

# FAA Information Technology (AIT)



## Information Session for Industry

September 14, 2015



Federal Aviation  
Administration



Federal Aviation  
Administration

# How To Submit Questions

- There are nearly 1,000 people in attendance today. Given this large number of people, we will not have microphones in the audience and we will not be taking oral questions.
- Please e-mail your questions to [9-AIT-ITQuestions@faa.gov](mailto:9-AIT-ITQuestions@faa.gov). We will be monitoring this mailbox throughout the day.
- Questions pertaining to AIT's mission, vision, or day-to-day operations will be asked and answered as part of each Director's presentation (time permitting).
- Questions pertaining to specific acquisitions or acquisition strategies will be reserved for the one-hour Q&A session at the end of today's event.
- We may not get to every question today. However, as appropriate, answers to questions will be posted online after the event.



## IT Vision & Strategy

- 9:00 – 9:10 – Opening Remarks, *Kenyon Elliott*
- 9:10 – 9:35 – IT Strategy Overview, *Tina Amereihn & Carmen Marco*
- AIT Organization

## IT Service Strategies & Opportunities

- 9:35 – 10:05 – Business Partnership Services, *Bob Tobin*
- 10:05 – 10:30 – Enterprise Program Management Services, *Jim Stroiney*
  - **Integrated Service Center**
- 10:30 – 10:55 – Information Security & Privacy, *Melanie Boteler*
- 10:55 – 11:15 – **Break**
- 11:15 – 11:45 – Infrastructure & Operations Services, *Sean Torpey*
  - **Cloud Computing**
- 11:45 – 12:15 – Solutions Delivery Services, *Tam Barnes*
- 12:15 – 12:40 – Strategy & Performance Service, *Ken Alms*
- 12:40 – 1:00 – **Break**

## Acquisition Strategies

- 1:00 – 1:10 – Small Business Perspective, *Fred Dendy*
- 1:10 – 1:35 – IT Acquisition Strategies, *Debra Stueber*

## Wrap Up – Q & As

1:35 – 2:30

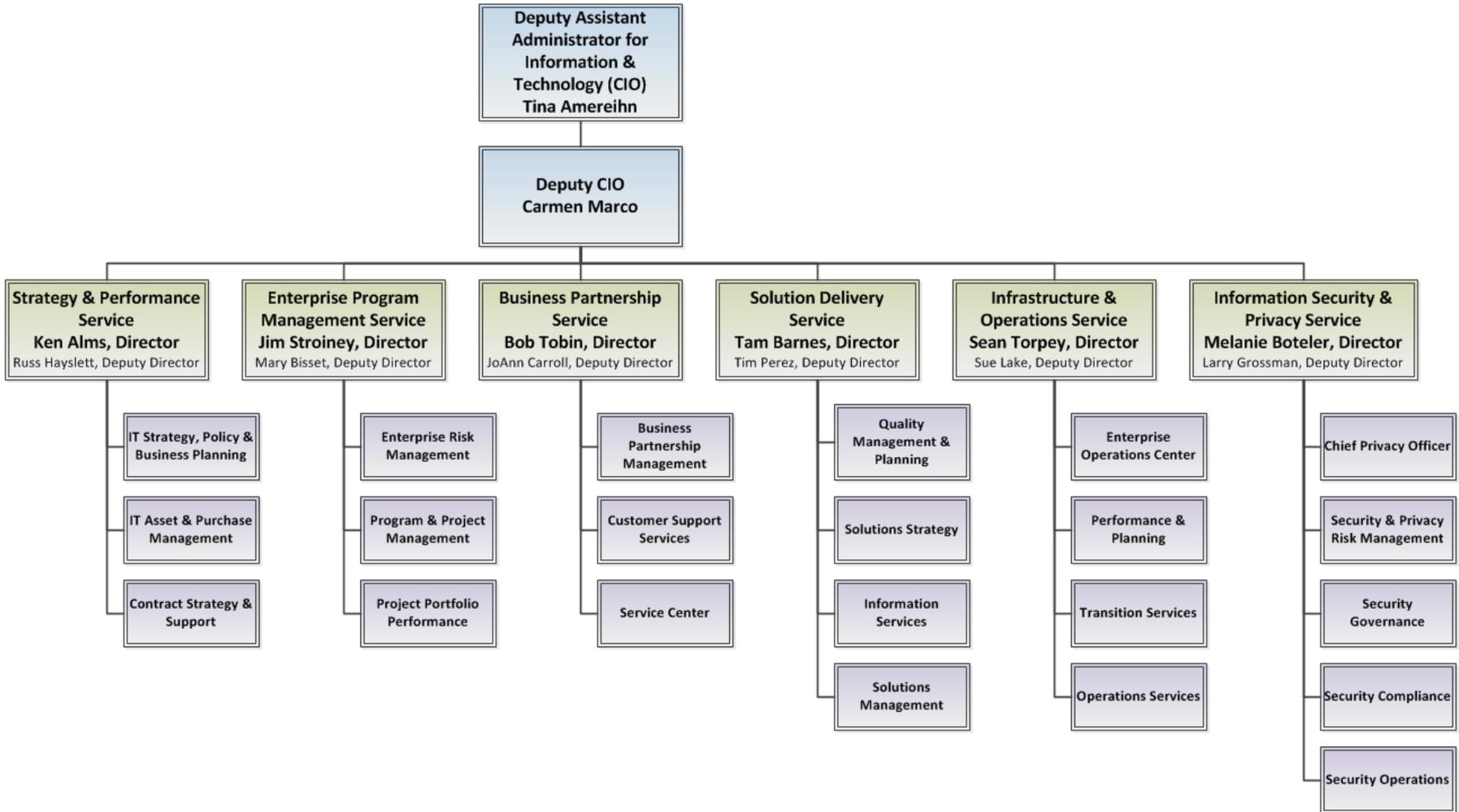




# IT Vision & Strategy



# The AIT Organization



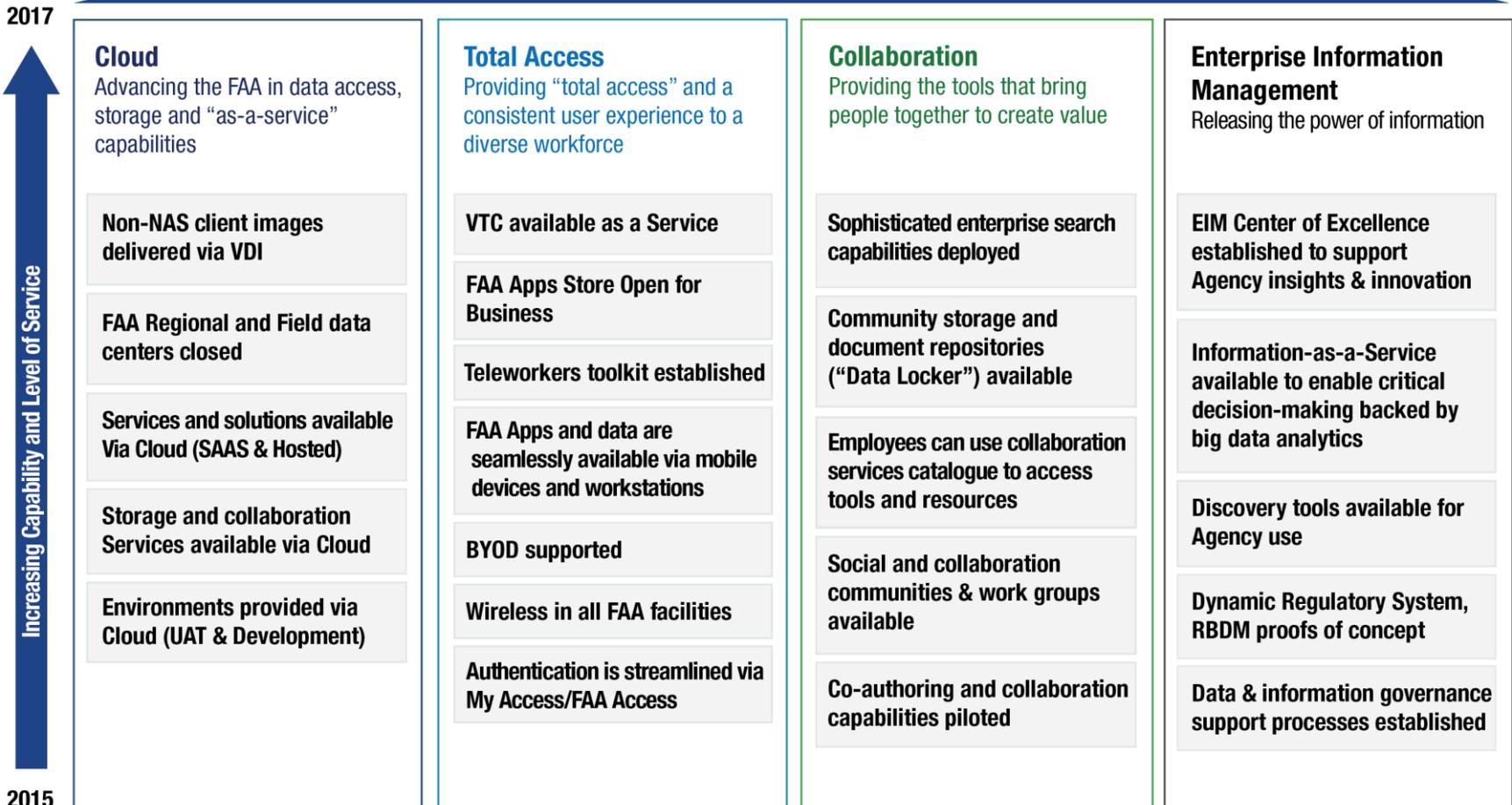
# FAA IT Shared Services (AFN/AIT) Strategy FY15 – FY17

Helping FAA Work Smarter Everyday



## IT Shared Services FY 15 - 17

*Agile, Innovative, Connected, Effective*



Security.....Contract Acquisition Strategy.....Customer Engagement & Marketing.....Communications.....Master Integrator.....Training

# Improving the Quality of AIT Core Services

In FY 2016, AIT will replace all existing internal Service Level Agreements (SLAs) with a single “Core Services” approach.

