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Information Technology Support Services (ITSS) Presentation

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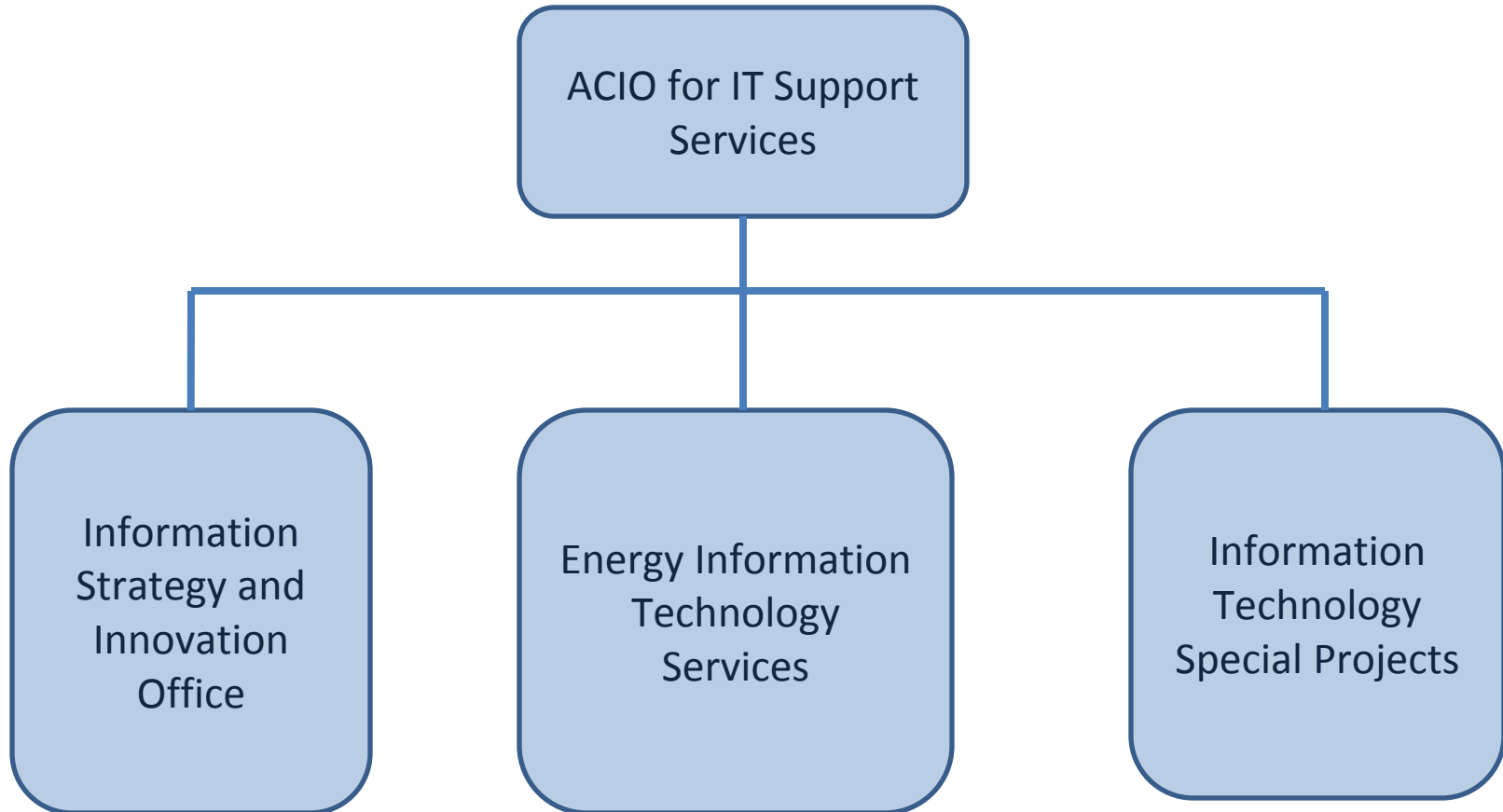
IT Support Services



- Provides IT support services to the DOE federal employees and direct support contractors
 - Services provided include office automation, mobile computing, application hosting, telecommunications and cyber security
 - Strives to provide secure, cost effective, reliable and innovative IT solutions that match the customer's mission requirements
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ITSS Organization





ITSS Emphasis



- Deliver secure, cost effective technology
 - Reduce per seat costs through standardization
 - Produce performance metrics that customers can utilize to support decision making
 - Implement Information Technology Infrastructure Library (ITIL) framework
 - Monitor quality assurance standards
 - Leverage common cyber security controls
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Customer Challenges



