical ESD Overview



- Supports over 87,000 providers and staff throughout all Army Medical Units and over 5,000 providers and National Capital Region staff
- Tier 1 Agents proficient in supporting desktop operating system, Email, Office, and other back-office applications:
 - Remote desktop support
 - Password resets for common applications
 - AHLTA
 - Essentris
 - BlackBerry
 - CHCS



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Army Medical ESD Overview



- Averages over 480,000 incidents per year
- Provides Tier 1 support for over 14 core services including:

BlackBerry Support	Password Resets	Desktop Application Configuration	Enterprise Email Support
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- Supports local desktop
- Leverages knowledge management processes to:
 - Increase first contact resolution
 - Ensure incidents and requests are escalated correctly
 - Deliver a shared knowledgebase containing over 18,000 articles

Army Medical ESD

Tier 1 Metrics (MEDCOM & JMED)

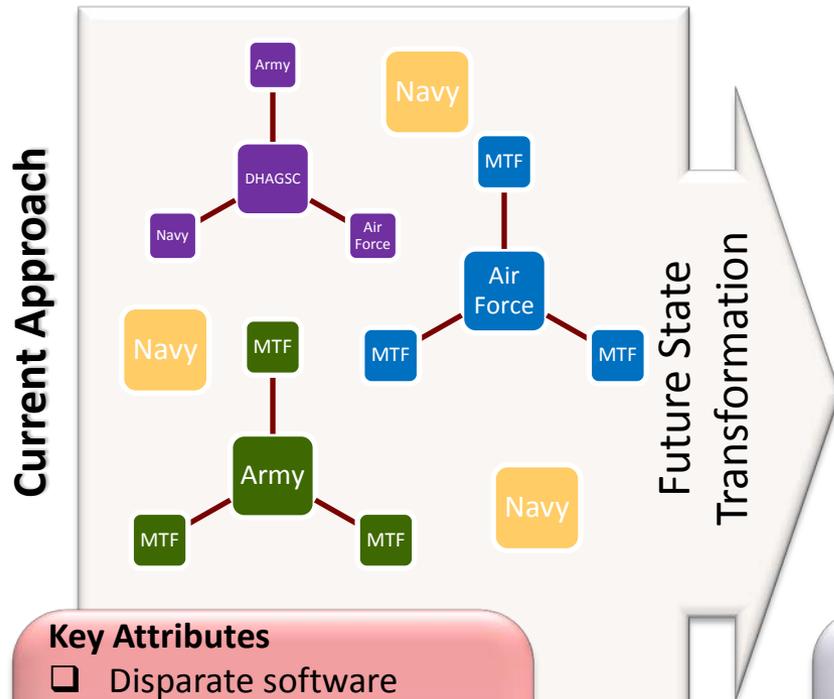


Inbound Call Data	Goal	MAY 14		APR 14		MAR 14	
Calls Answered		44741		47891		47367	
Average Speed to Answer	< 0:30	0:10		0:08		0:09	
Call Abandoned Rate	< 4%	0.22%		0.16%		0.26%	
Inbound Ticket Data							
Phone		38879	81.95%	41894	81.81%	41130	81.87%
Email		5554	11.71%	6063	11.84%	6021	11.98%
Web		1315	2.77%	1416	2.77%	1346	2.68%
Chat/Other		1696	3.57%	1838	3.59%	1744	3.47%
Total		47444		51211		50241	
First Contact Resolution/Net	>60%	73.71%		73.84%		74.56%	
First Contact Resolution/Gross		55.83%		55.75%		56.48%	