Service	What AIT Provides	The Business Goal	Measure of Success
<b>Helpdesk</b>	Fix problems and simple technical information for end users	Solving end-user problems accurately, timely, and conclusively	xx% of calls answered in yy minutes xx% of tickets resolved in yy hours
<b>Onboarding</b>	Help new employees get the equipment and system accesses needed to do their job.	Quickly getting new employees on the job with the tools they need	xx% of employees fully equipped per specs within yy days of start of work
<b>Wi-Fi</b>	Help new employees get the equipment and system accesses needed to do their job.	Seamless access to networks on all authorized devices at all major facilities	xx% WiFi uptime in all equipped locations
<b>Mobility</b>	Mobile devices (tablets, smartphones), mobile security, and mobile data.	Quickly getting equipment into the hands of employees who qualify	Equipment delivered within xx days yy% of the time
<b>e-mail / Messaging</b>	@faa.gov email, Lync, Chatter and other social media	Reliable, dependable messaging for all employees who need it	All messaging and social media services available xx% of the day (365 day basis)
<b>Internet / Intranet</b>	Connection to the global internet and FAA's internal networks	Reliable, network access for all employees who need it	xx Mbps response yy% of the time in all FAA locations
<b>Network / Facility Infrastructure</b>	Non-mission business data and analytical tools for decision making	A highly available mission support network at every FAA location	xx% network uptime in all equipped locations
<b>Hosting</b>	Software and/or data on a server that can be accessed on FAA's network	Highly reliable access to computing resources for all server users	xx% server uptime
<b>Information Security</b>	Defense of Government electronic information from unauthorized access, use, or disclosure.	100% confidentiality, integrity, and availability of all data and AIT systems	TBD

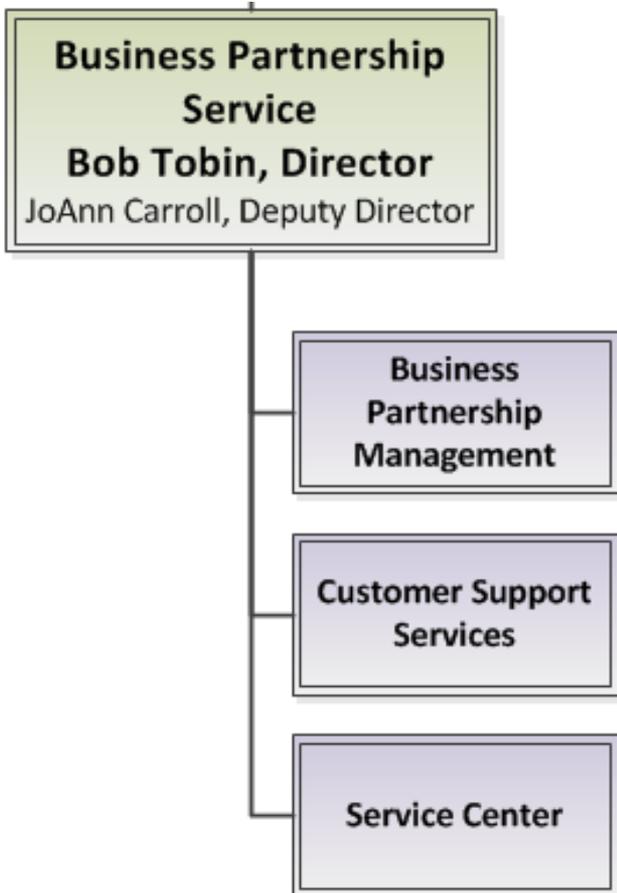




# IT Service Strategies & Opportunities



# Business Partnership Service



## Functions

- Serve as the Front Door to IT
- Business Partnership Management
- Field Relationship Management
- Customer Support Services
- Customer Satisfaction
- Customer Communications
- Marketing
- Service Catalog
- IT Training Services
- IT Service Center
  - Help Desk Support Services
  - Desk Side Support Services



# Business Partnership Service

## Mission & Vision

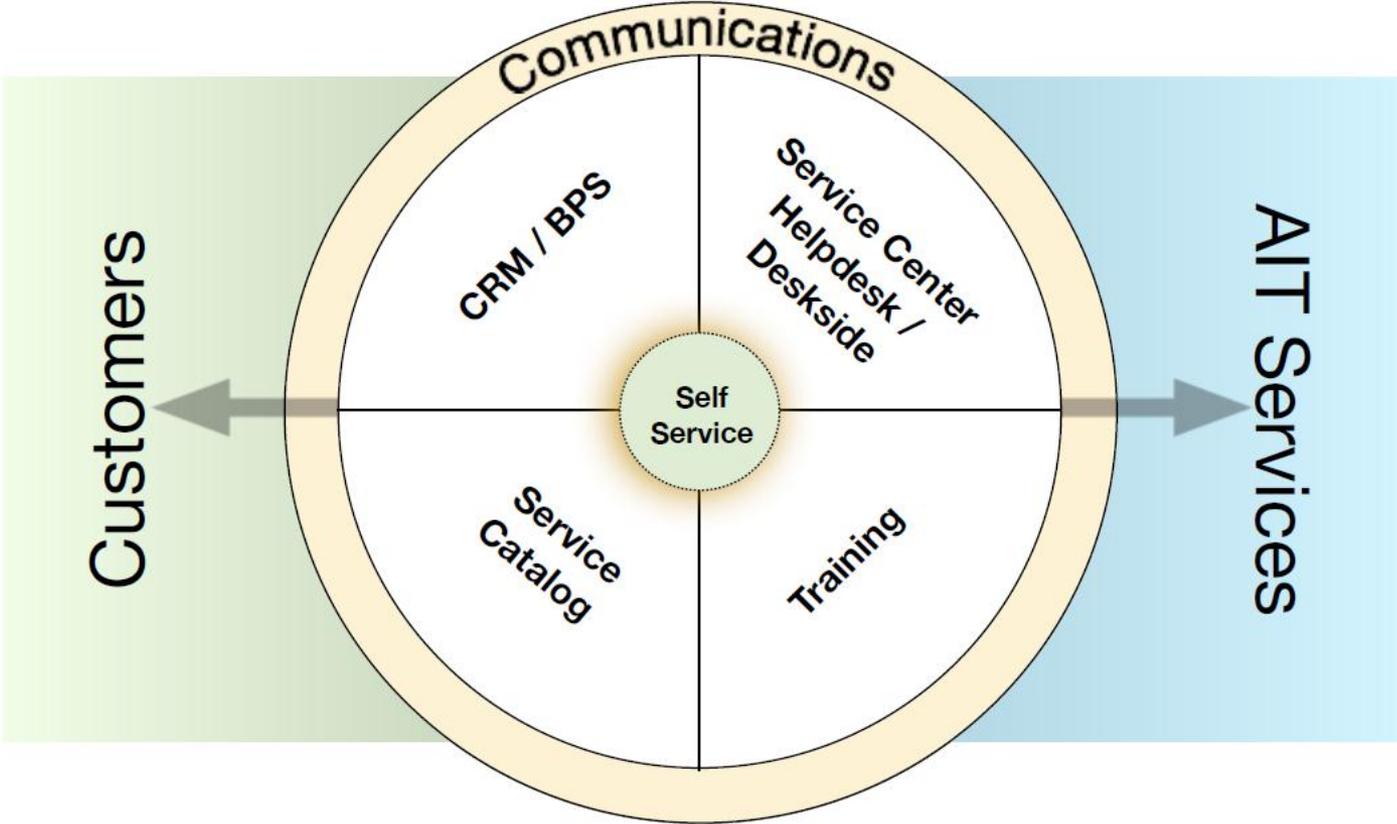
The Business Partnership Service provides the primary interaction with customers and fosters collaborative solutions to build credibility as a trusted partner. We develop personal relationships with customers to improve IT and business collaboration and to gain an in-depth understanding of customer needs.

