

# Enterprise Insights

## PD ES Corner

### *Expanded Mission, Same Great Work*

By Mr. Douglas R. Haskin, Acting Project Director for Enterprise Services

Inside this Issue:

PD ES Corner	1
ALTESS Service Desk focuses on customer service, processes and performance monitoring	3
New Army Application Migration Pre-Assessment Tool released for Army application and system owners	4
Inside the CHES Portfolio	7
Army completes final transition to Department of Defense Enterprise Email	8
Former project director for Enterprise Services receives Meritorious Civilian Service Award	9
William Athy earns Department of Defense Financial Management Certification	10

**No man will make a great leader who wants to do it all himself or get all the credit for doing it.**

- Andrew Carnegie

Happy New Year and welcome to the first issue of Enterprise Insights for 2016!

When I took over the reins of the Project Director, Enterprise Services (PD ES) back in August 2015, I had no idea that the mission would expand just two months later in October. PD ES now consists of:

- Acquisition, Logistics and Technology Enterprise Systems and Services (ALTESS)
- Computer Hardware, Enterprise Software and Solutions (CHES)
- Enterprise Computing
- Enterprise Content, Collaboration and Messaging (EC2M)
- Human Resource Solutions (HR Solutions or HRS)

Our organization grew to nearly double the number of personnel and is now responsible for hardware, technology and services that touch every Soldier, Army-wide. This would have been a daunting task had it not been for our extremely talented, supportive and driven team.

Many people know the Army's Values:

- Loyalty
- Duty
- Respect
- Selfless Service

- Honor
- Integrity
- Personal Courage

I have had the pleasure, over the past six months, to watch the PD ES Team live them.



Mr. Douglas R. Haskin

In this latest issue of *Enterprise Insights*, the men and women of PD ES continue to meet and exceed expectations for customer satisfaction, increased efficiency, strategic sourcing, bringing enterprise capabilities online and professional excellence.

As we move into 2016, our focus will be on continuing to integrate key operational areas across our five Product Leads and meeting the milestones and mandates for bringing enterprise solutions to bear.

In between issues of *Enterprise Insights*; I invite you to engage with us to understand our current happenings and priorities in real time. Visit the PD ES website at its new location: [www.EnterpriseServices.army.mil](http://www.EnterpriseServices.army.mil), follow us on Twitter @ArmyPDES and "like" us on Facebook at <https://www.facebook.com/ArmyPDES>.



Have a comment, idea or suggestion for the next issue of **Enterprise Insights?**

Click [here](#) or send an email to [USArmy.Belvoir.PEO-EIS.mbx.PD-ES@mail.mil](mailto:USArmy.Belvoir.PEO-EIS.mbx.PD-ES@mail.mil).



# The New Project Director, Enterprise Services



Re-organized to increase efficiencies and better align the many Army enterprise-level services and initiatives.



Project Director Enterprise Services (PD ES) procures, develops, delivers and sustains enterprise-level IT equipment, software products and services that enable end-to-end communication, collaboration, messaging, content management and application hosting across the Army. In addition, Enterprise Services provides the Army with HR resources and services to sustain and maintain a mission-ready workforce.



Meet the New PD ES at [www.EnterpriseServices.army.mil](http://www.EnterpriseServices.army.mil)

 [www.facebook.com/ArmyPDES](http://www.facebook.com/ArmyPDES)

 <https://twitter.com/ArmyPDES>

# ALTESS Service Desk focuses on customer satisfaction, processes and performance monitoring

By Acquisition, Logistics and Technology Enterprise Systems and Services

The Acquisition, Logistics and Technology Enterprise Systems and Services (ALTESS) Service Desk provides 24 x 7 data center hosting and infrastructure support to critical Army systems and their nearly 3.62 million worldwide users. The service desk functions as the single point of contact for ALTESS customers to report issues and request technical infrastructure services. It also serves as round-the-clock support for the organization's internal operations such as facility and information technology (IT) systems monitoring.

