

2015 Defense Health Information Technology Symposium

Infrastructure & Operations (IO) Division Service Offerings Overview



“Medically Ready Force...Ready Medical Force”

“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



- Identify the seven service areas currently offered by the Health Information Technology Directorate (HIT) Infrastructure & Operations Division (I&O)
- Describe the key upcoming services planned as I&O offerings
- Describe how to request I&O services

Agenda



- What is the vision for I&O?
- Commodities / services
- Benefits of services
- Change is necessary
- Leaders in service management
- I&O service offerings
- I&O as an organization

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DHA Vision = IO Vision



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



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Commodities / Services

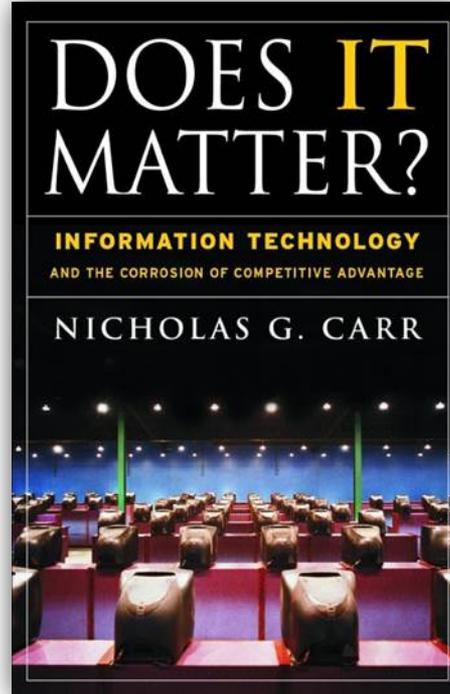
“What is a Commodity?”



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Commodities / Services

“Does IT Matter?” by N. Carr



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Commodities / Services

“IT Services are Commodities”



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Benefits of Providing Standard IT Services



■ Health Care

- ❑ Support an integrated health delivery model
- ❑ Singular access to health information
- ❑ Participate in health information exchanges
- ❑ Take rapid advantage of innovations in health care
- ❑ Provision an environment where patients own their health information

■ Business

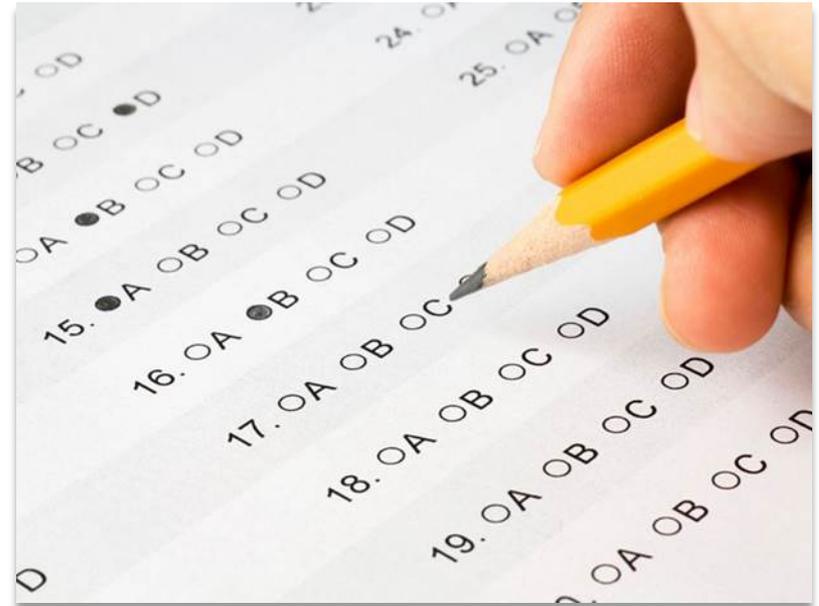
- ❑ Total Cost of Ownership (TCO)
- ❑ Participate in health information exchanges
- ❑ Integrate application environment
- ❑ Commoditize IT and find cost efficiencies

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Why should we move to Standard Services?

Why change?