As the front door of AIT, and as the liaisons for all business customers who need IT support, we navigate customers to the right areas and ensure their IT needs are met. We focus on developing and maintaining customer relationships and improving customer collaboration.

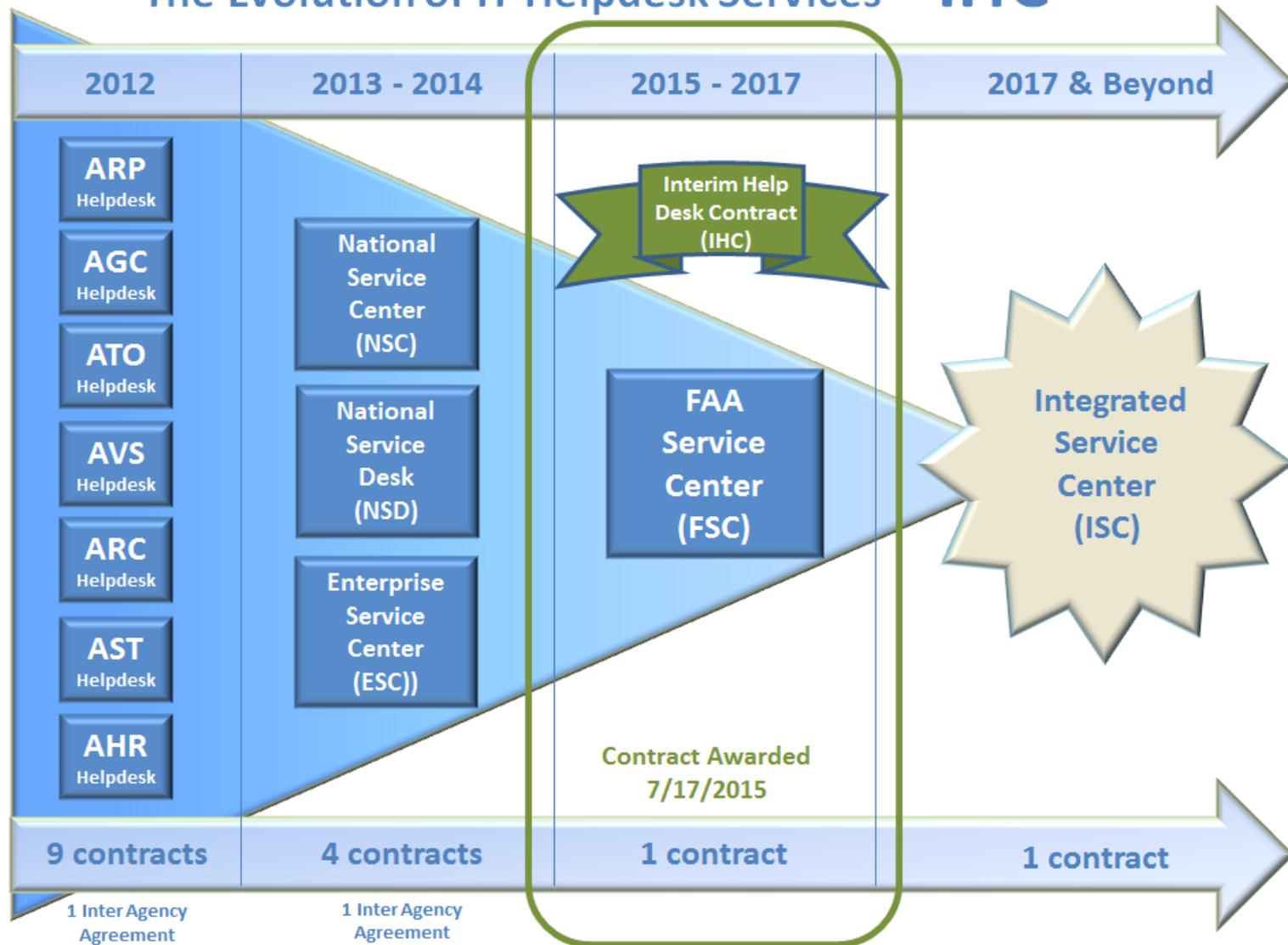
We provide immediate technical support to FAA employees while driving cross-IT collaboration, building customer buy-in and increasing cost savings for the agency. This includes overseeing the National Helpdesk Services.



# Business Partnership Service Functional View



# The Evolution of IT Helpdesk Services - IHC

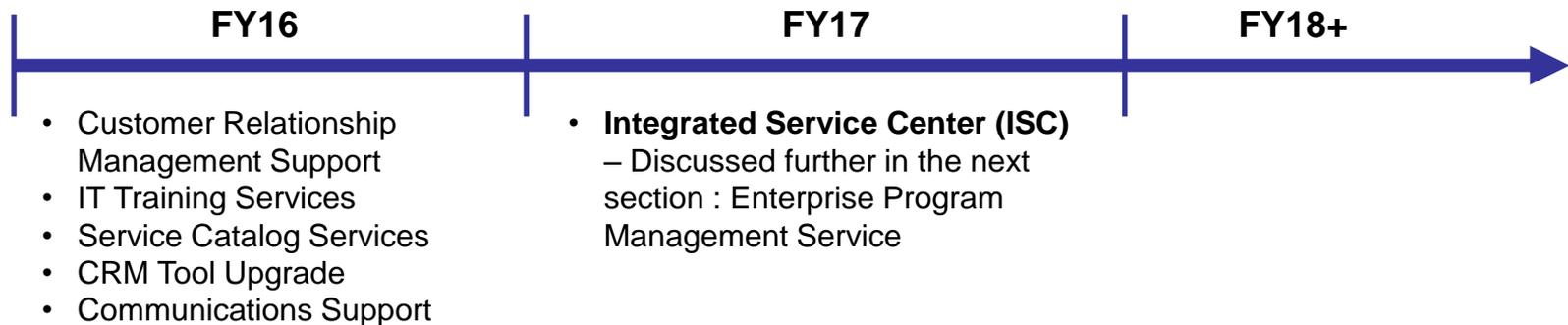


# Business Partnership Service

# Contract Opportunities

## APS Strategic Initiatives:

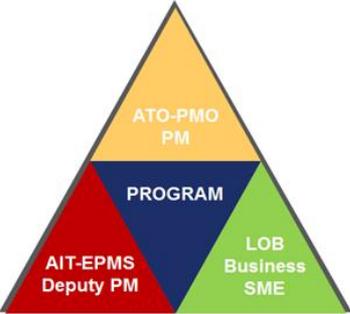
- Improve Customer Relationship Management tools, processes and practices
- Define and improve upon the quality of AIT Core Services
- Improve customer specific services catered to meet the prioritized needs of our customers.
- Fully functional 24x7x365 Help Desk and Desk Side services measured by sound customer facing performance metrics
- Quality and timely training on AIT products and services
- Continue to develop Service Catalog and self-help capabilities



**NOTE:** Contract Opportunities & anticipated contract award timeframes are subject to change



# Enterprise Program Management Service



## Functions

- Program & Project Management
  - Project Management Center of Excellence
  - Program Management for Mission Services
  - Program Management for Enterprise & Commodity Services
  - Program Management for the Integrated Service Center (ISC)
  - Project Management for Enterprise, Commodity, & Mission Services
- Enterprise Risk Management
  - IT Risk Management & Optimization
  - IT Risk Governance & Oversight
- Project Portfolio Performance
  - Project Portfolio Management
  - Project Portfolio Analysis & Optimization



