

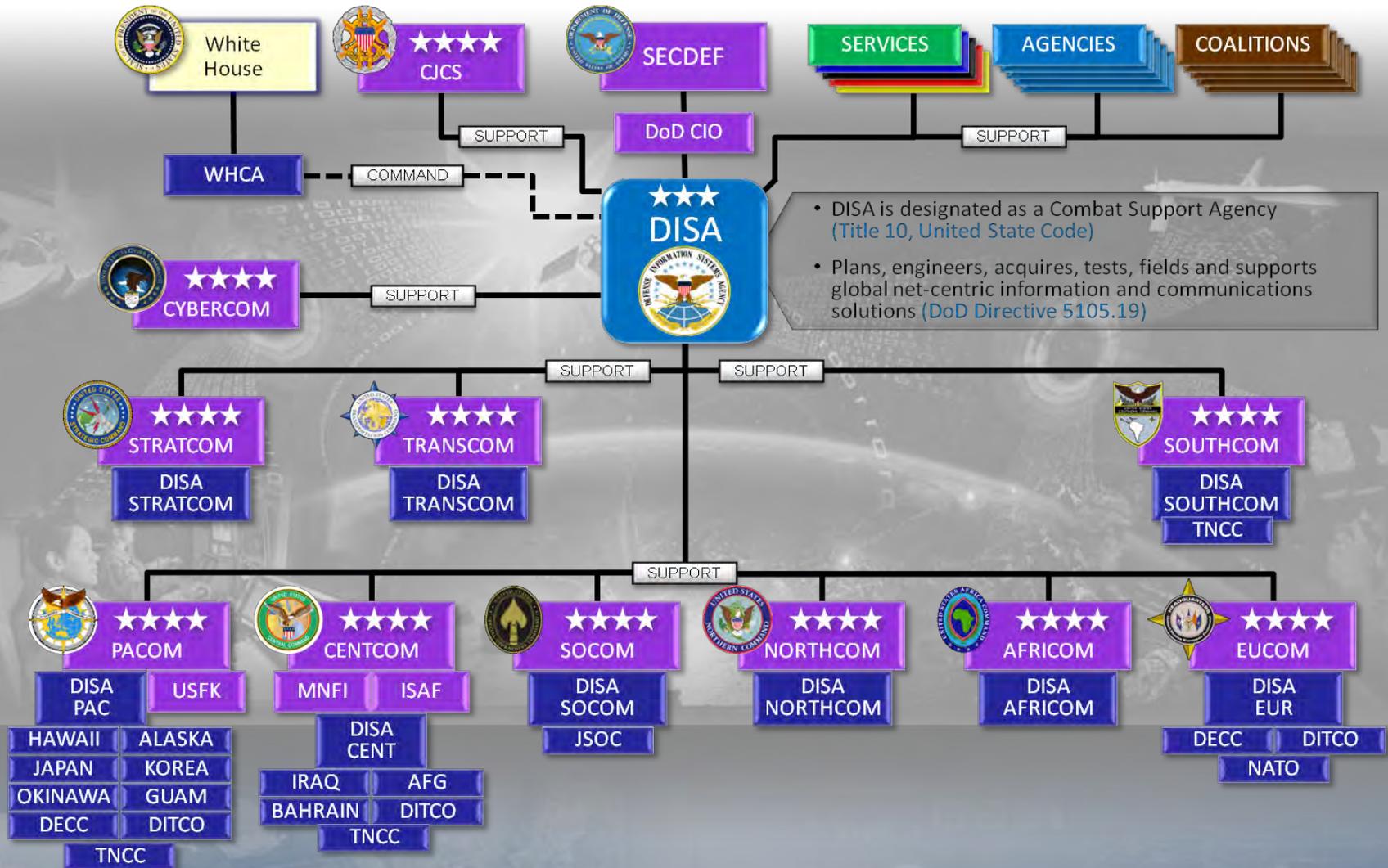
DISA's Operational Framework in support of Mission Partners