- Support our healthcare model
 - How many systems of health do we have in DoD healthcare?
 - A. 1
 - B. 2
 - C. 3
 - D. 4
 - E. 5
 - F. None of the above



Service Provisioning in Other Organizations



- Healthcare Professional Organizations
 - Healthcare Information and Management Systems Society (HIMSS), College of Healthcare Information Management Executives
- Civilian Healthcare Organizations:
 - Kaiser, Intermountain, etc.
- Government agencies
 - Federal Aviation Administration, Department of Veterans Affairs, Defense Logistics Agency



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Administration

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I&O Service Offerings

- Service
 - ❑ Enables or supports a business function by facilitating business activities or completing a business task through the use of IT resources to deliver value to customers
- Service Catalog
 - ❑ Database or structured document with information about all active IT services
 - ❑ Single source repository of information about IT shared services
 - ❑ Contains information about services, costs, request processes, and service level agreements
- Service Catalog Elements
 - ❑ Service definitions – Comprehensive list of service offerings and descriptions
 - ❑ Service Level Agreements – Defined service levels negotiated between IT and customer agencies
 - ❑ Pricing – Prices associated with each service linked to IT costs

I&O Service Offerings

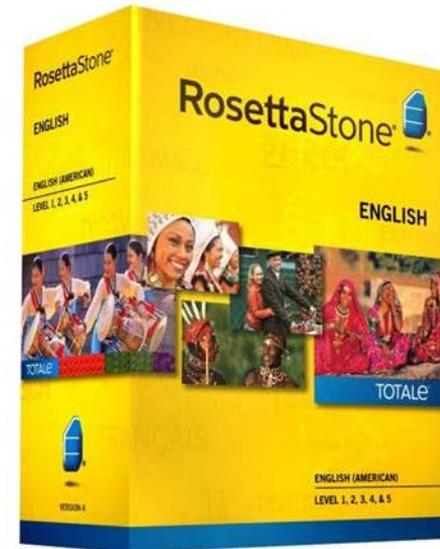
- Evolving set of infrastructure services
 - Combined services from five organizations:
 - TRICARE Management Activity
 - Army Medicine
 - Navy Medicine
 - Air Force Medical Service
 - Joint Task Force Capital Region Medical
 - Included in HIT Service Catalog
 - Expansion of services contingent on transfer of funding



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I&O Service Offerings (continued)

- Set of standard information for each service
 - ❑ Description (Scope)
 - ❑ Customers
 - ❑ Basic unit of charge/cost
 - ❑ Standard Services
 - ❑ Optional Services, where applicable



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I&O Service Offerings – Listing Location



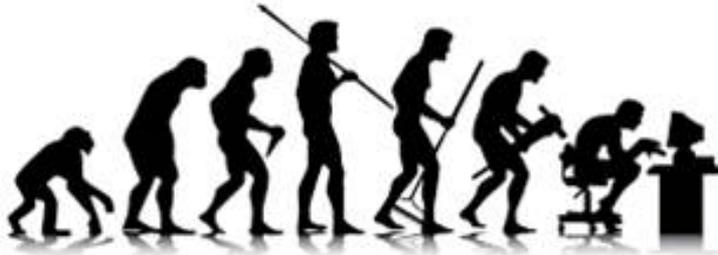
- Online at: <https://info.health.mil/hit/io/supsvc/svccat/SitePages/Home.aspx>

A screenshot of the 'Service Catalog' website. The page has a dark blue header with navigation links: Home, About, Major Initiatives, Service Catalog, MI-CCB, Resources, User Support, and Contact. Below the header is a white banner with the text 'Service Catalog' and the tagline 'Deliver and Sustain | Flexible and Efficient | Proven Technologies'. The main content area is divided into a left sidebar and a main body. The sidebar contains a 'Service Catalog' section with a link to 'Service Catalog Home', and several other sections: 'Acquisition Services' (Asset Management Service, Enterprise Level Agreement Service, EUD Configuration, Change Management, and Deployment Service, EUD Reporting and Advisory Service, Sparing and Repair Service, Standard EUD Commodity Store Service), 'Communications & Messaging Services' (Gateway Service, System Performance Management Service, Video Network Center Service), and 'End User Support Services' (Global Service Desk Service). The main body features a 'Service Catalog' heading, a link to 'Download the Service Catalog (PDF)', and several service categories: 'IT Infrastructure Services', 'Acquisition Services' (Asset Management Service, Enterprise Level Agreement Service, EUD Configuration, Change Management, and Deployment Service, EUD Reporting and Advisory Service, Sparing and Repair Service, Standard EUD Commodity Store Service), 'Identity Management Services' (Directory Service), 'Network Operations Services' (Circuit Management Service, Network Operations Service), 'Network Sustainment Services' (Enterprise Network Infrastructure Sustainment Service), 'Communications & Messaging Services' (Gateway Service, System Performance Management Service, Video Network Center Service), 'End User Support Services' (Global Service Desk Service), and 'Hosting Services' (Application Hosting Service).

