



# FY-2019 ANNUAL REPORT





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# Partnering for Success



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# MESSAGE FROM THE ACIO

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*"Thank you for your continued partnership and confidence in DISC"*

Dear Fellow Stakeholders:

FY-2019 was a very successful and historic year for DISC, OCIO and for USDA. Together we successfully achieved many of the IT Modernization, Infrastructure Optimization and Cloud Adoption initiatives and goals that we had set for ourselves for FY-2019. As the full first year in which multiple organizations came under a single management umbrella, this past fiscal year presented a lot of challenges for the DISC organization; however, I am very pleased and proud on what we have collectively accomplished. With USDA serving as the 'Lighthouse' Agency for IT Modernization and taking on the responsibility to help guide other Federal Agencies, we can reflect on and be proud of what we have been able to deliver.

FY-2020 is already proving to be a year of opportunities for DISC and for IT Modernization. We will continue to innovate and to provide Department solutions for enterprise-wide Cloud Landing Zones and Cloud services. We will leverage our critical Enterprise Data Centers (EDCs) and high value assets (HVAs), and will optimize our critical IT infrastructure by closing the remaining 4 Agency data centers. We will also deliver on one USDA managed network (USDANet) via our network modernization initiative using the Enterprise Infrastructure Solutions (EIS) contracting vehicle. We have leveraged best practices and lessons learned from our recent engagement with the Office of American

Innovation (OAI) Centers of Excellence (CoE) and will rely on the DISC Team for delivering on Cloud Smart policy and for accelerating Cloud Adoption in support of the Mission Areas. You can read more about our other various accomplishments and initiatives throughout this Annual Report.

I am honored to serve with each of you and I look forward to working with everyone to ensure that we provide the best public service in support of the initiatives of our Secretary and of USDA. I am genuinely grateful to the dedicated professionals at DISC for their unwavering commitment to supporting the Department's mission.

Sincerely,

A handwritten signature in black ink that reads 'Ed J. Reyelts'.

Ed Reyelts  
Associate Chief Information Officer (ACIO), DISC

# DISC LEADERSHIP

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DISC consists of 3 service divisions: Data Center Hosting Services Division (DCHS, otherwise known as NITC), Enterprise Application Services Division (EAS), Enterprise Network Services Division (ENS) and two supporting divisions: Security Division and Business Operations Division.

## Deputy ACIO - Paul Chevalier

Paul Chevalier provides leadership and direction for the day-to-day operations of the USDA DISC. His functional responsibilities include cloud adoption, IT modernization, infrastructure optimization, network modernization, systems analysis, software engineering, systems engineering, and the secure hosting of IT infrastructure for the Agencies and Offices of the USDA.

## EAS - Chris North

Chris North leads the Enterprise Application Services Division (also known as EAS), and also oversees App/Dev, AgLearn, Enterprise Geospatial Management Office (EGMO) and the Digital Services Center. Additionally, Chris leads the USDA Commercial Cloud Program – which has the mission of accelerating the adoption of commercial cloud offerings within USDA.

## ENS - John Donovan

John Donovan leads the Enterprise Network Services Division (also known as ENS), and oversees the Network Modernization Initiative – USDANet including transitioning from the current GSA Networkx Contract to the new Enterprise Infrastructure Solutions (EIS) contract for the Department.

## DCHS - Victoria Turley

Victoria Turley leads the Data Center Hosting Services Division (otherwise known as NITC). Victoria is also the lead for infrastructure optimization - including Enterprise Data Center facilities and critical data center infrastructure (Compute, Storage, Automation and Private Cloud landing zones such as PaaS and Managed Services).

## Business Operations - Kim Jackson

Kim Jackson leads the Business Operations Division, that will perform cross-cutting business functions such as financial management, budgeting, contracting, portfolio/program/project management, business relationship management and HR functions.

## Security - Dave Ireland

Dave Ireland leads the Security Division, that will perform cross-cutting security governance and network/security functions to support both data center hosting services and commercial cloud services.

# VISION | MISSION

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## Our Vision

Our vision is to be a preferred business partner by providing world class, innovative technology services and solutions; and to be identified as a “best in class” workplace.

## Our Core Missions

Lead innovation by offering enterprise-class cloud solutions built with market-leading technologies.

Optimize the delivery of infrastructure, systems and solutions that can be built and deployed for customers within a very short time span.

Ensure solutions are secure, including the confidentiality, integrity and availability (CIA) of systems.

Provide a full spectrum of innovative business and professional services for developing, maintaining and supporting enterprise-class business applications to Federal Agencies.

Plan, implement, manage and maintain the enterprise telecommunications program.

Deliver streamlined, secure and supportable services that are specifically tailored to our customers’ requirements.



# DISC STRATEGIC GOALS

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DISC as a departmental turnkey solution provider with cloud hosting, network services and an application development services provider has aligned its strategy and operational execution with the objectives outlined in the Strategic Plan as well as to achieve excellence in the OCIO Strategic Initiatives.