Purpose

**To build Mission Partner awareness of
DISA's Operational Framework
for delivering assured¹ services
with an emphasis on the
end-user experience**

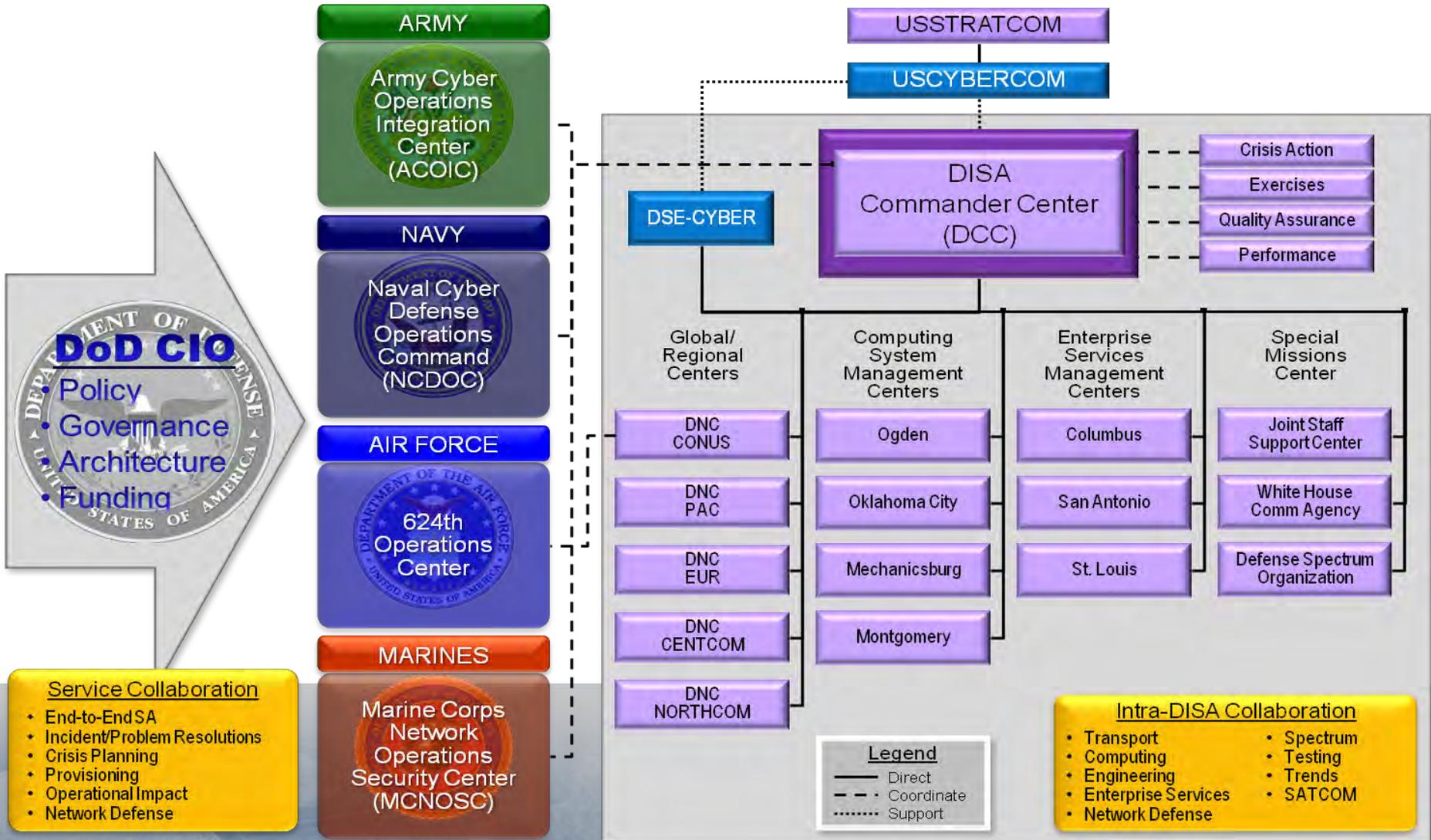
¹ Assured: meeting agreed level of performance, availability, confidentiality, and integrity