The ALTESS Service Desk's main objectives are to restore service for customers as quickly as possible and to assist in minimizing adverse impacts to systems operations. The Service Desk accomplishes this goal by using standard, repeatable processes rooted in the best practices of the Information Technology Infrastructure Library framework.

ALTESS has 16 full-time analysts working to consistently apply standard



*Photo by ALTESS*

The ALTESS Service Desk processes 700 tickets per week with 70 percent of them being resolved during initial contact.



*Photo by ALTESS*

The ALTESS Service Desk Team consists of 16 highly skilled professionals. Pictured (Seated L-R) Joe Kwak, Jacob Blevins, and ALTESS Service Desk Manager Jennifer Linkous. (Standing L-R) Daniel Jones, Jessie Bowman, Dustin Edmiston, Allison Laster, Mike Ayars, Chris Battle, Terry Hayth, Cody Rathbone, and ALTESS Service Desk Assistant Manager Jon Cin.

processes to triage, troubleshoot and resolve incidents quickly and efficiently. On average, the ALTESS Service Desk processes 700 tickets per week, with 70 percent of them being resolved during initial contact.

It employs a variety of escalation paths in the event an incident cannot be resolved immediately. Getting the issue in front of the right person at the right time is critical in order to meet the service desk's objective. The Service Desk works extensively with the ALTESS infrastructure teams, customer technicians and vendors to provide outstanding support to the customer community.

"Our analysts routinely review incidents and resolutions to identify solutions to common issues and add that information to our knowledge base so that we can resolve it faster the next time it is reported," said Ms. Jennifer Linkous, the

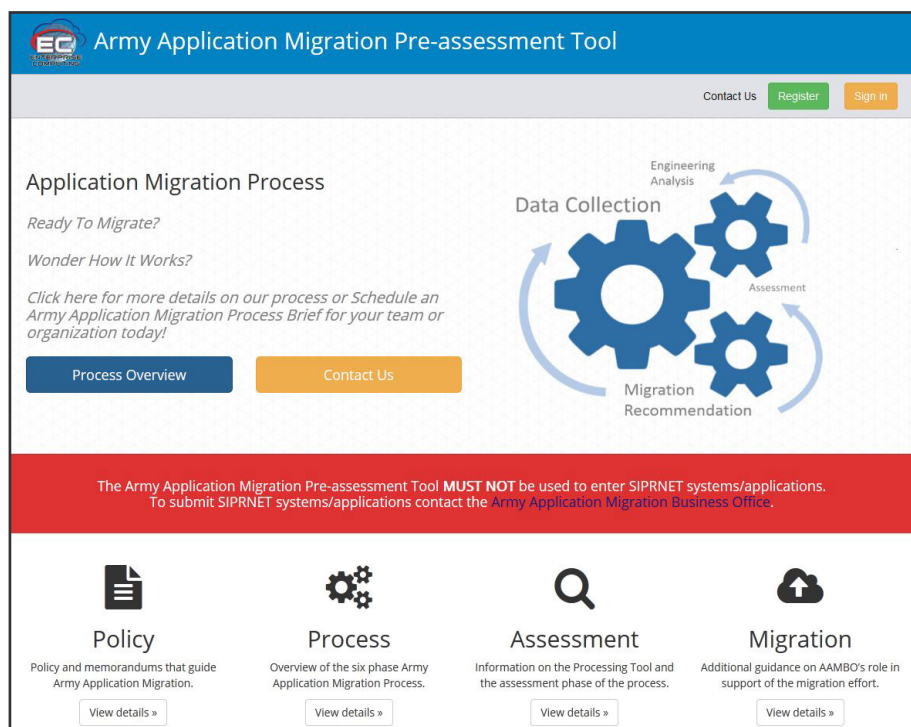
ALTESS Service Desk manager.

Additionally, the ALTESS Service Desk monitors every incident from the time it is reported until resolution to be sure that it is being addressed appropriately through the lifecycle of the incident. Service desk analysts continually strive to improve service by updating processes and templates, auditing every ticket for accuracy and reviewing customer satisfaction surveys. This effort results in a 97 percent customer satisfaction rate.

