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Intelligence Data Handling Systems Consolidated Help Desk

Support Overview Presentation
Web Enabled Timeline Analysis
System (WebTAS) Users Conference

August 18, 2004

Program Manager: Andy Jeselson
MAJ, USAF

Air Force Research Laboratory/IFEB

Commercial Phone: (315) 330-2411

DSN Phone: (312) 587-2411

Email: andrew.jeselson@rl.af.mil

IDHS CHD Manager: Joanne Boucher

BAE Systems ESI

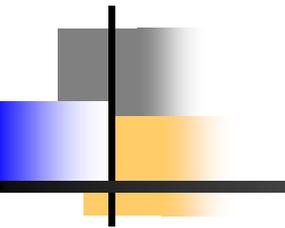
Commercial Phone: (315) 330-4347

DSN Phone: (312) 587-4347

email: joanne.boucher@rl.af.mil

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Contract # F30602-01-D-0083/0046

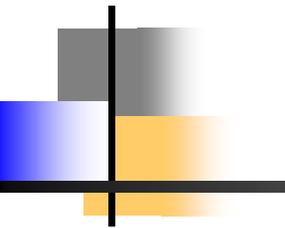


Operations and Overview of IDHS CHD

- Providing first level support to AC2ISR programs.
- Reduce costs through multiple program support from a single help desk. Reduction in manning and resources as compared to several help desks.
- Provide software maintenance of systems and analysis of problems of supported programs.
- Support War Fighter through increased availability of IDHS programs.
- Provide all stakeholders of supported programs a single point of contact for help and information
- Provide World Wide Support to users and sites.

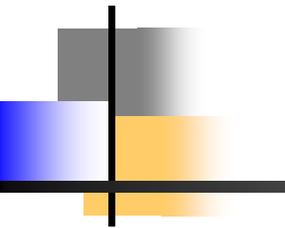
Supported PMOs and Programs

- Automated Assistance with Intelligence Preparation of the Battlespace (A2IPB)
- ISSE PMO Programs:
 - Common Guard Interface (CGI)
 - Information Support Server Environment (ISSE) Guard
 - ISSE User Agent (IUA)
 - Message Automated Downgrade and Dissemination (MADD)
 - Multi Level Data Base Replication (MLDBR)
 - Secure Trusted Automated Routing (STAR) Guard
- JTT PMO Programs:
 - Interim Targeting Solution (ITS)
 - Joint Targeting Toolbox (JTT)
- JEDI PMO Programs:
 - Air Force DoDIIS Infrastructure (AFDI)
 - Client Server Environment System Services (CSE-SS)
 - Joint Enterprise DoDIIS Infrastructure (JEDI)
- DTW PMO Program:
 - DoDIIS Trusted Workstation (DTW)
- IOTA PMO Programs:
 - Broadsword
 - Electronic Targeting Folder (ETF)
 - Gatekeeper
 - Infrastructure Operations Tool Access (IOTA)
 - Isaiah
 - Trusted ISSE Gateway for Exploration and Retrieval (TIGER)



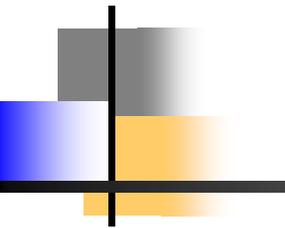
Support Sequence and Negotiation

- Support of Broadsword, CSE-SS, and AFDI began in January 2001.
- Support of ISSE programs began in January 2002.
- Support of JTT programs began in January 2003.
- Support of A2IPB, ISAIAH, IOTA began January 2004.
- Entered into Negotiations to support CSP in 2001 and 2002. Did not incorporate due to the projected discontinuation of the CSP program.
- IFEB management is negotiating with the following Programs for possible support in the future:
 - WebTAS
 - M3



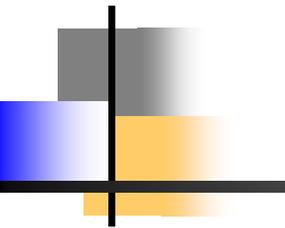
Site Support Provided

- First level maintenance and analysis of problems.
- Resolve configuration/familiarization issues.
- Assist customer in resolving problems.
- Assist customer in submission of Problem Reports, Change Requests, and Document Revision Requests.
- Provide help desk support to all sites having one or more of the systems supported by the IDHS CHD.



PM Support Provided

- Forward problems to Program Office/Developer that are not readily resolved and require patches or in-depth knowledge of system
- Log all problems and disposition
- Develop database of problems and solutions
- Coordinate with CM and Program Offices to be aware of configuration and patches deployed
- Support Program Offices during upgrades
- Provide the Program Offices support data, trends, and metrics.