- Growing mobile computing needs
 - Growing cyber security considerations
 - System interoperability issues
 - Pace of constant technological change
 - Technology makes it difficult to disconnect from work when at home
 - Consumer experience versus office environment capabilities and constraints
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Consumer Home Experience





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Client Tools





EITS Challenges



- Keep pace with technological change while managing resource constraints
 - Balance expanding product functionality against growing cyber security threats
 - Ensure IT solutions are focused on meeting mission needs
 - Maximize customer choices while controlling costs through standardization
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Project Priorities: Cyber



- Data At Rest (DAR) Encryption for laptops
 - Security Information Management System (SIMS)
 - RSA Token/PKI Expansion
 - Certification and Accreditation (C&A) Development
 - COOP Capability NCS 3-10
 - Compliance Reviews
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Project Priorities: Engineering

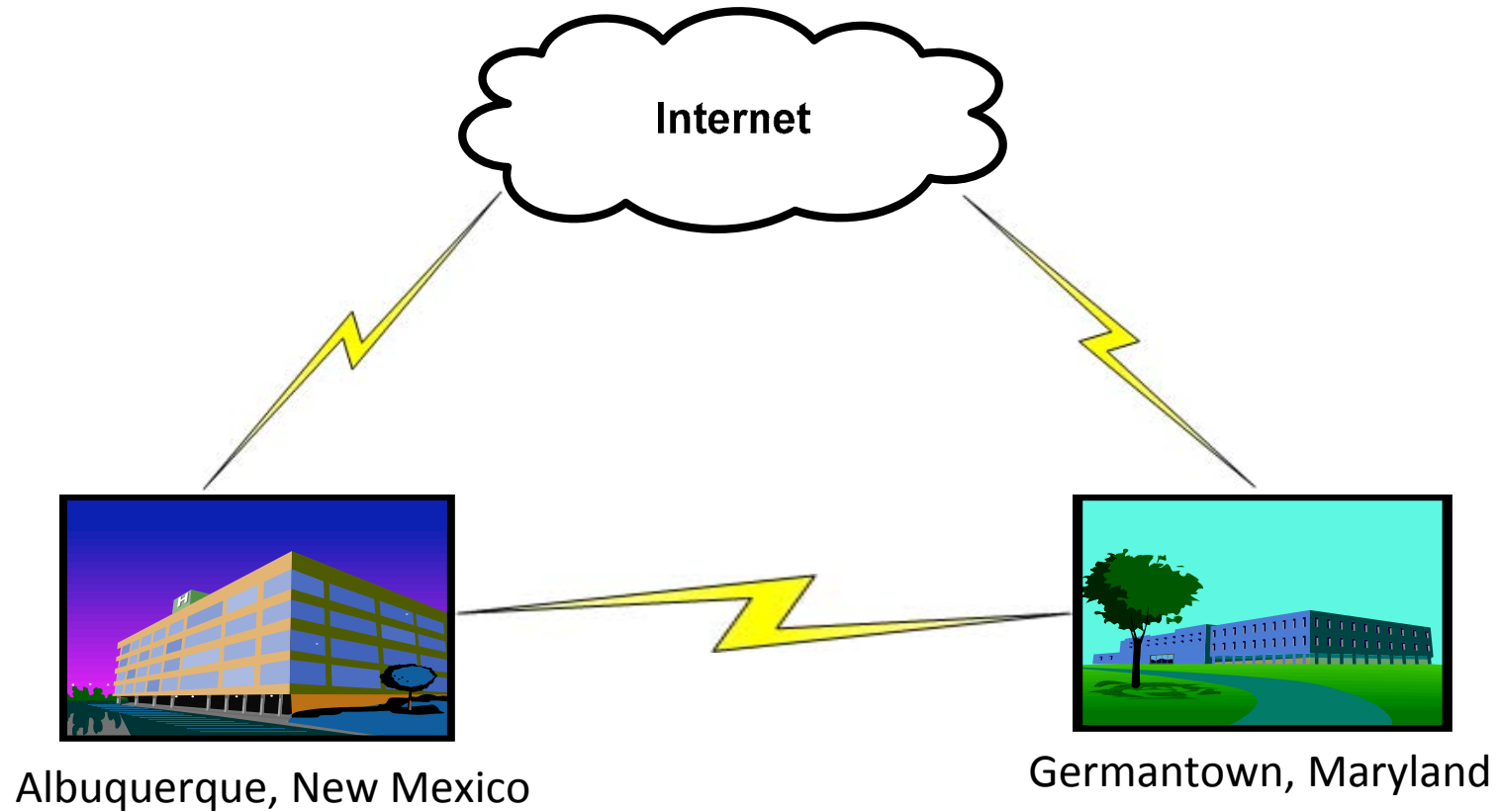


- TIC - Trusted Internet Connections
 - Thin Client
 - IPv6 Compliance
 - Intranet Deployment
 - Network Convergence / Modernization
 - Engineering Lab
 - Unified Messaging
 - Remedy Help Desk software implementation
 - Virtualized Servers
 - Enterprise Service Center - West (ESC-W) Build-out
 - "Green" Computing
 - HSPD-12 Logical Access Infrastructure
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DOE TIC Architecture