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Adding Services

- Big Bang or Evolution? Both...but only these two!
 - ❑ **Big Bang** – Application Transition Board of Directors (ATBOD)
 - ❑ **Evolution** – Governance



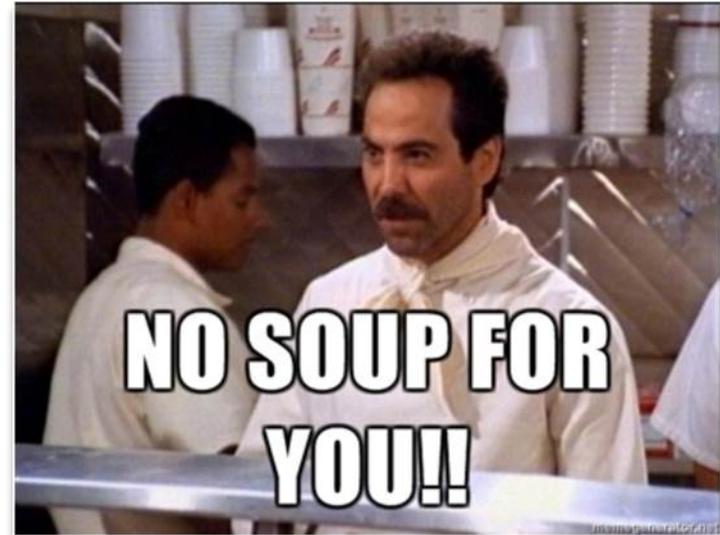
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Adding Services (continued)

- Big Bang or Evolution? Both...but only these two!
 - ❑ **Big Bang** – Application Transition Board of Directors (ATBOD)
 - ❑ **Evolution** – Governance

■ If other...

“No soup for you!”



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Adding Services (continued – 2)

■ ATBOD process

- ❑ Medical Services identify services, tools, and/or applications transitioning to the DHA HIT I&O Division

■ DHA HIT requests



- ❑ Portal Governance HIT Portfolio Management & Customer Relations Management process
 - Accepts requirements for all HIT divisions and transitions requirements to the associated HIT division based on the service requested
- ❑ I&O technical requirement worksheet (RW) process
 - Customer completes RW with technical overview for infrastructure and services

Requests – Governance Portal

- Online: <https://info.health.mil/hit/portfolio/invest/gov/ISP/SitePages/Home.aspx>



This page contains dynamic content -- Highest Possible Classification is UNCLASSIFIED/FOR OFFICIAL USE ONLY

Site Actions - Browse Page SMICKER,STEPHEN.M.1023966061 - This Site: Investment S

DHA Defense Health Agency
Health Information Technology Directorate

DHA > Health IT > Portfolio Mgmt & Cust Relations > Investment Management > Governance and Portfolio Management > Investment Submission Portal

DHA HIT Cyber Security Info Delivery Infrastructure Ops Innovation & Adv Tech Portfolio Mgmt Solution Delivery Communities Help

IM/IT Submission Form

Tip: Hover over field headings to view help * Denotes Required Field

Requestor Information

Submitter: [Click to Register Your Information](#)

Are you submitting on behalf of anyone? (If yes, fill in the Requestor) [No ▾]

Component: * [---- Select Component ----] Site: * [---- Select Site ----]

General Information

IM/IT Short Name *

Urgency: * [---- Select Urgency ----] IA Authority to Connect: * [---- Select Yes/No ----]

This request is for: *

- IT Business System
- IT Clinical System
- Software
- Hardware
- Services
- Other (Please Specify)

This Request is due to: *

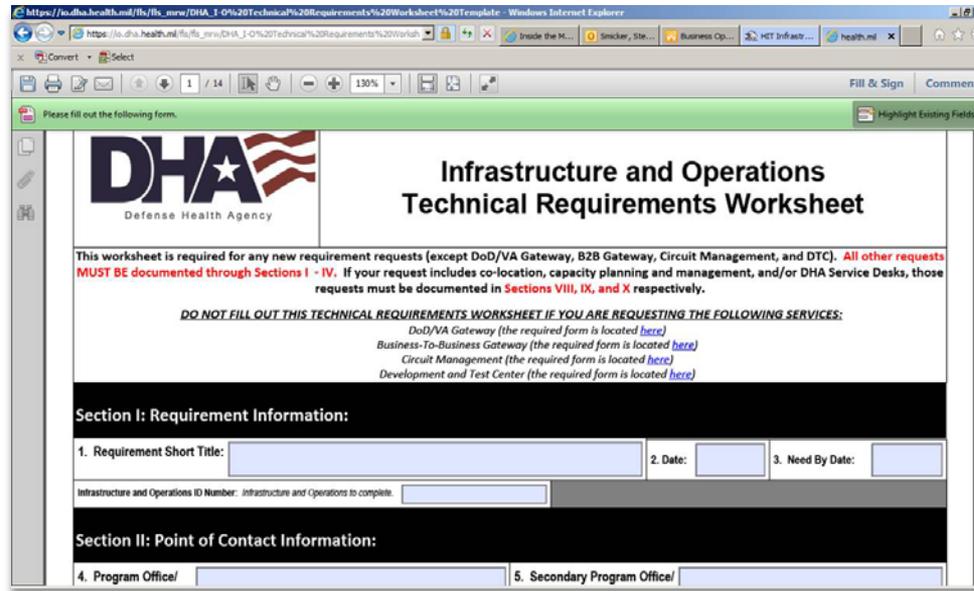
- Sustainment Increase
- Full Version Upgrade
- Result of Incident Report
- New Capability