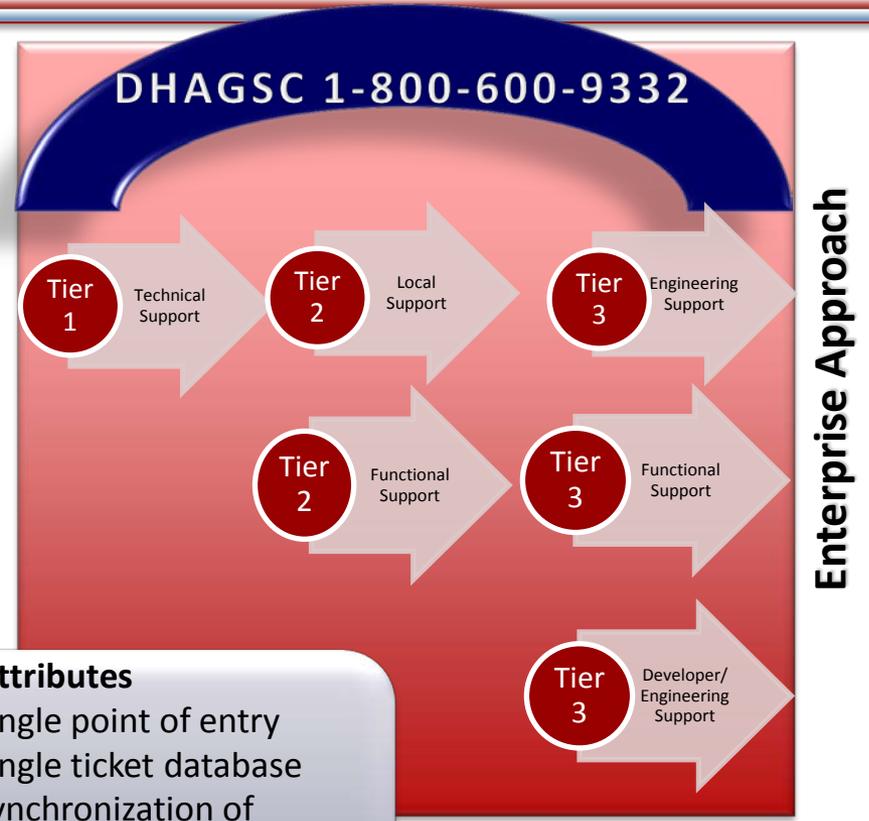
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Roadmap to the Future

Future State: DHAGSC



- Key Attributes**
- Disparate software systems
 - Varied hours of support
 - Nested help desks at facilities
 - No knowledge sharing



- Key Attributes**
- Single point of entry
 - Single ticket database
 - Synchronization of efforts and tasks
 - Enterprise-wide metrics and reporting capability

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Future State: DHAGSC



- Central entry point for all IT issues, functional or technical
 - ❑ Centralized support for initial triage and troubleshooting: 24x7x365
 - ❑ Single phone number/ enhanced contact methods (email, web, chat)
 - ❑ Single ticketing system for seamless escalation
 - ❑ Utilizes enabling technologies, such as, remote desktop management
 - ❑ Capitalizes on lessons learned from Army deployment
- Functional/ application support
 - ❑ Focuses on MHS applications and systems (e.g. AHLTA, CHCS, future iEHR)
 - ❑ Collocated Tier 1 and Tier 2 support
 - Escalates complex issues to application developers/ engineers (Tier 3)
 - ❑ Modeled after MHS Service Desk