# Enterprise Program Management Service

## Mission & Vision

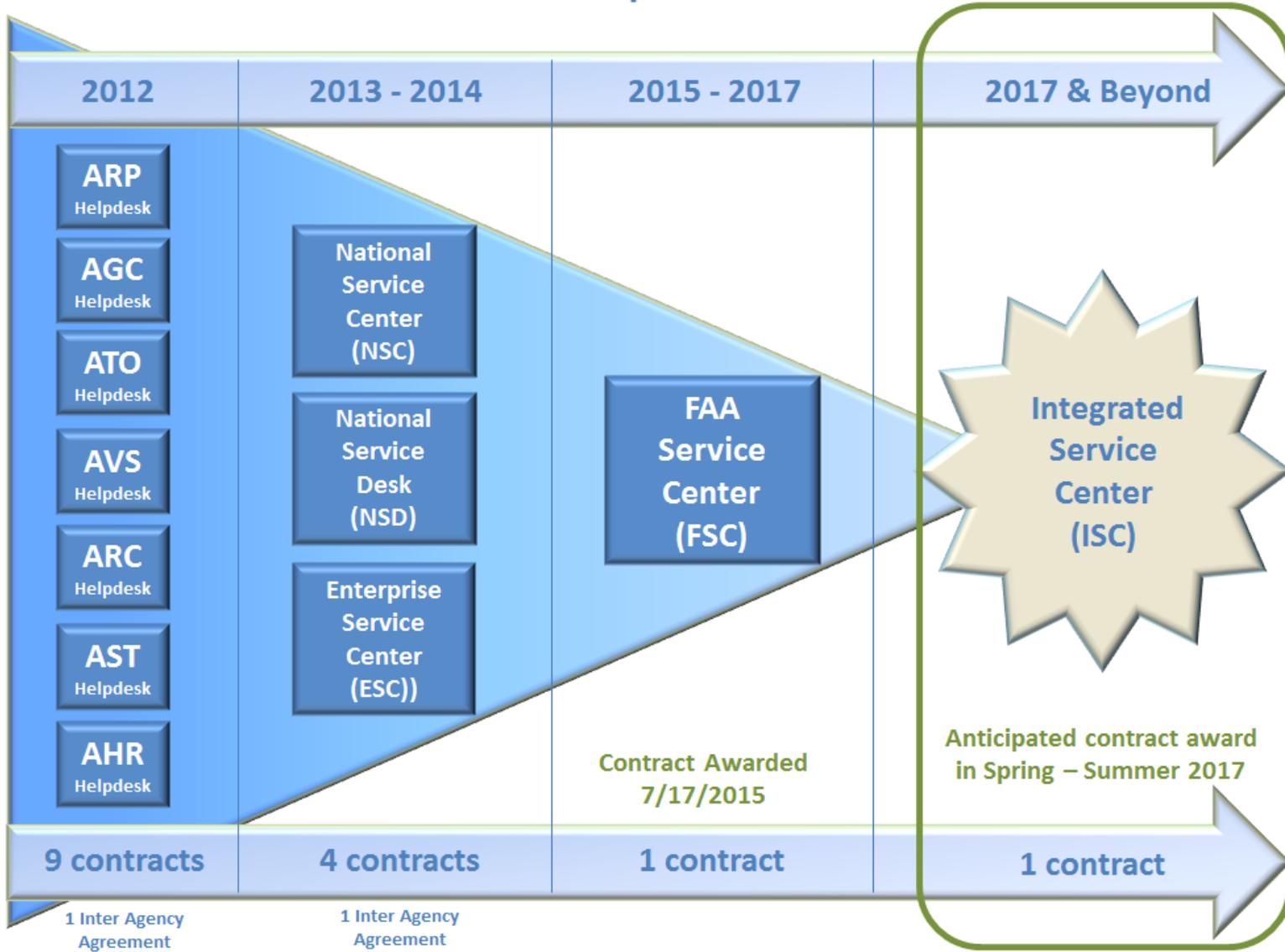
**Mission:** Provide the AIT organization and the FAA AIT customer base with IT project, risk, and portfolio management support.

### **Vision:**

- Project and Program management – Continue maturing our capability. Primary areas of focus within the next 12 months:
  - Project financial management
  - Skill development
  - Certifications – PMP and FAA acquisitions
- Risk Management – Integrate with Project and Program management activities and mature risk skills in the workforce.
  - Imbed risk management practices within our PM reporting capability & Train our PMs
- Portfolio Management – Integrate project, investment, and application portfolio management, enhancing ability to prioritize.
  - Expand use and application of our portfolio management tool
  - Define a more holistic approach to portfolio management that includes three portfolios – Project/Program, Investment and Application
  - Further refine our project/program financial oversight approach.



# The Evolution of IT Helpdesk Services - ISC



# Integrated Service Center Vision & Strategy

**ISC Vision:** Create a service center that delivers and integrates traditional helpdesk and desk side support; incident, problem and knowledge management; “How-To” support; IT infrastructure support and IT asset life cycle management as services to achieve superior customer service and realize significant total cost of ownership savings.

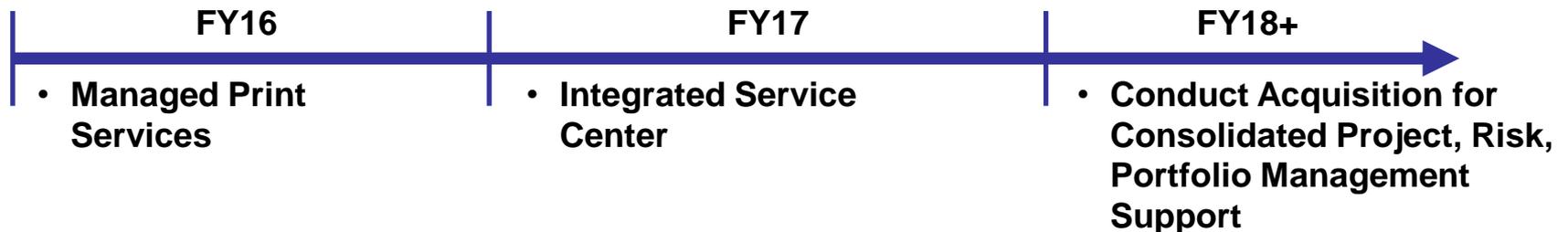
## Expectations for Major Components with an emphasis on continuous improvement:

- Helpdesk support – shift incident resolution to the lowest tier: Tier 0 < 1 < 2 < 3
- Deskside support – reduce the need for desk side support with preference of site visit support over permanent placement
- Incident, Problem & Knowledge Management – evolve processes and approaches to utilize latest methods to improve service
- “How-To” support – provide just in time training to improve customer productivity and resolve customer impediments to fulfilling mission
- IT infrastructure Life Cycle Management (LCM)
  - Assume responsibility for deploying, servicing and decommissioning IT infrastructure to enable FAA IT resources to focus on the planning and implementation of the next generation infrastructure
  - Provide IT Asset Management services related to all aspects of financial, contractual and inventory functions



# Enterprise Program Management Service Contract Opportunities

- Below is a sampling of opportunities.
- Managed Print Services and the Integrated Service Center are two of our larger projects.
- Support in the areas of program/project management, risk, and portfolio management are not needed until at least FY 2018.



NOTE: Contract Opportunities & anticipated contract award timeframes are subject to change



# Information Security & Privacy Service



## Functions

- **Chief Privacy Office**
- **Security & Privacy Risk Management**
- **Security Governance**
  - **Policy, Training, & Customer Liaison**
- **Security Compliance**
  - **Vulnerability Management**
  - **Continuity Management**
  - **Security Assessments**
  - **Audit & Reporting**
- **Security Operations**
  - **Cyber Security Operations**
  - **Cyber Security Services**
  - **Cyber Security Risk Analysis & Response**



# Information Security & Privacy Service

## Vision & Strategy

The Office of Information Security and Privacy Services manages IT security risk through the development and delivery of end to end IT security services including:

- FAA IT Security and Privacy Policy,
- Standards and Best Practices,
- Security Architecture and Engineering,
- Security Operations and Response,
- Privacy Management,
- Compliance Activities.

We perform the operational day-to-day activities intended to identify and mitigate information security risks at the technical level.



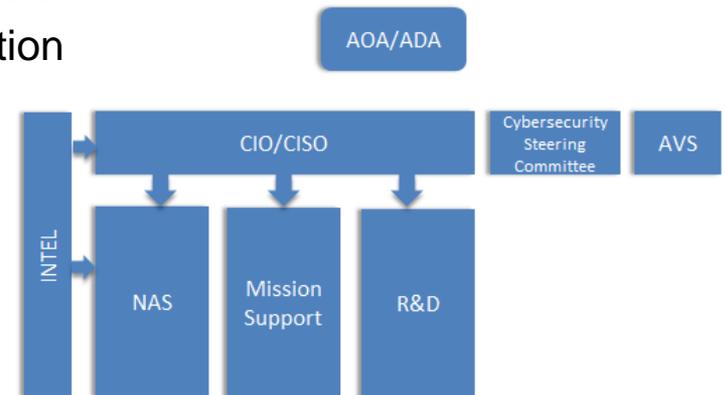
# Information Security & Privacy Service

## Day-to-Day Operations

Information Security & Privacy Service performs the operational day-to-day activities intended to identify and mitigate information security risks at the technical level. We have oversight responsibility for the FAA Enterprise, and directly manage Information Security & Privacy services for the Mission Support environment.