Mission Partner Support Model



- DISA is designated as a Combat Support Agency (Title 10, United State Code)
- Plans, engineers, acquires, tests, fields and supports global net-centric information and communications solutions (DoD Directive 5105.19)

C2, Coordination and Collaboration End-to-End Services



Change Drivers

Drivers

Mobility

Big Data

Convergence

Coalition Operations

Cross Domain Solutions

Cyber

Budget Uncertainties



Necessary Outcomes



Operational Focus on End-User Experience



Organization and processes to manage complex inter-dependent services

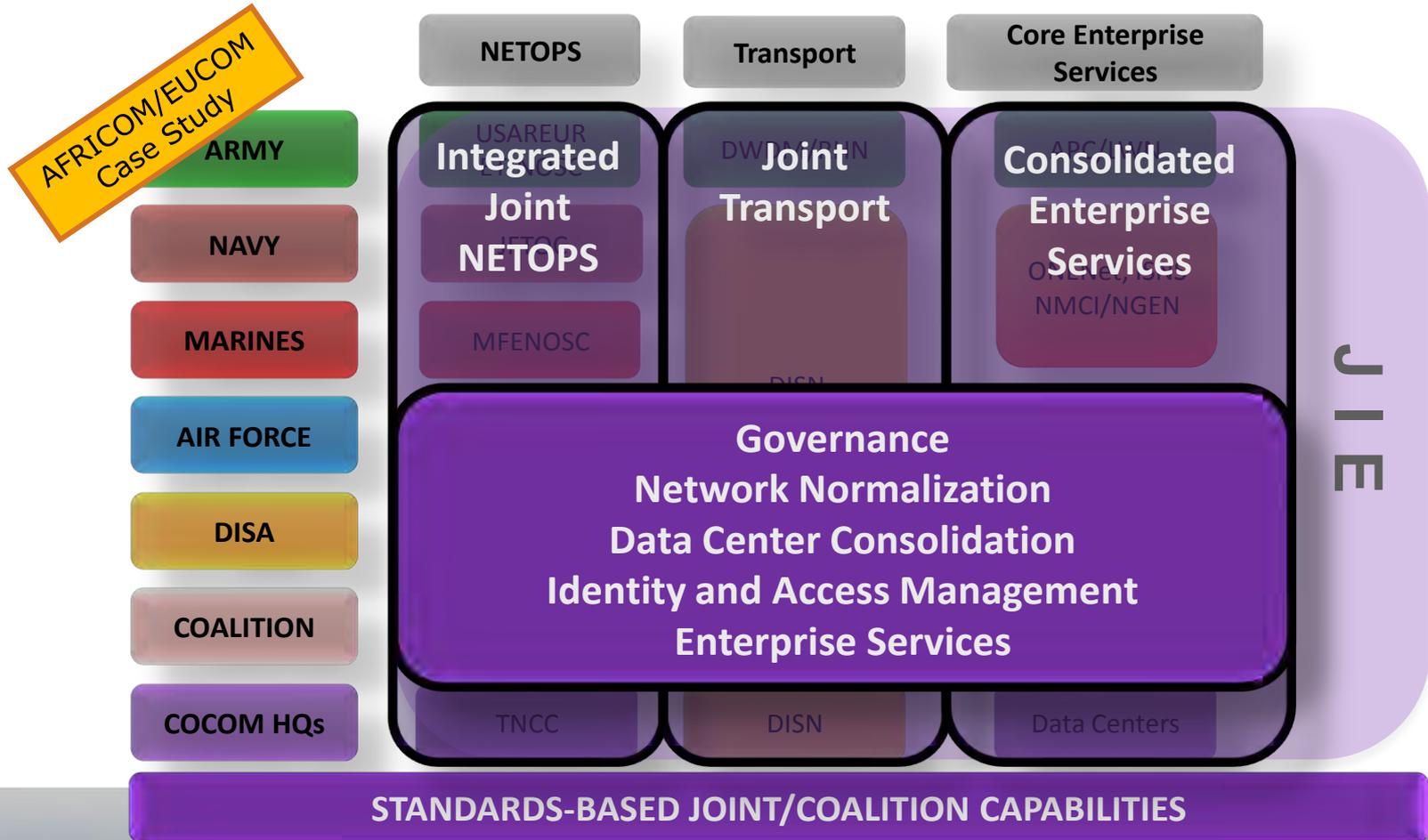


Reduced time to field new services



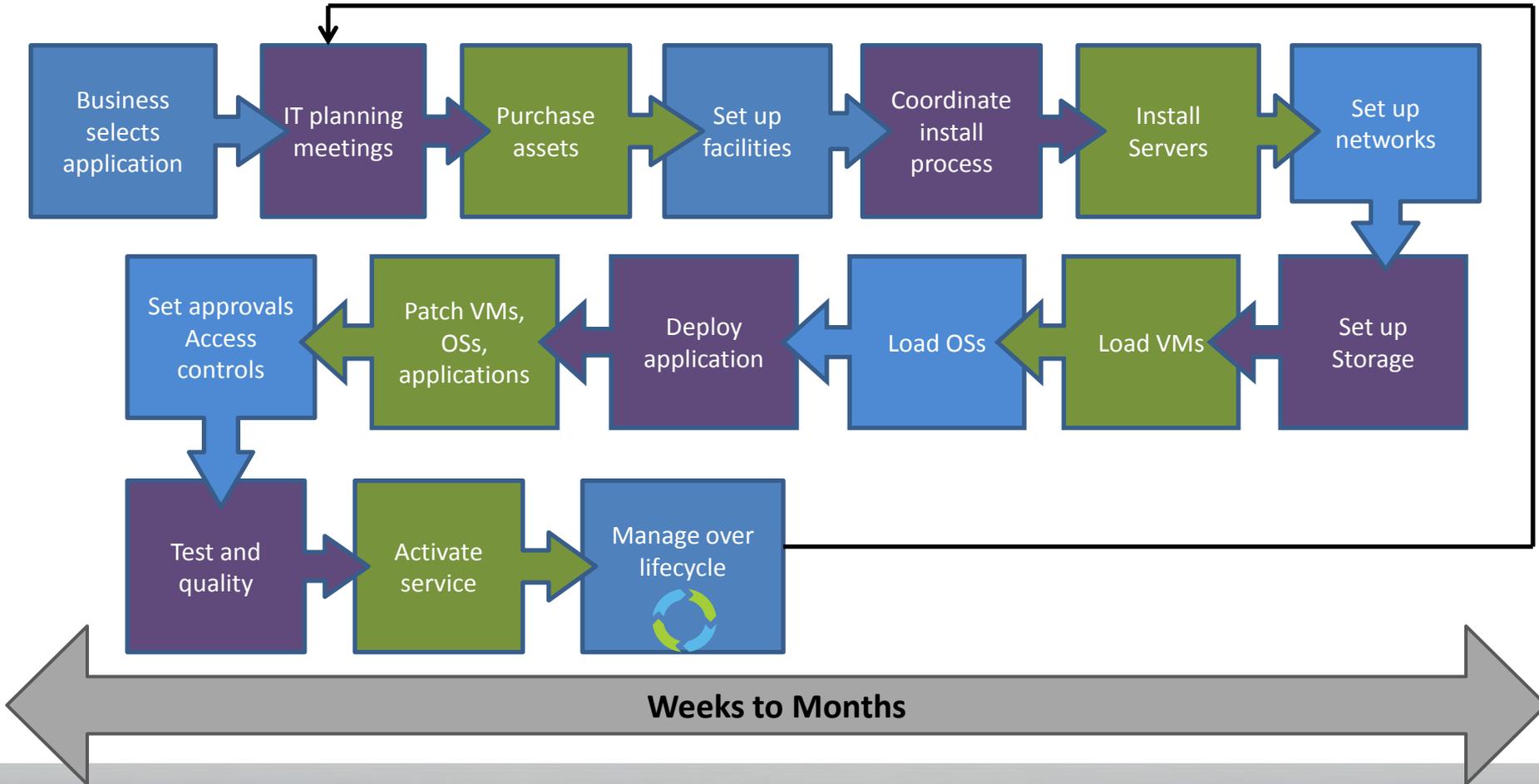
Increased cost efficiency for mission partners

