

2016 Defense Health Information Technology Symposium

The DHA IT Enterprise Framework and Global Service Center



“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

- Describe how to best prepare for the transition to DHA as a service provider
 - Directory Services/ Enterprise Management (DS/EM)
- Discuss lessons learned from sites that have completed migration/transition
- Describe the current Enterprise Management Services (EMS) support model
 - Three tier support model
- Outline the status of the EMS and Global Service Center (GSC) migrations to date
- Describe tips, tricks, and best practices for creating and managing tickets in the new Remedy system

Agenda

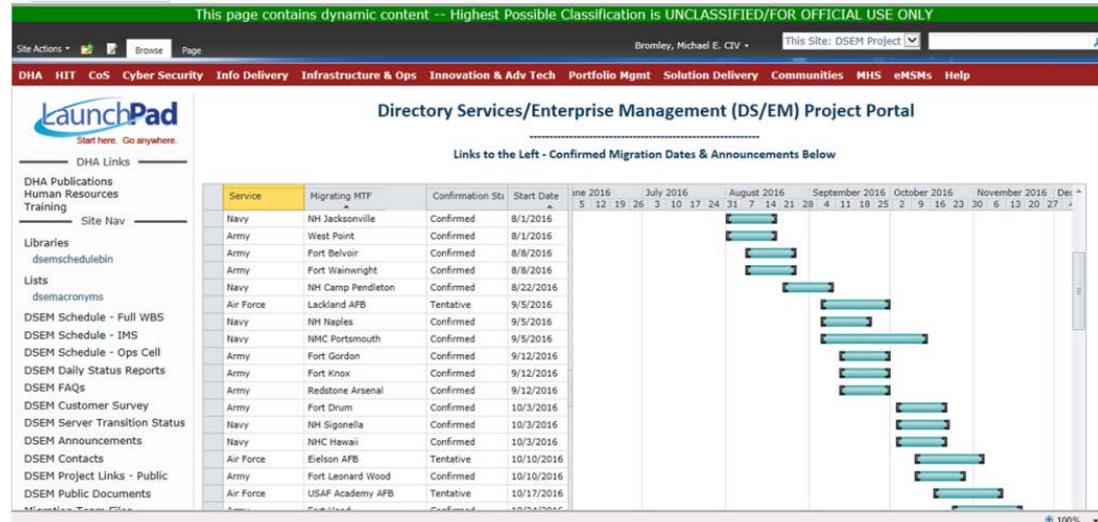
- Directory Services/ Enterprise Management (DS/EM) migration and transition
 - Migration and transition process overview
 - What you should expect
 - Lessons learned & process improvement
- Post Deployment Services
 - Global Service Center (GSC)
 - Enterprise tiered support model
 - Post-transition migration activities
 - Enterprise management services
 - IT Service Management (ITSM) tools
 - GSC best practices
 - MHS GENESIS support update
- Key takeaways

DS/EM Migration & Transition Process Overview

- Information gathering
 - Enterprise information
 - Data collection workbook
- Migration process and user experience
 - Project portal – flowcharts and process documents
- Information distribution
 - Project portal
- <https://info.health.mil/hit/cm/infra/jad/sitepages/home.aspx>

DS/EM Migration & Transition Process Overview

- Site responsibilities
 - Expectations during migration and during transition
- Support and technical assistance
 - Issue resolution and escalation
 - GSC ticket routing
- Migration – transition schedule
 - DS/EM project portal
- Lessons learned



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DS/EM Migration & Transition Summary

What to expect

- Domain Controller (DC) actions
 - Physical installation of new DC hardware
 - Build medical joint active directory (mJAD) DCs on existing hardware
 - Reload VMware ESXi hypervisor
- Transition to MHS System Center Configuration Manager (SCCM) 2012
 - Deploy MHS SCCM 2012 infrastructure (SCCM 2012 Servers – Physical/Virtual)
 - Install/deploy local Distribution Points (DP)
 - Deploy MHS SCCM 2012 client agent to workstations and DS/EM servers
- Impact to operations
 - No downtime
 - Minimal impact to operations
 - Migration experience should be seamless to Providers

DS/EM Migration & Transition

Lessons Learned & Process Improvement



**Team Performs
Process Analysis**

**Improved Migration
Processes**

- Lessons learned drove checklist expansion
- Continue to revise and add process “candidates”
- Built out full schedules through the end of CY16
- Streamlining processes
- Using schedule object as backbone of our project management system
- Task assignments
- Deliverable workflow - attachments
- Drives automatic status updates
- Publicly visible to the sites
- Single source of all schedule exports
 - Integrated master schedule
 - Operations cell

