

FAA Information Technology (AIT)



Information Session for Small Business Day

November 18, 2015



Federal Aviation Administration



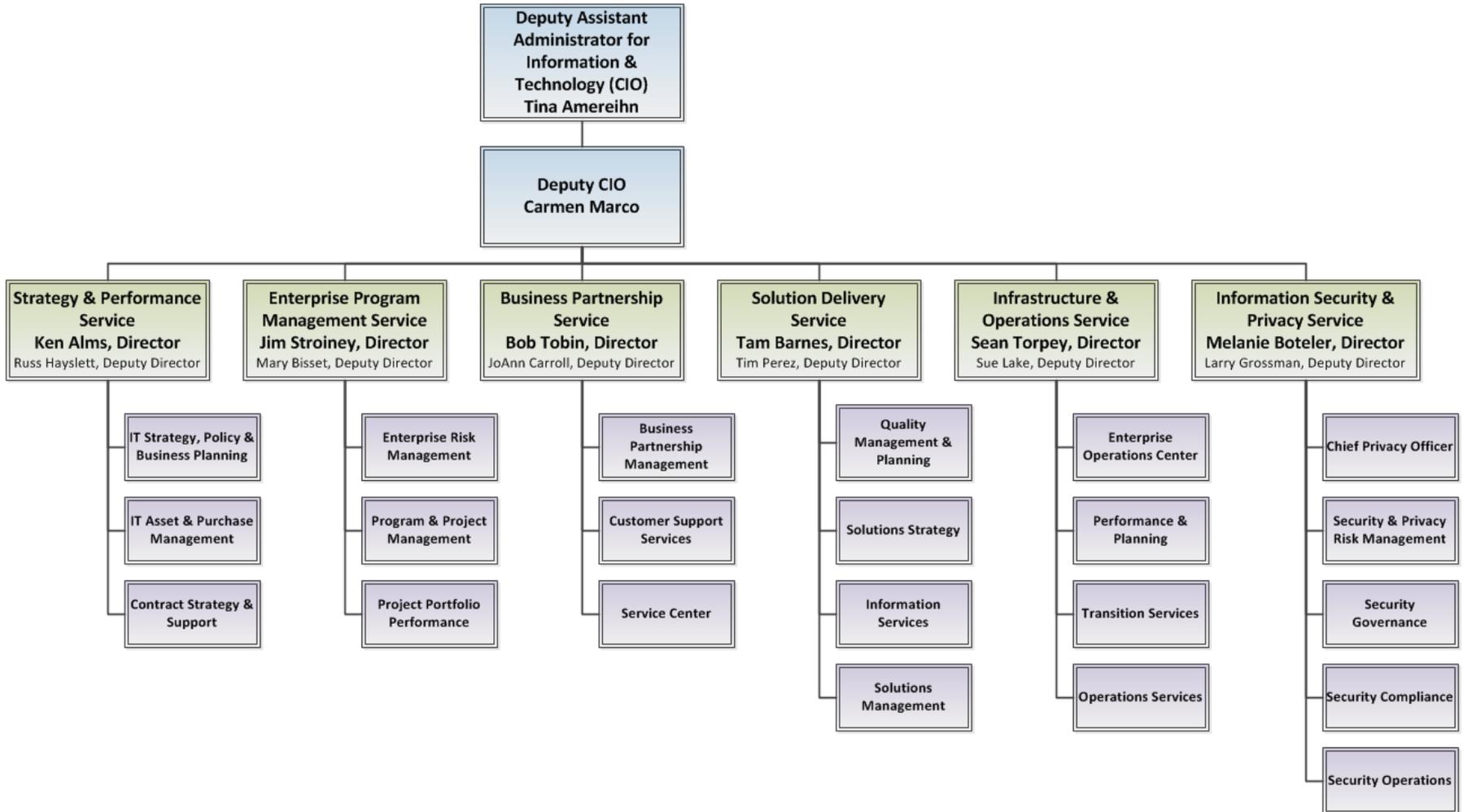
Federal Aviation Administration



IT Vision & Strategy



The AIT Organization



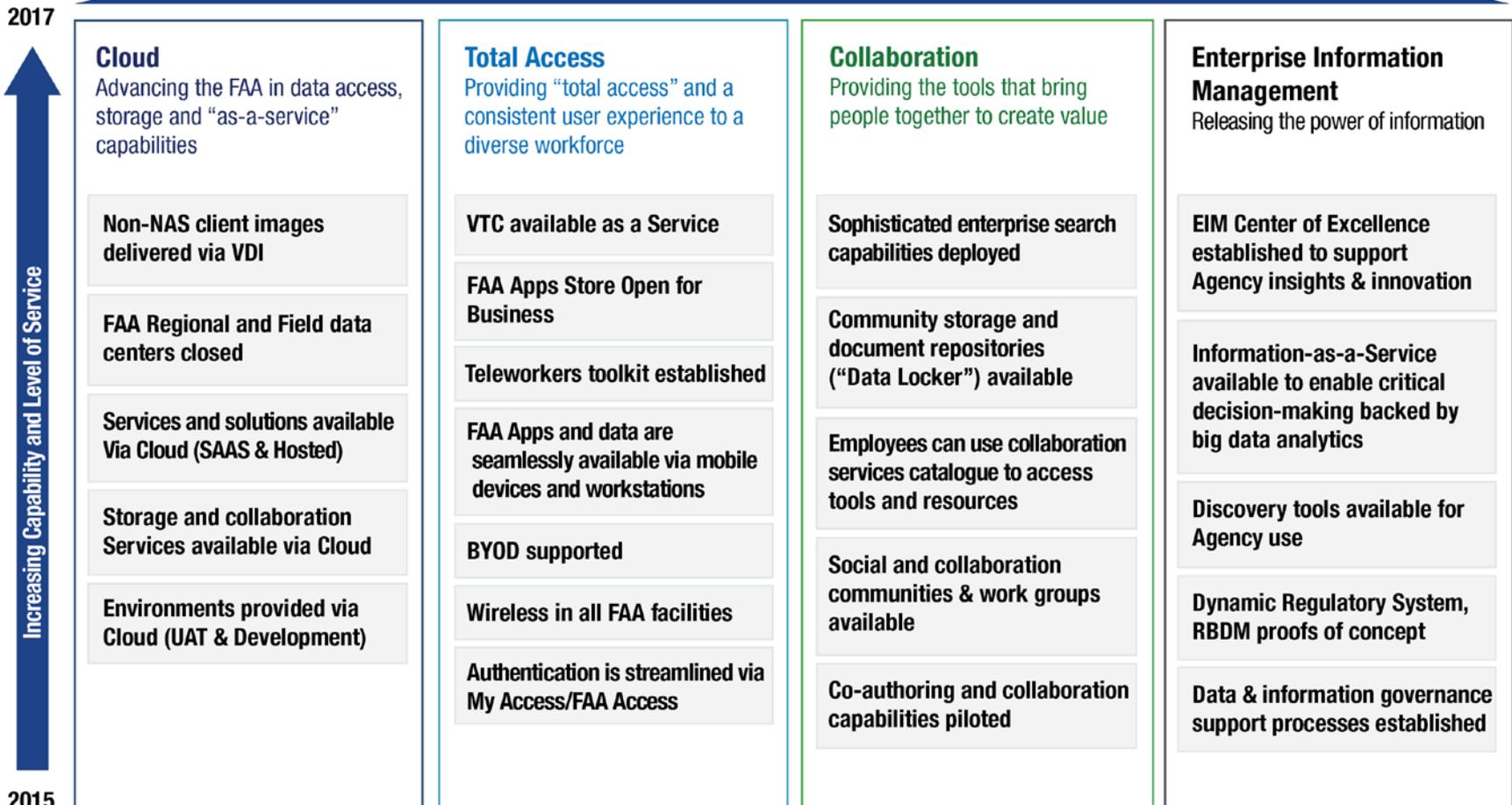
FAA IT Shared Services (AFN/AIT) Strategy FY15 – FY17