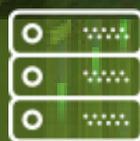
# SERVING OUR CUSTOMERS

DISC is comprised of Data Center Hosting Services (DCHS), Enterprise Applications Services (EAS) and Enterprise Network Services (ENS).

The technologies available today from DCHS allow government users the ability to access business delivery applications on a 24x7 basis, from a Tier IV data center. The DCHS assures the confidentiality, integrity and availability on all applications and data via supported cloud architectures. DCHS cloud architectures enable access from customer locations throughout the United States via secure private and public networks that support their business requirements and service needs.

The DCHS Cloud Platforms include Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS) and Professional Services (PS). These services, as defined by our Service Catalog, are developed and managed within the ITILv3 Service Management Framework and are secured to align with NIST 800-53 security controls.

Enterprise Applications Services (EAS) provides enterprise applications services to USDA and its partner agencies and has been doing so for more than 35 years (since 1981). EAS is a fee-for-service organization, operating solely on funds provided through Interagency Agreements (IAAs). Enterprise Applications Services (EAS) offers a full spectrum of professional services to custom build, launch and support world class business applications. EAS supports numerous technologies such as Esri, SharePoint, Oracle, Java, .Net and Drupal. Agile methodology provides flexibilities to meet customer needs and provide quicker product delivery. EAS streamlines these services to provide a direct and efficient resource for customers throughout the Sec/Dev/Ops lifecycle.



## AROUND THE CLOCK

DISC hosting operations are delivered 24x7x365 at the Kansas City, MO and St. Louis, MO Enterprise Data Centers.

# SERVING OUR CUSTOMERS



As part of EAS, the Digital Services Center (DSC) establishes and manages the enterprise processes, resources, tools and best practices for Software as a Service (SaaS) platforms at the USDA to include Salesforce, Microsoft Dynamics CRM and ServiceNow. Managed platform services include:

- Enterprise Management
- Business & Technology Support
- Release & Configuration Management
- Operations & Maintenance
- Platform Management Services
- Security

The Enterprise Network Services Division (ENS) is responsible for operating the USDA Unified Telecommunications Network (UTN-NG), which is the “backbone” that connects USDA Agencies to each other and to the internet.

ENS develops, manages and implements Department-wide telecommunications services and operations that facilitate the migration of existing USDA Agencies' networks to an USDA enterprise network. ENS works with other Agencies to leverage the UTN-NG with integrated services for nationwide telecommunications operations and enhanced network support. ENS also manages and maintains USDA's telecommunications network security program.

The Security Division performs cross-cutting security governance and network functions to support both data center hosting services and commercial cloud services.

The Business Services Division is responsible for performing business functions such as financial management, budgeting, contracting, portfolio/program/project management, business relationship management and HR functions.

# ACCELERATING CLOUD ADOPTION

The USDA is committed to continuing the support of Cloud Adoption for Department Mission Areas and has many initiatives set forth to see Cloud become an even more strategic asset. To further support these initiatives, the USDA has created the Cloud Platform Services (CPS) organization. This organization was developed to help customers who are interested in moving to the cloud and supporting them by adopting cloud best practices, policies and procedures that enable mission success. From an Agency perspective, CPS's Cloud Broker Office (CBO) will provide a front door to obtain and centralize contracts for cloud consumption and provide a vehicle for access to cloud experts for migration and post production services. This new focused organization will help in the development of enterprise shared service opportunities, consolidating cloud-based contracts and improve the overall customer experience. Digital Service Center (DSC) under DISC also serves as a one-stop shop for USDA agencies to provides direct support to agencies seeking digital transformation support through implementation of SaaS based cloud solutions. DSC offers a full spectrum of professional services for planning, architecture and UI/UX design, agile development and on-going maintenance and support for enterprise-class business applications residing in SaaS based cloud platforms such as Salesforce, Microsoft Dynamics 365 and ServiceNow.

## **Success to Date:**

FY-2019 has been a very successful year for the DISC in support of their IT Modernization and Cloud Adoption initiatives. The USDA Cloud Broker Office saw Agency cloud investments increase over 1000% in FY-2019. By the end of FY-2019, the Cloud Broker Office had successfully onboarded 13 Agencies to either MS Azure Gov or AWS GovCloud commercial cloud service providers. The DISC Enterprise Network Services (ENS) group also completed many Agency cloud-based network connections to MS Azure, Amazon AWS and Salesforce and worked with AT&T to deploy and modernize the NetBond managed network service, as well as establishing Azure ExpressRoute and AWS Direct Connect connections.

DSC managed 14 Salesforce orgs, 2 ServiceNow instances, and over 40 different applications realizing a 45% growth in Shared Services from FY-2018 to FY-2019. They also assisted with the coordination of the USDA Salesforce SELA renewal that saved the department \$58 Million

dollars. In FY-2019, DSC significantly improved the CI/CD release management process by adopting Flosum, which resulted in reducing deployment times by 10 to 15 percent.