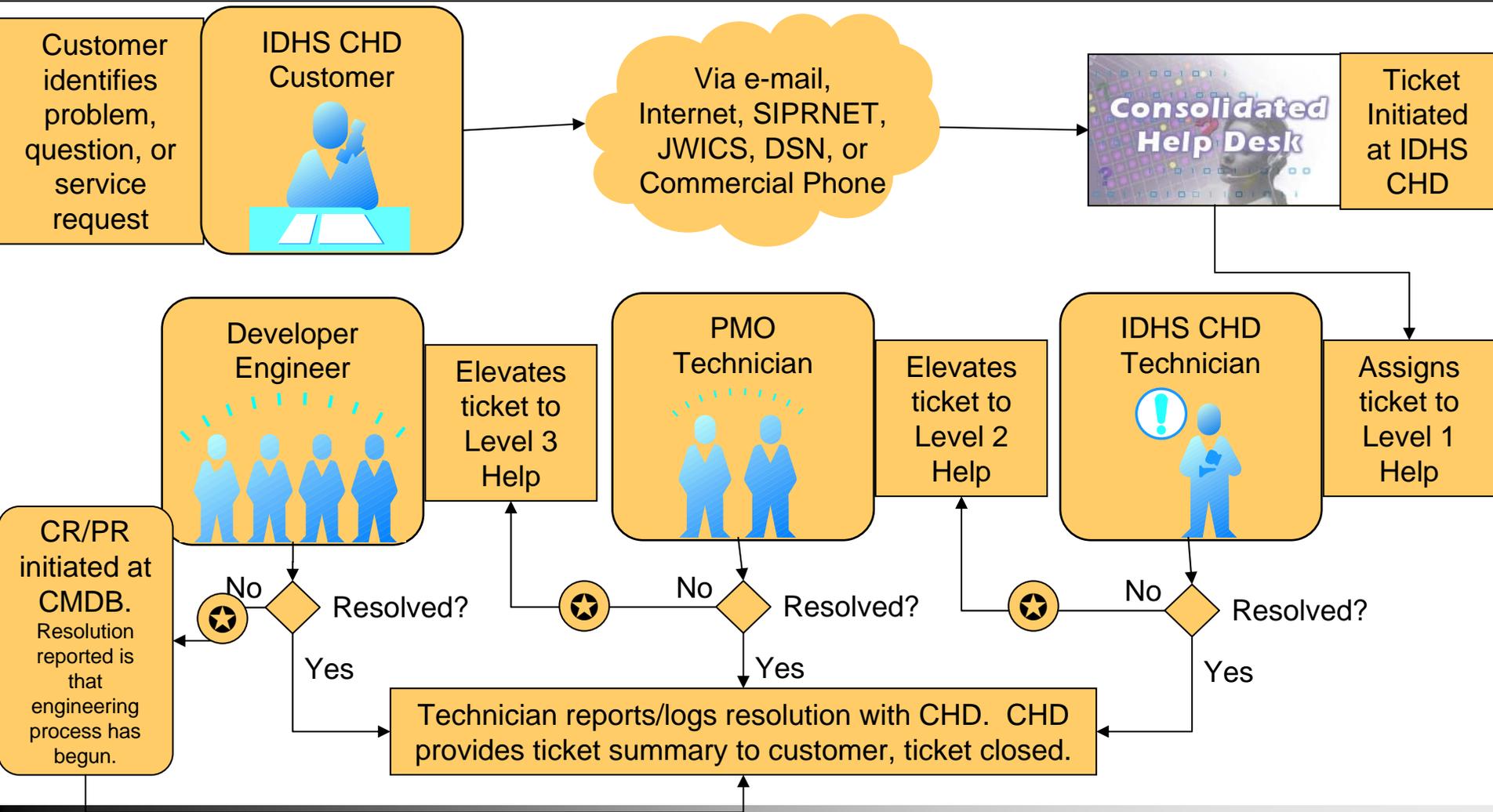


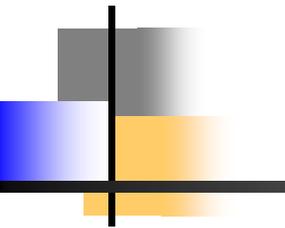
Interaction with Developers

- Developers of each supported program are the 3rd level of support
- Customer tickets and information is exchanged between IDHS CHD and the Developer's technicians
- IDHS CHD performs information exchanges in accordance with its contract
- Each developer performs information exchanges in accordance with each Program's contract
- Customer is provided quick and accurate service

IDHS CHD Flow Chart

 Here: Ticket returns to CHD for elevation/logging and for notification to customer & PMO.