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Requests – I&O Requirements Worksheet

■ Online:

<https://io.dha.health.mil/app/mrw/index.cfm?gotofile=Technical%20Requirements%20Worksheet%20Template>



The screenshot shows a web browser window displaying the "Infrastructure and Operations Technical Requirements Worksheet" form. The browser's address bar shows the URL: https://io.dha.health.mil/ibs/ibs_nurs/DHA_1-0%20Technical%20Requirements%20Worksheet%20Template. The form header includes the DHA logo and the title "Infrastructure and Operations Technical Requirements Worksheet". Below the header, there is a red-bordered box with instructions: "This worksheet is required for any new requirement requests (except DoD/VA Gateway, B2B Gateway, Circuit Management, and DTC). All other requests MUST BE documented through Sections I - IV. If your request includes co-location, capacity planning and management, and/or DHA Service Desks, those requests must be documented in Sections VIII, IX, and X respectively." Below this, a section titled "DO NOT FILL OUT THIS TECHNICAL REQUIREMENTS WORKSHEET IF YOU ARE REQUESTING THE FOLLOWING SERVICES:" lists several services with links to their respective forms: "DoD/VA Gateway (the required form is located here)", "Business-To-Business Gateway (the required form is located here)", "Circuit Management (the required form is located here)", and "Development and Test Center (the required form is located here)". The form is divided into two main sections: "Section I: Requirement Information:" and "Section II: Point of Contact Information:". Section I includes fields for "1. Requirement Short Title:", "2. Date:", "3. Need By Date:", and "Infrastructure and Operations ID Number: Infrastructure and Operations to complete". Section II includes fields for "4. Program Office/" and "5. Secondary Program Office/".

Current I&O Services

■ Acquisition services

- ❑ Asset management service
- ❑ Enterprise level agreement service
- ❑ End user device (EUD) configuration, change management, and deployment service
- ❑ EUD reporting and advisory service
- ❑ Sparing and repair service
- ❑ Standard EUD commodity store service

■ Communications and messaging services

- ❑ Gateway service
- ❑ System performance management service
- ❑ Video network center service



Current I&O Services (continued)

- End user support services
 - Global service desk service

- Hosting services
 - Application hosting service
 - Data center hosting service
 - Operating system and application support services
 - System and application management services

- Identity management services
 - Directory service



Current I&O Services (continued - 2)

- Network operations services
 - ❑ Circuit management service
 - ❑ Network operations service

- Network sustainment services
 - ❑ Enterprise network infrastructure sustainment service



Upcoming Service Offerings (at a glance)

IT SERVICE	CAPABILITY	BUSINESS IMPACT
 <p>Network Security Management Service (NSMS)</p>	<p>Seamless integrated Wide, Local, and Wireless Network Capabilities include a Single Security Architecture and centralized Designated Accrediting Authority (DAA), standardized monitoring/management, and improved provider mobility</p>	<p>Provides ease of access and integrated security for providers, beneficiaries, and business partners</p>
 <p>Directory Services (DS)/Enterprise Management (EM)</p>	<p>Centralized and secure access and authentication capability to network resources Leverages ability to centrally manage DS infrastructure throughout the enterprise</p>	<p>Provides for a single identity management and authentication platform. EM provides a single management framework allowing for central management and monitoring of the network and associated resources</p>
 <p>Desktop as a Service (DaaS)</p>	<p>Desktop design standardization service across the application, desktop and server environments Includes standardized desktop configuration and application virtualization capabilities across physical and virtual desktops</p>	<p>Provides consistent user interface across the enterprise</p>
 <p>Global Service Center (GSC)</p>	<p>Consolidated MHS enterprise IT service desk</p>	<p>Provides a single point of contact for all MHS IT users to obtain support, request services and report issues</p>