## **Tracking Progress:**

The Cloud Broker Office (in support of the USDA Cloud Program) has developed a comprehensive customer portal interface to facilitate a communication channel to the Agencies in support of all initiatives on going within the USDA Cloud Program. Also included within this portal is a detailed view of all customer engagements, financial tracking statistics and other important metrics utilized to track and support the program. This portal can be found at <https://cloud.ocio.usda.gov>.

## **Developing a Shared Enterprise Service Model:**

The DISC Cloud Program will continue to deliver enterprise-level shared services in support of Agency mission needs and requirements. A concerted effort will be made to consolidate cloud contracts, standardize and streamline data sources improve processes and procedures and continually evolve infrastructure platform services. Efforts are also being made to implement financial disciplines around the services being delivered, making shared services easier for Agencies to consume and further enhancing the overall customer experience.

## **Designating a Cloud Champion:**

The OCIO has designated the Deputy ACIO of DISC as the "USDA Cloud Champion" to help provide executive leadership and oversight to the overall Cloud Program. The USDA Cloud Champion will help define the "target state" of Cloud Adoption for the Department and how the OCIO plans to sustain that target. The Cloud Champion will lead the effort on drafting the appropriate documentation and execute on comprehensive planning solutions required to support these initiatives. It is the Cloud Champion's responsibility to assure that USDA Executive and Agency Leadership are involved in discussions and decisions moving forward and to get their buy-in prior to executing on any new initiatives. This new position within USDA is being implemented to help provide the appropriate governance and transparency to the overall USDA Cloud Program.

# CREATING VALUE

## Creating Value through Compliance

DISC hosting and application platforms are accredited by the NIST Risk Management Framework (RMF) and/or FedRAMP standard, making DISC one of the few organizations that provide fully compliant platform(s) for their customers. These accreditations mean that applicable NIST SP 800-53 security controls are in place up through the system (OS) layer. Information about the controls and their inheritability is always made available DISC customers. Centralizing infrastructure and platform activities in a fully accredited Enterprise Data

Center, reduces the cost and complexity of Federal Information Security Management Act (FISMA) compliance on Agencies.

- DISC has maintained FISMA compliance on their managed hosting services since 2004.
- DISC attained the FedRAMP agency certification in June 2013.
- DISC received DoD provisional IL4 Cloud Service Offering (CSO) authorization in 2017.



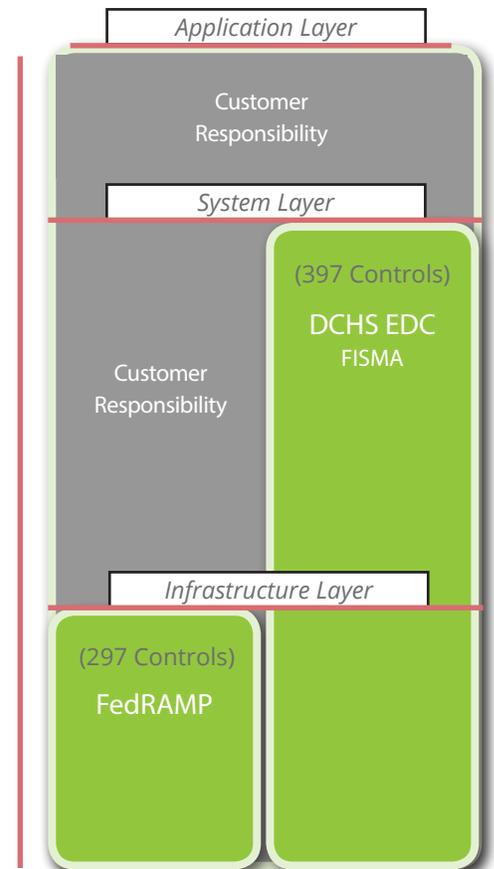
## DISC exceeds all Federal compliance standards at the highest level

The Federal Information Security Management Act (FISMA) was adopted in 2002 by the E-Government Act (Public Law 107-347). It was developed to promote the implementation of security standards, guidelines and controls for Information Systems in support of Federal agency missions. The DCHS EDC has supported and followed FISMA standard guidelines since early 2004 and has built their cloud service offerings with those same standards and controls. DISC received DoD Authorization (DoD PA) as a Cloud Service Provider for the Infrastructure as a Service (IaaS) offering in 2017. By supporting both FISMA and

FedRAMP compliance, the DISC effectively supports 100 additional controls over other Gov Cloud Service Providers that generally only support accreditation up to the FedRAMP level.