Helping FAA Work Smarter Everyday



IT Shared Services FY 15 - 17

Agile, Innovative, Connected, Effective

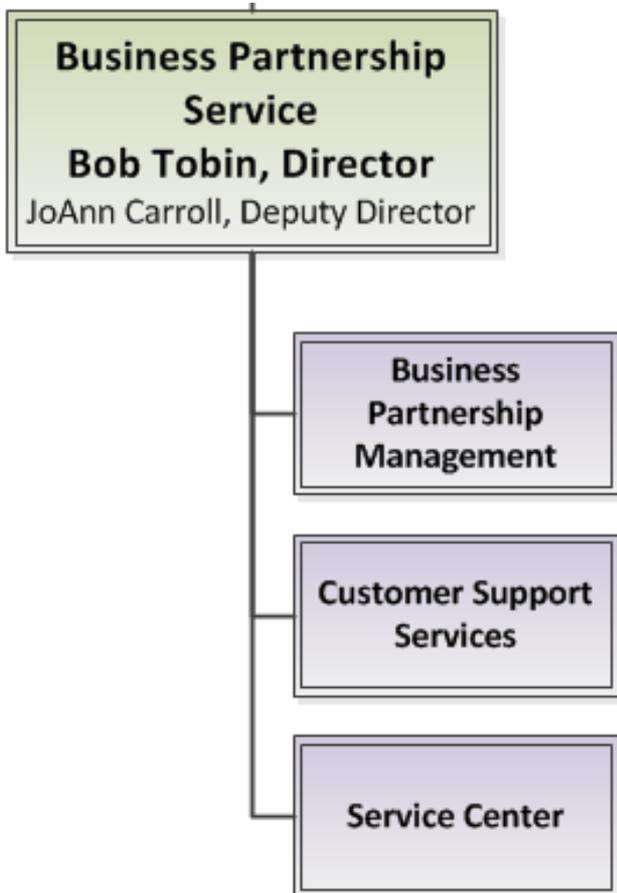




IT Service Strategies & Opportunities



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

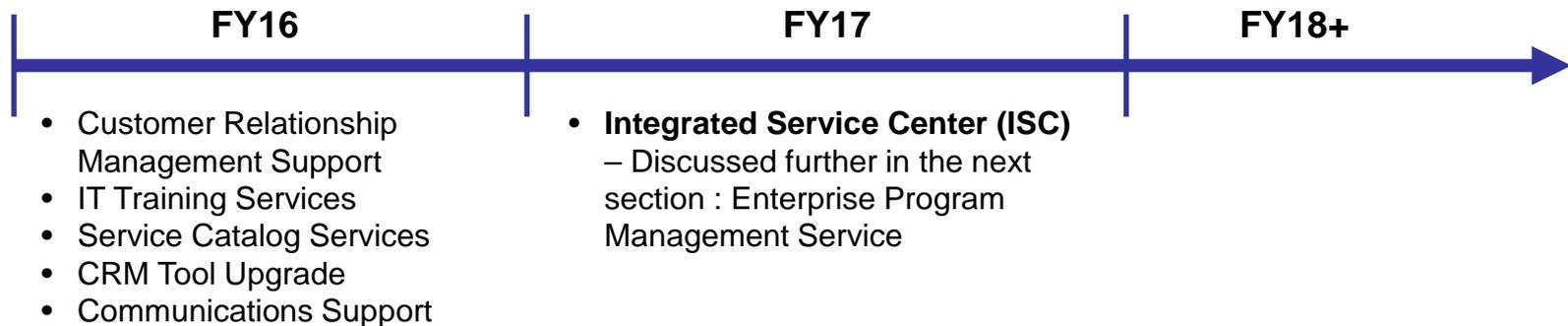


Business Partnership Service

Contract Opportunities

APS Strategic Initiatives:

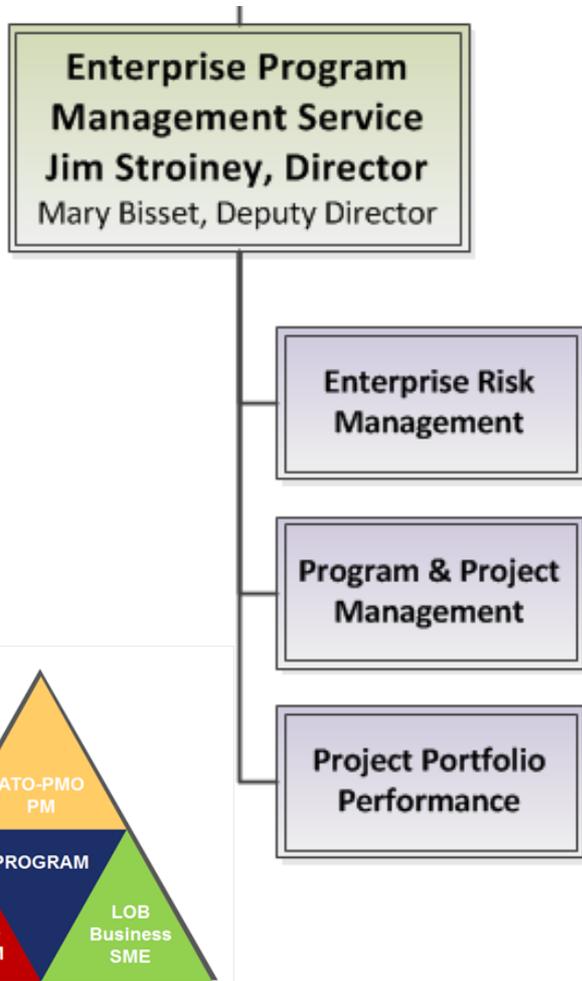
- Improve Customer Relationship Management tools, processes and practices
- Define and improve upon the quality of AIT Core Services
- Improve customer specific services catered to meet the prioritized needs of our customers.
- Fully functional 24x7x365 Help Desk and Desk Side services measured by sound 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

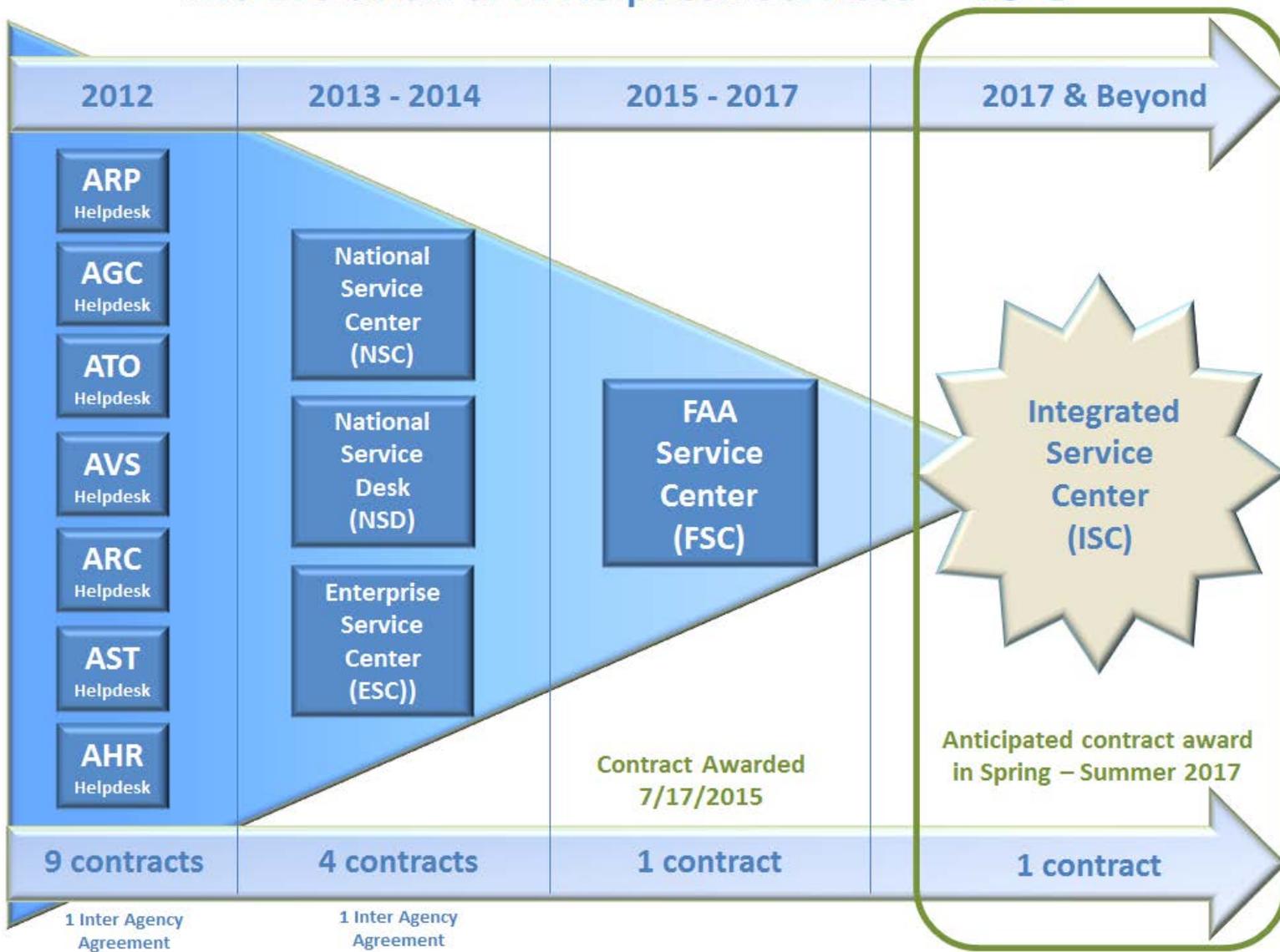


Functions

- **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



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.

