OSD INFORMATION MANAGEMENT & TECHNOLOGY OVERVIEW

OFFICE OF THE DIRECTOR OF ADMINISTRATION & MANAGEMENT

SEPTEMBER 2023

A NEED FOR CHANGE

On April 18, 2022, DA&M initiated a review of OSD IT to determine if the consolidation of IT across OSD and the vacancy of an OSD CIO resulted in a degradation of quality, issues with performance, and/or customer requirements gaps.

THE FINDINGS

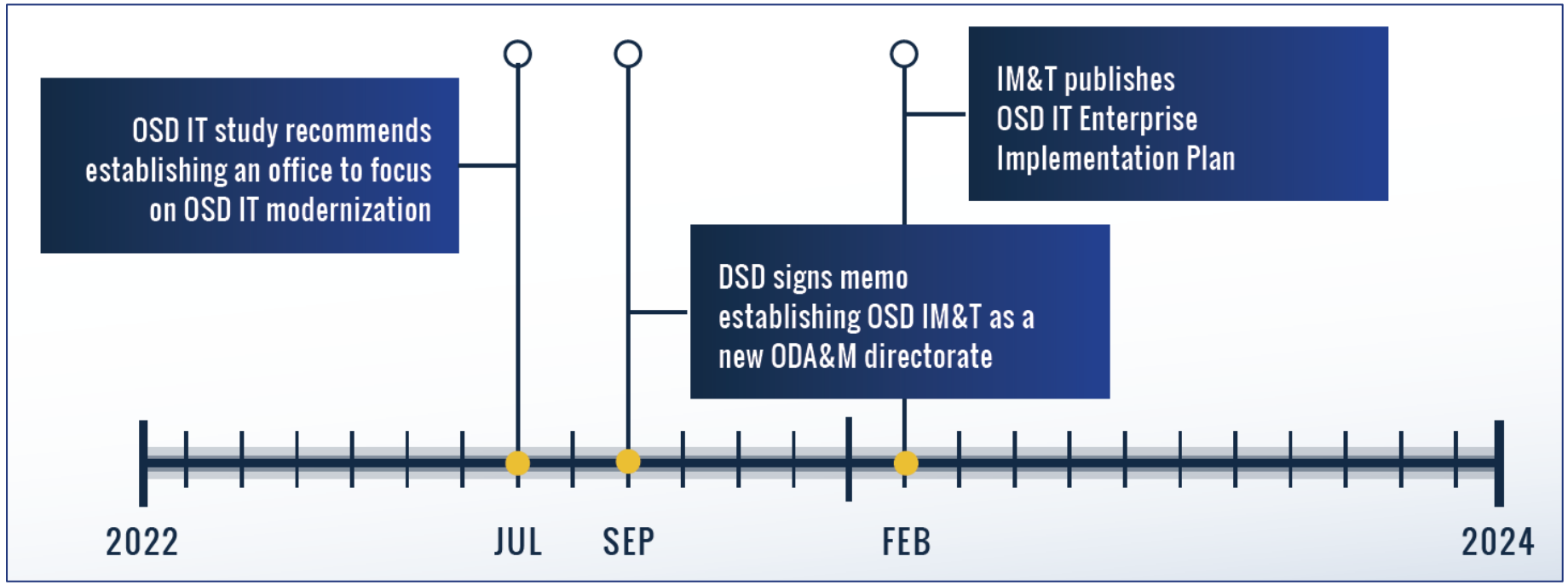
- Less $$ means less "IT" = CAPABILITY GAPS
- Multiple/Unclear authorities
- Lack of OSD IT service standardization impacted performance and increased cybersecurity risk

THE RECOMMENDATIONS

- Establish a CIO for OSD
- Define organizational roles and responsibilities
- Build governance
- Document an IT baseline and process for updating it
- Determine resource needs and identify channels of influence
- Conduct strategic planning for near and long-term priorities

Results were validated in a nine-month study by an independent organization (the Defense Business Board), which provided more in-depth data and closely aligned with our findings

IM&T ORIGIN STORY



DUTIES

- Strengthening oversight of OSD IT resources
- Lead engagement between OSD Components and IT service providers
- Develop and advocate for application and system modernization
- Serve as the cyber risk manager for cybersecurity-related issues

GOALS

- Flip IT delivery model from service provider-led to customer-led
- Treat OSD as an IT Enterprise
- Maximize use of technology to support the OSD mission
- Create a decision environment using performance-driven IT