Future State: DHAGSC



■ Technical/ desktop support

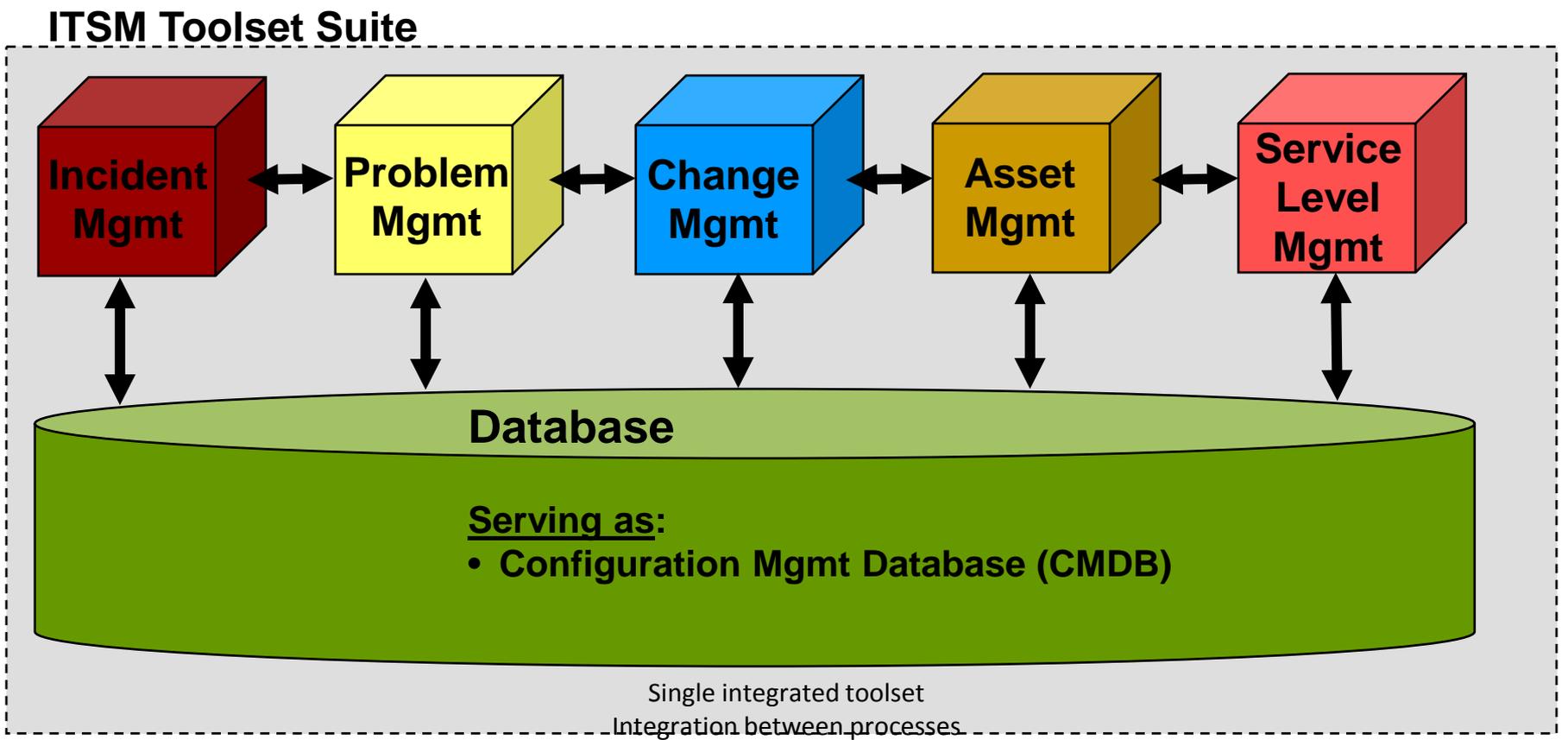
- Focuses on initial triage and troubleshooting of desktop issues
- Remote desktop support capability; drives first call resolution
 - Escalates issues which cannot be resolved remotely to local site support and/or engineering resources
- Modeled after the Army & Air Force Enterprise Service Desks

Future State: Enabling Technologies



- Automated call management system (ACD)
- Centralized ticket tracking system
- Remote access tools
- Remote software installation (i.e. SCCM)
- Self help
- Shared knowledge database
- Business intelligence/reporting
- Quality Assurance
 - Live call monitoring
 - Call recording archive