The DISC Hosting Services effectively supports 100 additional security controls over other Gov Cloud Service Providers that generally only support accreditation up to the FedRAMP level

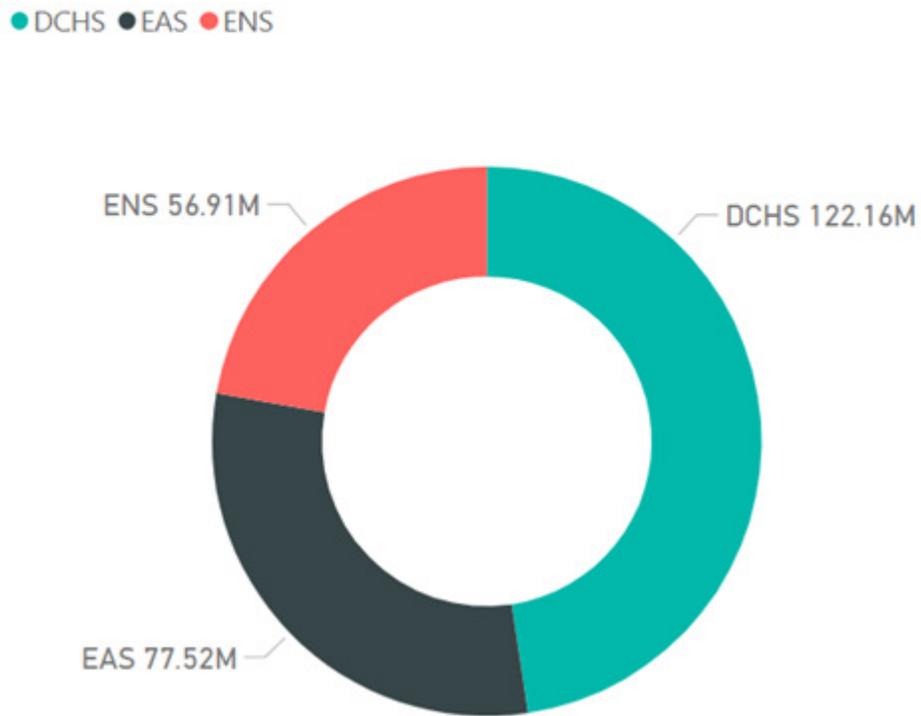
Federal System Compliance



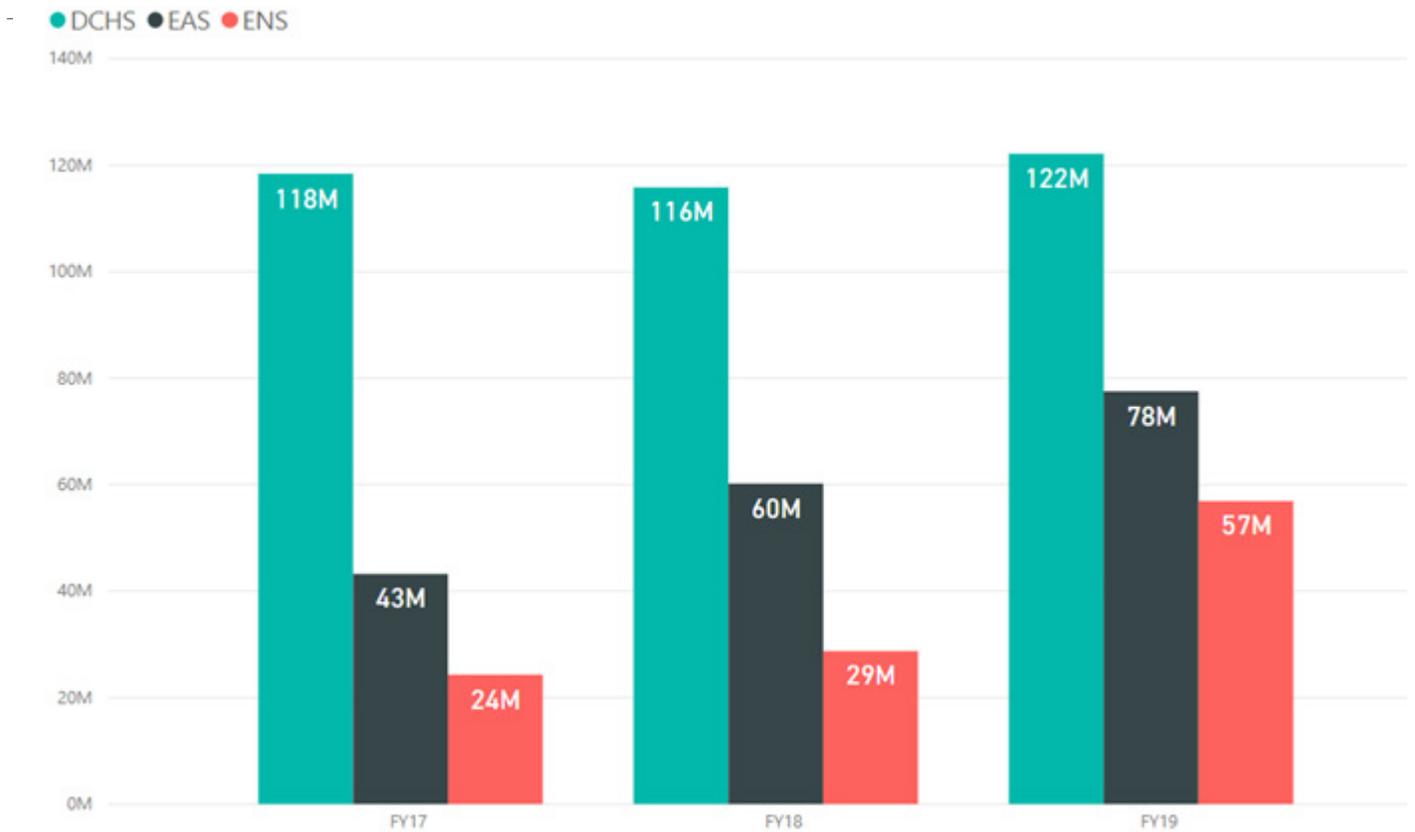
NIST | SP 800-53 (Rev4)