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NSMS – Operational View

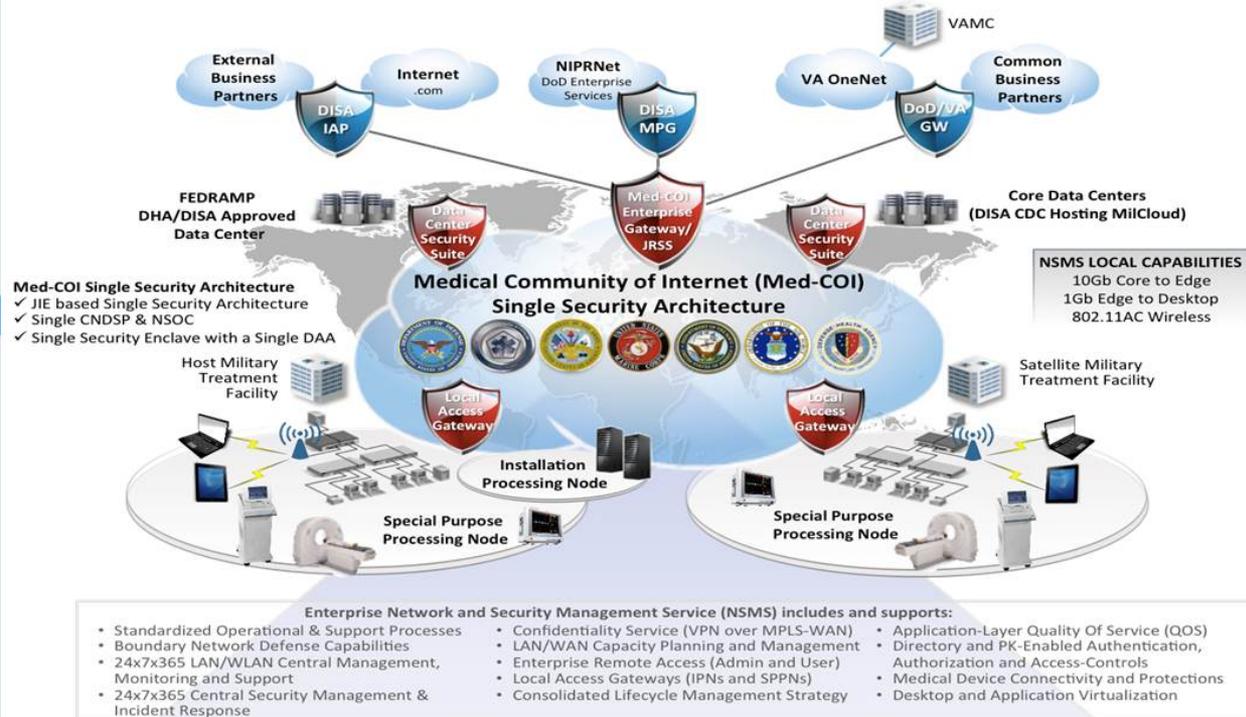
Problem Statement

Service Medical and MHS currently field separate networks each with unique security architectures, capabilities and support functions. Information Assurance policies are oriented toward defining clearer lines of separation as opposed to integration and interoperability. Last Mile issues continue to present supportability issues for central programs of record

Future Vision

- NSMS will result in a single, enterprise-wide Medical Community of Interest (Med-COI) network that leverages DISN transport and conforms with DoD Joint Information Environment (JIE) objectives.
- NSMS includes centralized management of a consolidated, high-availability, low latency network that includes the Local Area Networks (LAN) and Wide Area Networks (WAN) for the DHA military health community

NSMS connects Data users to local and enterprise applications, network peripherals, network drives, and the internet/intranet behind a Single Security Architecture (SSA) under a single DAA