"We appreciate the highly qualified people of the ALTESS Service Desk. They provide prompt, professional, courteous service to our customers and easily adapt to new requirements," says Barbara Dodge, and ALTESS customer and Ammunition Enterprise Portal team lead at Program Executive Office, Ammunition.

# New Army Application Migration Pre-Assessment Tool Released for Application and System Owners

By Enterprise Computing



The new Army Application Migration Pre-Assessment Tool was launched in 2015 to streamline the data-gathering phase of application migration for capability owners and the Army Application Migration Business Office. Capability owners can begin the migration process by visiting the AAMPT website <http://go.usa.gov/caN9d>.

The Army Application Migration Business Office (AAMBO) has streamlined the data collection phase of the application migration process for the Army's enterprise capability owners by launching the Army Application Migration Pre-Assessment Tool, or AAMPT.

All enterprise capability owners are required to complete migration to Department of Defense-approved enterprise environment (DoDAEEs) by fiscal year 2018 (FY18). AAMPT will be used to support migration planning for the Army's inventory of enterprise applications, currently estimated to exceed 10,000.

AAMPT is a common access card-enabled online resource that supports data collection used in

migration planning for Army enterprise applications. Capability owners can begin the migration process at the AAMPT website: <http://go.usa.gov/caN9d>.

When owners submit system information through AAMPT, AAMBO gathers and analyzes requirements based on established assessment criteria, generates re-hosting recommendations, and prepares cost estimates for hosting in the new enterprise environment.

"For a community accustomed to frequent requests for information using clunky spreadsheets, email, and stove-piped collaboration tools, AAMPT's simple and intuitive web interface makes reporting practically

painless," said Project Officer Johanna Curry. Curry has been leading the Army Application Migration Business Office since its establishment in 2014.

Prior to the tool's launch, application and system owners were required to complete a four-page form and email it to AAMBO to kick off migration planning. As reporting requirements have expanded with the refinement of the Army's migration process, follow-up requests for new and updated information were a frustrating feature of the previous process.

AAMPT coaches capability owners through on-screen help to accurately report the data needed, shortens AAMBO's response time to capability owners, and reduces follow-up requests for missing and outdated information. In addition, AAMPT is a single landing page where the community can find current Army migration policy, guidance and lessons learned. Support for AAMPT users is provided in-house by AAMBO's subject matter experts.

*The Army Application Migration Pre-Assessment Tool will be used to support migration planning for the Army's inventory of enterprise applications, currently estimated to exceed 10,000.*

"AAMPT is the type of transparent, collaborative tool we need in order to assist owners planning migration events from their current hosting platforms to DoDAEEs with limited

**Continued on page 6**

# Army Application Migration Pre-Assessment Tool (AAMPT)

The Army Application Migration Pre-Assessment Tool is the first step in the Army's system/application migration process.

## AAMPT Features

- *Built on ADCCP Tracking Tool back end: import applications from ADCCP TT*
- *Simple user interface*
- *Used during Phases 1 and 2 of the Migration Process*
- *Streamlines data collection for migration candidate systems and applications*
- *Eliminates Preliminary Application Assessment Form and Application Discovery Template*
- *Engineering Analysis begins after complete data is collected: fewer follow up requests*



My Applications



Add New Application



Import Application

Begin the migration process today!  
Start using AAMPT at <http://go.usa.gov/caN9d>

# New Army Application Migration Pre-Assessment Tool Released for Application and System Owners, *cont'd.*

## Army System/Application Migration Process Overview



Image by Rebecca Cole

The Army System/Application Migration Process comprises six phases and 15 milestones intended to familiarize capability owners with migration options and guide them through the transition to a target hosting provider. The process begins with submitting Army enterprise systems and application for assessment through the Army Application Migration Pre-Assessment Tool.

### Continued from page 4

interruptions”, said Acting Product Lead for Enterprise Computing Keith Baylor.

AAMBO was established in June 2014. It provides both strategic and technical migration guidance to application and system owners. Since 2014, AAMBO has assisted more than 380 systems

and applications from roughly 40 commands across the Army with migration planning strategies and efforts.