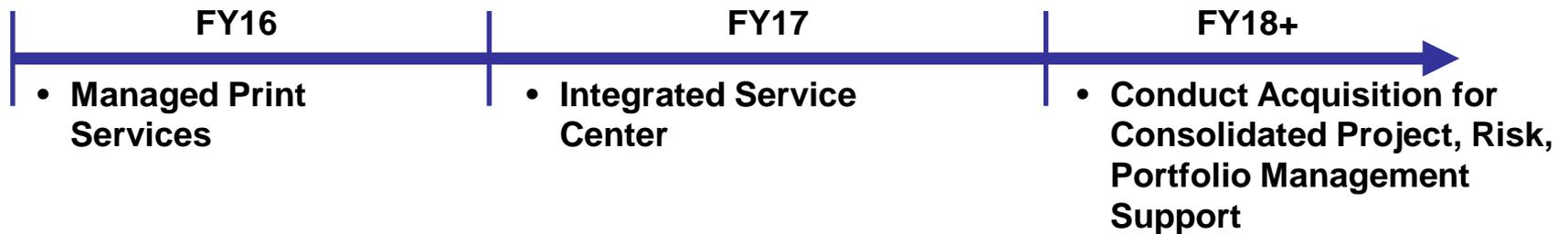
Expectations for Major Components with an emphasis on continuous improvement:

- 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

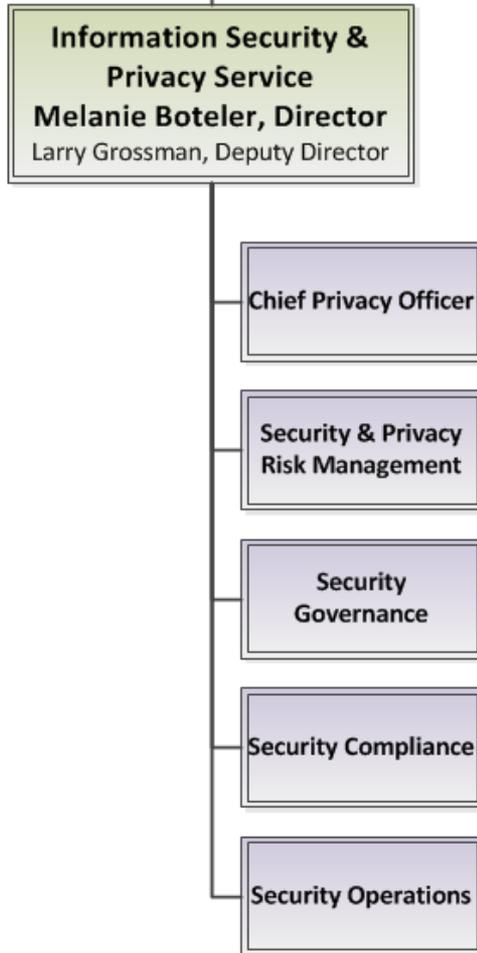
- Below is a sampling of opportunities.
- Managed Print Services and the Integrated Service Center are two of our larger projects.
- Support in the areas of program/project management, risk, and portfolio management are not needed until at least FY 2018.



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.

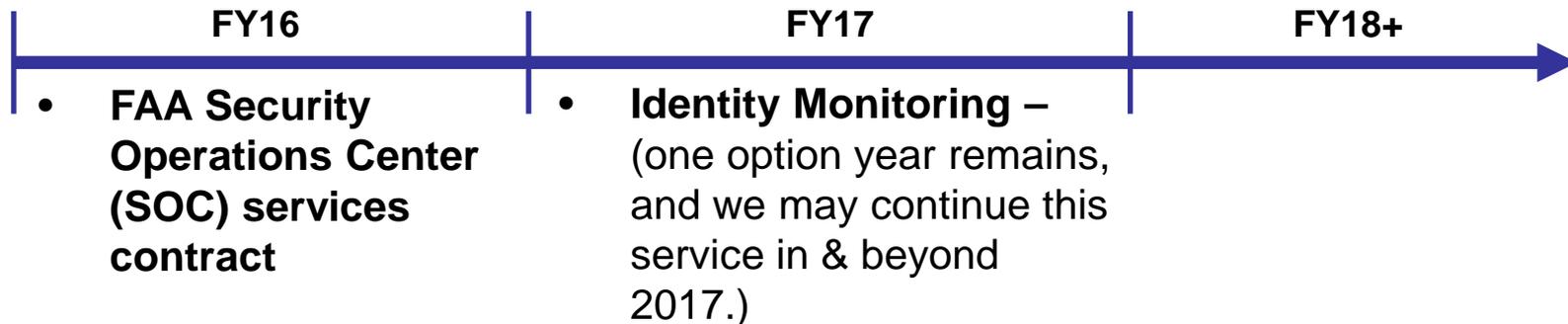
We perform the operational day-to-day activities intended to identify and mitigate information security risks at the technical level.