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Thin Client





Thin Client Benefits



- Improve cyber security posture
 - Reduce Tier 2 help desk support costs
 - Achieves significant energy savings
 - Improve ability to support field site offices
 - Moves data from local to network drives
 - Expands client operating system options
 - May lengthen life-cycle of client workstations
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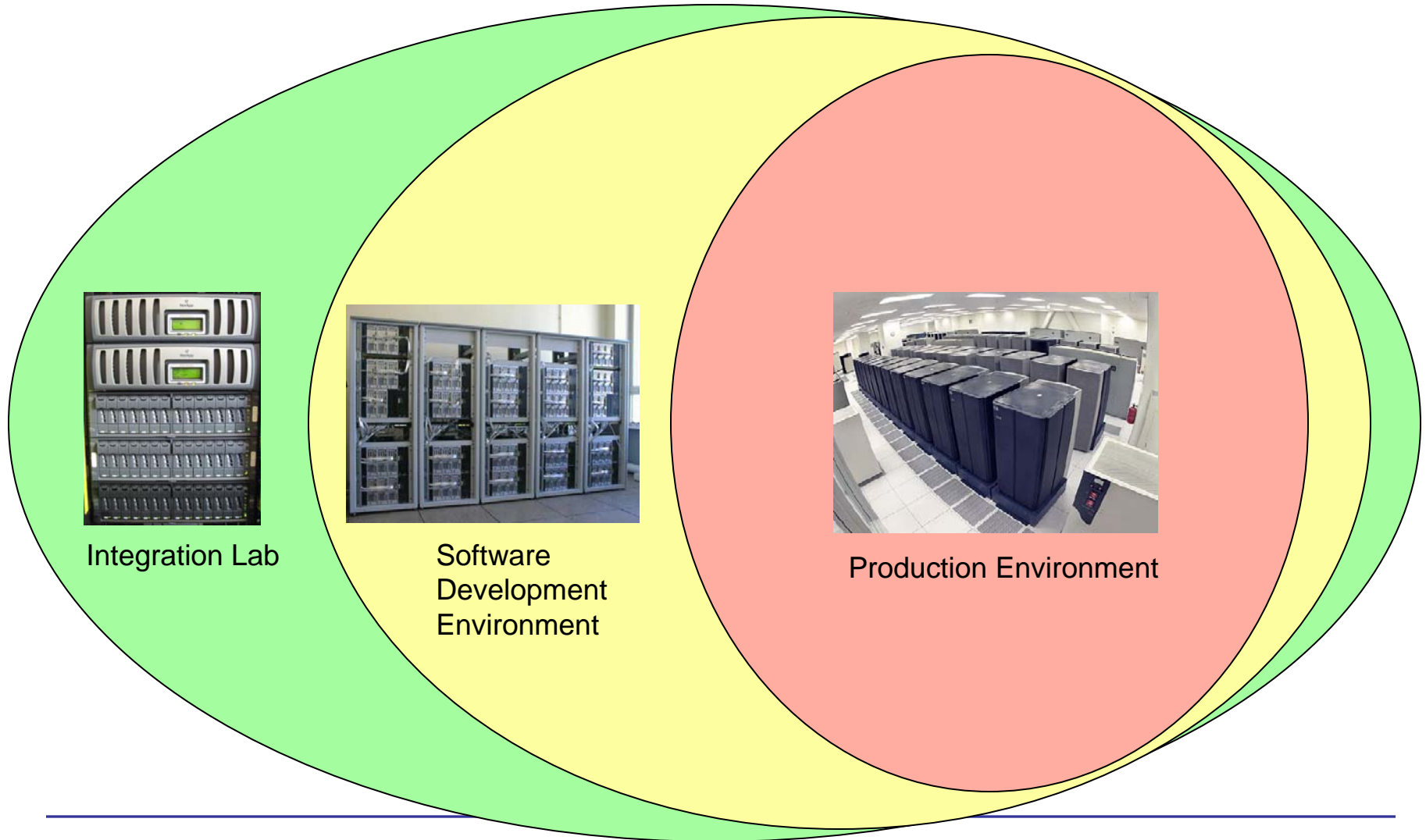
Unified Messaging





