

Mr. Wayne Speaks  
Mr. Bill Novak



## 2015 Defense Health Information Technology Symposium

Operations and Sustainment Services  
Supporting the Medical Enterprise



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

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



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# Learning Objectives



- Understand the structure and value of the enterprise service desk function
- Define the services provided by the Life Cycle Management (LCM) program and how our customers in the Defense Health Agency (DHA) can take advantage of them
- Describe the capabilities and resources of the DHA Video Network Center
- Provide examples of service metrics from a large and diverse service desk operation
- Identify the challenges within LCM Section related to the transition process into the DHA

# Agenda



- Operations and Sustainment (O&S) Branch overview
- Review of sections and services
- Requesting support
- Key accomplishments
- Planned activities
- Summary

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# Operations and Sustainment Branch

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# Organization



## OPERATIONS AND SUSTAINMENT (OS) BRANCH ORGANIZATIONAL CHART

- Branch within Infrastructure & Operations Division (I&O)
- Five O&S sections
  - ❑ End User Support
  - ❑ Enterprise Management
  - ❑ Life Cycle Management
  - ❑ Network Affairs
  - ❑ Regional Operations



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# Overview



- **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
- Provides technology refresh for key infrastructure components
- Supports standard email services under the DoD Enterprise Email (DEE) construct

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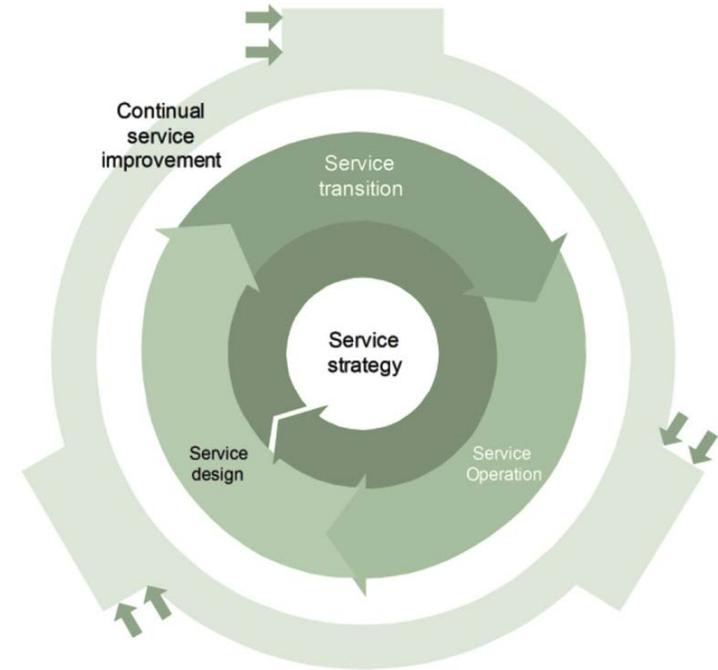
# Our Customers



- Support IT services throughout the Military Health System (MHS) including all military treatment facilities (MTFs)
- Support network communications across DHA, Department of Veterans Affairs (VA), and civilian health spectrum

# Key Tenets

- Manage in accordance with industry standards such as IT Infrastructure Library (ITIL)
- Continually search for and implement management and technology tools that provide improved services
- Involve customers in major program decisions
- Maximize opportunities to reduce redundancy and gain economy of scale savings



# Benefits and Challenges



- Benefits of enterprise O&S support
  - ❑ Standardize support and contracts
  - ❑ Opportunities to reduce redundancy and costs
  - ❑ Maximize infrastructure security and availability
  - ❑ Ensure/improve business continuity of operations
  
- Challenges combining O&S support
  - ❑ Diversity of solutions in place
    - For example, multiple trouble ticket systems
  - ❑ Consolidation of multiple contracts and agreements that are not in synch
  - ❑ Standardizing processes and procedures across Services

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# End User Support

# End User Support Section (EUSS)

Chief: Mr. Dave Mills



- **Overarching Responsibility:** Provides a single point of contact (POC) for restoration of DHA health HIT services
- Provides functional and technical service desks to return DHA personnel and customers to normal operations as quickly as possible
- Provides touch labor supporting DHA personnel
  - ❑ Defense Health Headquarters (DHHQ), National Capital Region (NCR), CONUS TRICARE Remote Offices (TROs), and offices in San Antonio, and Aurora, Colorado
- Provides back-end technical support services such as performance monitoring of networks and applications

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- **DHA Global Service Center (GSC):** Single POC for reporting incidents or problems with DHA HIT services or for the submission of service requests
  - Supports DHA personnel, DoD Medical services, and over 9 million worldwide customers
  
- **Desktop Support Services (DSS):** Technical service desk support
  - Return DHA personnel and customers to normal operations when incidents, not the result of an application, disrupts normal operation
  
