



Army Enterprise Service Desk (AESD)-ARCYBER Convergence: A Contributing Element in Today's Defensive Cyber Operations (DCO)



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The Army Enterprise Service Desk (AESD)- Reach and Importance

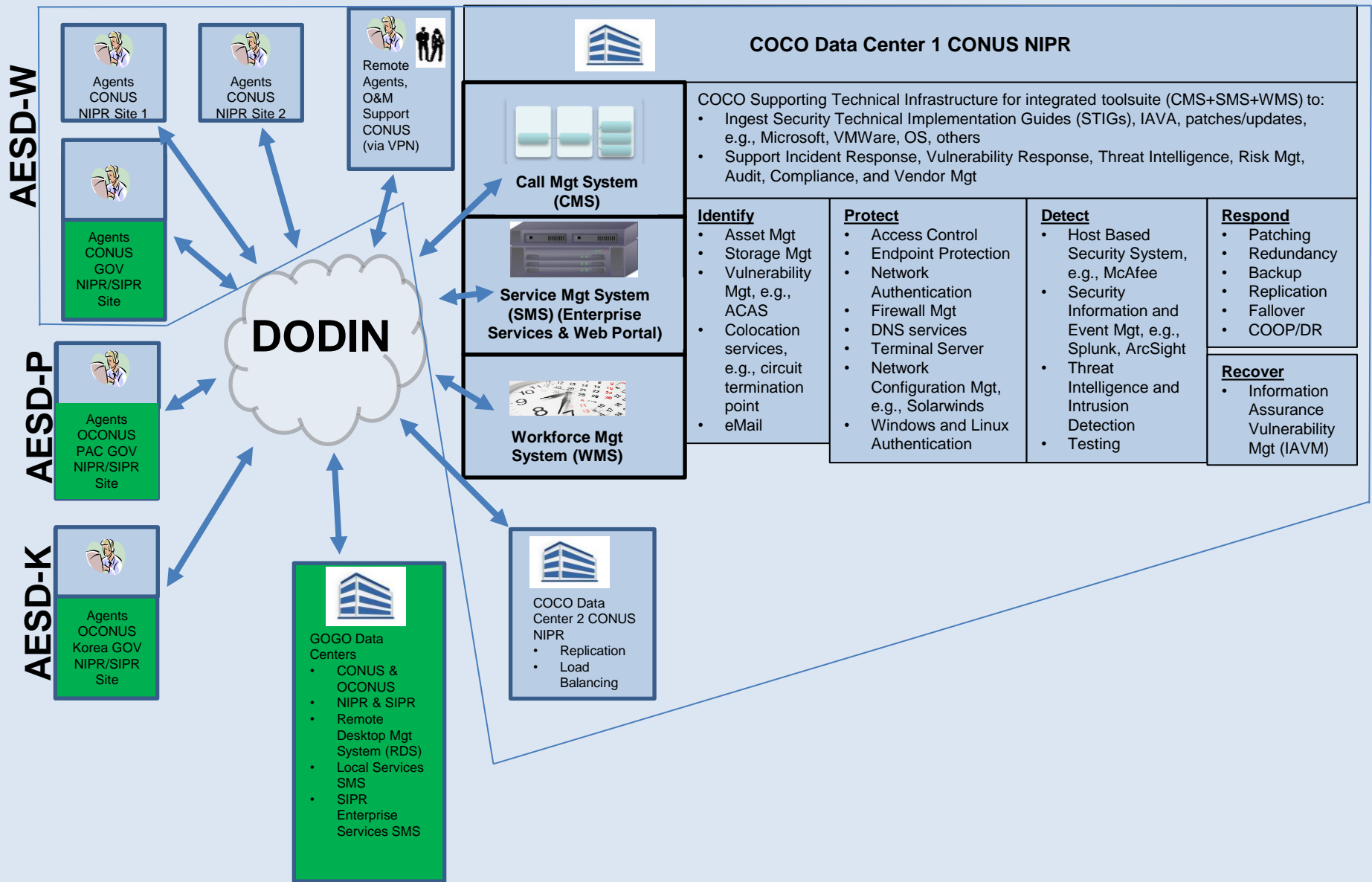


- The Army Enterprise Service Desk (AESD) provides a single point of contact for all DoDIN-A (Department of Defense Information Network- Army) IT service requests, incidents and inquiries.
- The AESD provides 24/7/365 support for over 1.4 million Army customers globally.
 - Enterprise Services Support
 - DEE, ECMCS, Mobility, Enterprise Apps
 - Provides technology enablers to support more efficient federation operations:
 - Self-service Web Portal
 - Call Management System
 - Ticketing and Knowledge Management
 - Workforce Management

***AESD IS FIRST LINE OF DEFENSE AGAINST
CYBER ATTACK.***



AESD FEDERATION: Current AESD-W, AESD-P, and AESD-K Systems Interface View (SV-1)





General Note



Sense → Understand → Decide → Act[©]