OSD Information Management and Technology Directorate

ENABLING PERFORMANCE THROUGH TECHNOLOGY

CURRENT OSD IT ENVIRONMENT

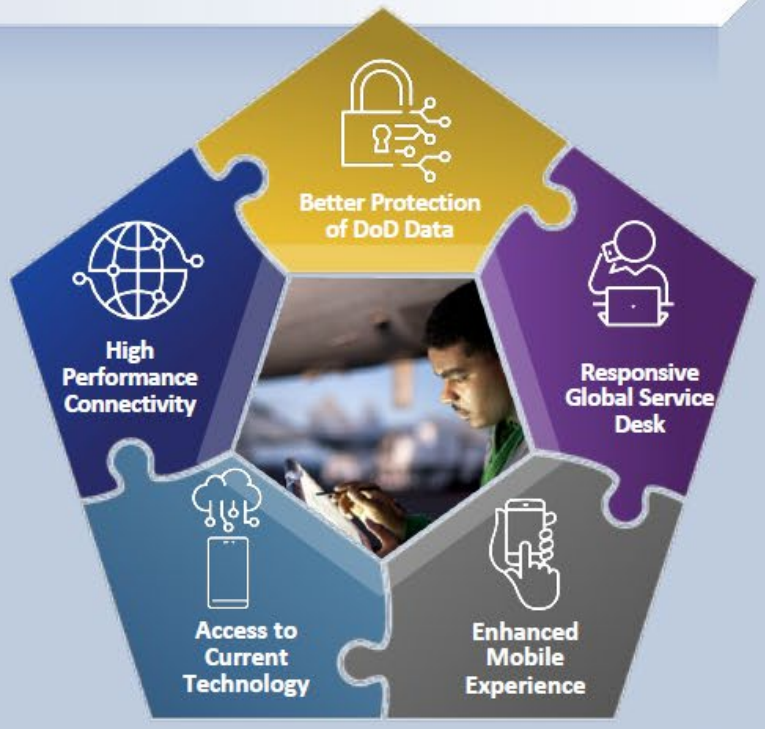
IM&T APPROACH

USER ENGAGEMENT
Customer-focused governance and requirements

DIGITAL STRATEGIC PLANNING
Continuous modernization

PROGRAM ANALYSIS AND ASSET MANAGEMENT
Cost-conscious investments

FUTURE OSD IT ENTERPRISE



PRIOR CHALLENGES

- Declining IT performance and cybersecurity
- Disparate representation of OSD IT needs
- Lack of visibility into IT budget and execution

GOALS

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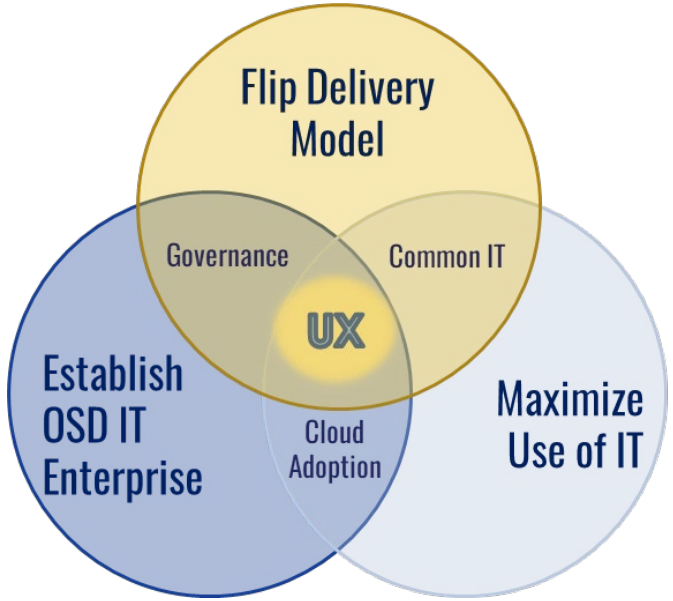
MISSION STATEMENT

Deliver a world-class IT experience enabling the highest levels of DoD leadership decision-making

REFLECTING ON A SUCCESSFUL YEAR

- Established OSD IT governance structure
- Established monthly customer and IT service provider listening sessions
- Captured user perspective via monthly user surveys
- Developed draft Administrative Instruction (AI) “Information Management and Technology Support for OSD”
- Developed standardized OSD Memorandum of Agreement (MOA) for common IT with the service provider
- Identified user, network, and service desk performance metrics with quarterly reporting, including Service Level Agreements (SLAs)
- Baselined current OSD IT consumption in partnership with the service provider and evaluated alternative resourcing strategies
- Validated OSD IT inventory and established a standard asset management process
- Established requirements for conference room modernization
- Created and began implementing a DoD365 Campaign Plan



- Championed funding for an expedited transition to Global Service Desk
- Developed a three-year lifecycle replacement strategy
- Developed requirements for a virtual remote desktop

LOOKING AHEAD

Select focus areas for FY24:

- Begin transitioning OSD to a Global Service Desk, offering a new service desk tool and improved help desk support
- Promote the use of new endpoint monitoring tools for the IT service provider to understand and mitigate IT issues
- Develop an OSD cloud migration playbook to guide system migrations to cloud computing environments
- Partner with DoD CIO to upgrade the OSD JWICS domain to a Defense Intelligence Agency (DIA)-managed Common Operating Environment model, to include a hardware technology refresh

CONNECT & COLLABORATE

Join more than 1,000 executives from government and industry at the ACT-IAC Imagine Nation ELC, taking place October 29-31 at Hershey Park.

- This premiere technology event brings together government, industry, and academia communities to discuss the issues facing government and work together to develop practical solutions and innovative strategies.
- This year's conference is focused on "The Business of Doing." Join us!

LEARN MORE & REGISTER

https://web.cvent.com/event/4949d465-b72d-470f-a46c-18839336e3b3/summary

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