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EITS 3-Tier Architecture



Integration Lab



Software
Development
Environment



Production Environment



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IM-60 ITIL / ISO 20000 Initiative

Tony Castellano

August 20, 2008



Project Outline



- ❑ IM-60 and EES jointly undertaking IT service management improvement initiative based on ITIL (Information Technology Infrastructure Library) best practice and the ISO 20000 standard
 - Fourteen ISO 20000 processes: incident management, problem management, change management, configuration management, release management, service level management, capacity management, availability management, IT service continuity management, information security management, financial management, business relationship management, supplier management, and service reporting
- ❑ Project is focused on DOECO and AHE services
 - Most visible EITS services with greatest potential for showing immediate and recognizable improvements



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Project Outline



- ❑ **Purpose:** Better position EITS to meet the needs of our customers by providing: higher quality, cost justifiable services, measured and managed internal and external service levels, improved availability, reliability and security, and continual service improvements
- ❑ **Timeline:** For organization the size and complexity of EITS, a minimum timeframe of 18-24 months is likely
- ❑ **Maximize BMC Remedy software Implementation:** Remedy software suite uses ITIL processes as the basis for IT service management, the Project will closely coordinate each Remedy module released and used by EITS



Project Phases



- ✓ **Phase 1:** Executive Overview and Support
- ✓ **Phase 1A:** Communication and Organizational Change Management
- ✓ **Phase 2:** Gap Assessment – Assess current environment & processes/define gaps according to best practice guidelines
- ✓ **Phase 3:** Certification Training – ITIL v3 Foundation, Practitioner
- ❑ **Phase 4:** Service Improvements – Develop/implement service improvement plans by process
- ❑ **Phase 5:** Re-assessment – Reassess service improvements and make modifications to match framework requirements
- ❑ **Phase 6:** ISO 20000 registration – analyze and seek ISO 20000 registration
- ❑ **Phase 7:** Maintain continuous improvements, and ongoing internal and external auditing



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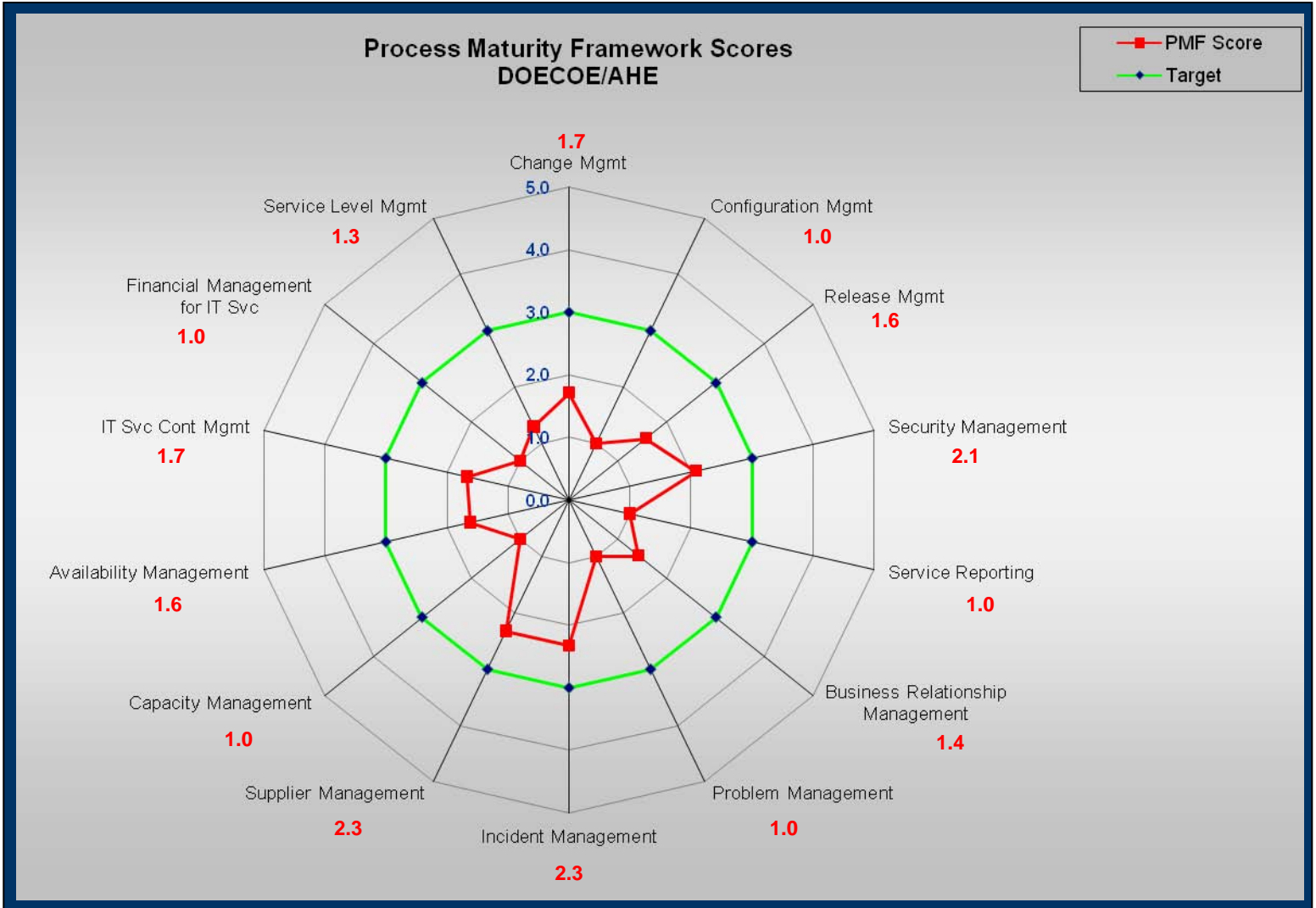
Assessment Results