### These services include:

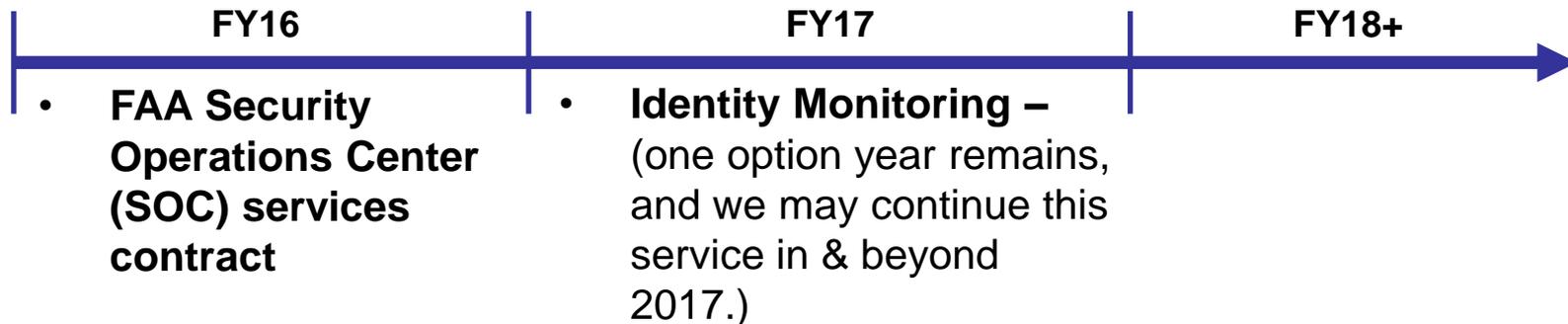
- Creation and management of FAA's Information Security and Privacy Policy
- Security & Privacy Liaison Services
- Security & Privacy Awareness Training
- Security Authorization and Vulnerability Management
- Continuity of Operations Planning (COOP) facilitation
- IT Audit Liaison Services
- FAA SOC Operations
  - Protection, Detection, Response, Recovery
- Leadership of Security & Privacy program efforts
  - Continuous Diagnostics and Mitigation (CDM)
  - Data Loss Prevention (DLP)



# Information Security & Privacy Service

## Contract Opportunities

- OMB M-14-03 requires us to implement Continuous Diagnostics & Monitoring (CDM) and to leverage acquisition vehicles (BPAs) put in place by DHS and GSA.
  - For more information on CDM, visit: <http://www.dhs.gov/cdm>
  - For more information on the CDM contract award, visit: [www.gsa.gov/cdm](http://www.gsa.gov/cdm).
- In September 2014, a contract for security support was awarded through eFast to a small business. With a base plus 4 option years, this work is now covered through September 2019.



NOTE: Contract Opportunities & anticipated contract award timeframes are subject to change

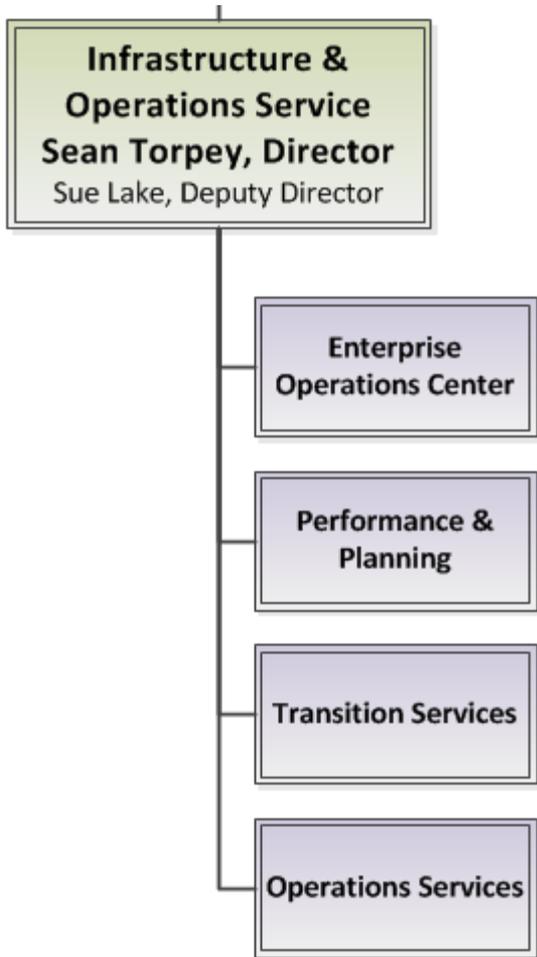


**10:55 – 11:15**

# **Break**



# Infrastructure & Operations Service



## Functions

- Enterprise Operations Center
- Performance & Planning
  - Performance & Reporting
  - Project & Resource Management
  - Network & Data Center Planning & Design
  - Client Planning & Design
- Transition Services
  - Change & Configuration Management
  - Release Management
  - Pre-production Environment Management
  - Client Integration & Testing
- Operations Services
  - Directory Services
  - Network Services
  - Data Center Services
  - Infrastructure Applications

Federal Employees	138
Contractors	84



# Infrastructure & Operations Service Functions

- **Enterprise Operations Center activities include:**
  - AIT application support and monitoring services.
  - Enterprise Tool management
  - Enterprise Incident and Problem Management support.
- **Performance & Planning activities include:**
  - Performance Reporting on FAA Mission Infrastructure and Compliance on Infrastructure OMB/FISMA/DOT reporting.
  - AIF Resource and Project planning, execution, and tracking
  - Network & Data Center Planning and Design functions to include:
    - Network Design and Network Life Cycle Management of Wired and Wireless Network
    - Network Bandwidth Assessment and Capacity Planning
    - Data Center Planning/Design and Data Center Consolidation Initiatives (DCCI)
  - Device Client Planning & Design activities to support the following:
    - Client Imaging Design Specification and Build.
    - Mobility Client Imaging Device management.
    - Virtual Desktop Interface (VDI) development



# Infrastructure & Operations Service

## Functions (continued)

- **Transition Service activities include:**
  - Configuration Change tracking and reporting
  - Release Management support for AIT Client Images
    - production ready testing & deployment, patch release, release scheduling.
  - Pre-Production Environment Management
    - prototyping, & instantiation of development/test environments
  - Device Client Integration and Testing activities
    - Client Image compatibility testing, release packaging, patch testing, & Group policy management
- **Operations Service activities include:**
  - Directory & Network Services
    - Active Directory management, account creation, service account management, OU support & management.
    - Support Switch and Router infrastructure, Firewall support, Network Access Control, Wireless infrastructure support, BlueCoat, DNS, DHCP, IPAM Support, IronPort Support, TCP/IP management, Trusted Internet Connection (TIC).
  - Data Center Support functions
    - Web hosting, Disaster Recovery Services, Operating System Management, Server Management, Virtualization Hosting, Storage & Backup services, and load balancing services.
  - Infrastructure Applications activities
    - EMS365 production Messaging support services, Mobile Device Management support, Video Conferencing support services to include, backbone support, VTC meeting support.



# Infrastructure & Operations Service

## Mission & Vision

The Infrastructure & Operations Service manages, maintains, develops plans for, and tracks performance of all operational IT environments (including all FAA non-NAS IT networks, IT infrastructure, and IT data centers), protects them from harm and re-establishes operations when a detrimental event occurs, and delivers production management services.

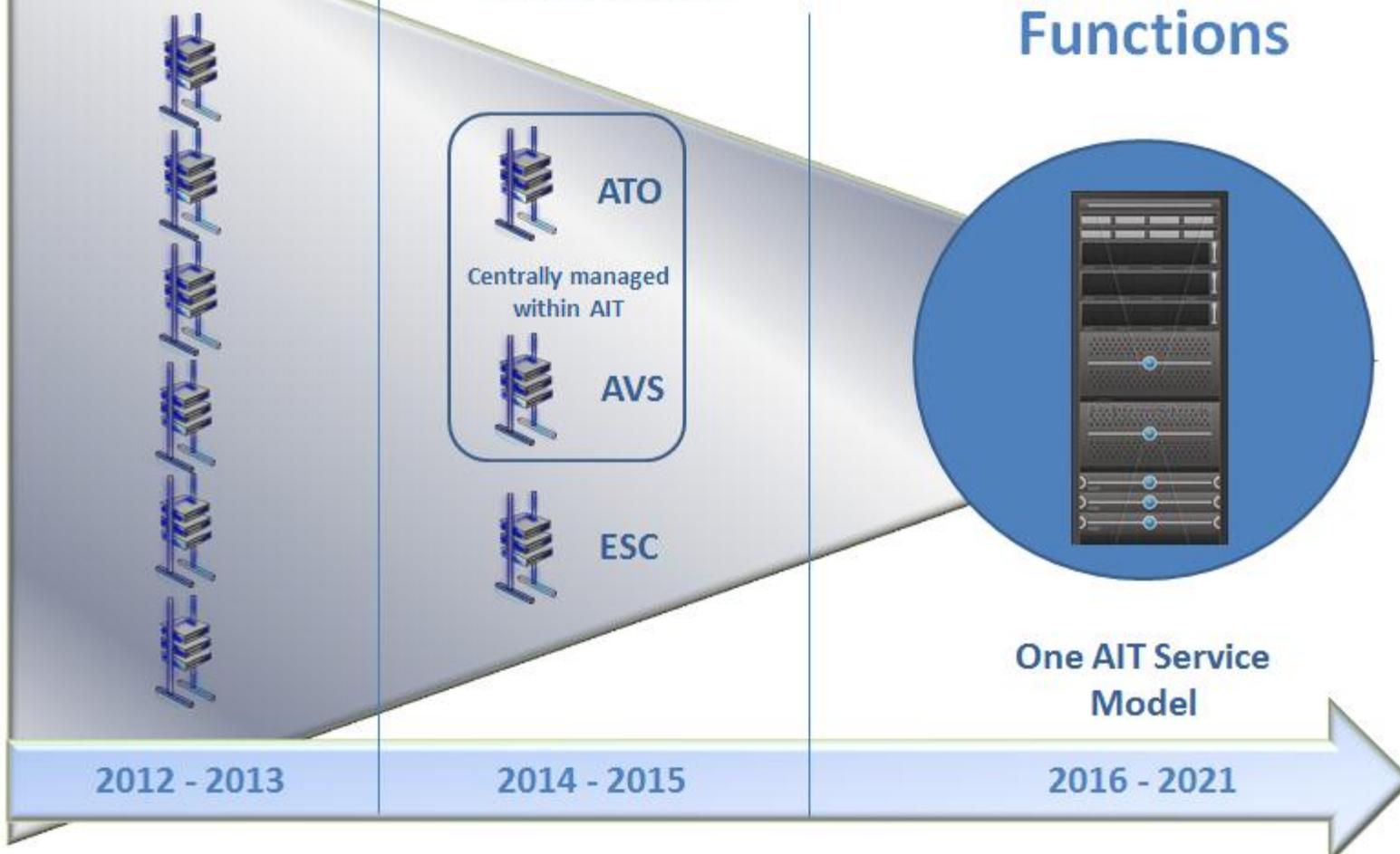
This organization provides a wide array of services including Network operations (LAN,WAN, TICS), Hosting Services (including Cloud), Data Center Services, Application support, client management service and 24X7performance monitoring.