In June 2014, the Under Secretary of the Army released the “Migration of Army Enterprise Systems/ Applications to Core Data Centers” memorandum

requiring all application and system owners begin migrating their products to DoDAEEs by FY18. AAMBO became the services broker for the Army in 2014 and is the single point of contact for all application and system owners preparing to migrate.

# Inside the CHES Portfolio

By Computer Hardware, Enterprise Software and Solutions

**“Be the primary source to support the Warfighter’s information dominance objectives by developing, implementing and managing commercial information technology contracts that provide enterprise wide net-centric hardware, software and support services for the Army.”**

– Computer Hardware, Enterprise Software and Solutions Mission Statement



As the Army’s primary source for commercial information technology (IT), Computer Hardware, Enterprise Software and Systems (CHES) enables users across the Army to get easy access to high-quality, commercial, off-the-shelf, hardware, software and services at reasonable prices.

The CHES portfolio of contracts provides continuous vendor competition for best value and consolidation of requirements to maximize cost avoidance and leverage the Army’s buying power.

As budgets decline and the Army continues to focus on strategic sourcing, companies are clamoring to get involved with CHES. To meet the need, the organization maintains communication with industry as frequently and as transparently as possible, so that everyone, especially small businesses, knows whether a proposal will be viable.

To meet the mission of providing discounted pricing and easier ordering, CHES manages six Indefinite Delivery, Indefinite Quantity contracts with decentralized ordering and zero contract access fees.

The Army Desktop and Mobile Computing-2 (ADMC-2) contract

provides commodity purchases of notebooks, desktops and video teleconferencing equipment, among many other items.

IT Enterprise Solutions – 2 Hardware (ITES-2H) provides hardware and related software and services for end-to-end equipment solutions.

CHES manages the execution of the bi-annual Army Consolidated Buy program, mandated for all desktop and notebook computers purchases, when CHES contract holders offer their most competitive pricing. Army organizations that take advantage of the consolidated buy net substantial savings regardless of the quantities procured.

***When we do our job correctly, we are providing Soldiers with the technology they need to do their job and return home safely from the mission accomplished***

CHES has been actively working on the re-compete of the CHES hardware contracts in order to ensure Army access to a broad range of commercially available hardware from multiple vendors and deliver continuous price competition and technology refresh.

In addition to established Enterprise License Agreements and DoD Enterprise Software Initiatives, CHES manages the ITES-Software contract vehicle to provide additional

Certificate of Networthiness Software products for Army customers. Although not mandated for Services acquisition, CHES offers two competitive Service contracts:

- **Information Technology Services – Small Business** with 13 small business vendors servicing sites in the continental U.S.
- **ITES – 2 Services** for a full range of services and solutions necessary for the Army to satisfy its support of Army net-centric goals with IT services worldwide

CHES maintains the IT e-mart website (<https://ches.army.mil>) as the primary enterprise marketplace to the Army customers. The IT e-mart includes acquisition resources and tools to enable Requiring Activities to conduct in-depth market research, refine their independent government cost estimates, and advertise their opportunities with industry. The RFQ/RFI/RFP Tool and the Statement of Non-availability Tool hosted on the CHES IT e-mart streamline the quoting process, allowing Army customers to easily track and compare quotes.

Ever since the Army Chief Information Officer named CHES the Army’s primary source for commercial IT, CHES has been striving to make the Army vision of strategic sourcing a reality, always keeping our focus on the Soldier. When we do our job correctly, we are providing Soldiers with the technology they need to help them perform their job and return home safely with the mission accomplished.

# Army Completes Final Steps of Full Transition to Department of Defense Enterprise Email

By Enterprise Content, Collaboration and Messaging

Enterprise Content, Collaboration and Messaging (EC2M) completed the Army's transition to Department of Defense (DoD) Enterprise Email (DEE), ending the three year email transition project.

DEE centralized more than 1.5 million Army users from several disparate legacy email systems into a Defense Information Systems Agency (DISA)-managed service. DEE is a single, secure email and calendar-sharing capability across the DoD.