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DS/EM Migration & Transition

Lessons Learned & Process Improvement



**Team Performs
Process Analysis**

**Improved Migration
Processes**

- Revamp of project portal to more effectively convey data such as:
 - Daily status report
 - Frequently asked questions
 - Lessons learned
- Server transition status
- Single location for DS/EM, Enterprise Management Services (EMS), Software Support Management Office, Directory Services Office, and Information Assurance to view status and update progress
- Created application test database
- Released first customer survey

Post-Deployment Services

DHA Global Service Center



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- Single entry point for the MHS information technology (IT) customer support structure

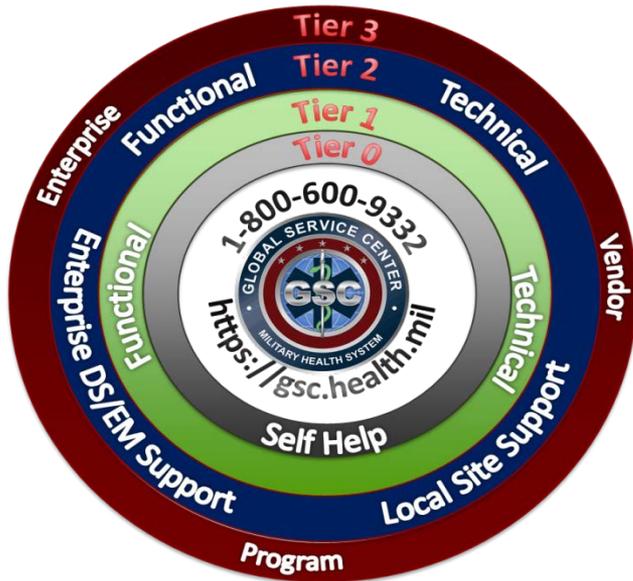
Available 24 hours/day, 7 days/week, 365 days/year

- Telephone (800) 600-9332
- Email dhagsc@mail.mil
- Chat <https://gsc.health.mil/>
- Webform <https://gsc.health.mil/>
- Service request management <https://gsc.health.mil/>
- Operates common trouble ticket system (Remedy version 8.1)
- Focused on increasing first contact resolution
- Coordinator of all support tier efforts and tasks across the enterprise
- Provides enterprise-wide metrics and reporting capability



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Post Deployment Services Enterprise Tiered Support Model



Enterprise Tiered Support Model

Tier 3	Local, Enterprise, or Vendor Engineer that handles the most difficult or advanced issues
Tier 2	Acts as the primary escalation point for Tier 1. As the subject matter expert for their specialty, Tier 2 uses advanced privileges and troubleshooting techniques to resolve the issue or escalate to Tier 3
Tier 1	Documents the issue, provides the initial triage and may resolve the issue by known resolution or a work around or escalate to Tier 2 or 3 if needed
Tier 0	Self Help, which allows users or local staff to access information and resolve their issues before contacting the Service Desk for resolution

Post-Deployment Services Migration Activities

- Transition Air Force and Navy sites to GSC Remote Desktop Support
- Transition sites to the DHA IT Service Management solution (Remedy)
- DHA provides project management and technical consultation/assistance for migrations of local resources/applications by site personnel to the medical joint active directory (mJAD)
- Local site personnel transition local servers, end user devices (EUDs), and applications, including programs of record not previously migrated to the mJAD
- Migration period lasts up to 180 days following DS/EM transition out-brief
- Integrate resources into the Enterprise Monitoring environment

Post-Deployment Services

Enterprise Management Services

- Management of active directory, domain controllers, domain name services, forest trusts, public key infrastructure, group policy, data at rest
- Operations Availability Management monitors the enterprise using Microsoft System Center Operations Manager (SCOM)
- Software Services: Software packaging for applications
- Distribution and Deployment Team: Controls the distribution and deployment of software updates and applications for EUDs and servers