# FINANCIAL ANALYSIS

FY-2019 DISC Revenue



DISC Revenue for FY-2017, FY-2018 and FY-2019



# STAYING COMPETITIVE

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## A Portfolio of Excellence

DISC has a rich history of meeting the demands of its customers and developing services and platform offerings that are not only technically sound, but also cost competitive in the Federal market space.

DCHS spends a great deal of time and effort analyzing our platform costs and comparing them with our competitors. Through years of efficiencies, additional footprint and economies of scale, we feel that not only are we cost competitive, in most cases we beat our competitors' prices for like services. DCHS reduced FY-2020 overall service rates by 0.33%, especially for storage solutions.

## Independent Verification and Validation

In addition to several required Federal audits, the DCHS funds independent verification and validation studies to ensure our competitiveness. On a biennial basis, the DCHS contracts with a third party vendor to perform benchmarking against similar types of data centers in the Federal and commercial sectors.

## Portfolio Growth Overview

### Customers and Business in FY-2019

- Animal Plant Health Inspection Service (APHIS)
- Agricultural Research Services (ARS)
- Farm Production and Conservation (FPAC)
- Forest Service (FS)
- National Agricultural Statistics Service (NASS)
- National Finance Center (NFC)
- Office of Budget and Program Analysis (OBPA)
- Office of the Chief Financial Officer (OCFO)
- Office of the Chief Information Officer (OCIO)
- Office of Contracting and Procurement (OCP)
- Office of the Assistant Secretary for Civil Rights (OASCR)
- Office of the Executive Secretariat (OES)
- Office of Ethics (OE)
- Office of the General Counsel (OGC)
- Office of Hearings and Appeals (OHA)
- Office of Human Resource Management (OHRM)
- Office of Homeland Security (OHS)
- Office of the Judicial Officer (OJO)
- Office of Operations (OO)
- Office of Partnerships and Public Engagements (OPPE)
- Office of Property and Fleet Management (OPFM)
- Office of Small & Disadvantaged Business Utilization (OSDBU)

### Services Introduced in FY-2019

- Atlassian 9 (Jira, Confluence, Service Desk, Crowd, Bitbucket, Bamboo, and JFrog Artifactory)
- Cloud Access Security Platform (CASP)
- PaaS - Large VM
- Enterprise Application Integration Services (MuleSoft)
- ATO Services
- USDA Cloud Platform Services
- SharePoint Site Services

### New Services for FY-2020 & Beyond

- Robotic Process Automation
- Rack Reservations
- Authentication Services (CyberArk/Centrify)

# SERVICE LEVEL MANAGEMENT

The Service Level Agreements (SLAs), at DISC's primary Enterprise Data Center (EDC) in Kansas City, Missouri, provides customers assurance that services acquired, are services being successfully delivered. A detailed description of all DISC services is available in the DISC Service Catalog, along with the Service Appendice(s) attached to customer agreements. Service Level Targets, as shown below, are binding for DISC service delivery through signed Interagency Agreements (IAA) or forms FMS 7600A/B. These SLAs/SLTs are applicable to the current agreement year.