New Services Coming Soon

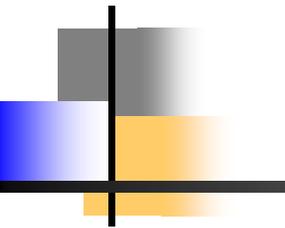
- Currently, IDHS CHD is developing a web interface to customers and supporting technicians.
- Beta testing will begin in the fall (September/October 2004)
- ISSE Guard developers at Dolphin have volunteered to participate in testing.
- New services will allow the following:
 - Customer will be able to directly input via web to initiate tickets
 - Remedy system will directly notify support technicians via email, pagers, and/or telephone.
 - For mission critical systems, technicians will be automatically notified 24/7.
- Projected operational date in December 2004
- For support determinations, we are adopting the criteria developed by ACC as described on the following slides.

Priority 1 (Critical) Support

- DEFINITION:
 - A Command and Control System cannot perform its real-world mission. System is not mission capable and immediate technical support is required to resolve the problem.
- SITE RESPONSIBILITIES:
 - Customer and qualified systems administrator must remain available until problem is resolved.
 - Site's On-call technician will respond by phone within 10 minutes or report in to duty within 30 minutes if required.
 - Site Technician will Troubleshoot problem, remain on-duty until resolved
- IDHS CHD:
 - Will work with the site's technician and/or systems administrator (referred to as customer below).
 - Provide status update to customer every two hours or agreed upon increments based on nature of problem
 - Will provide technical assistance and troubleshooting assistance to the customer until resolved or other determination is made.
- After Hours (Mon-Fri, 1700-0800 and Weekends):
 - IDHS CHD has a contractual requirement to respond to the customer within 2 hours. In order to comply, CHD will begin assignment of the appropriate technician immediately.
 - Each technician will be contactable via Pager or telephone (cell or landline) in order to provide support for all Priority 1 calls after duty
 - Once contacted, the on-call technician will respond by phone within 10 minutes, and, when required, report to duty as soon as possible. 30 minutes is not possible as many technicians reside further than 30 minutes from the Rome Research Site.

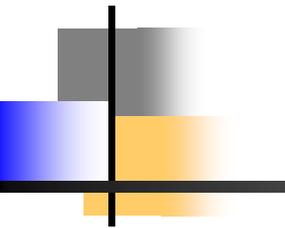
Priority 2 (Serious) Support

- DEFINITION:
 - A Command and Control System is impaired however; there is a known work-around to perform mission requirements. Real-world C2 mission requirements are degraded however mission can be accomplished.
 - Technical support is required immediately if mission impact is severe (i.e., 3+ people having to use one workstation, work taking 2+ hours longer than normal, otherwise Tech Support will be accomplished on next duty day).
- SITE RESPONSIBILITIES:
 - Site's Technician Will: 1) Troubleshoot problem during normal duty hours (Mon-Fri, 0800-1700) or remain on-duty until resolved if requested by customer;
 - 2) Escalate to next Tier support desk if no resolution after 8 hours;
 - 3) Provide status update to customer daily
- IDHS CHD:
 - Provide status update to customer daily.
 - Will provide technical assistance and troubleshooting assistance during duty hours but will remain troubleshooting with customer if begun during duty and continued troubleshooting is required.
- After Hours (Mon-Fri, 1700-0800 and Weekends):
 - IDHS CHD will not program a recall during non-duty hours for systems having a work-around. If work-around causes severe degradation of performance, the customer should up-grade the status to critical to initiate recall, provided the circumstances justify the reclassification to critical.



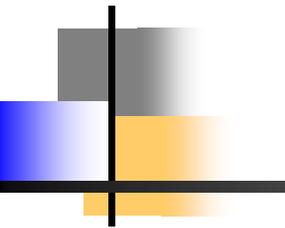
Priority 3 (High) Support

- DEFINITION:
 - Technical support is required on a Command and Control System. Assigned to calls in which no real-world C2 mission system is impaired however support is required for local mission requirements.
 - Technical support is required immediately on next duty day.
- SITE RESPONSIBILITIES:
 - Site's Technician Will:
 - 1) Troubleshoot problem during normal duty hours;
 - 2) Escalate to next Tier support desk if no resolution after 24 hours; and
 - 3) Provide status update to customer daily
- IDHS CHD:
 - Provide status update to customer daily.
 - Will provide technical assistance and troubleshooting assistance during duty hours.
- After Hours (Mon-Fri, 1700-0800 and Weekends):
 - IDHS CHD will not provide non-duty hours support for this level of criticality.