Information Security & Privacy Service

Contract Opportunities

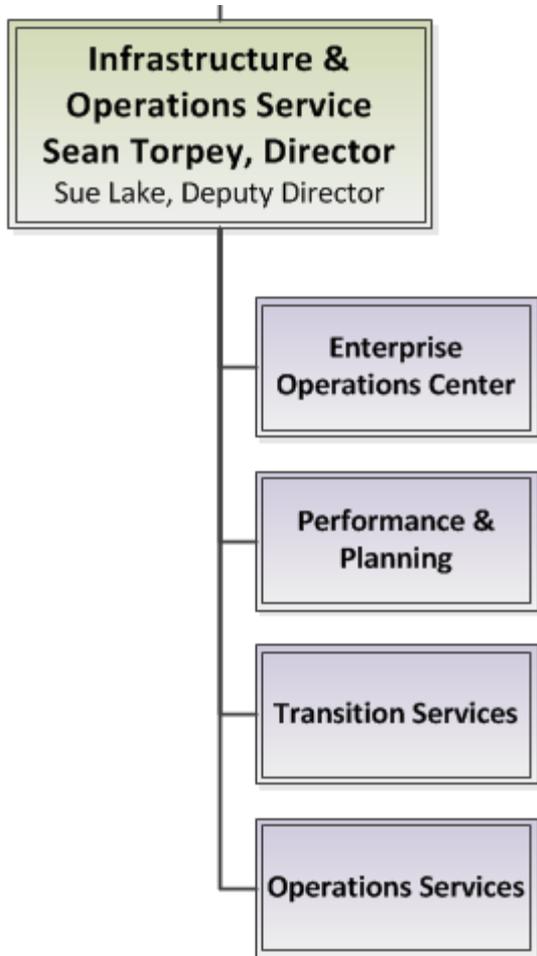
- OMB M-14-03 requires us to implement Continuous Diagnostics & Monitoring (CDM) and to leverage acquisition vehicles (BPAs) put in place by DHS and GSA.
 - For more information on CDM, visit: <http://www.dhs.gov/cdm>
 - For more information on the CDM contract award, visit: www.gsa.gov/cdm.
- In September 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



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)

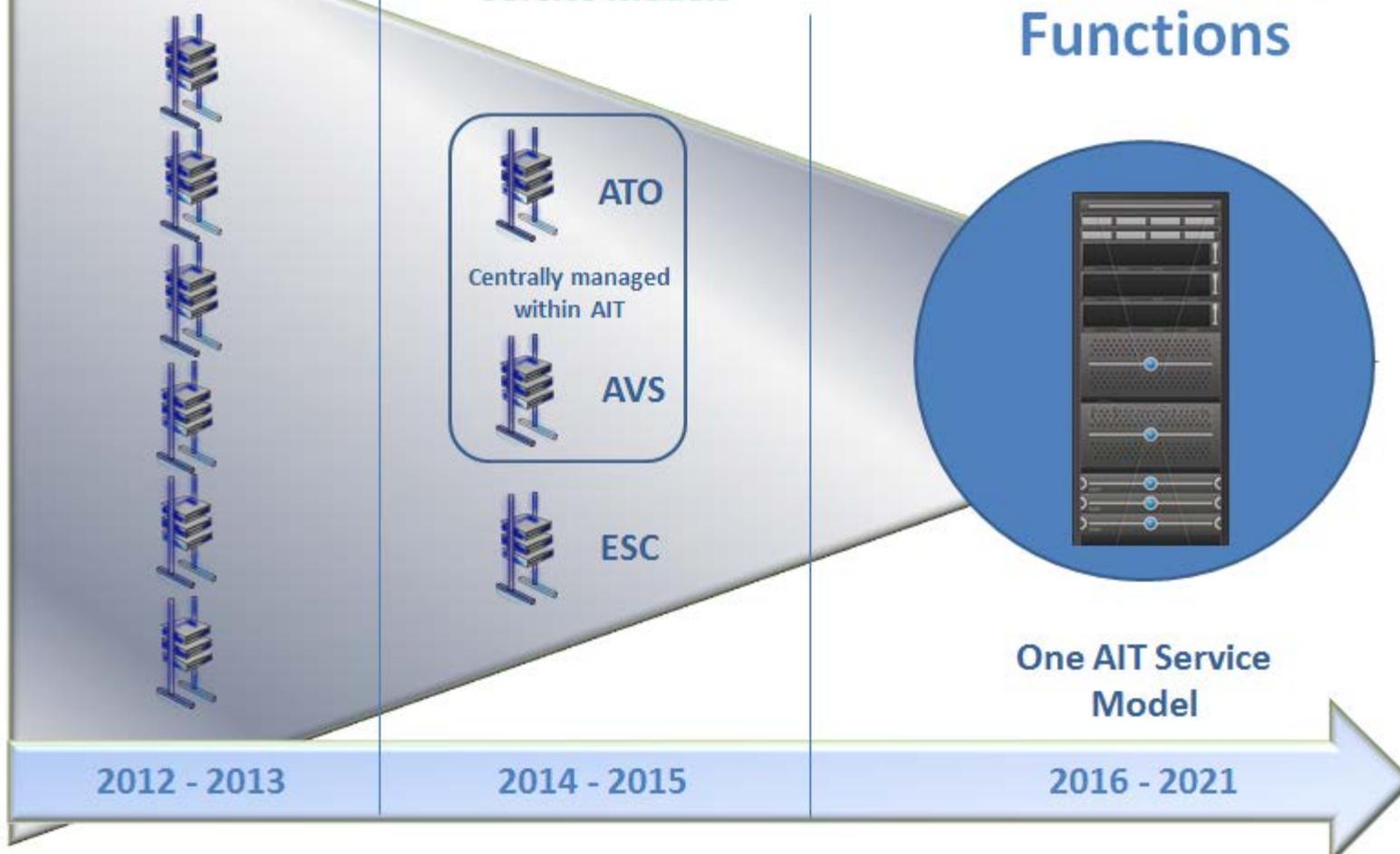
- **Transition Service activities include:**
 - Configuration Change tracking and reporting
 - Release Management support for AIT Client Images
 - production ready testing & deployment, patch release, release scheduling.
 - Pre-Production Environment Management
 - prototyping, & instantiation of development/test 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.



The Evolution of Infrastructure & Operations Functions

Each LOB managed their own segment of the FAA network

Reduced to 3 Service Models



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.