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DS/EM – Operational View

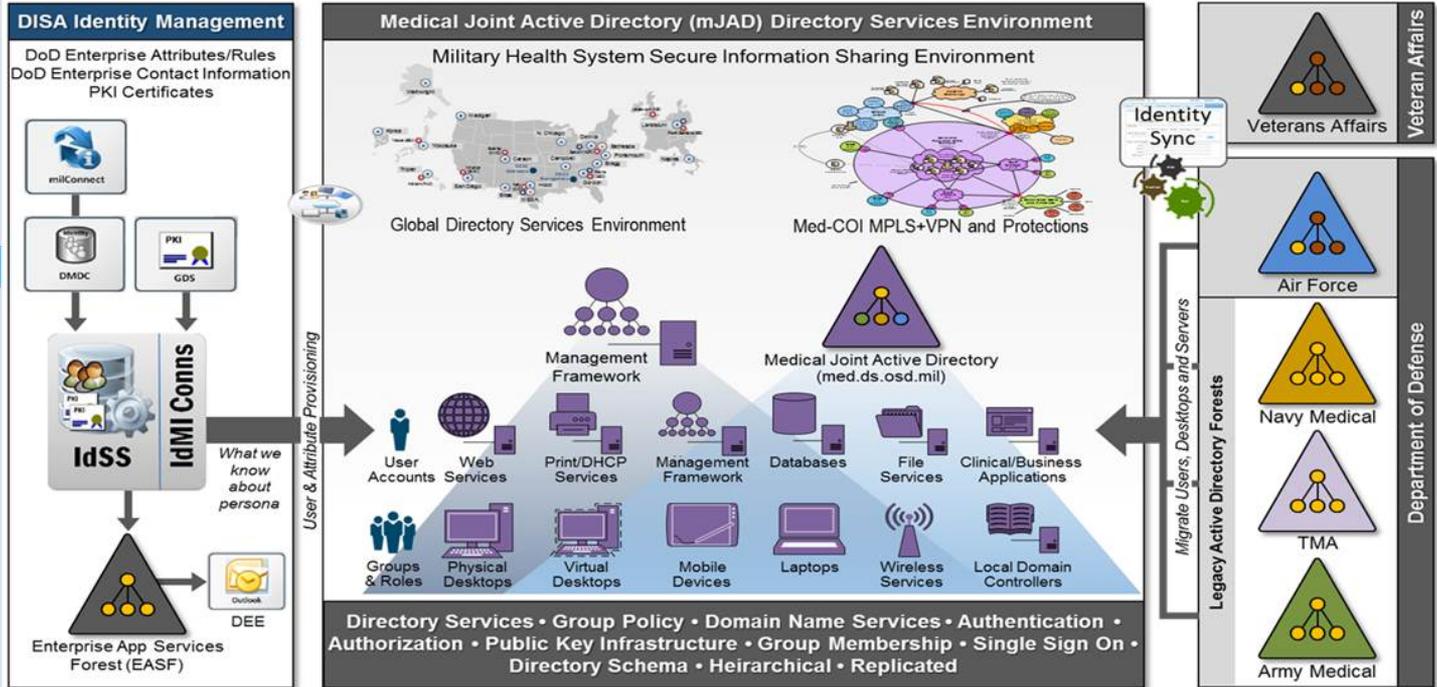
Problem Statement

Disparate Directory Services and inconsistent approaches to Enterprise Management are at the core of the DoD medical's inability to effectively share information, manage, and deliver standard business and clinical capabilities to providers throughout the MHS.

Future Vision

- Directory Services:** Creates a unified and secure platform for network authentication and management of identity and access privileges for providers and staff across the MHS.
- Enterprise Management:** Provides a set of IT capabilities that enables DHA to govern, manage, measure, and secure the IT services supporting the medical mission.

A single, centrally managed Directory Services infrastructure providing authentication and authorization to simplify and optimize resource access and collaboration for a mobile, transient medical workforce.