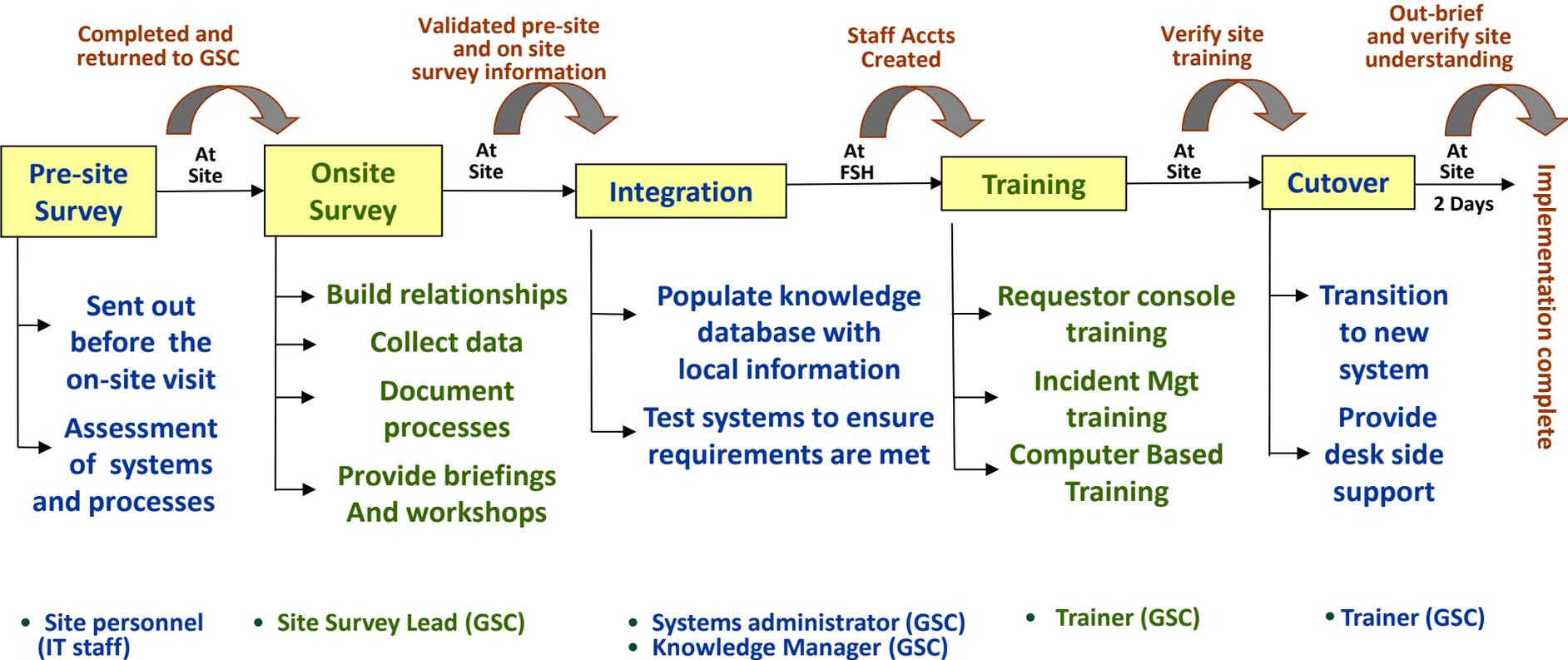
Future State: Enabling Technologies



Single integrated toolset
Integration between processes
Single database – *“Single Source of Truth”*
Aligned to ITIL® ITSM best practices

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Future State: Service Desk Support Strategy



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Future State: Supported Site Responsibilities



- Site support staff agree to ...
 - Provide terminal server for DHAGSC agents to remotely access end user machines to provide support
 - Allow installation of remote tools on terminal server
 - Grant desktop administrator rights to DHAGSC agents for all PCs
 - Provide common software/driver repository for supported applications and hardware
 - Provide installation documentation for supported applications
 - Provide internet protocol (IP) addresses and/or configuration information for site printers and file servers
 - Provide elevated privileges to clear print queues on print servers
 - Update Knowledge Base entries as needed
 - Notify DHAGSC of all scheduled outages and major software pushes prior to the event
 - Notify DHAGSC of unscheduled outages immediately upon discovery
 - Create and route tickets for work initiated by local IT staff

■ Key Benefits

- Single entry point for customer support (technical and functional)
- Consistent 24/7 x 365 support
- Common ticket database
- Increased first contact resolution
- Synchronization of efforts and tasks across the enterprise
- Enterprise-wide metrics and reporting capability
- Cost effective

Questions



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Please complete the evaluation

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