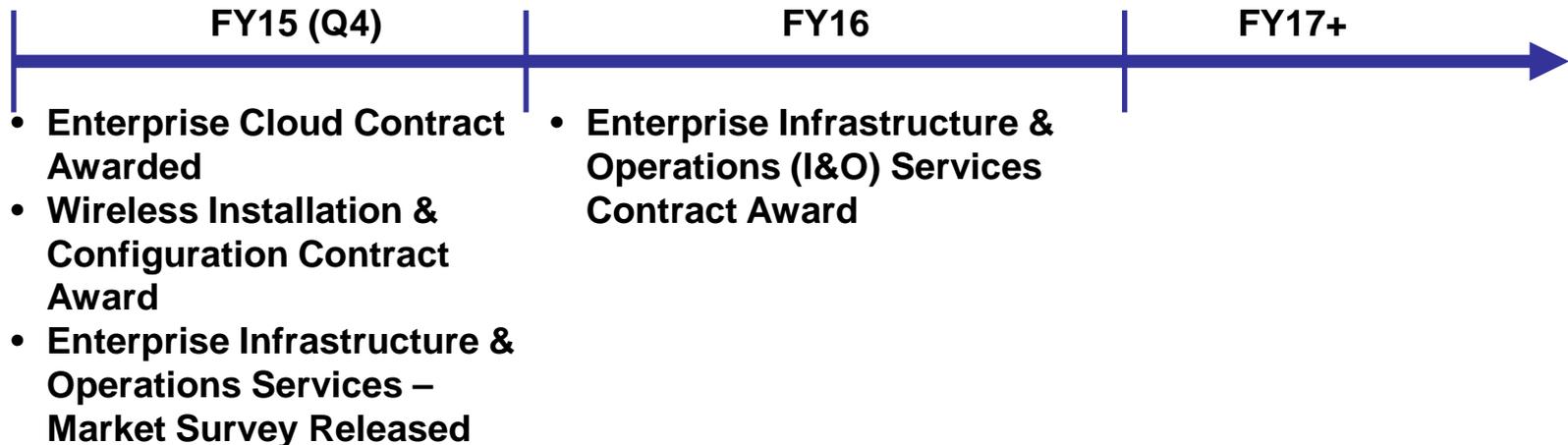
Software as a Service (SaaS) FAA customers can purchase contractor-owned applications and services within FCS data centers, similar to how the FAA obtains EMS365 email service.

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

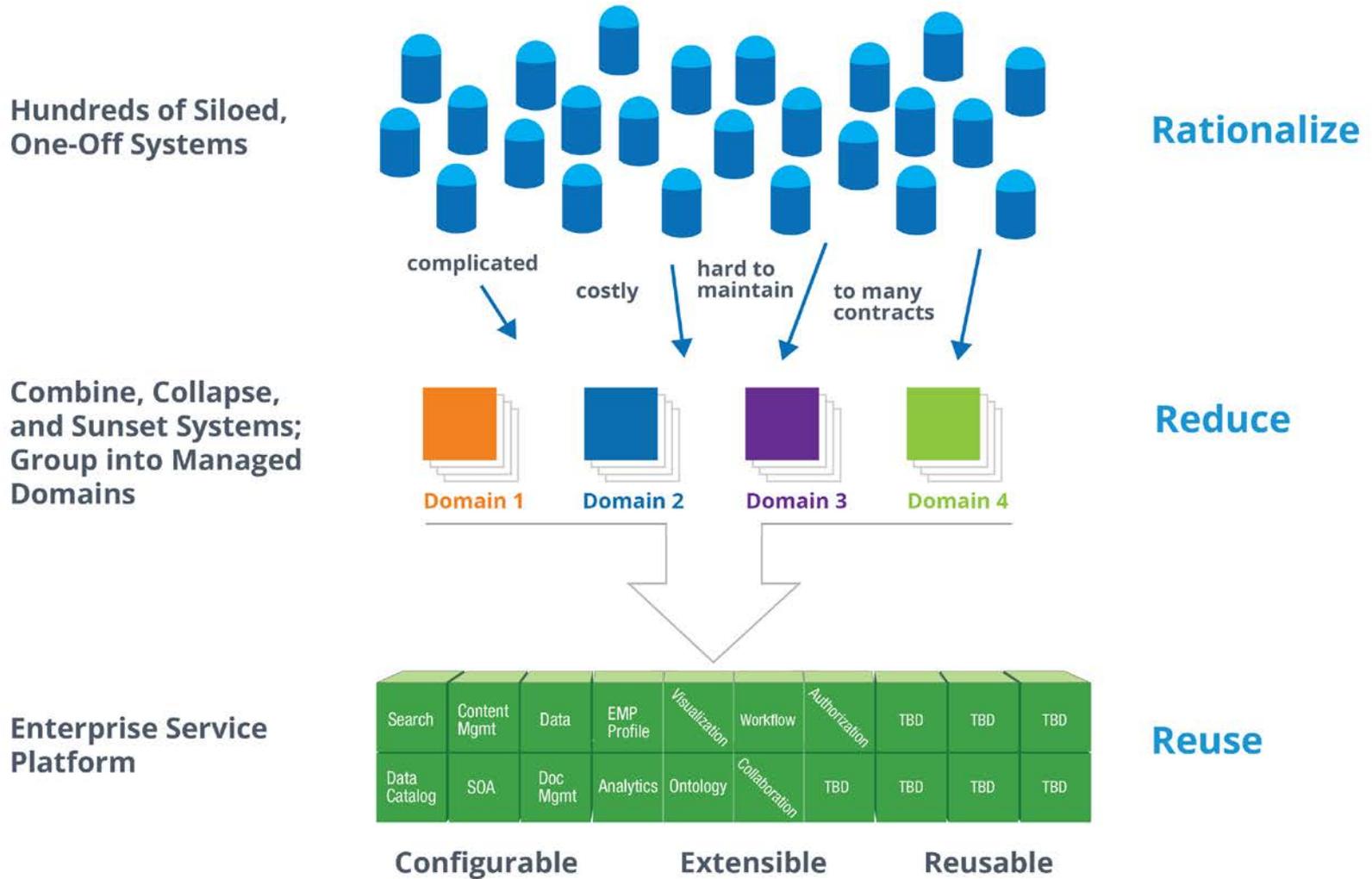


Size & Scope:

- **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



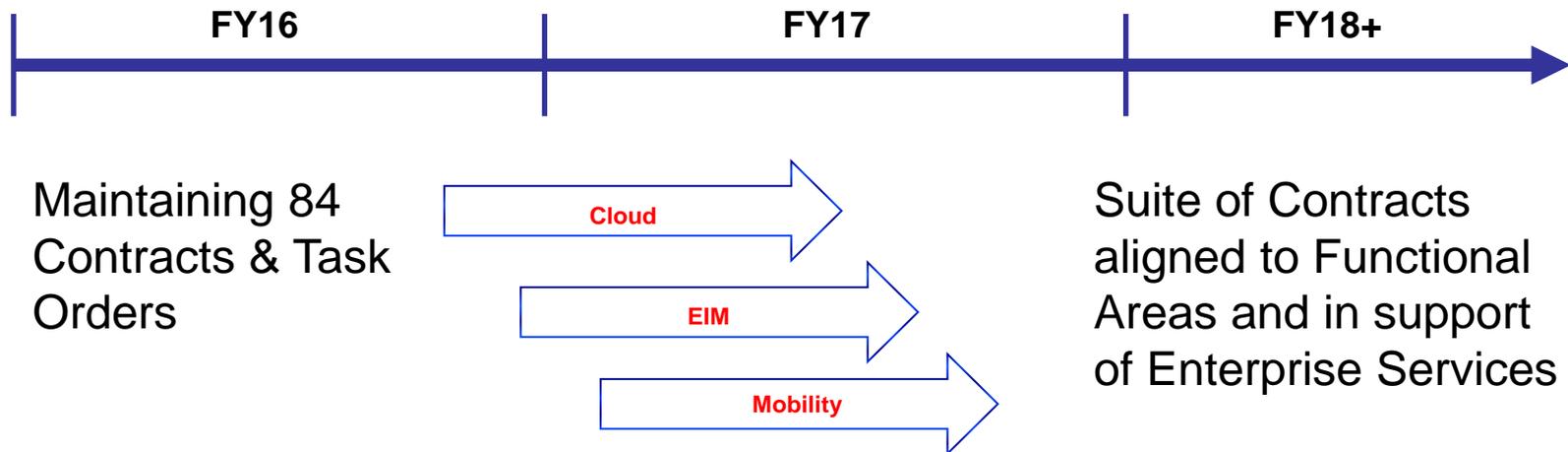
Solutions Delivery Strategy



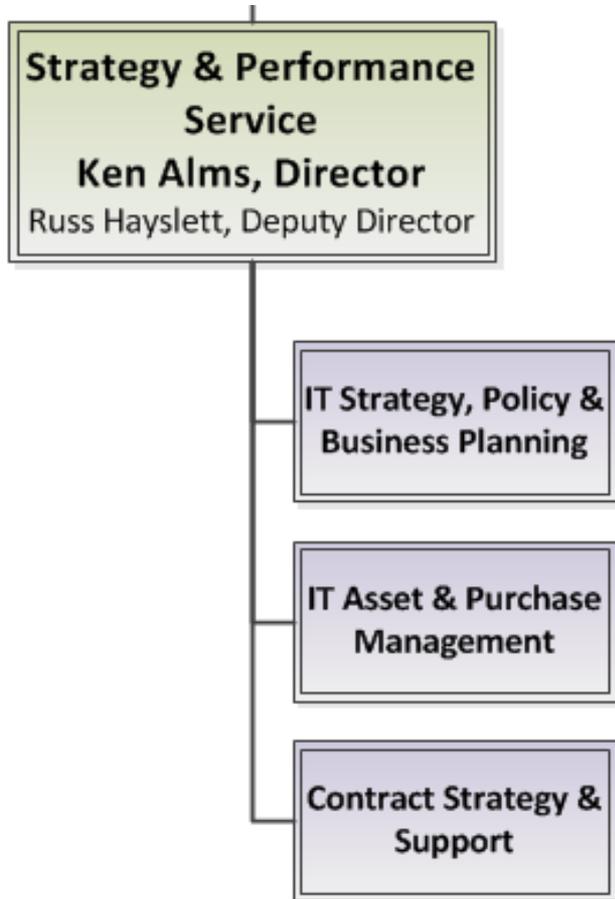
Solutions Delivery Service

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

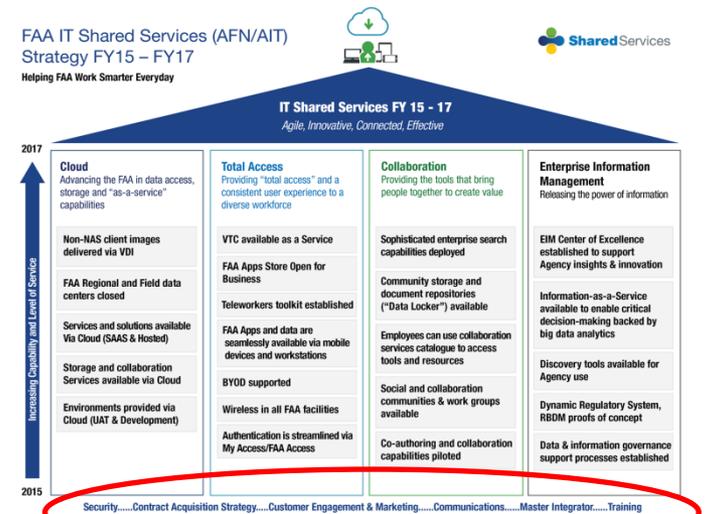
Vision: Be seen as the go-to organization for accurate, timely, strategically relevant business information and guidance as well as an agile provider of resourcing services.