# The Evolution of Infrastructure & Operations Functions

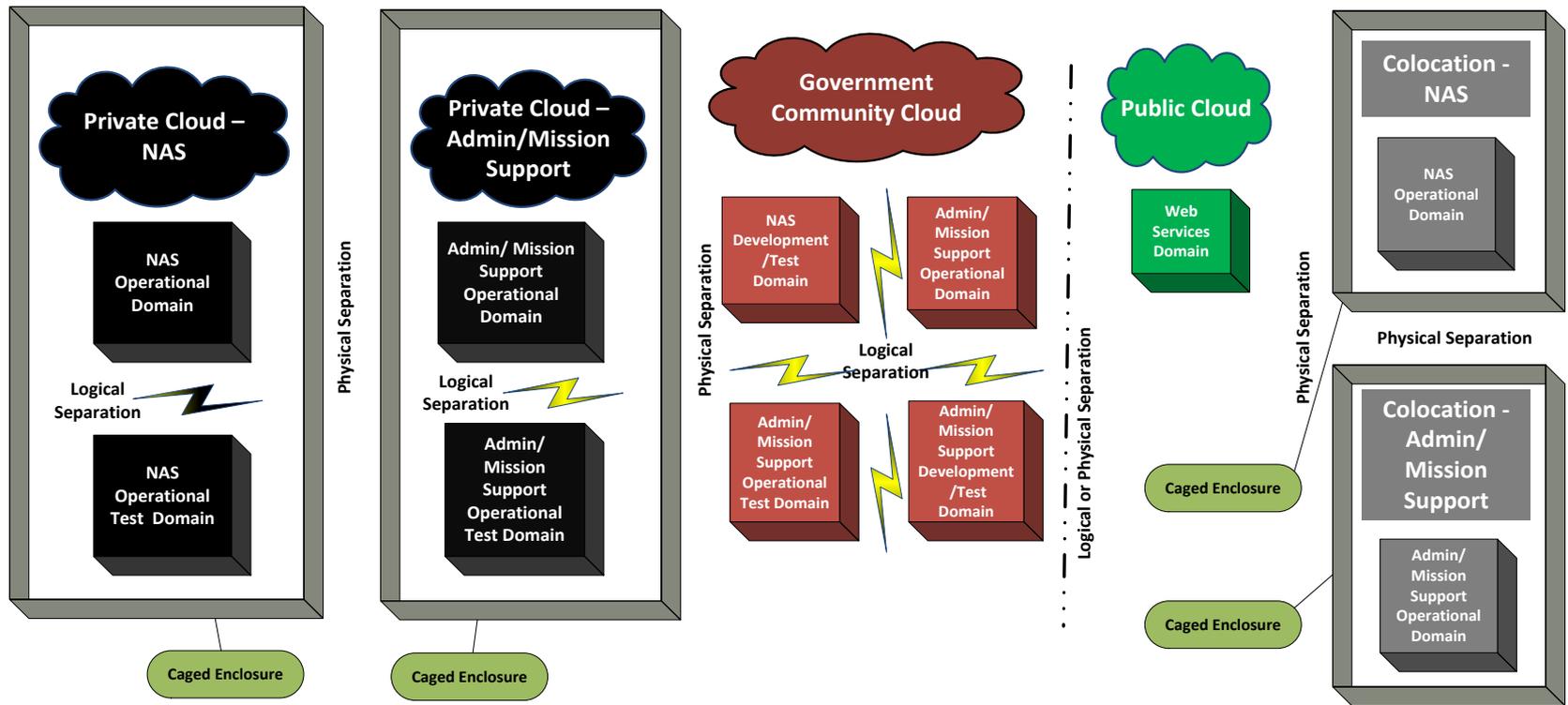
Each LOB managed their own segment of the FAA network

Reduced to 3 Service Models



# FCS Cloud Overview

Architecture for Cloud Services and Colocation Data Center Hosting Services



<b>Physical Separation</b>	Entities requiring physical separation must not share physical equipment/ components, network switches, cables, cabinets/racks, and other mechanisms as approved by the Government.
<b>Logical Separation</b>	Acceptable logical separation includes Virtual Local Area Networks, fiber channel switching zones, Multiprotocol Label Switching, virtualization platform, and other mechanisms as approved by the Government.

<b>Private Cloud</b>	<b>Govt Cloud</b>	<b>Public Cloud</b>	<b>FAA Owned</b>
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Federal Aviation Administration

# FCS Cloud Service Models

Contract Awarded on 8/26/2015



**Infrastructure as a Service (IaaS).** FAA customers can purchase computing resources in increments of virtual computer servers (virtual machines), computer processing units (cores), computer memory (RAM), and data storage; generally, on a month-to-month basis.

## **Platform as a Service (PaaS)**

FAA customers can purchase an application development capability from within FCS data centers.

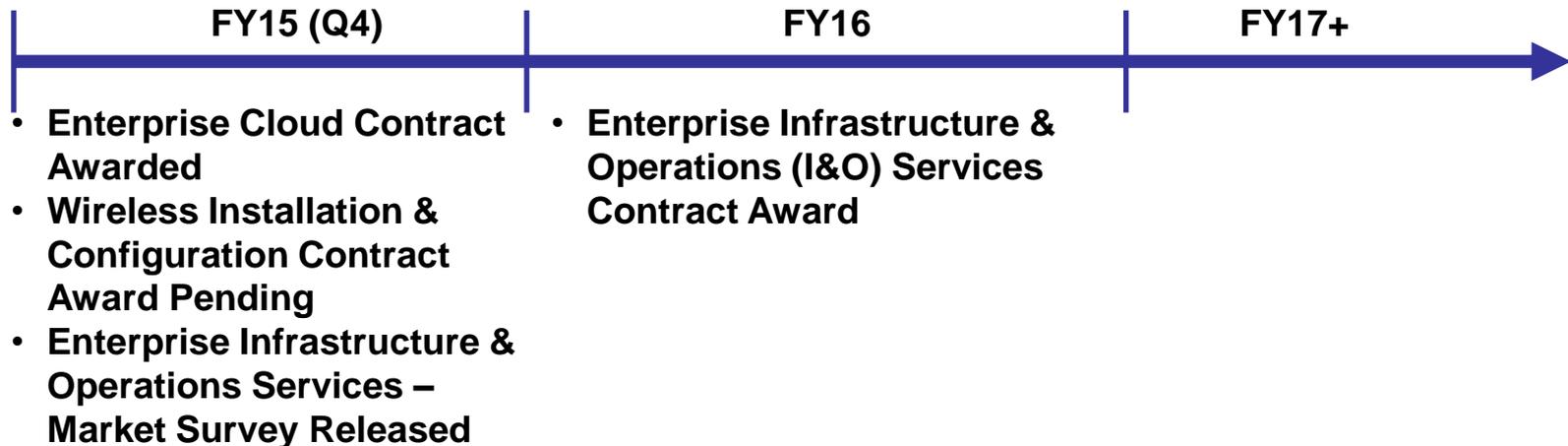
**Software as a Service (SaaS)** FAA customers can purchase contractor-owned applications and services within FCS data centers, similar to how the FAA obtains EMS365 email service.

**Colocation.** FAA customers can purchase data center floor space, secure cage and racks, rack power distribution units, and network connectivity to FTI GFE. This service model includes everything required to host new or lift-and-shift legacy IT, telecommunication and network equipment.



# Infrastructure & Operations Service Contract Opportunities

- Enterprise Cloud contract recently awarded.
- Beginning this year (FY-15) and continuing through FY-17, Infrastructure & Operations (I&O) Service will roll out Wi-Fi services to over 400 FAA field facilities.
- The award of a new enterprise I&O contract is planned for FY-16.