## Service Level Targets

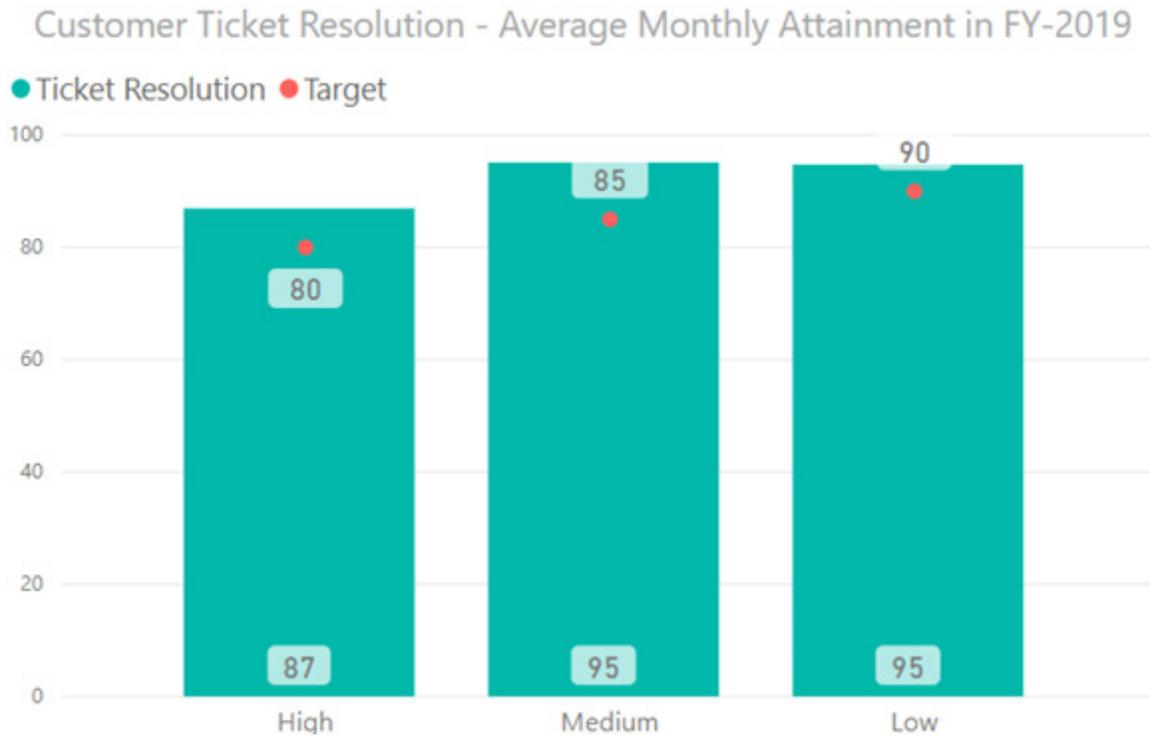
The following table of Service Level Targets reflects current capabilities of the DCHS. Availability measurements are calculated according to the following formula:

<b>NITC Managed Service</b> Primary EDC Kansas City	<b>Monthly SLA Targets</b>	<b>Formulae</b>
<b>Customer Ticket Resolution</b>	Targets set by Priority	90% LOW, 85% MED, 80% HIGH, 70% CRITICAL
<b>Enterprise Data Center Availability</b>		
Facility	≥ 99.95%	Mechanical Uptime * Electrical Uptime
Network	≥ 99.95%	Time Network Available / Total Time in Month
IaaS Server	≥ 99.9%	Network Up-time * IaaS OpenStack Platform Uptime
IaaS SAN Storage	≥ 99.9%	Network Up-time * SAN Platform Uptime
IaaS NAS Storage	≥ 99.9%	Network Up-time * NAS Platform Uptime
IaaS Backup Storage	≥ 99.9%	Network Up-time * IaaS Backup Storage Primary Uptime
PaaS Server	≥ 99.9%	Network Up-time * PaaS Server Control Group Uptime
PaaS Mainframe	≥ 99.9%	Network Up-time * PaaS Mainframe Uptime
<b>FISMA ATO and FedRAMP</b>	100%	Days ATO & FedRAMP Authorized – Days Unauthorized / Total days in Month

