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Maximizing IT Investment Potential: An Evaluation of DoD/DISA's Technology Utilization

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Abstract:

The Defense Information Systems Agency (DISA) faces critical challenges in managing a vast array of IT services and software provided by numerous vendors. Given the complexity and diversity of these services, it can be challenging for DISA to maintain an up-to-date understanding of the terms and conditions of each vendor agreement. To ensure operational efficiency and effectiveness in supporting warfighter needs, DISA must proactively divest from outdated technologies that no longer meet these critical demands. Additionally, the agency faces the need to identify and eliminate redundant systems or tools that complicate operations and inflate costs.

This session will explore a strategic approach to addressing both the technical and business imperatives in driving operational excellence, cost savings, compliance, and risk reduction across IT Investments. We will review how an integrated approach can allow DISA to gain comprehensive visibility into its IT asset portfolio, enabling detailed insights into each service and software application in use. We will demonstrate how software asset management will allow DISA to track and manage software licenses, compliance, and expenditures, ensuring optimal utilization and adherence to contractual terms and conditions. Additionally, we will explore how application portfolio management facilitates application rationalization, identifying redundant or obsolete technologies, and enabling informed decision-making regarding technology divestment.

By leveraging this dual approach, DISA can streamline its IT infrastructure, reducing unnecessary costs and simplifying operations. The insights provided by this solution also empower DISA to measure the effectiveness of its IT investments accurately and ensure they align with the evolving requirements of mission partners. Ultimately, this strategic management of IT resources enhances operational readiness and delivers greater value, supporting the agency's mission to equip warfighters with the best possible technological tools in connected and disconnected environments.   We will examine the following three issues:

PROBLEM 1 - Complex Vendor Management and Compliance Managing a myriad of vendor relationships and their associated contracts poses significant challenges. Each vendor agreement comes with its own set of terms and conditions, making it difficult for agencies to maintain compliance and manage renewals efficiently. The complexity is compounded by the need to ensure that all contractual obligations are met while optimizing cost and service delivery. This scenario demands robust management tools that can automate and streamline vendor contract tracking, compliance checks, and the updating of contractual terms.

PROBLEM 2 - Optimization and Rationalization of IT Assets. Federal agencies are often saddled with outdated, redundant, or simply underutilized IT systems and applications. This not only leads to increased operational costs but also hampers agility and effectiveness in mission-critical operations. The challenge is to identify and divest from these inefficient assets to streamline operations and focus resources on technologies that directly enhance capabilities and service delivery. Rationalizing the IT asset portfolio requires a strategic approach to assess each asset's value, usage, and impact on the agency's overall technological ecosystem.

PROBLEM 3 - Evaluation and Reallocation of IT Investments The ability to effectively measure the performance and value of its IT investments is crucial for ensuring that these resources yield the best possible outcomes for mission partners. However, the absence of detailed insights into the effectiveness of these investments can lead to misallocated resources, underperforming technologies, and suboptimal support for critical operations. There needs to be a systematic method to evaluate each technology investment, ensuring that spending is aligned with strategic objectives and that adjustments can be made to adapt to changing mission needs and technological landscapes.