NOTE: Contract Opportunities & anticipated contract award timeframes are subject to change



# Solutions Delivery Service

## Divisions & Branches

- **Quality Management & Planning**
  - Program Quality
  - Product Quality
- **Solution Strategy**
  - Enterprise Architecture
  - Enterprise Information Management
  - Solution Architecture
- **Information Services**
  - Collaboration & Social Services
  - Enterprise Search & Integration
  - Data Visualization
- **Solution Build & Management**
  - Solution Monitoring
  - Middle Tier Services
  - Solution Management



## Size & Scope:

- **Personnel**
  - 155 Federal employees
  - Approximately 200 FTE Contract Support personnel
- **Applications**
  - 960 Applications Tracked
  - 682 Applications Managed
  - 202 Mission Critical Applications
  - Internal: 79%
  - External: 21%
- **Contracts**
  - 84 total Contracts & Task Orders



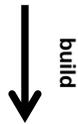
# Solutions Delivery Approach

- Implement strategy of Re-use & Integration
- Move from individual application management/development to Portfolio management and Enterprise Services
- Develop strategic roadmaps by application domains
- Support AIT Strategic Initiatives:
  - Anywhere/Anytime access
  - Provide Data & Information as a Service
  - Collaborative tools to connect people & ideas - common user experience
  - Cloud Ready solutions
- Integrate new Tools and Technologies that provide more innovative and cost effective options (e.g., Open Source, Self-Service, PaaS, SaaS, Data Virtualization...)

**Applications**



**Portfolios**

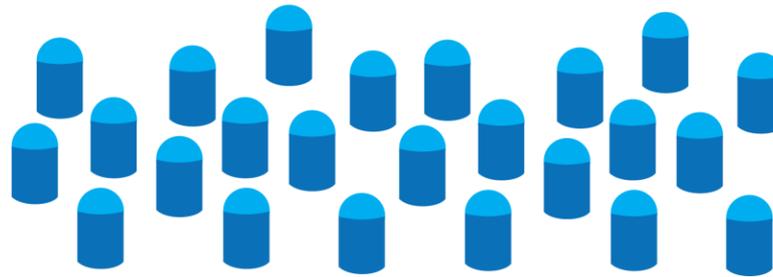


**Services**



# Solutions Delivery Strategy

Hundreds of Siloed, One-Off Systems



Rationalize

complicated  
costly  
hard to maintain  
to many contracts

Combine, Collapse, and Sunset Systems; Group into Managed Domains



Reduce

Enterprise Service Platform

Search	Content Mgmt	Data	EMP Profile	Visualization	Workflow	Authorization	TBD	TBD	TBD
Data Catalog	SOA	Doc Mgmt	Analytics	Ontology	Collaboration	TBD	TBD	TBD	TBD

Reuse

Configurable

Extensible

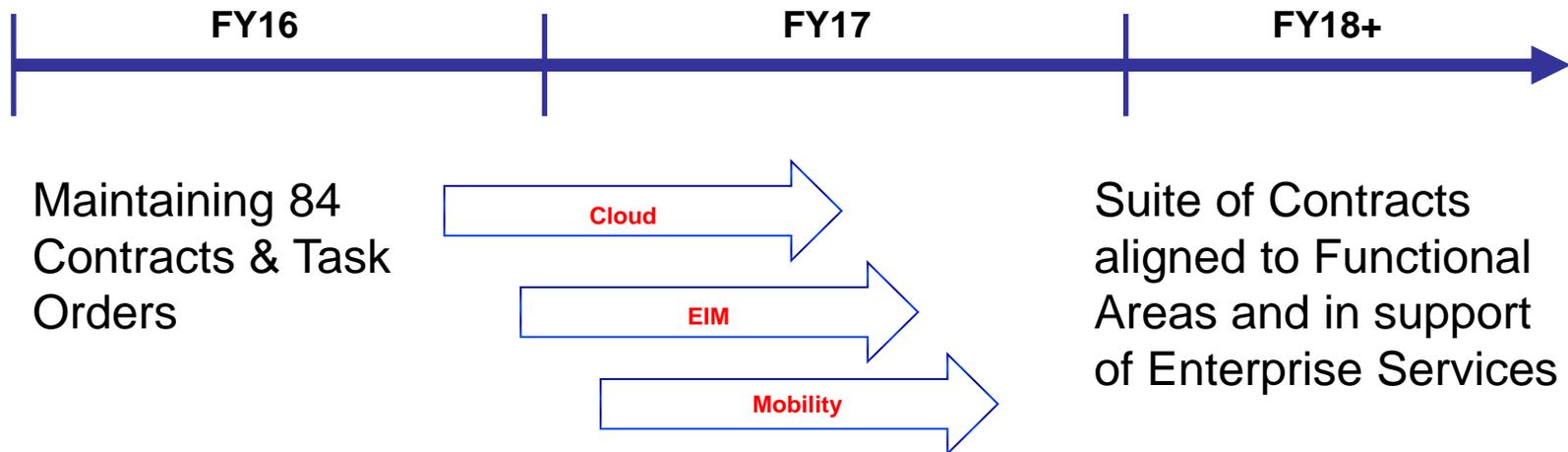
Reusable



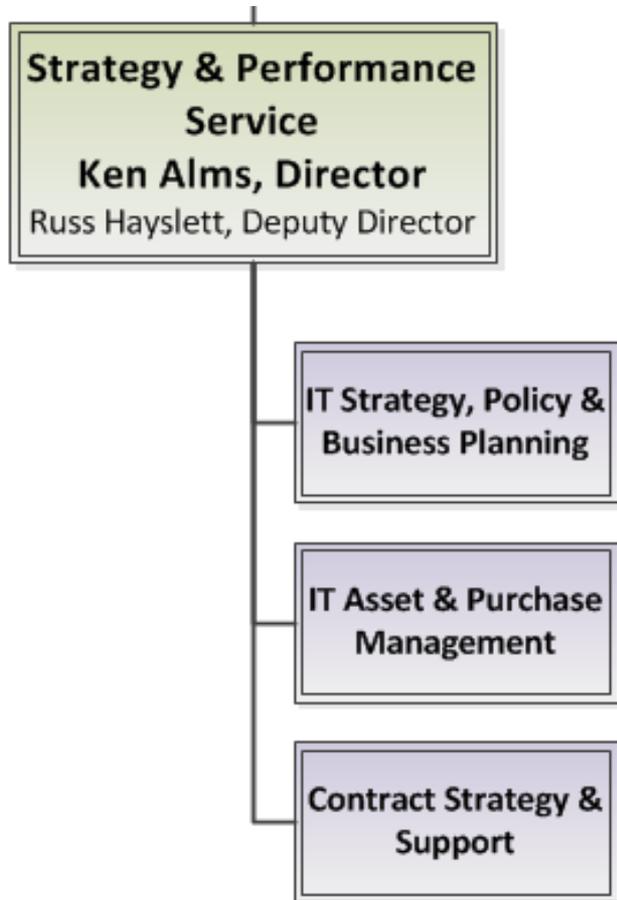
# Solutions Delivery Service

## Contract Opportunities

Contracts expiring in 2015 through 2017 may require interim contract support that allows work to continue until the rationalization process is completed and new enterprise service contracts can be competitively awarded.



# Strategy & Performance Service



## Functions

- IT Strategy
- IT Governance
- Policy Development & Coordination
- Capital Planning & Investment Control (CPIC)
- Investment Portfolio Management
- Talent Management
- Workforce Development
- Records Management
- Performance & Quality Management
- General Business Management Activities
- Asset Management
- Purchasing & Procurement Services
- Contract Strategy & Support



# Strategy & Performance Service

## Mission & Vision

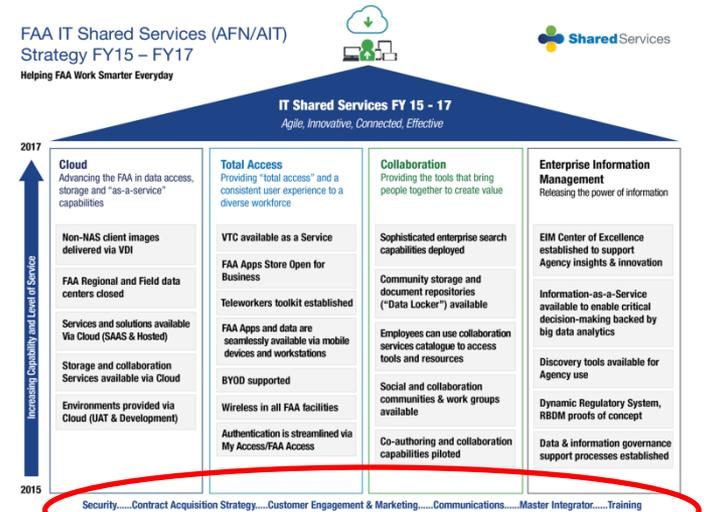
**Vision:** Be seen as the go-to organization for accurate, timely, strategically relevant business information and guidance as well as an agile provider of resourcing services.

### **Mission:**

- Provide the senior IT leadership with accurate, timely, information and guidance to allow them to set strategic direction and lead the IT organization.
- Assist in the development and documentation of business processes.
- Provide oversight and resourcing to the IT organization to allow for the execution of tactical and strategic plans

We do provide services to the entire FAA in the areas of Capital Planning & Investment Control and Records Management, but we are primarily a support organization to the rest of AIT.

