U.S. Army ITA

Improve the Customer Experience

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This briefing is:
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US Army Information Technology Agency

- **Established** under DoD Directive 8220.1 in 1995 as the “single agency manager” for the Pentagon Reservation
- **Serving** primarily the DoD community in the Pentagon and NCR in both the Joint and HQ Department of Army Missions
- **Transforming** to meet the growing needs of customers through best practices, process, and mission-meeting technology
US Army Information Technology Agency (ITA)

ITA’s Mission

Enable our customers’ mission success within the NCR DoD community by delivering IT products and services based on identified requirements.

1. Improve Service Capabilities
2. Effectively Manage Customer Expectations and Improve Experience
3. Strengthen Information Assurance and Cybersecurity
4. Develop the Agency’s Workforce
5. Strengthen Cost Performance
6. Common IT Innovation and Modernization
Joint Services – Common IT

IT Services

- Pentagon Network Access
  Secure and survivable unclassified and classified network connectivity at the Pentagon and select locations within the National Capital Region (NCR).

- Storage Services
  Storage, backup, and recovery services provide access to a centralized and managed pool of disks designed to meet customer requirements.

- Hosting Services
  Application and server hosting/hoteling capabilities on multiple classifications.

Video Content Services
  Access to and sharing of video teleconferencing, video streaming, and television across multiple classifications.

Messaging & Directory
  Organizational messaging, gateway, and directory services to support communications across multiple classifications.

Computer Security
  Defensible and survivable infrastructure utilizing a robust defense in depth architecture with capabilities to protect, monitor, and respond (CNDSP Tier II, PENCIRT, DAA)

Customers: All MILDEPs (46K+)
- 14 server rooms spread 46K sqf
- ~900 telecommunication closets
- ~9500 network devices
- ~2700 physical servers
- >9 Petabytes of storage
- Now the Mark Center service provider

ITA is a vital Joint Force Service Provider/Service Broker

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HQDA Services

ITA Account Managers

Improve customer experience by serving as the interface between the customer and the organization

End User Computing
Operate 24 X 7 Service Desk (TIER I)
Provide End User Desktop Support (TIER II)
Provide VTC support
Provide Copier Support

ITA is a vital HQDA Service Provider/Service Broker

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Cloud: Storage

Current State
- ITA manages over 9 PB (raw) of Enterprise Data and Storage for Pentagon Tenants
- 25% of data is active
- Demand is growing exponentially

Moving Forward
- Migrate to more efficient storage structure
- Manage demand through business rules
  - Align customer requirements
  - Set data retention policies
  - Determine high availability levels

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Cloud: Pentagon VDI Initiative

Participants

• Pilot between ITA and Joint Staff (JS)
• Expanding to Army HQDA and USMC
• Moving to production for 2000 JS users

Results

• Viability of multi-tenant VDI solution
• Emerging mobility solutions
• Basis for full cloud offering for the Pentagon
Mobility

ANC

- ANC Explorer: free mobile device app that utilizes Army Mapper GPS to allow the user to locate and view gravesite at ANC

Pentagon Wireless

- WIFI
  - Decommissioned due to funding constraints
  - Working with vendors to offer commercial Internet
- Cellular
  - Working with vendors to increase cellular signal strength
  - Investigating Distributed Antenna System (DAS), Micro/Pico/Femo cells
Characteristics of Target State Environment

Convergence
- # Configs
- # Devices
- # Virtual
- OWOT
- NWOT
- OWNT
- NWNT

Fiscally Relevant
- Adjustable Serv Levels
- Capital Outlay
- Payback Period
- # XaaS
- Good Enough

Adaptive, Predictive Infrastructure
- Scalability
- Remote Admin/ & Attestation
- Device agnostic
- Self-Aware
- Self-Reporting

Protected, Secure
- S/W Assurance
- Self-Healing
- Pen Tested
- ✓ 100%
- ✓ Impactful
- Trained

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## Upcoming Requirements

<table>
<thead>
<tr>
<th>Upcoming Requirements</th>
<th>Est. Annual Value</th>
<th>Target Award Date</th>
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</thead>
<tbody>
<tr>
<td>Enterprise Transport Management</td>
<td>$159M</td>
<td>FY14 – Q1</td>
</tr>
<tr>
<td>Customer Care Program Management Support</td>
<td>$4.2M</td>
<td>FY14 – Q1</td>
</tr>
<tr>
<td>Combined Tier I/Tier II service desk</td>
<td>$30M</td>
<td>FY14 – Q2</td>
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* All requirements are posted on [www.fbo.gov](http://www.fbo.gov)

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Partnering with ITA

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