"DEE was a true team effort that required the collaboration and cooperation of many organizations including

DISA and [Network Enterprise Technology Command (NETCOM)]", said EC2M Product Leader John Howell.

In conjunction with DISA, EC2M also ended email forwarding from the Army's legacy email service, Army Knowledge Online (AKO).

Leading up to the transition, EC2M's AKO Team archived more than 4.5 million mailboxes of current and former AKO email users for potential retirement to the National Archives and Records Administration.

In 2013 and 2014, the NETCOM Email Team migrated the mailbox content for active Army and Reserve Component Exchange

email users to the new DEE mailboxes.

During the same period, NETCOM and AKO teams migrated AKO email to DEE for more than 600,000 Army users who had no other official email.

As an enterprise service, DEE reduces the cost of operations and maintenance by reducing software licensing costs and consolidating hardware into DISA's secure, global Defense Enterprise Computing Centers. DEE creates a common platform for the DoD, ensuring agencies can easily and effectively share information among virtual groups that are geographically dispersed and organizationally diverse.

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## HR Solutions Designated as the Army's Preferred Source

By Human Resources Solutions



On May 10, the chair of the Strategic Sourcing Executive Committee (SSEC) designated 31 existing Strategic Sourcing initiatives as preferred sources for suitability as a contract vehicle capable of meeting mission needs. HR Solutions has been identified as one of them.

HR Solutions provides centralized acquisition management and support services of enterprise-level human resource services.

The Chair's directive orders Army

Requiring Activities, Army organizations who have the need for contracted service, to assess the designated Preferred Sources Initiatives for suitability as part of their market research and business case analysis and prior to initiating a new contract for covered supplies and/or services.

As the Army's Preferred Source, HR Solutions provides Requiring Activities total contract life-cycle support and assistance throughout the acquisition process:

- Acquisition Planning
- Requirements Development
- Solicitation
- Source Selection
- Task Order Award

- Performance Management
- Close-Out

Prior to the SSEC Chair's directive, the Secretary of the Army signed the "Designating Preferred Sources for Consideration across the Army Enterprise" memorandum on March 24.

This memorandum designated the SSEC as the Army's overseer of policies for the designation and use of government-wide and Agency-wide contract vehicles as Preferred Sources.

For more information about HR Solutions please visit our web site at: <https://HRSolutions.army.mil> or call (502) 624-4226.



# Former Project Director for Enterprise Services Receives Meritorious Civilian Service Award

By Project Director, Enterprise Services

Mr. Jeremy Hiers, former project director for Enterprise Services, was awarded the Army's Meritorious Civilian Service Award for his significant contributions to the U.S. Army.

As the Project Director for Enterprise Services, Mr. Hiers exceeded initial projections of cost savings to the Army through information technology (IT) acquisitions that support the Army's overall network modernization effort.

"Jeremy faced a unique challenge to bring together three organizations under one mission and he did so without hesitation", said Acting Project Director for Enterprise Services Mr. Douglas Haskin.

As the organization's first leader, Mr. Hiers positioned PD ES at the forefront of the federal IT discussion on cloud services and made it a champion of the Army's network modernization effort to ensure communication to the last tactical mile for the nation's Soldiers.

In the last three years, the organization transitioned 1.5 million Army email users to Department of Defense Enterprise Email, an effort that had an original cost benefit analysis projecting over \$300 million across five years. Under Mr. Hiers' leadership, PD ES decreased the maintenance cost of Army Knowledge Online (AKO) by \$30 million and did so without impacting the services AKO provides to more than 1.9 million members of the Army workforce including Soldiers, civilians and contractors.

However, his most notable accomplishments span the length of his career to the Army. He secured the first Enterprise Level Agreement with Microsoft, managed \$600 million in IT capabilities acquisition to support the 2005 Base Realignment and Closure Act, and aligned the missions of three distinct Army offices to establish PD ES.