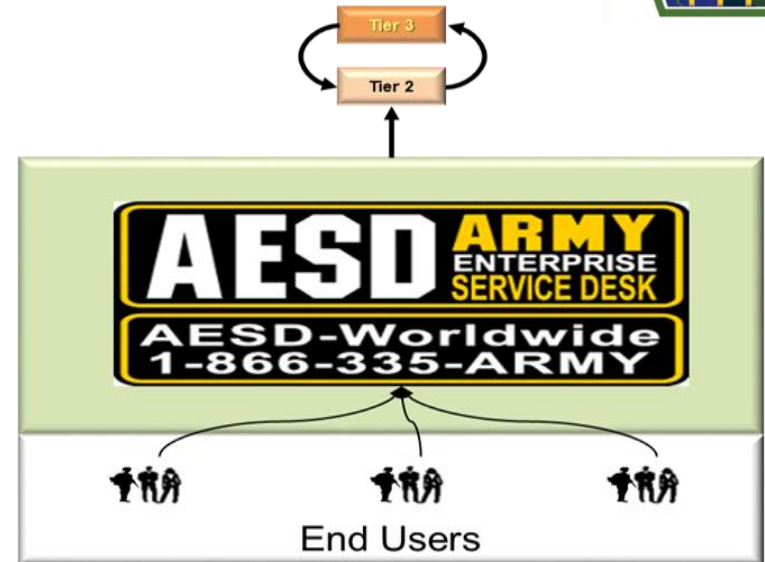


AESD/ARCYBER Converging Effort



Context: The Army Enterprise Service Desk (AESD) converging effort affects the entire Army's IT efforts, will lead to operational efficiencies, and will directly support DoDIN-A operations and DCO efforts across the Army.

Purpose: Discuss the operational approach for AESD Convergence, the general timeline, and provide key messages we may need to express when speaking to other stakeholders in regards to AESD.



Desired End State:

- DODIN-A users receive responsive and effective support, user focused IT service gaps and problems are mitigated, and AESD fulfills Enterprise Architecture standards and requirements.
- The end state will enable unity of effort and unity of command under the control of ARCYBER, executed through NETCOM IOT provide exceptional IT service support to Army IT users.
- All processes, services, and systems standardized.
- Unity of Effort within AESD efforts under NETCOM.
- Seamless system and process interoperability with Joint and Unified partners.





Innovations



- A single instance, multitenancy Enterprise Service Management Suite (ESMS) that acts as a single interface to the field and supports:
 - Ticketing
 - Change Management
 - Asset and Configuration Management
 - Data analysis
 - Tactical and deployed networks
- A call management system integrated with the ESMS
- Remote Desktop Support system
- Development of machine learning/AI to support self healing and self reporting
- An interactive self help knowledge system to support user and organizational tier 0
- A workforce management system will inform availability and skills of personnel

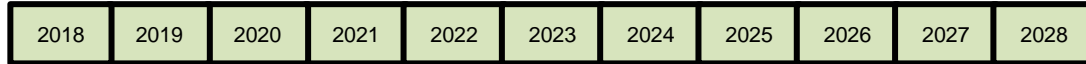




ARCYBER Transformation Timeline



Current State



- Korea
- Pacific
- World NIPR
- World SIPR

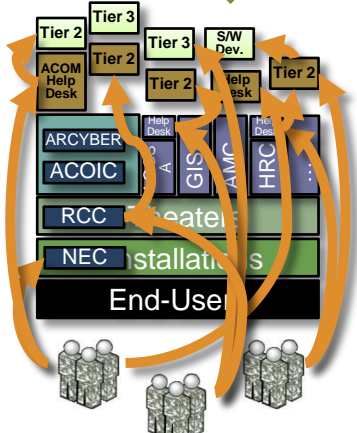
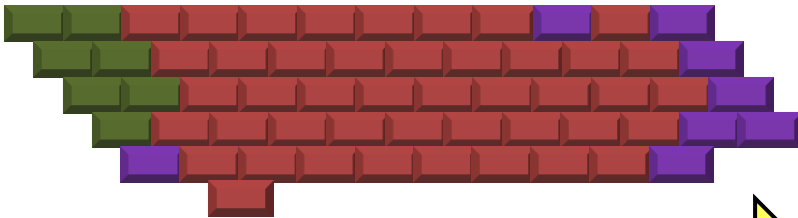


Limited Human Sensor Function

Nonstandard CCIR

New Direction & Orders

Emerging Mission Command Function

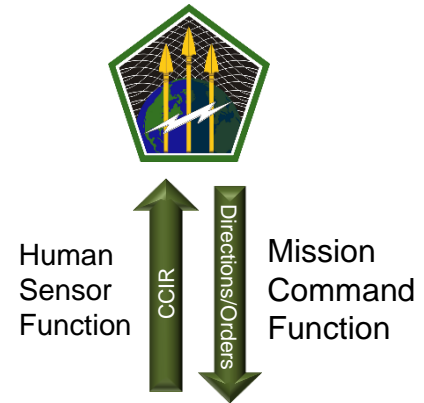


Limited Mission Capability

Convergence Actions using Orders Process

- AESD-III contract
- AESD Federation
- Army Service Desks
- Army provided to Joint and DoD partners

Future State



Service Desk Function

Full Mission Capability



AEED IV – Public Information



- Request for Information (RFI) was issued 6 April 2018 by Army Contracting Command-Rock Island (AVV-RI), on behalf of the Army Enterprise Service Desk (AEED) RFP # - **W52P1J-18-R-AEED**
 - Key Documents provided
 - Draft Performance Work Statement (PWS) for the base contract
 - Draft PWS for Task Order 001
 - ARCYBER Cognitive Model
 - Key Take Aways
 - AEED IV is proposed to be an Indefinite Delivery Indefinite Quantity (IDIQ) contract
 - ARCYBER's Cognitive Model defines ARCYBER's vision for the future of AEED
 - AEED-Federation becomes one service desk with 3 locations
- Interested parties should review the provided information
<https://www.fbo.gov/index?s=opportunity&mode=form&id=b44fe2b5e0e5be5296ec67c842b93b74&tab=core&cvview=0>
- Specific questions should be sent to the address listed at the FBO.gov page above.





Questions?