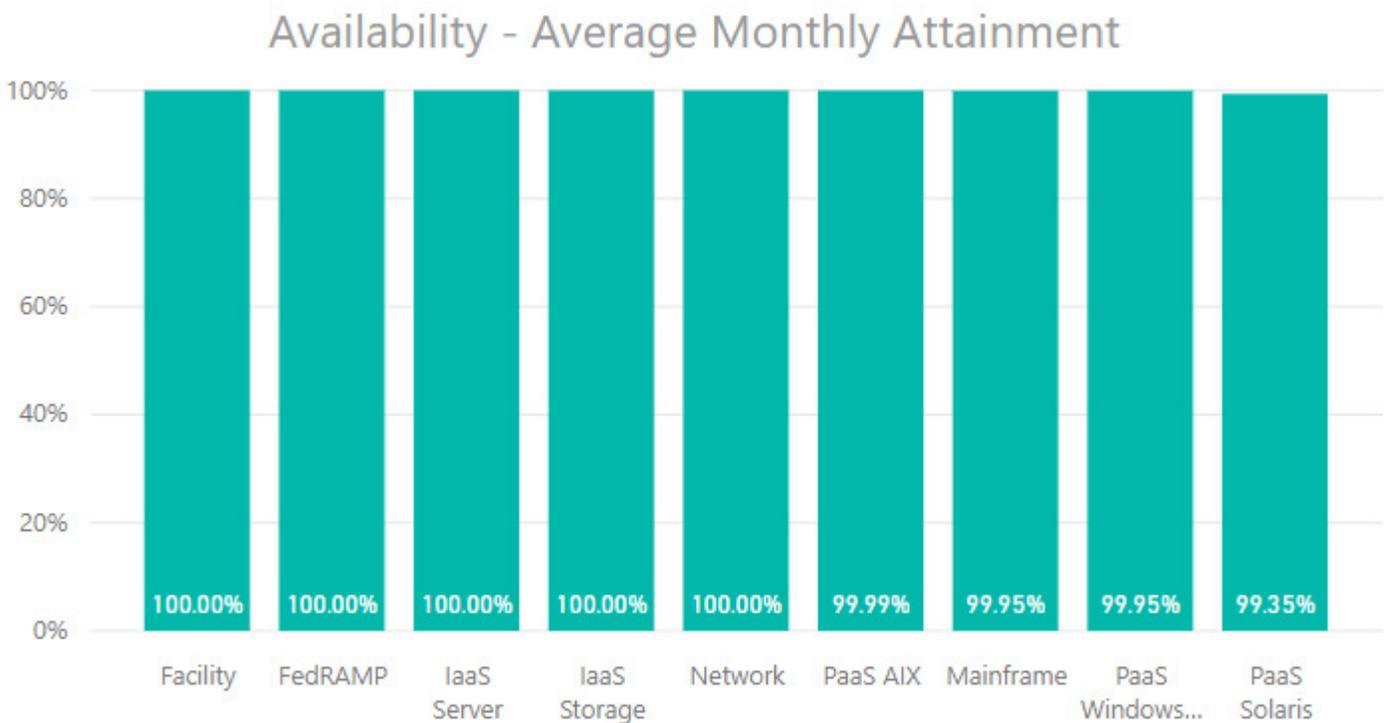
# KEY PERFORMANCE METRICS

## DCHS Performance Metrics

In FY-2019, DISC-DCHS met its target for Customer Ticket Resolution for all Criticality levels.



DISC-DCHS maintains a high Average Availability percentage for its Portfolio services.



# KEY PERFORMANCE METRICS

## EAS Performance Metrics

In FY-2019, DISC-EAS exceeded its target for the following initiatives, services and projects.



# OUR ACCOMPLISHMENTS

As part of the Federal IT Modernization Initiative (USDA as Lighthouse Agency) and the Data Center Optimization Initiative (DCOI), USDA closed 10 Federal data centers in FY-2019, culminating in 31 total closures over the past 2 years. These closures exceeded our USDA and OMB Strategic Plan Goal by 5 closures. Agency efficiencies in FY-2019 total \$4.7M in cost savings. Thus far, DCOI has yielded \$42.3M in cost savings and avoidance from reduced data center footprint, improved power utilization efficiency, decommissioning of obsolete equipment and repurposing of labor. These savings exceed OMB's USDA DCOI target goal by \$18.7M. Also, in FY-2019, USDA improved its FITARA Scorecard DCOI Grade from a "D" to a "B."

As part of the USDA's IT Infrastructure Optimization Initiative, the DISC-ENS completed the draft Network Modernization solicitation under the GSA Enterprise Infrastructure Solutions (EIS) contract. This acquisition will provide USDANet, a next-generation capability for delivering network services across USDA in place of our existing Universal Telecommunications Network (UTN). The USDANet will replace current Wide Area Network (WAN) capability and an additional 8,000+ Service Delivery Points. Two Independent Government Cost Estimates (IGCEs) were completed, provided independent cost savings estimates of \$570M over the 10-year life cycle of the Program.

The DISC-DCHS Teams successfully achieved the FedRAMP recertification, as well as the DoD Impact Level 4 recertification; significant accomplishments as a Federal Cloud Service Provider.

Enterprise Applications Services (EAS) launched a Department-level organization called Cloud Platform Services (CPS) that serves as a one-stop-shop for all USDA cloud services.

- a. The EAS CPS Cloud Broker Office grew the IaaS Cloud financial investment from \$3.75M in FY-2018, to \$7.8M in FY-2019 and supported 13 agencies moving production workloads to commercial cloud environments.
- b. The EAS CPS Digital Services Center (DSC) manages SaaS tools and increased agreement totals from \$3.2 million in FY-2019 to \$5.7 million for FY-2020. This environment supports 44 enterprise applications, a \$47M Salesforce portfolio and over 20K users of Salesforce. Department-wide negotiation of SF licensing has saved \$58M annually.
- c. The EAS CPS created a governance model and technical guidance to establish scalable and repeatable processes, accelerating cloud adoption and IT modernization goals.



10  
DATA CENTER  
CLOSURES IN FY-2019

31  
TOTAL DATA  
CENTER CLOSURES

\$42.3M  
DATA CENTER COST  
AVOIDANCES

7.89 %  
ROI FOR  
CUSTOMERS

# OUR ACCOMPLISHMENTS



As the Department's Cloud Carrier, DISC-ENS supported and promoted the cloud connection service known as NetBond. ENS supported Agency migrations to Cloud Service Providers such as Microsoft O365, Azure Government IaaS and AWS Gov; and also connections to VirtuStream and IBM Softlayer Federal Cloud. Automated and enhanced the IT Service Management (ITSM) Process at DISC:

The DISC introduced several new and enhanced offerings in FY-2019. These include:

- a. Enhancements:
  - Developed in-house Robotic Process Automation (RPA) Bot that regularly creates, deploys and destroys containers that check the health of the Enterprise Container Platform (ECP) ecosystem in conjunction with continual monitoring that provides alerts for anomalies
  - Oracle UCM 12c
  - ITSM Suite – upgraded to BMC v19.02
  - PaaS Mainframe – upgraded to z/OS 2.3
  - PaaS Windows/Linux – RHEL7 now offered
- b. New Offerings:
  - Delivered Cloud Access Security Platform (CASP) managed services for Azure and AWS
  - PaaS Large VMs
  - Initiated MuleSoft Anypoint GovCloud ATO and Enterprise

Application Integration as a Service (MuleSoft) Private Cloud.