- **Enterprise Application Support (EAS):** Functional service desk support
  - Return DHA personnel and customers to normal operations when incidents disrupt normal operations of centrally-managed MHS clinical and business applications or web-based portals

# EUSS – Current Scope (continued)



- **Network Support Service:** On-going support for TMA.OSD.MIL network domain
  
- **Enterprise Performance Monitoring (EPM):** DHA performance monitoring tools and services for centrally-managed MHS clinical and business applications, including
  - ❑ **Systems Performance Monitoring** – Gather, consolidate, and report application performance data for centrally-managed MHS applications
  - ❑ **Availability Monitoring** – Gather, consolidate, and report application availability data for centrally-managed MHS applications
  - ❑ **System Capacity Planning and Management** – Consolidate, analyze, and report performance and availability data to predict resource requirements to operate and sustain centrally-managed applications

# DHAGSC – Overview



- Centrally-managed, 24x7 DHA GSC
- Standardized customer-facing support services
- Common metrics for IT service delivery
- Reduced service costs
- Delivers measurable outcomes for improvements in efficiency and service quality
- Common service point
  - ❑ One phone number, service desk system, support website, chat and email address for all information management (IM)/IT support within MHS community
  - ❑ Increases workforce productivity
  - ❑ Improves the overall end user experience

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## DHAGSC – Overview (continued)



- One entry point for all IM/IT trouble tickets or requests
  - Functional and Technical Desks
- Remote desktop support
- Remote software (SW) installation
- Shared knowledge base
- Business intelligence/reporting
- Quality assurance
  - Including live call monitoring and call recording archive
- Centralized Remedy ticketing system (to be fielded 1 Oct 2015)

# DHAGSC – Remedy Consolidation



- Consolidate three separate enterprise-level Remedy IT Service Management (ITSM) systems and field a single DHA Remedy 8.1 solution
  
- DHA Remedy 8.1 will transition in a phased rollout
  - Functional Support Desk by 1 Oct 2015
  - Technical Desktop Support Desk by 30 Nov 2015
    - All Army sites by 30 Nov 2015
    - Navy sites will transition when the Technical Desktop Support is deployed to their site
      - ▷ Enterprise Service Operations Center in early Dec 2015
    - Air Force (AF) sites will transition from the AF Medical Enterprise Service Desk when the Technical Desktop Support is deployed to their site

# DHAGSC – Pacific Northwest Support



## ■ Functional Desk

- ❑ Support channels will not change
- ❑ Coordinating with DoD Healthcare Management System Modernization Electronic Health Record (EHR) program management office (PMO) to match roll out schedule for training
- ❑ First 90 days post migration will be managed by vendor

## ■ Technical Desk

- ❑ Site surveys
- ❑ Integration and implementation
- ❑ Training
- ❑ Post-deployment support

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- All requests for service or incidents will be managed and tracked in a single enterprise ITSM ticketing solution
  - ❑ Single source of IT metrics
  - ❑ One incident management process for the DoD medical community
  
- DHAGSC key metrics and reporting
  - ❑ Average speed to answer
  - ❑ Call abandonment rate
  - ❑ First contact resolution
  - ❑ Overall customer satisfaction
  - ❑ Service level targets as defined by established service level agreements
  - ❑ Advanced reporting capability via the Excellence Dashboard

# Enterprise Management

# Enterprise Management Section

Chief: Mr. Marvin Baker



- **Overarching Responsibility:** Operates, manages, and sustains DHA HIT enterprise applications, systems, and services
- Provides DHA Directory Services (DS)
  - ❑ Delivers authentication and authorization for DHA HIT services, personnel, data owners, program offices, and DHA partners
  - ❑ Includes performance and availability data for DHA HIT applications, systems, and services
- Configures, operates, and sustains hosting platforms for DHA HIT applications, systems, and services
- Develops and manages standard and custom SW packages for distribution and updating operating systems and applications on DHA hosts

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# Enterprise Management – Current Scope



- **Application Support (AS):** Tier II / III technical expertise ensuring availability, delivery, performance, and continuity of DHA non-clinical HIT applications
- **DS:** Directory services in accordance with Defense Information Systems Agency (DISA) and DHA policies, standards, and best business practices
  - Implements, manages, defends, and sustains DS
- **Platforms:** Standardized base technologies support foundational for providing IT services to the MHS
  - Supports and sustains solutions for databases, storage, server, backup, recovery, and archiving functions

# Enterprise Management – Current Scope

(continued)