Joint Enterprise Network



Allows for a reduction of infrastructure and workforce, aggregation, correlation, a central repository and COOP for Cyber Intel data

Complexity of Silos



*Transform cumbersome technology silos into adaptive bundles of assets...
Reduced IT costs, faster deployment, and reduced downtime...*

DISA Operational Framework

GOVERNANCE

Standardized IT Service Management
Based on Defense Enterprise Service Management Framework

DOTMLPF Approach
Implementation Guidance

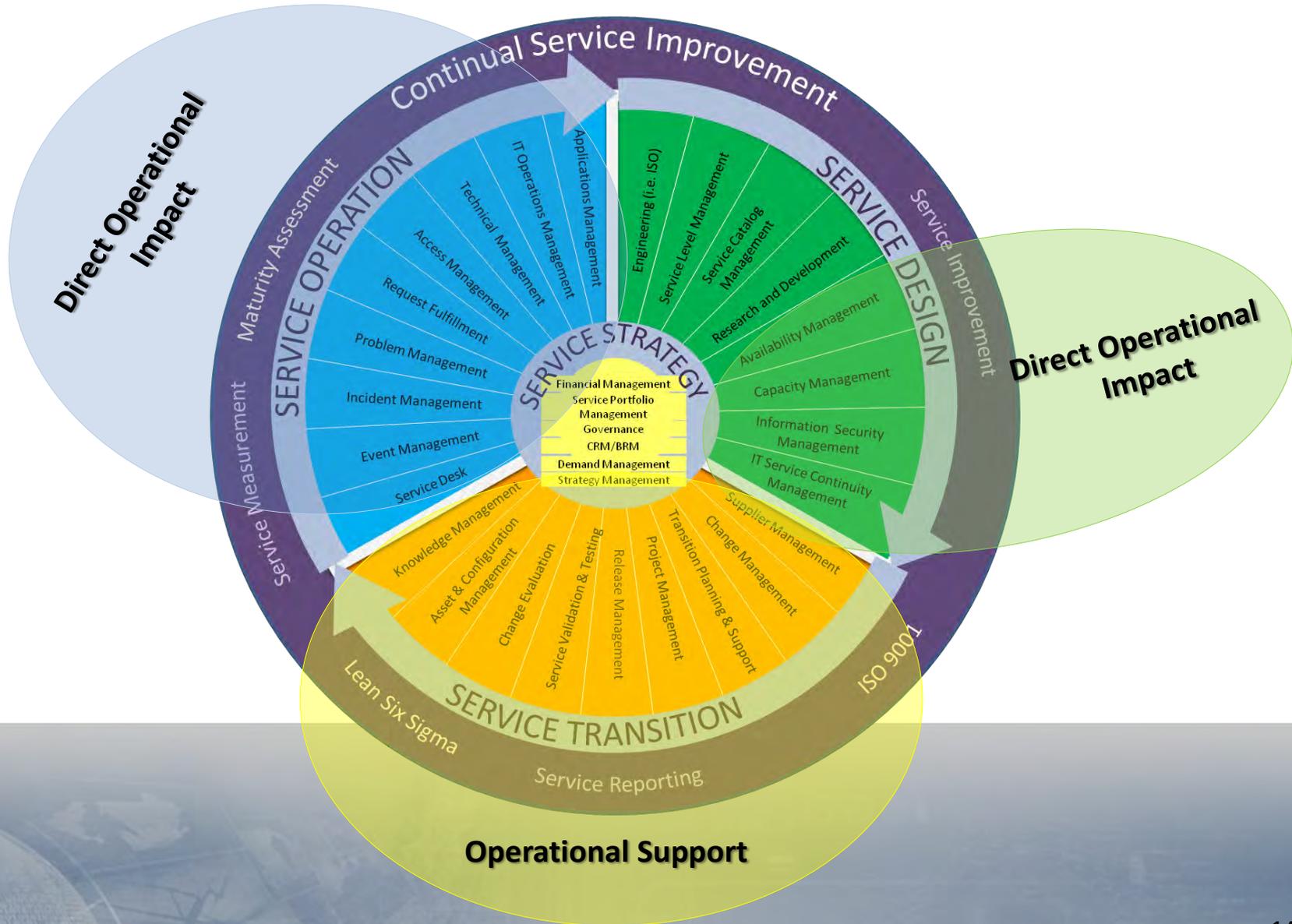
Risk Management
Objective measurement and assessment of risk