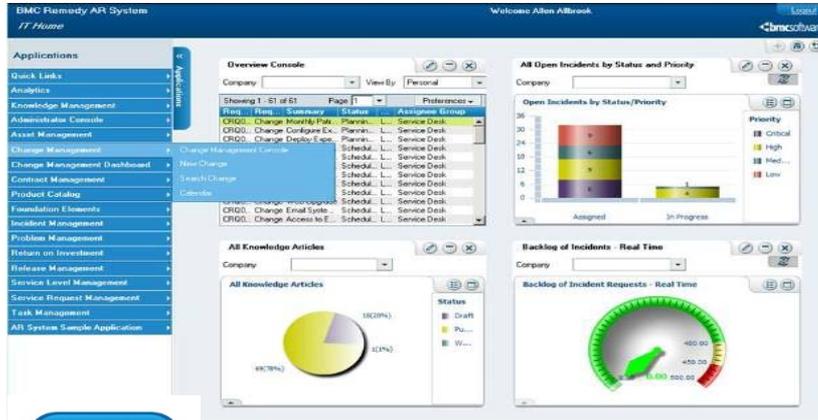
Post-Deployment Services

Enterprise Management Services

- Infrastructure services maintains System Center Configuration Manager (SCCM) infrastructure
- Operating system deployment supporting imaging process
- Reporting services providing SCCM data and reports
- 24x7x365 operations center built specifically for **military treatment facility (MTF) site administrator** support
 - Direct path for site administrators to Tier 2 support – (800) 600-9332 with hidden phone option
 - Smooth Tier 3 escalations via DHA ITSM system (Remedy)

IT Service Management Tools

Remedy ITSM



Remedy 8.1 ITSM system

Features and benefits

- Single instance for all Services/DHA/MHS
- Integrated with GSC Excellence Dashboard
- Supports IT Infrastructure Library (ITIL) framework
- Service request management
 - Self-service support options
 - Automated incident routing
 - Expanded template capabilities for requests
 - Service catalog approach
- Hosted on the MHS Application Access Gateway (MAAG) Architecture
 - High availability
 - Deployed on the MHS internet/ Medical Community of Interest (Med-COI) network

IT Service Management Tools Excellence Dashboard



GSC Excellence Dashboard

Features and benefits

- Real-time outage reporting
- Quick access to incident records
- Performance trending charts & views
- Integrated with DHA Remedy 8.1
- Executive decision support & data export
- Custom email notifications
- Performance scorecards
- Service availability trending
- Deployed on the MAAG architecture
 - High availability
 - 24x7 hosting and network support
- Deployed on MHS internet/ Med-COI network

IT Service Management Tools

Integrated Voice Response



Features and benefits

- Voice recognition menu search
- Quick skill-based routing of calls
- Initial triage of customer issues
- Detailed measurement of performance
- Expedited customer call processing
- Virtual integration of service desks



“Type first 3 letters of the application you need help with...”

- or -

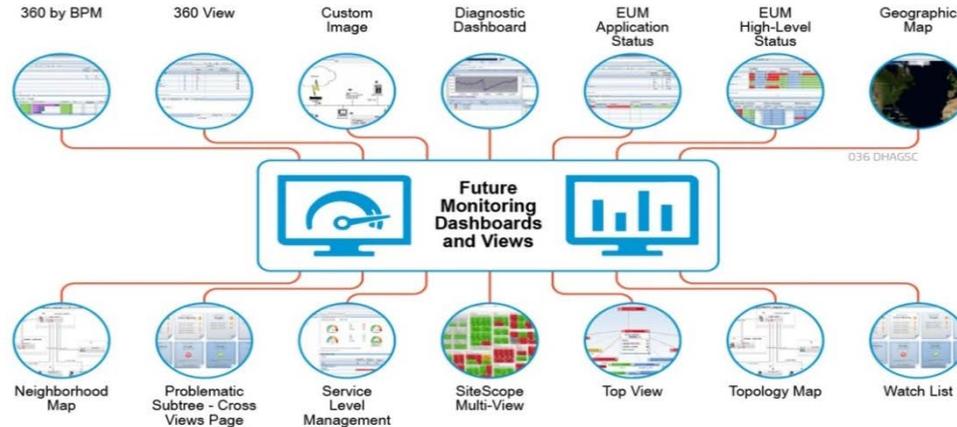


“Say the name of the application you need help with...”

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IT Service Management Tools

Event Management



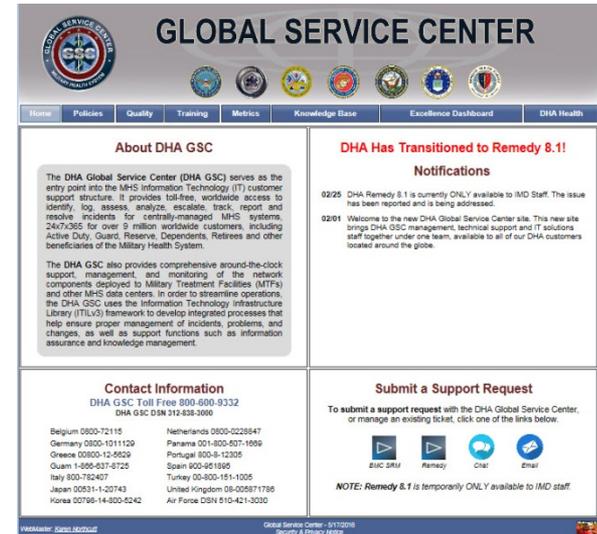
Hewlett Packard (HP) Operations Manager (OMi)
Event Bridge