Average Process Maturity Score = 1.5



Maturity Scale

- 5 - optimized
- 4 - managed
- 3 - defined
- 2 - repeatable
- 1 - initial





Next Steps



- ❑ Continue certification training
 - ITIL Version 3 Foundation
 - ITIL Service Support Practitioner: Support and Restore, and, Control and Release
- ❑ Codify and implement service improvement plans
 - Incident Management
 - Problem Management
 - Service Level Management



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Information, Strategy, and Innovation Office

Maureen Jones

August 20, 2008



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Oversight Management



- ❑ Implements Quality Assurance Surveillance Plan (QASP)
 - Mandated by Federal Acquisition Regulations and OMB Circular No. A-76
 - Ensures quality services are rendered to the government
 - Monitors and evaluates MEO costs and performance

 - ❑ Office of Competitive Sourcing Reports (OCS)
 - Task Monitor Evaluations, Staffing and Cost reporting
 - Quarterly and Annual reports
 - Accurate, defensible and without manipulation

 - ❑ Independent Validation and Verification (IV&V)
 - Unbiased evaluation of services rendered
 - Process Improvement Plans (PIPs) and Corrective Action Reports (CARs)
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Oversight Management



- ❑ Contracting Officer Technical Monitor (COTM)
 - Provides oversight and guidance on policies and directives
 - Acts as a liaison between the Contracting Officers Representative (COR), Task Monitor (TM), and customer
 - Validates:
 - ❑ All task/subtask orders
 - ❑ Statement of Objective/Performance Work Statement (PWS)
 - ❑ QASP
 - ❑ List of deliverables
 - ❑ Independent Government Cost Estimate
 - Provides business oversight for designated task/subtask
 - Ensures all requirements are monitored and funded
 - Monitors and evaluates the Contractor's performance
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Senior Technical Advisors



- ❑ Working Group Liaison/Representatives:
 - Enterprise Architecture Working Group
 - Architecture Review Board
 - Enterprise Architecture Technical Review Board
 - Property Lease/Purchase Working Group
 - IT Infrastructure Optimization Line of Business
 - eAuthentication

 - ❑ ITIL and ISO 20000 Standardization

 - ❑ Policy and Guidance
 - Blackberry Usage
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Reporting and Compliance Management



- ❑ External Information Request Process
 - Streamlining requests
 - Standardization of responses
 - Reducing burden of data calls
 - Reducing information permutations
 - Historical responses

 - ❑ Internal Information Generation Review
 - Streamline audit reviews
 - Streamline data call responses
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Budget and Financial Management



- ❑ Budget Formulation

 - ❑ Budget Execution

 - ❑ Financial Reporting

 - ❑ IT Portfolio Alignment
 - Exhibit 53s
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Cyber Security



- ❑ Implements the DOE Headquarters' Program Cyber Security Plan (PCSP)
 - ❑ Designated Approving Authority (DAA) representative for select systems
 - ❑ Compliance reviews for IT cyber security operations and tracks compliance with security plans
 - ❑ Conducts IT Security Management and Reporting Oversight.
 - Oversight of the certification and accreditation of designated systems
 - ❑ Headquarters Security Officer (HSO)
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Thank You



QUESTIONS?