Concept of Operations (CONOPS)
Organizational roles, responsibilities, relationships

NetOps Performance Metrics
Deriving and managing to mission-relevant end-user-focused metrics

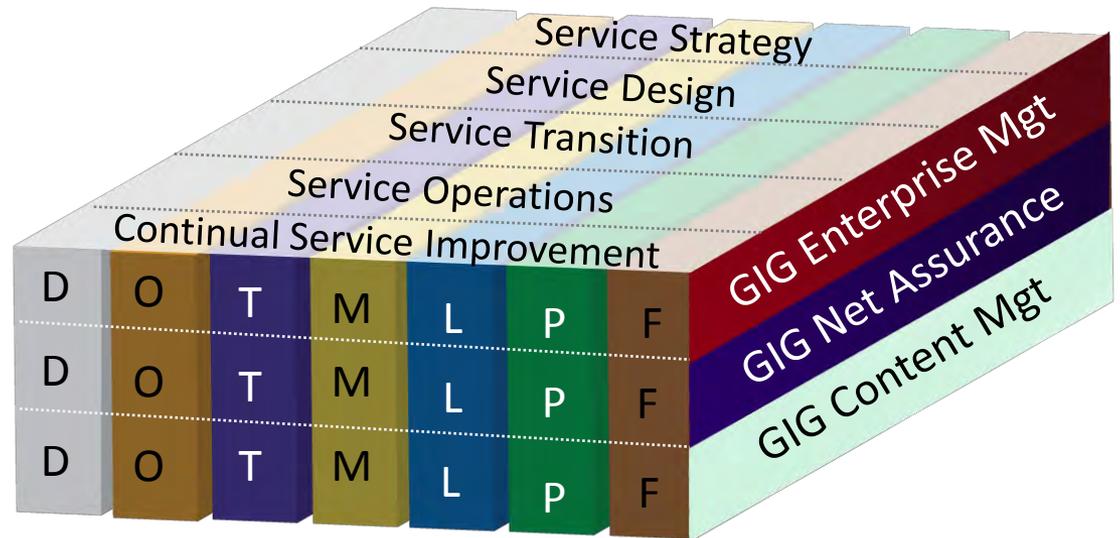
Implementation testing/validation criteria & processes