Features and benefits

- Single pane of glass view
- Integrated collection of alerts
- Automated event correlation
- Remedy 8.1 integration option
- Supports ITIL event management
- Seamless integration with other monitoring systems including:
 - HP Network Node Manager
 - HP Business Availability Center
 - Microsoft SCCM
 - VMWare vCenter

Global Service Center Best Practices

- If the issue is directly affecting patient care:
 - Call: (800) 600-9332
 - <https://gsc.health.mil>
- Be specific about the issue you are reporting
- Make time to work with the service center
- Provide the following information:
 - Email address and call back phone number
 - Site(s) affected by the issue you are reporting
 - Detailed description of the issue you are reporting
 - Full computer name or device serial number/asset tag (if applicable)
 - Building, room, and department (if applicable)

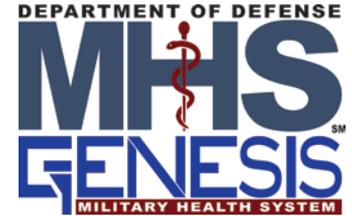


The screenshot shows the Global Service Center website interface. At the top, there is a navigation bar with links for Home, Policies, Quality, Training, Metrics, Knowledge Base, Excellence Dashboard, and DHA Health. The main content area is divided into four sections: 'About DHA GSC' (describing the center's role in MHS IT support), 'DHA Has Transitioned to Remedy 8.1! Notifications' (with a list of notifications), 'Contact Information' (providing phone numbers for various countries), and 'Submit a Support Request' (with icons for ZIM CRM, Remedy, Chat, and Email). A note at the bottom states: 'NOTE: Remedy 8.1 is temporarily ONLY available to IMD staff.'

MHS GENESIS - Transition Plan Strategy

Pre/Go Live

- GSC will be fully trained and ready to support MHS GENESIS initial operating capability for the Pacific Northwest sites beginning in Dec 2016
- **During the initial 90 days** of deployed system operation, the MTF will receive additional onsite support to help transition to the new electronic health record
 - During this time period, the onsite support team and GSC will join forces to quickly resolve issues and provide user support
- Onsite team will be the primary point of contact for issues with the GSC providing backup support 24x7 when onsite transition support is support is unavailable



MHS GENESIS - Transition Plan Strategy

Post Go Live

- **Following the initial 90 day period**, service delivery transitions to the enterprise support model
 - GSC supports MHS GENESIS MTF users 24x7x365
- Training related and functional support requests will continue to be directed to the local MTF training resources as an initial point of contact
- All MHS GENESIS system and IT related issues should be directed to the GSC for support

Key Takeaways

- GSC is the single entry point for support of any MHS IT issue or service request
 - 24x7x365 via phone, email, chat, or web
- Standardized support model
 - Seamless escalation across all support tiers
- Expanded remote support capabilities and tools
 - Augment sites' existing information management/ IT staff
- Shared knowledge/ faster resolution
- Directory Services/ Enterprise Management
 - Centrally managed enterprise service
 - Invisible to providers, minimal disruption to operations
 - Consolidates and manages multiple diverse environments (purple)
 - Tiered support and clearly documented escalation procedures
 - Clear communications during transition
 - Transparency thru migration to mJAD



One Team, One Goal

Questions?



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Evaluations

Please complete your evaluations

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Backup

Acronyms

Acronym	Description
CIO	Chief Information Officer
CNDSP	Computer Network Defense Service Provider
CONOPS	concept of operations
DaaS	Desktop-as-a-Service
DC	Domain Controller
DP	Distribution Point
DS/EM	Directory Services/ Enterprise Management
DHA	Defense Health Agency
DISA	Defense Information Systems Agency
DoD	Department of Defense

Acronyms (continued)



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Acronym	Description
EMS	Enterprise Management Services
EUD	end user device
GSC	Global Service Center
ITIL	Information Technology Infrastructure Library
ITSM	Information Technology Service Management
MAAG	MHS Application Access Gateway
Med-COI	Medical Community of Interest
mJAD	medical joint active directory
MHS	Military Health System
MTF	military treatment facility

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Acronyms (continued)



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Acronym	Description
SCCM	System Center Configuration Manager
SCOM	System Center Operations Manager