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DaaS – Operational View

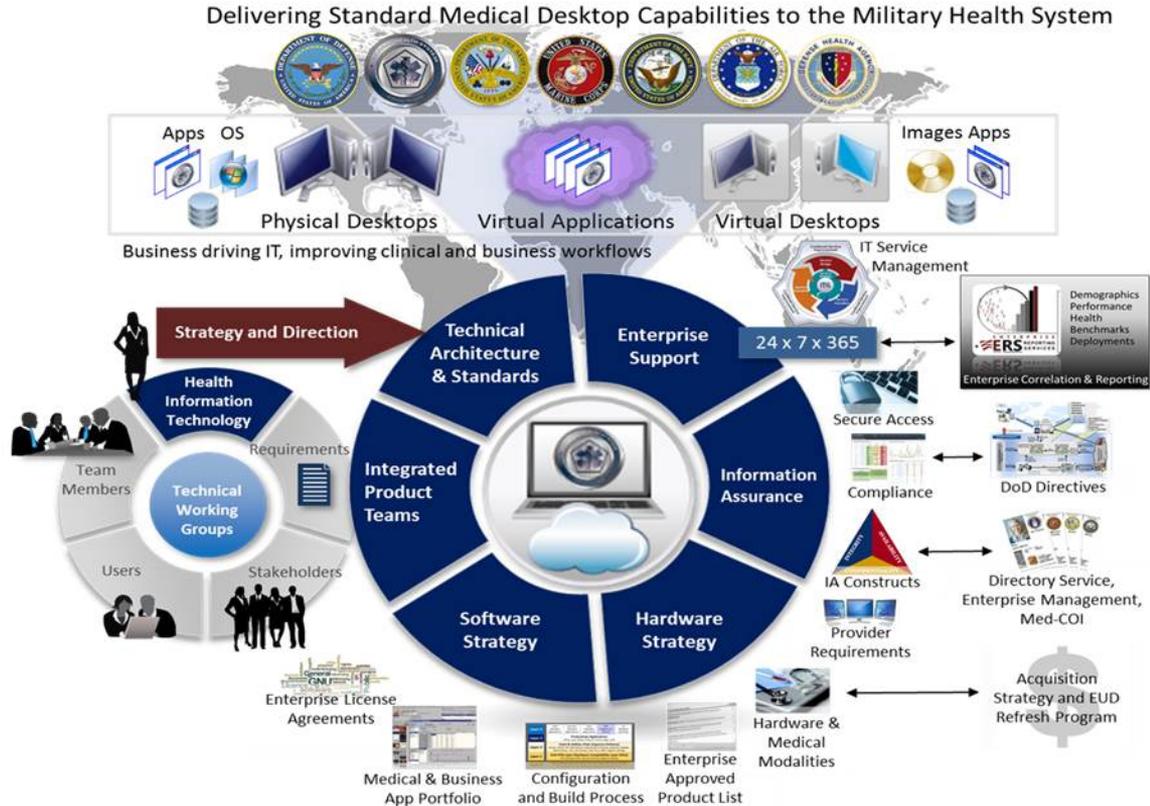
Problem Statement

As medical providers and staff move between patient rooms and MTFs they experience inconsistent computing configurations and performance. The non-standard, decentralized desktop environment is difficult to manage, costly, less secure, unpredictable and inflexible causing an adverse impact on health care providers' performance to meet the healthcare mission.

Future Vision

- A "managed to the desktop" strategy will define, deliver, sustain and measure standard desktop baseline(s) across the MHS for both physical and virtual desktops
- Service includes End User Device (EUD) management including release management, software licensing, hardware, data storage and refresh strategies

Military Health
Desktop Service Foundations



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GSC – Operational View

Problem Statement

Providers and staff deal with a mix of centralized and decentralized service desks with inconsistent IT processes and capabilities often requiring multiple calls or help tickets

Future Vision

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 Global Service Center (GSC) functions across the Military Health System



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Infrastructure Consolidation Benefits



Standardized IT Infrastructure services will be critical for successful implementation of the DHMSM EHR Program; results of the DoD CIO evaluation; and completion of a DHA Business Case for Congress

Stakeholders

Providers



- Improved Provider Mobility and Access
- Ease of access with increased security
- Consistent User Experience across all sites

Beneficiaries



- Ensures beneficiary electronic medical information is consistent and available across the continuum of care
- An integrated healthcare delivery system that allows patient information to be exchanged between MTFs and Health Partners (VA, Commercial, etc.)

Business



- In line with Best Business Practices of private industry and government agencies
- Standardized services (and information environment) across the application, desktop and server environments
- Standardize costs across the different healthcare sites with predictable life cycle programs

Benefits

Provider and Staff User Experience

Seamless and ubiquitous user experience where providers and staff move from between facilities and from device to device with persistent desktop access

Provider Mobility and Access

An integrated medical enclave that allows providers and staff to access systems and move seamlessly within and between MTFs

Consolidation Savings

*Reducing future costs of hardware, software and staffing by standardizing and consolidating infrastructure resulting in \$134M in annual cost savings by FY19**

Responsive to Customer Needs

Provides a single Global Service Center for all MHS IT users to obtain support, request services and report issues that provides visibility of IT performance metrics that is agile in aligning IT to the needs of the medical business

Increased Security

Reduces risk for both GIG and DHA through the transition to a single security architecture aligned with JIE end state architecture

Standardized Services

Uniform, secure and stable access to current and future clinical and business applications

*SOURCE: BCA2 Analysis dated Jun 2013

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Want to Learn More about IO?