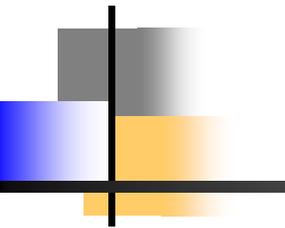
Priority 4 (Medium) Support

- DEFINITION:
 - Technical support is required on a Command and Control System. Assigned to calls in which no real-world C2 mission system is impaired however support is required for local mission requirements.
- SITE RESPONSIBILITIES:
 - Site's Technician Will:
 - 1) Troubleshoot problem during normal duty hours;
 - 2) Escalate to next Tier support desk if no resolution after 72 hours; and
 - 3) Provide status updates at least weekly
- IDHS CHD:
 - Provide status update to customer weekly.
 - Will provide technical assistance and troubleshooting assistance during duty hours.
- After Hours (Mon-Fri, 1700-0800 and Weekends):
 - IDHS CHD will not provide non-duty hours support for this level of criticality.



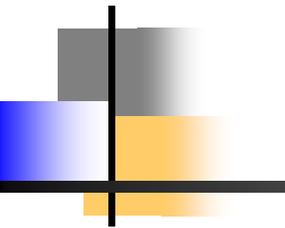
Priority 5 (Low) Support

- DEFINITION:
 - All other information that can be passed on immediately, i.e. referral or general question on support.
- SITE RESPONSIBILITIES:
 - Site's Technician Will:
 - 1) Troubleshoot problem during normal duty hours;
 - 2) Close Low calls by COB next duty day as other workload permits
- IDHS CHD:
 - Provide status during trouble-shooting and upon closure of the ticket.
 - Will provide technical assistance and troubleshooting assistance during duty hours.
- After Hours (Mon-Fri, 1700-0800 and Weekends):
 - IDHS CHD will not provide non-duty hours support for this level of criticality.



Interaction with IMS and CM Process

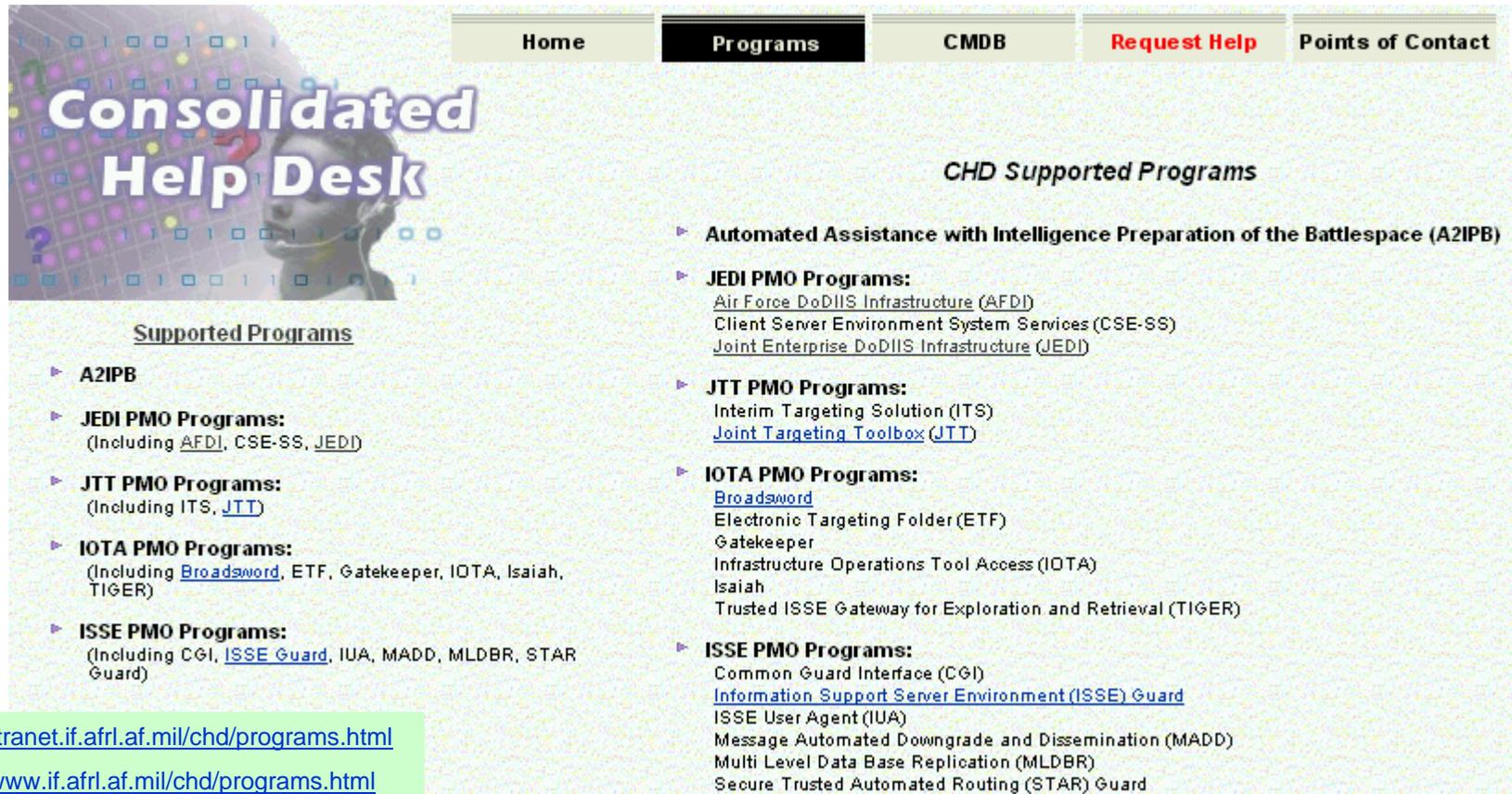
- Prior to Release of IDHS Software:
 - Customers ask about timing of releases, request initial or additional copies. This information is shared with IMS.
- After IDHS Software Release:
 - Customers call with information about oddities, malfunctions, etc. With code problems or interface issues, this is the first step in the PR/CR/Engineering process. PR/CR's are tracked in CMDB.
- Upgrading:
 - IMS informs CHD as to release dates for upgrades, patches, etc.
- Site Configurations:
 - With CMDB v3.0, IMS and CHD will share site SW/HW information as this portion of the database is populated.
- Data Base Interfaces:
 - IMS and IDHS CHD have developed interfaces for submission of PCMRs and tracking of CHD submitted PCMRs in standard reports. Work is continuing for the Site SW/HW configuration information sharing, submissions of Document Review Reports (DRR), synching of users, and site specific POC information.