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.

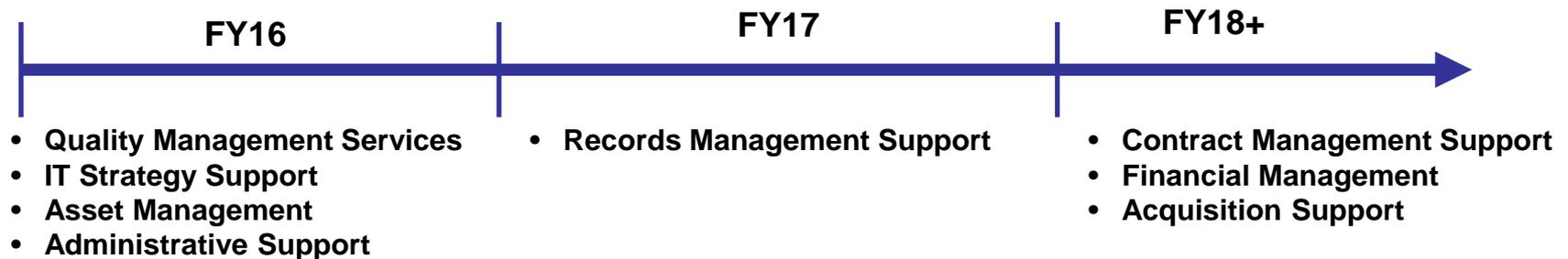
We play a significant role in assisting IT managers in daily business management activities.



Strategy & Performance Service

Contract Opportunities

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



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





IT Acquisition Strategies

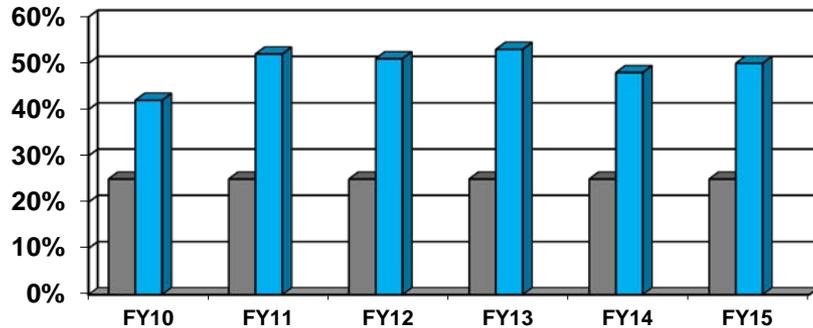


AIT-wide Major Procurement Program Goals/Accomplishments (Direct Contracts)

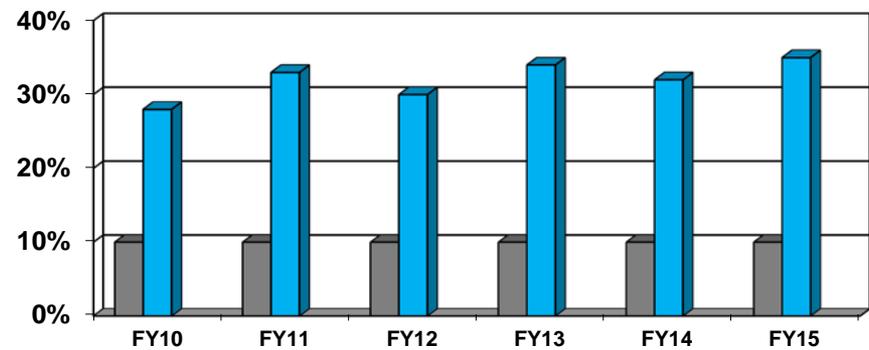
Goal
 AIT Actuals

	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

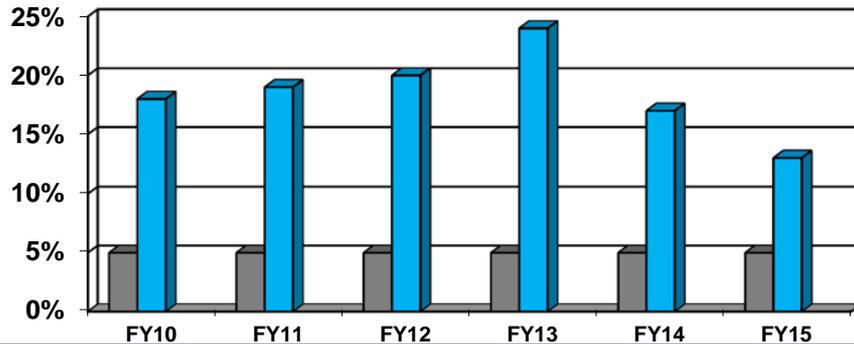
Small Business



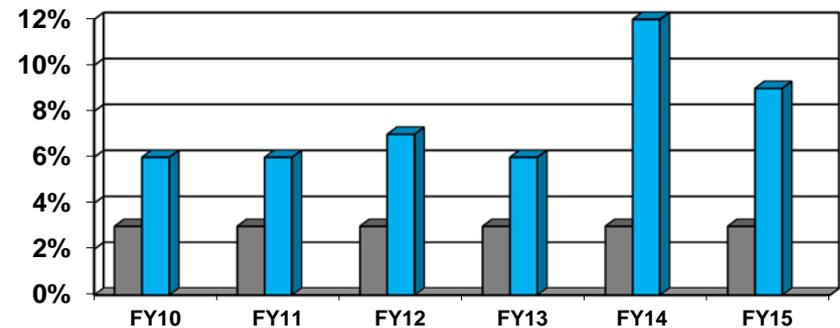
Small Disadvantaged Business



Women-Owned Small Business



Service-Disabled Veteran-Owned Small Business



Contracting with AIT

AAQ-600: ACQUISITION & GRANTS DIVISION

AAQ-600 has management responsibility of the 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



Questions