■ Hear the other I&O presentations

- ❑ A Single Network to Support Healthcare (WAN, LAN, Wireless and Directory Services)
 - 19 Aug: 1110 – 1210, and 1615 – 1715
- ❑ Preparing Infrastructure for the Deployment of the EHR in the Pacific Northwest (PNW)
 - 19 Aug: 1440 – 1540, and 20 Aug: 1040 – 1140
- ❑ Operations and Sustainment Services Supporting the Medical Information Enterprise
 - 19 Aug: 1615 – 1715, and 20 Aug: 0930 – 1030

Summary



- 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
- I&O is ready to meet our customers' requirements

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Questions?

Please complete your evaluations

Dr. Peter Marks
Acting Chief, Infrastructure & Operations Division
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Backup Slides

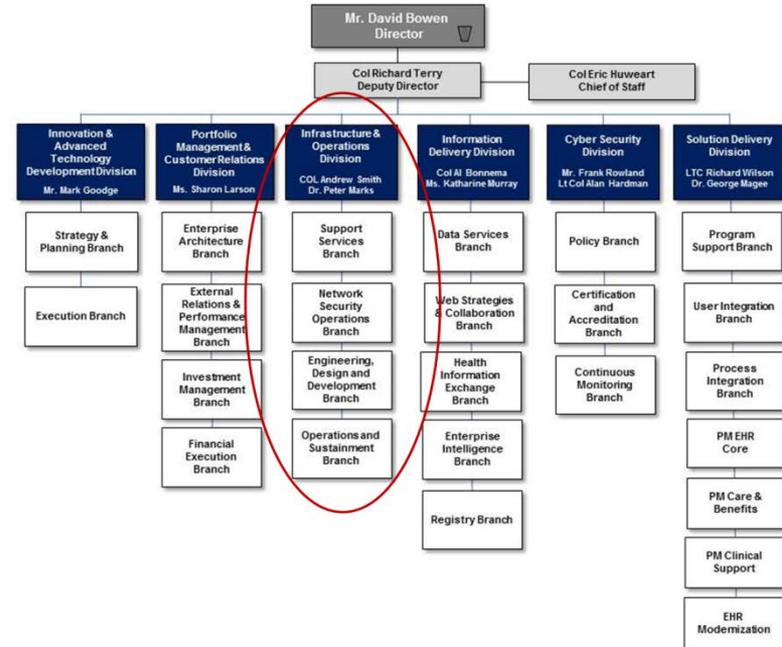
Meet the Team

Organization



- I&O Division within HIT
- Four I&O branches
 - ❑ Support Services
 - ❑ Network Security Operations
 - ❑ Engineering, Design and Deployment
 - ❑ Operations and Sustainment

HIT Directorate Organizational Chart



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I&O Division

Acting Chief: Dr. Peter Marks

Acting Chief Operating Officer: Wayne Speaks



■ Objective

- ❑ Support an integrated healthcare environment through standardizing 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

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Support Services Branch

Chief: Bruce Tate

Deputy: Maj Phillip Oliphant



- **Overarching Responsibility:** Manages and directs I&O day-to-day business functions
- **Resource Management**
 - ❑ Manages finances, contracts and logistics including DHA rationalization effort
 - ❑ Manages I&O portfolio rationalization effort
- **Customer Relationship Management (CRM)**
 - ❑ Liaisons with customers to identify/document requirements
 - ❑ Establishes and manages I&O service offerings
 - ❑ Establishing lifecycle process to manage all infrastructure requirements
- **Strategic Planning**
 - ❑ Manages maintenance of overall I&O strategic plan that aligns with DHA Vision
 - ❑ Maintains 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

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Network Security Operations Branch

Chief: Lt Col Jay Ludescher

Deputy: Fernando Echon



- **Overarching Responsibility:** Directs and manages cybersecurity operations
- Computer Network Defense (CND) Tier 2 and 3 services
 - Tier 2 – Agency AOR, Dissemination of Information, Support Tier 3
 - Tier 3 – Enclave/Local Implementation, Execution, and Reporting
- Completes Certification and 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

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Engineering, Design, and Deployment Branch

Chief: Bill Spencer

Deputy: Albert Dickson



- **Overarching Responsibility:** Manages 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

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Operations and Sustainment Branch

Chief: Wayne Speaks

Deputy: Bill Novak



- **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
 - Including hosting and management of data center space across DHA
- Manages DHA HIT infrastructure, computing assets and maintenance services
 - To control costs and extend service life
- Provides audio and video conferencing support
- Supports network communications across DHA, VA, and civilian health spectrum
- Provides technology refresh for key infrastructure components
- Supports standard email services under the DoD Enterprise Email (DEE) construct

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