Web Pages

- The IDHS CHD maintains web pages on the Extranet, SIPRNET, and Intelink containing the following:
 - Home Page:
 - Provides links to supported programs, links to the other pages of the IDHS CHD site, Monthly Activity Reports, Quarterly Metrics Reports, and the promotional brochure.
 - Supported Programs:
 - Provides a full listing of supported programs.
 - CMDB Page:
 - Due to the close relationship between CMDB and the IDHS CHD, this page provides an easy access point make use of the wealth of CMDB functionality.
 - Help Request Page:
 - This is an easy method to submit a Trouble Ticket to the CHD.
 - Points of Contact (POC) Page:
 - Self-explanatory.

Web Pages: Supported Programs Page



The screenshot shows a web page titled "Consolidated Help Desk" with a navigation menu at the top: Home, Programs (selected), CMDB, Request Help, and Points of Contact. The main content area is titled "CHD Supported Programs" and lists various program categories with their sub-components.

Consolidated Help Desk

Supported Programs

- ▶ **A2IPB**
- ▶ **JEDI PMO Programs:**
(Including [AFDI](#), CSE-SS, [JEDI](#))
- ▶ **JTT PMO Programs:**
(Including ITS, [JTT](#))
- ▶ **IOTA PMO Programs:**
(Including [Broadsword](#), ETF, Gatekeeper, IOTA, Isaiah, TIGER)
- ▶ **ISSE PMO Programs:**
(Including CGI, [ISSE Guard](#), IUA, MADD, MLDBR, STAR Guard)

CHD Supported Programs

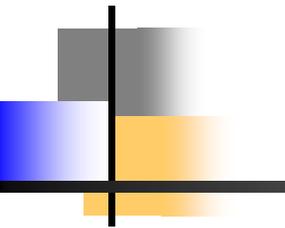
- ▶ **Automated Assistance with Intelligence Preparation of the Battlespace (A2IPB)**
- ▶ **JEDI PMO Programs:**
[Air Force DoDIIS Infrastructure \(AFDI\)](#)
[Client Server Environment System Services \(CSE-SS\)](#)
[Joint Enterprise DoDIIS Infrastructure \(JEDI\)](#)
- ▶ **JTT PMO Programs:**
[Interim Targeting Solution \(ITS\)](#)
[Joint Targeting Toolbox \(JTT\)](#)
- ▶ **IOTA PMO Programs:**
[Broadsword](#)
Electronic Targeting Folder (ETF)
Gatekeeper
Infrastructure Operations Tool Access (IOTA)
Isaiah
Trusted ISSE Gateway for Exploration and Retrieval (TIGER)
- ▶ **ISSE PMO Programs:**
Common Guard Interface (CGI)
[Information Support Server Environment \(ISSE\) Guard](#)
ISSE User Agent (IUA)
Message Automated Downgrade and Dissemination (MADD)
Multi Level Data Base Replication (MLDBR)
Secure Trusted Automated Routing (STAR) Guard