- **SW Support and Management (SSM):** Enterprise-level SW, security distribution, and SW configuration compliance capability, customized client configurations, dependency-based SW distribution schemas, and role-based access controls for both physical and virtual hosts
- **Performance Management:** Comprehensive knowledge management, risk management, and performance management functions
  - Promotes effective and efficient enterprise-wide shared services to support cybersecurity, content delivery and discovery, and risk and issue analysis

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# Life Cycle Management

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# Life Cycle Management Section

Chief: Mr. Troy Ibarra



- **Overarching Responsibility:** Sustain DHA communications and computing infrastructure (C&CI) necessary to enhance and support healthcare IT systems and applications deployed throughout the enterprise in a holistic programmatic approach
- LCM captures, catalogs, and sustains E2E network infrastructure hardware (HW) and SW based on key performance criteria
  - ❑ Forecasts HW and SW technical refresh actions based on vendor end-of-life (EOL) / end-of-support announcements
- Develops, executes, and manages LCM activities in accordance with DISA and DHA technical, functional, and administrative policies, guidance, and best business practices

- **Enterprise SW Management (ESM):** Single POC for acquisition, maintenance, and development of enterprise level agreements for commercial-off-the-shelf (COTS) SW deployed across the DHA
  - ❑ Maximizes DHA Software investments while minimizing operational costs across the Program Objective Memorandum (POM)
  
- **Enterprise Capital Investment:** Single POC for all HIT procurements of HW and COTS SW deployed across the DHA
  - ❑ Gateway for all capital investments of IT infrastructure, including new purchases and maintenance renewals
  - ❑ Captures, validates, consolidates, and procures requirements to streamline the lifecycle maintenance procurement process

# LCM – Current Scope (continued)



- **Enterprise Infrastructure Sustainment:** LCM activity for all DHA network protection and transport (NP&T) HW components deployed worldwide
  - ❑ Interfaces closely with vendor HW manufacturers and DISA Joint Interoperability Testing Center to forecast critical EOL NP&T HW component replacement efforts
  
- **Asset Management Sparing and Repair:** Central repository for all IT assets procured and deployed throughout DHA
  - ❑ Provides just in time repair for critical network components
  - ❑ Provides C&CI logistical support for DHA activities
  - ❑ Oversees DHA network component support, shelf sparing, vendor repair actions, and third party next day shipping

- **End User Device (EUD):** EUD HW shipment and installation services, upon request
  - ❑ Ensures a standard set of computing, video, and telephony end-point solutions to support desktop standardization across the enterprise
  - ❑ Serves as central POC for all DHA clinical computing and internet protocol (IP) enabled ancillary systems supporting the MHS EHR as well as common office and administrative platforms
  - ❑ Works with ESM Office for SW evaluation and compatibility testing

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# Network Affairs

# Network Affairs Section

Chief: Mr. Beau Kiser



- **Overarching Responsibility:** Manages, operates, monitors, and defends network transport services delivering DHA HIT applications and services
  - From the data center to the desktop
- Continuously assesses the availability, performance, and health of DHA network transport services
- Manages DHA Domain Name Service and IP addresses
  - For all devices requiring network access, web-sites, and web-services within DHA
- Installs, configures, manages, and monitors an enterprise host security capability
  - To prevent, detect, track, report, and remediate malicious computer-related activities
- Manages the procurement or lease of circuits supporting all MHS activities
- Provides video and audio conferencing services for the DHA and its partners

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# Network Affairs – Current Scope



- **DHA Network Operations Center (DNOC):** Robust, enterprise-level, command and control of local area network (LAN), wireless LAN (WLAN), and host security resources executing the wide area network (WAN) operations
- **Medical Circuit Management:** WAN / metropolitan area network (MAN) circuits for the DHA
- **Video Network Center (VNC):** Enterprise-level audio and video conferencing, desktop and mobile IP video, and professional video services
  - In support of delivery of patient care, tele-health services, and collaboration with partners in the MHS, VA, academia, and private industry

- Enterprise video and audio conferencing services
  - ❑ Direct medical treatment and care
    - Mobile/desktop video
    - Clinical/conference room
  - ❑ Multipoint video conferencing – Monitored, managed, assured quality service
    - Military medical training (tele-health, Project Echo, etc.)
    - Military medical collaboration
    - Medical command and control (town hall, all hands, commander’s calls, etc.)
    - Military medical support conferencing
  - ❑ Technical support
  - ❑ Video services consultation and support

## ■ Benefits

- ❑ Cost avoidance
- ❑ Quality service assurance
- ❑ Health Insurance Portability and Accountability Act (HIPAA) and protected health information (PHI) compliant
  - Meets tele-health security/encryption requirements

# Regional Operations

# Regional Operations Section

Chief: Mr. Bruce Faraglia



- **Overarching Responsibility:** Configure, operate, manage and sustain the DHA data center infrastructure hosting MHS applications and services; and web-based sites, services and applications
  - For DHA MTFs, DHA organizations, stakeholders and partners
  