Standardized IT Service Management



DOTMLPF Approach

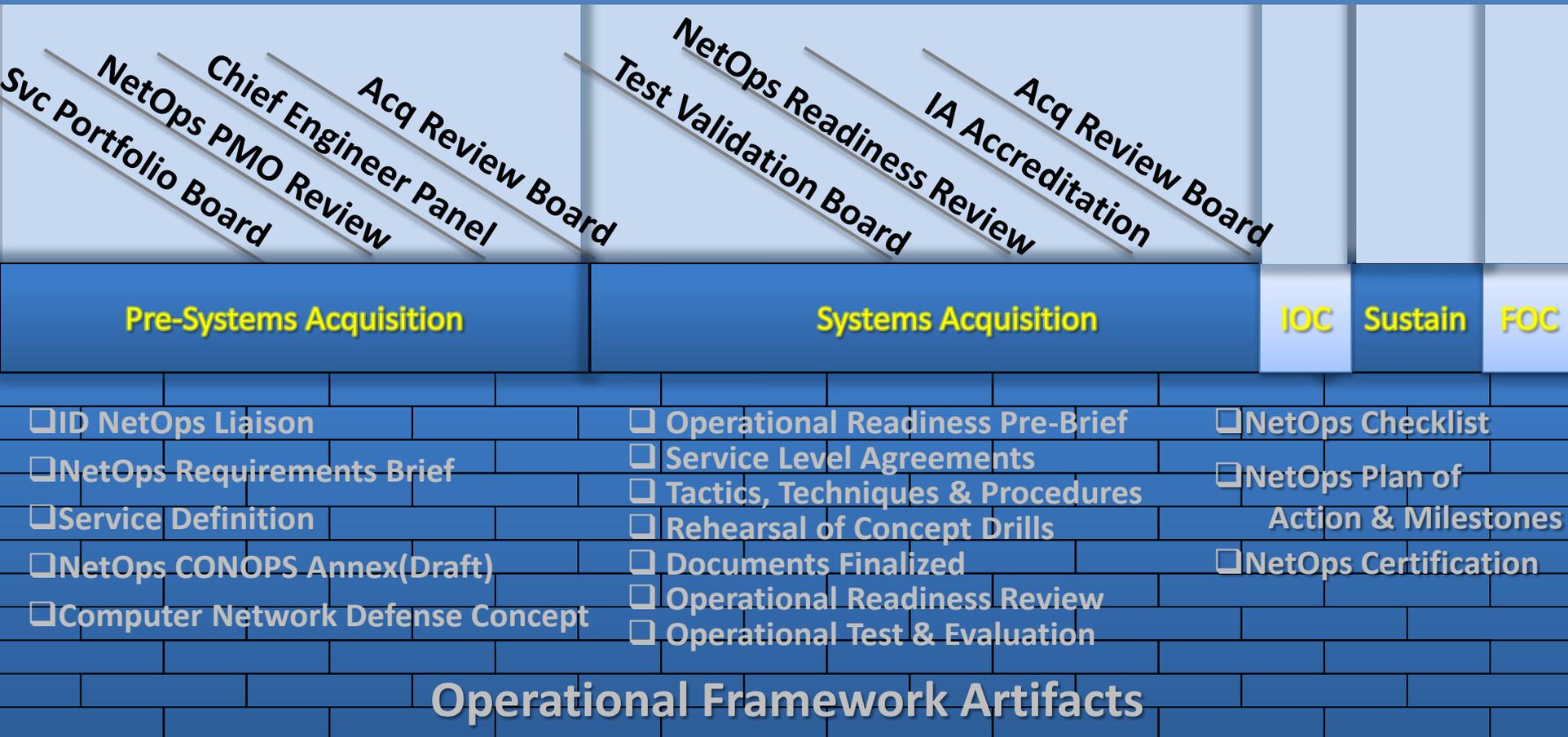
- **D**octrine
- **O**rganization
- **T**raining
- **M**ateriel
- **L**eadership
- **P**ersonnel
- **F**acilities



Utilize the DOTMLPF approach to implement the elements of NetOps in each phase of the service lifecycle

Integration with DISA Acquisition Process

DISA Acquisition Process Milestones



Operations integrated throughout the Acquisition Process

Framework Impact



Operational Focus on End-User Experience



Organization and processes to manage complex interdependent services



Reduced time to field new services



Increased cost efficiency for mission partners



Efficient and Effective Enterprise Services for DoD

Collaboration Way Ahead

Leverage over-the-horizon initiatives to greatly enhance Quality of Service delivery and understanding

- Define user satisfaction metrics
- Incorporate user-experience-focused metrics into Service Level Agreements
- Partner through Operational Level Agreements (Mission Partners)
- Continuously Evolve the Operational Framework

Joint Information Environment



DISA Operational Framework

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