<http://extranet.if.afrl.af.mil/chd/programs.html>

<http://www.if.afrl.af.mil/chd/programs.html>

<http://ife.rl.af.smil.mil/chd/programs.html>

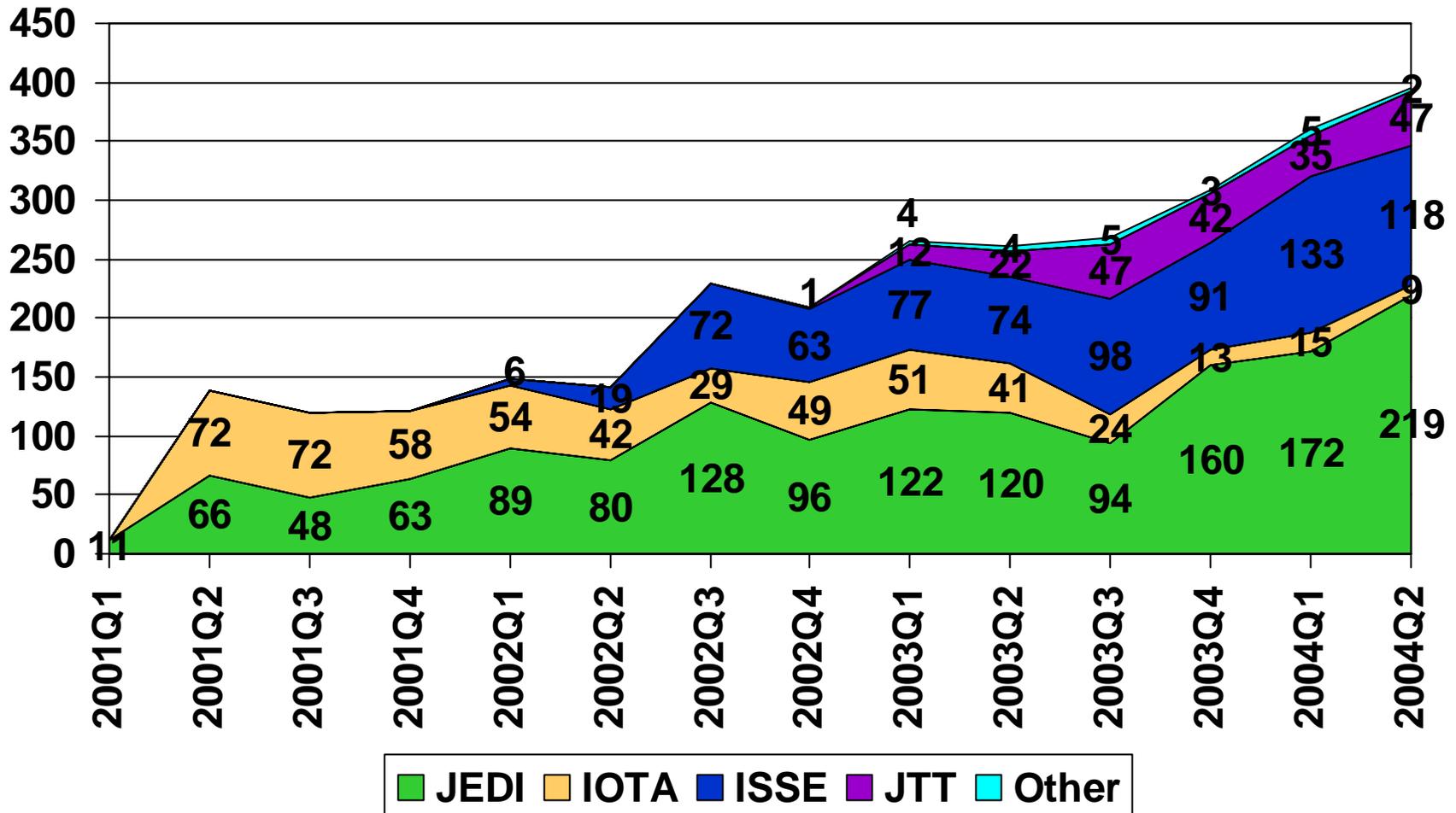
<http://web1.rome.ic.gov/chd/programs.html>