- Manage hosting, managed co-location and co-location services
  - Provides DHA stakeholders and partners with standards-based services designed to meet physical and virtual server platform requirements

# Regional Operations – Current Scope



- **Data Center:** Operates, manages and sustains DHA Installation Processing Nodes that support hosting services for DHA customers
  - ❑ Provides accredited environments and full spectrum of data center services to support managed hosting, managed co-location, and co-location system hosting
  - ❑ Includes physical and systems security, and 24x7x365 system monitoring
  - ❑ Offers touch labor, continuity of operations and disaster recovery services
  
- **Regional Offices:** Forward deployed staff in the Europe and Pacific regions
  - ❑ Ensures synchronization and coordination between the DHA, OCONUS Medical Commands and MTFs
  - ❑ Supports deployment, sustainment and modernization of DHA HIT services and MHS clinical applications

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# Requesting Services

# Requesting O&S Services

- All services other than VNC services

- Online through HIT Governance Portal :

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



The screenshot shows the 'IM/IT Submission Form' on the DHA website. The page header includes the DHA logo and navigation links. The form is titled 'IM/IT Submission Form' and contains several sections:

- Requester Information:** Includes fields for 'Submitter' (with a 'Click to Register Your Information' link), 'Are you submitting on behalf of anyone?' (with a 'No' dropdown), 'Component' (dropdown), and 'SIR' (dropdown).
- General Information:** Includes 'IM/IT Short Name' (text field), 'Urgency' (dropdown), and 'IA Authority to Connect' (dropdown).
- This request is for:** A list of checkboxes for 'IT Business System', 'IT Clinical System', 'Software', 'Hardware', 'Services', and 'Other (Please Specify)'.
- This Request is due to:** A list of checkboxes for 'Sustainment Increase', 'Full Version Upgrade', 'Result of Incident Report', and 'New Capability'.

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# Requesting O&S Services (continued)



## ■ VNC services

- ❑ Obtained from the San Antonio Video Network Center
  - Access the web site at : <https://vtc.medcom.amedd.army.mil/>.
- ❑ Schedule DHHQ Conference rooms
  - Download and submit request document
  - Available at the following web site:  
<https://mhs.health.mil/DHHQ/documents/doc/Conference-and-Training-Room-Reservation-Form-DHHQ06-Revised%202-15.docx>

# Wrap Up

# Key Accomplishments



- Completed performance testing of Pacific Northwest sites in advance of EHR deployment
- Conducted network performance assessments of NCR and Tidewater sites
- Assumed network support services for Navy Medicine Information Systems Support Activity and US Army Medical Information Technology Center
- Established four enterprise HW support agreements
  - Approximately \$6M cost avoidance
- Consolidated six major DHA HW and SW support contracts
  - Achieved \$2.1M cost avoidance in contract requirements through the validation processes

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# Key Accomplishments (continued)



- Developed combined logistics/warehouse support and EUD deployment services performance work statement
- Consolidated, standardized and managed DHA LAN and WLAN
- Consolidated Host Based Security System support
- Consolidated and standardized firewall support for Army sites
- Optimized WAN and Last Mile via DoD Information Network multiprotocol label switching (MPLS) virtual private network (Medical Community of Interest [Med-COI]) transport
- Completed MHS Joint Active Directory (mJAD) email and BlackBerry migration to DEE and Exchange decommission

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# Planned Changes



- Consolidate all service desks and help desk services into the DHAGSC
  - Consolidate service desks under one contract
- Migrate to single Remedy system using version 8.1
- Implement desktop support at the EHR sites
- Deploy SharePoint 2013 (HIT Portal) – 31 Aug 2015
- Deploy System Center Operations Manager (SCOM) 2012 to mJAD – 31 Oct 2015
- Complete consolidation and standardization of firewalls for Navy sites
- Transition from Internet to circuit-based communications extending from DISN Private IP MPLS “Med-COI transport” to DoD/VA gateways at Chicago, IL and Sterling, VA
  - Use Internet as backup path through the migration

- I&O provides full spectrum of O&S services
  
- Consolidating Service solutions into single set of DHA solutions
  
- Preparing for O&S required to support the new DoD EHR
  - Modify all O&S services to support the new DoD EHR
  - Provide support from data center to desktop

# Questions?

**Please complete your evaluations**

## **Mr. Wayne Speaks**

Chief, Operations and Sustainment Branch  
Infrastructure and Operations Division  
wayne.l.speaks.civ@mail.mil

## **Mr. Bill Novak**

Chief Operations Officer, Operations and Sustainment Branch  
Infrastructure and Operations Division  
william.r.novak2.civ@mail.mil