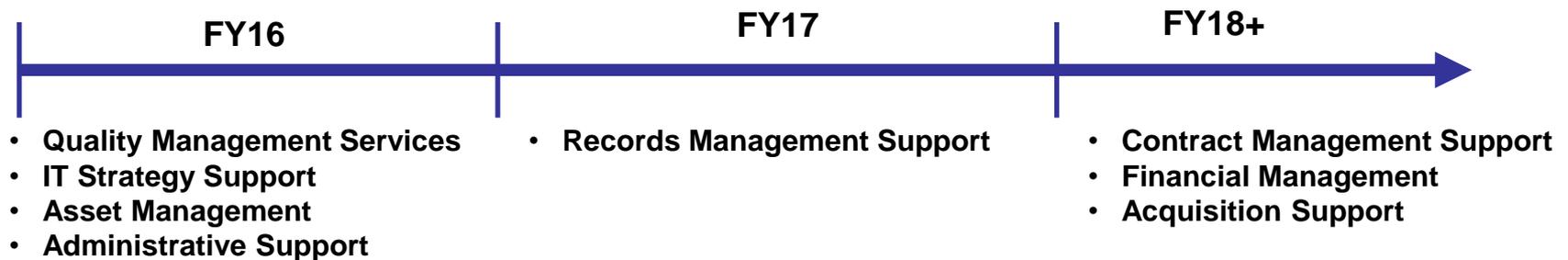
We play a significant role in assisting IT managers in daily business management activities.



# Strategy & Performance Service

## Contract Opportunities

- We will be assisting with all of the contracting opportunities discussed today.
- Specific to the ASP organization, we have the following upcoming contract opportunities:



NOTE: Contract Opportunities & anticipated contract award timeframes are subject to change



**12:40 – 1:00**

**Break**





# IT Acquisition Strategies

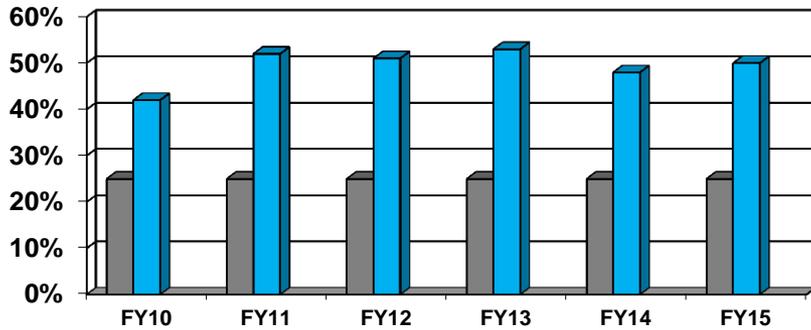


# AIT-wide Major Procurement Program Goals/Accomplishments (Direct Contracts)

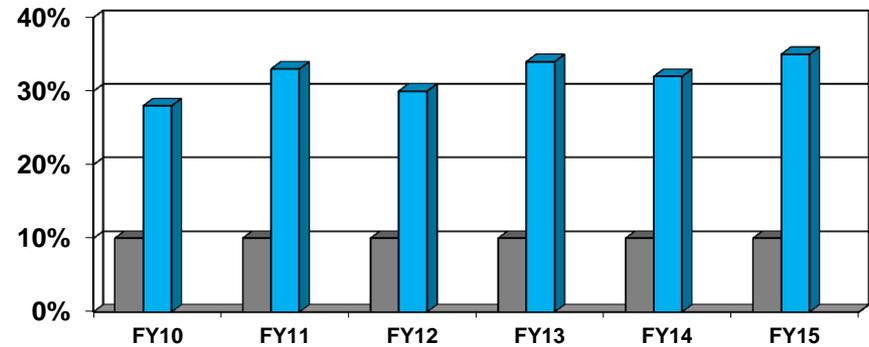
Goal  
 AIT Actuals

	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15*
Total AIT Procurement Obligations	\$252M	\$266M	\$277M	\$200M	\$208M	\$178M
Total AIT Small Business Obligations	\$106M	\$138M	\$141M	\$106M	\$100M	\$88M

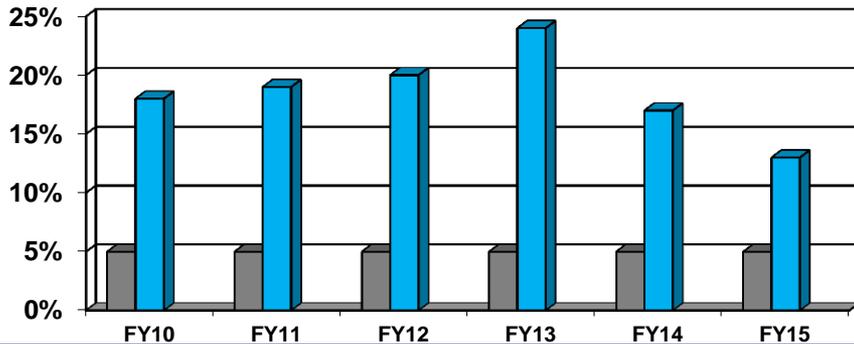
*Small Business*



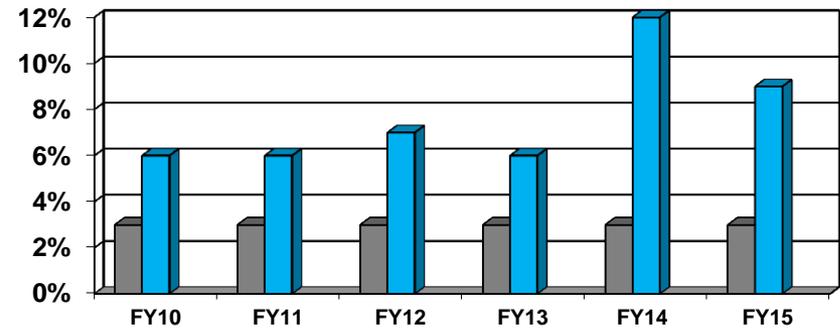
*Small Disadvantaged Business*



*Women-Owned Small Business*



*Service-Disabled Veteran-Owned Small Business*



# Contracting with AIT

## ACQUISITION MANAGEMENT UPDATE

Effective April 1, 2015 AAQ-600 assumed management of  
AIT Contracts Portfolio

- Located at the FAA's William J. Hughes Technical Center (WJHTC), NJ
- All "New" work is assigned to AAQ-600. If your current contract is expiring, the re-compete will be worked out of AAQ-600
- Contracts/Task Orders currently being administered in HQ will remain in HQ...with rare exceptions
- All procurement-related actions handled in-house (i.e., eFAST, SE2025, etc.)



# Upcoming Procurements

- **Integrated Service Center (ISC):**
  - Requirements are being defined/refined
  - Additional round of market research is anticipated for late October 2015
  - Award anticipated for summer of 2017
- **Managed Print Services (MPS):**
  - Award anticipate in 2016
  - Target FAACO posting of the SIR is in the January 2016 time frame
  - Anticipated to be Full and Open
- **Strategic Acquisition for Various Equipment and Supplies (SAVES):**
  - IT Hardware
  - Gathering data to determine acquisition strategy
  - Not sure if it will be multiple contracts or one contract with multiple vendors
  - We're in the pre-procurement approval process



# Upcoming Procurements (cont.)

- **Infrastructure and Operations (I&O):**
  - Market Research submissions received 9/8/2015
  - Market Research results will be considered in determining the acquisition strategy
  - SIR release targeted for late 1<sup>st</sup> QTR/ early 2<sup>nd</sup> QTR FY16
- **Cybersecurity Management Security Operations Center (SOC):**
  - Final approval process of the acquisition strategy is under way
  - A SIR release is targeted for 1<sup>st</sup> QTR FY16
- **Solutions Delivery Support:**
  - Over 100 Contract/Task Order SOWs are being reviewed
  - Looking for requirement accuracy, redundancies & economies of scale
  - Working on developing an overarching strategic SD-wide contracting approach
  - Creating a new, innovative acquisition strategy that will provide maximum stability balanced with maximum flexibility
  - Involvement across all business size standards is being considered
  - The acquisition strategy approval process will begin next month
  - Forecasted Acquisition Timeline: 18-24 months



# Moving Forward

- **A new, fresh look at partnership between AIT and ACQ**
  - Communication from “idea” through contract administration
  - New, innovative acquisitions strategy stressing flexibility and stability
- **Stressing the importance of partnership between AIT and Industry**
  - Clear, appropriate communication – with ACQ involvement
  - Requests for Information (via FAACO): feedback, input, collaboration

**A robust partnership with industry is vital to accomplishing AITs mission!**



# Doing Business with the FAA

FAA Contracting Opportunities (FAACO)

<https://faaco.faa.gov/index.cfm/announcement/index>

FAA Procurement Forecast Site

<http://www.sbo.faa.gov/sbo/ProcurementForecast.cfm>

FAA Small Business Office Site

<http://www.sbo.faa.gov/Inline.cfm?PageName=About%20SBO>



# Questions