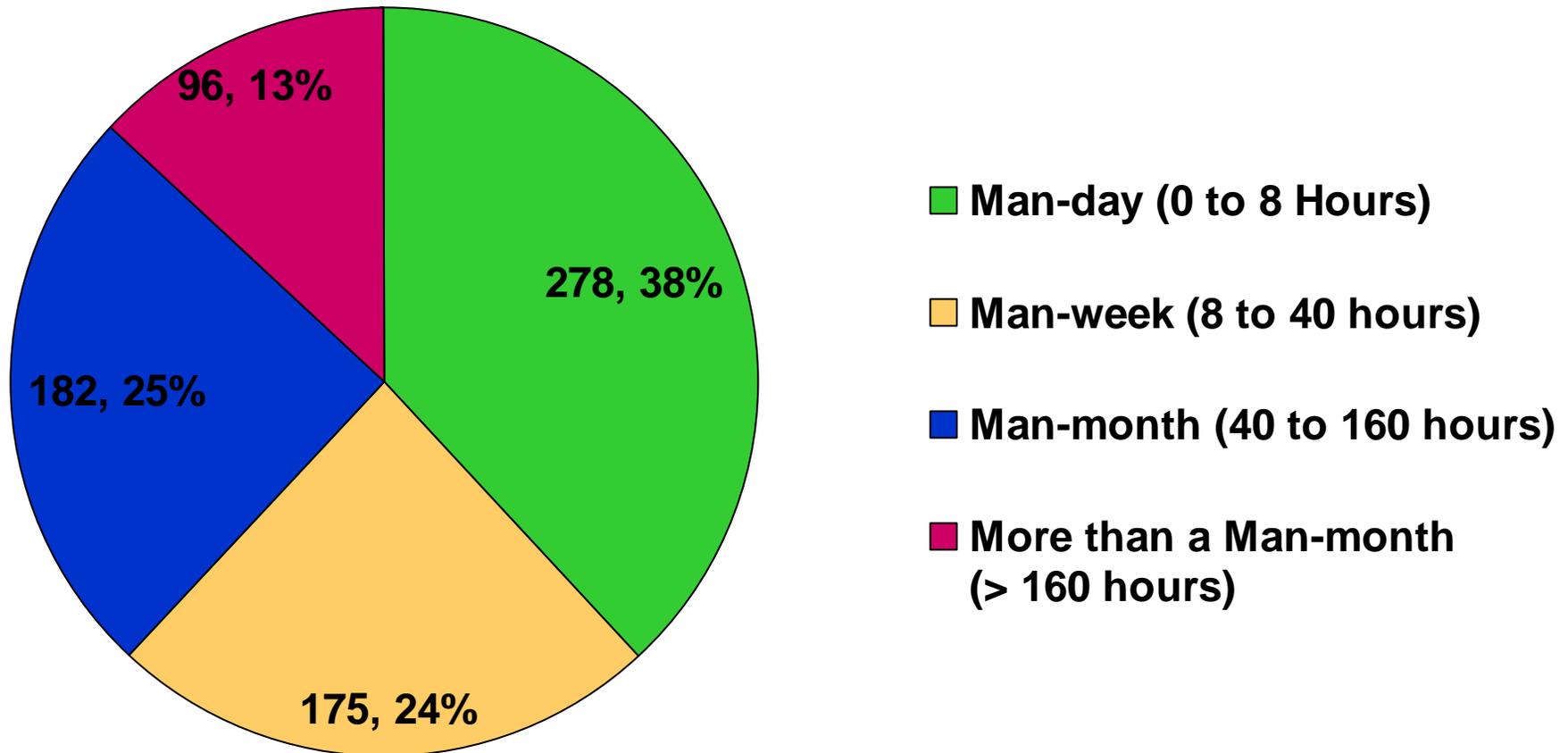
Standard Metrics Available to Stakeholders

- Monthly Activity Reports:
 - All Abridged Activity Reports are posted on the CHD Home Pages. Contain Brought Forward, New, Closed, and Left Open tickets for the month, PCMRs opened from a CHD TT, show speed of resolution and engineering levels providing resolution.
 - Full Activity Reports for each program also provide data on each ticket opened.
- Quarterly Metrics Reports:
 - The most recent Quarterly Metrics Report is posted on the CHD Home Pages. Contain various metrics as requested by the supported PMs, the IFEB Management, and the AFC2ISRC/IN management.