In an email to Mr. Hiers, Mr. Reginald Bagby stated "May I be the first to offer 'congratulations' on receiving the Army Meritorious Civilian Service award;



Mr. Jeremy Hiers  
Project Director, Enterprise Services  
2012- 2015

much deserved sir!!" Mr. Bagby is the director of Contracting, Logistics and Process Improvements for Program Executive Office Enterprise Information Systems. Prior to Mr. Hiers' resignation, Mr. Bagby was his direct supervisor.

Mr. Hiers accepted another opportunity in August 2015 that allowed him to pursue a personal passion.

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## CHES, Enterprise Computing Earn PEO EIS Hero of the Month



Ms. Irina Nguyen  
Computer Hardware, Enterprise  
Systems and Services

Two top performers within Project Director, Enterprise Services were recognized as Heroes of the Month by Program Executive Office, Enterprise Information Systems. Ms. Irina Nguyen and Ms. Johanna Curry were acknowledged in an organization-wide email from Acting Program Executive Officer Terry Watson with the award.

Ms. Nguyen, from Computer Hardware, Enterprise Systems and Services, effectively managed complex contractual actions through her leadership of the Army-wide SAP Enterprise License Agreement.

Ms. Curry, from Enterprise Computing, demonstrated exemplary performance as the Army Application Migration Business Office lead and spearheaded the Army's cloud services initiative.



Ms. Johanna Curry  
Enterprise Computing

# William Athy Earns Department of Defense Financial Management Credential

By Project Director, Enterprise Services



Mr. William Athy  
Business Management Division, PD ES

Mr. William Athy, a budget analyst with Enterprise Services' Business Management Division, earned the Department of Defense (DoD) Financial Management Level 2

Certification 10 months in advance. The certification is a mandatory requirement of the DoD Financial Management Certification Program for all DoD financial officers.

The [DoD Financial Management Certification Program](#) began in 2013 as a way for the Department to achieve auditable financial statements and provide strong financial management. The Program provides a framework for DoD to guide its financial management workforce and emphasize training.

"Having a DoD Financial Management Certification will help me communicate with other budget analysts using the same language", said Mr. Athy.

Mr. Athy has supported Project Director, Enterprise Services (PD ES) since 2013. He provides budget execution support to the PD ES

Business Management Division as well as to the Enterprise Computing component of the PD ES portfolio.

The Level 2 Certification requires 71 hours of continuing education. Financial management personnel take courses in finance as well as leadership, ethics, and fiscal law.

Mr. Athy's manager Business Management Division Chief Venetta Carter commended him on his accomplishment.

"Mr. Athy is one of the few employees within PD ES and its higher headquarters [Program Executive Office, Enterprise Information Systems] financial management field to have met this requirement early", said Ms. Carter. "He continues to be an invaluable asset to the organization."

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## PD ES Bids Farewell to Robert Marble

*Army veteran retires from PD ES after 46 years of service*

By Venetta Carter, Business Management Division Chief

Mr. Robert Marble, the asset manager for Project Director, Enterprise Services, retired on Jan. 4 after 46 years of service.

Mr. Marble served in the Army from 1969 to 1992 and retired at the rank of Master Sergeant. Upon retirement from the Army, Mr. Marble continued to serve his country as a government civilian equipment specialist in the Directorate of Materiel Management at Fort Monmouth, NJ. From 1993 until 2011, he was a defense contractor. In 2011, Mr. Marble returned to civilian service supporting the Army Knowledge Online (AKO) program at Fort Belvoir.

During this time and until his

retirement, Mr. Marble continued to travel back and forth from Fort Belvoir to New Jersey every weekend to be with his family. When the newly established Project Director Enterprise Services (PD ES) re-organized in 2013, Mr. Marble assumed the responsibility for maintaining accountability for over \$40 million dollars worth of equipment, located in three buildings at two separate locations

"Throughout his 46+ years, Mr. Marble brought great credit upon himself and the United States Army", said Acting Project Director Douglas Haskin.

In an email to PD ES, Mr. Marble wrote "[I] would like to take this time to thank everyone for the five years



Photo by Venetta Carter

Acting Project Director Douglas Haskin presents Robert Marble with a certificate of appreciation at his retirement luncheon

here at Belvoir. It's been a long time coming. I will miss a lot of you but not the drive".