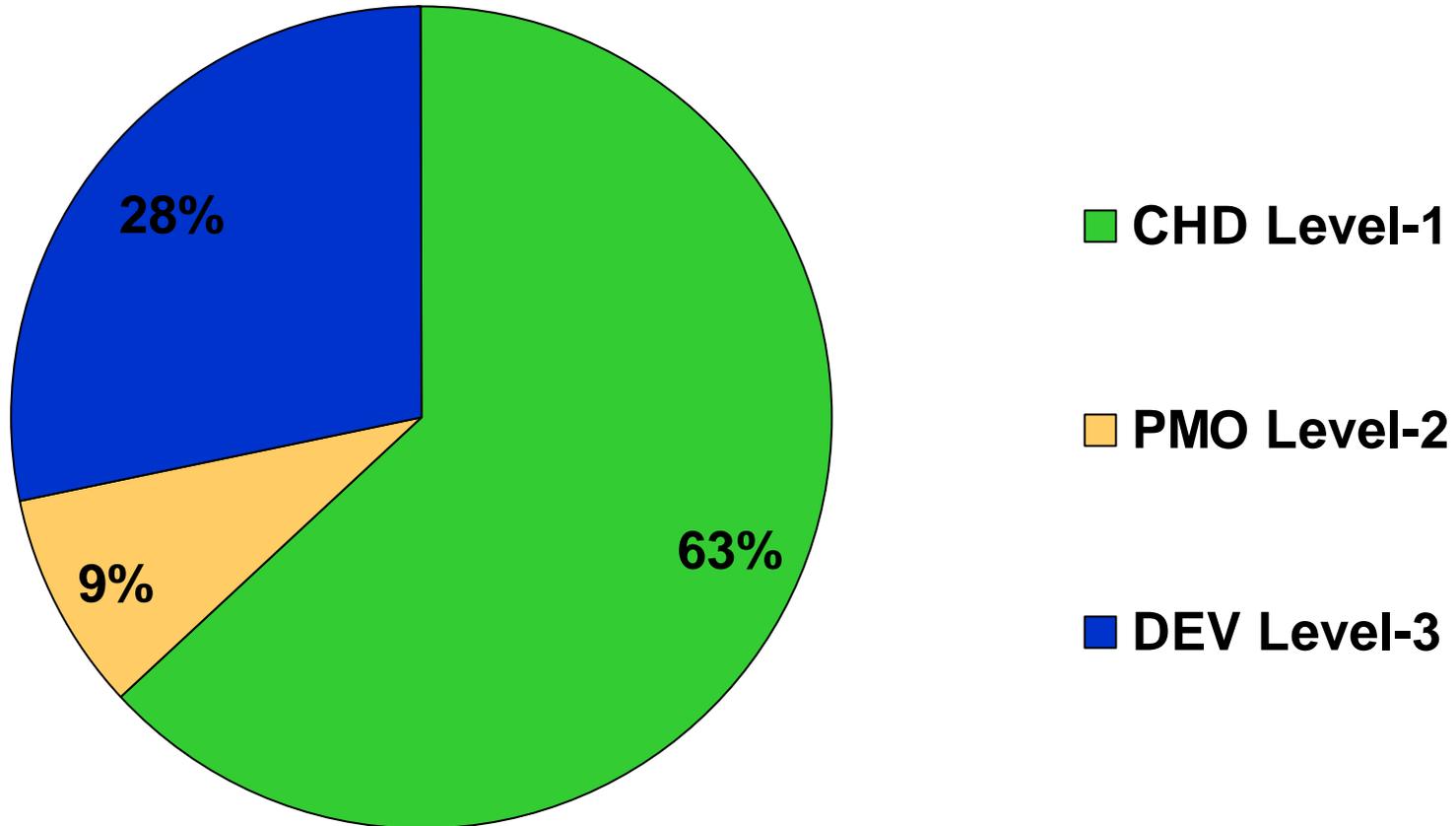
Help Volume Since Inception

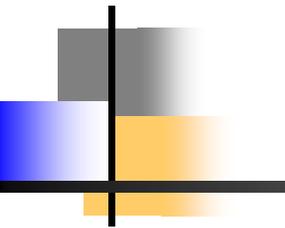


Resolutions Times for Year to Date (%)



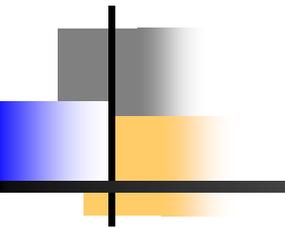
Resolution Engineering Levels (%)





Future Projections for IDHS CHD

- The Consolidated Help Desk continually strives to refine its processes to ensure the highest quality of service. In the coming year the CHD will:
 - Enable access to all levels of support via web. (4th Quarter of CY04)
 - Provide direct entry from web forms into the Help Desk database. (1st Quarter of CY05)
 - Update and reissue IDHS CHD Procedures Manual. (2nd Quarter of CY05)
 - Streamline connection between Consolidated Help Desk and the Configuration Management Database (CMDB) (Continual process)
- Negotiate adding programs such as WebTAS and M3.



Contact Information

- Request Help via Mail:
 - Intelligence Data Handling Systems (IDHS)
 - Consolidated Help Desk (CHD)
 - AFRL/IFEB
 - 525 Brooks Road
 - Rome, NY 13441-4114
- Request Help via Telephone:
 - Commercial:
(315) 330-IDHS (4347)
 - DSN:
(312) 587-IDHS (4347)
- With prior coordination:
 - Secure Facsimile
 - Non-secure Facsimile
 - STU-III telephone
- Request Help via Email:
 - Unclassified:
IDHS.Help@rl.af.mil
 - SIPRNET:
IDHS.Help@ife.rl.af.smil.mil
 - Intelink:
IDHS.Help@rome.ic.gov
- Request Help via Web Forms:
 - Web:
<http://extranet.if.afrl.af.mil/chd/>
 - SIPRNET:
<http://ife.rl.af.smil.mil/chd/>
 - Intelink:
<http://web1.rome.ic.gov/chd/>