DISC-DCHS achieved \$10.8M in cost savings/avoidance for its customers during FY-2019 through reduced hosting billing rates - or otherwise stated, a 7.89% Return on Investment (ROI) for our customers. These savings were achieved through operational efficiencies, automation and cost reductions. Internally within DISC, we also closed the George Washington Carver Center (GWCC) in December of 2018 - which results in \$8.8M in cost avoidance/savings over the next 5 years.

During FY-2019, Data Center Facilities achievements include:

- a. Improving POD 1A energy efficiency – average PUE of 1.55 reported
- b. POD 1B construction is now 80% complete. We added continuous cooling with 20,000-gallon chilled water storage system on site; this project also includes the addition of 2,400 sq. ft of modern usable data center space that holds 54 racks.
- c. Both POD 1A and 1B together, will achieve \$500K in energy savings for a Return on Investment (ROI).

In FY-2019, the DISC-DCHS met monthly operational SLAs 100% of the time for Enterprise Data Center facility uptime and monthly SLA 100% of the time for customer ticket resolution.

The DISC improved its overall Investment Management Portfolio OMB ScoreCard.

1.55

PUE REPORTED

\$500K

ENERGY EFFICIENT SAVINGS

\$10.8M

IN COST SAVINGS

2400

SQ. FT  
ADDITIONAL DATA CENTER SPACE

# OUR ACCOMPLISHMENTS



DISC Teams successfully completed Vulnerability Remediation Sprints; this persistence resulted in 0 High, 0 Medium, and 0 Low vulnerabilities in the DISC infrastructure, infrastructure support systems, FedRAMP and DoD Impact Level 4 environments.

DISC AgLearn successfully launched LinkedIn Learning to all Federal employees. The USDA moved to an enterprise license and is now saving 94% (\$67.63/license to \$3.70/license), and employees have access to over 14K more courses. Over 51K USDA employees have taken over 735K courses via AgLearn over the past year and AgLearn accounts for 3.8M historical training records in compliance with NARA and Ethics directives.

The DISC launched the U.S. Air Force Contracting Information Technology (CON-IT) system in production 6 months earlier than planned, which enabled the USAF to decommission their legacy Standard Procurement System (SPS) contracting system ahead of schedule. The overall CON-IT Program has achieved over \$80M in cost avoidance and/or savings by leveraging USDA DISC services.

The DISC launched FEMA's Pivot application into production on September 30th, 2019 – approximately 1 year ahead of schedule. FEMA uses Pivot as their primary System of Record (SOR) for the National Flood Insurance Program (NFIP). This was also recognized as one of the most secure application that was ever tested by Johns Hopkins University in an independent review. The Pivot and NFIP services and support that USDA

DISC has provided has resulted in FEMA being able to “turn back in” to DHS, tens of millions in NFIP Modernization dollars.

Automated and enhanced the IT Service Management (ITSM) Process at DISC

- a. Incident, Service Request & Event Management
  - Incident Tickets: 50,050
  - Service Requests Tickets: 41,747
  - Automated Event Management Tickets: 44,521
- b. Service Asset Configuration Management (SACM)
  - Total CIs Accounted for: 278,872
  - Total Attributes Managed across all CIs: 2,788,720
  - Total CI relationships: 320,055
- c. Change Management
  - 7.9% increase in recorded changes over previous FY
  - 20,344 total changes for the FY; Major: 396, Minor: 6729, Standard: 13,219

50,050  
INCIDENT  
TICKETS

100%  
OPERATIONAL  
SLA

735K  
AGLEARN COURSES  
TAKEN IN FY-2019

100%  
TICKET  
RESOLUTION SLA

# ENVIRONMENTAL RESPONSIBILITY

## DISC continues to be known for its optimization of Green technologies

DISC has continued to pursue and implement Green Enterprise IT initiatives in support of our overall mission. Through use of virtualization technologies and the implementation of more efficient power and cooling systems, DCHS has been able to host more customers and services within a smaller footprint, thereby reducing the overall environmental impact of the Enterprise Data Center (EDC).



22% of all energy consumed by the data centers in Kansas City and in St. Louis, Missouri, is generated from renewable energy sources.



14% of all energy consumed by the Kansas City, Missouri primary Enterprise Data Center (EDC) is generated from renewable energy sources.



## Other Notable Green Initiatives

DISC is dedicated to incorporating the latest, most energy efficient state-of-the-art technology into the electrical and mechanical infrastructure. Initiatives underway will ensure we achieve a Power Usage Effectiveness (PUE) of 1.5 and monitor our energy utilization in compliance with Office of Management and Budget's M-16-19.

**1.55**  
PUE

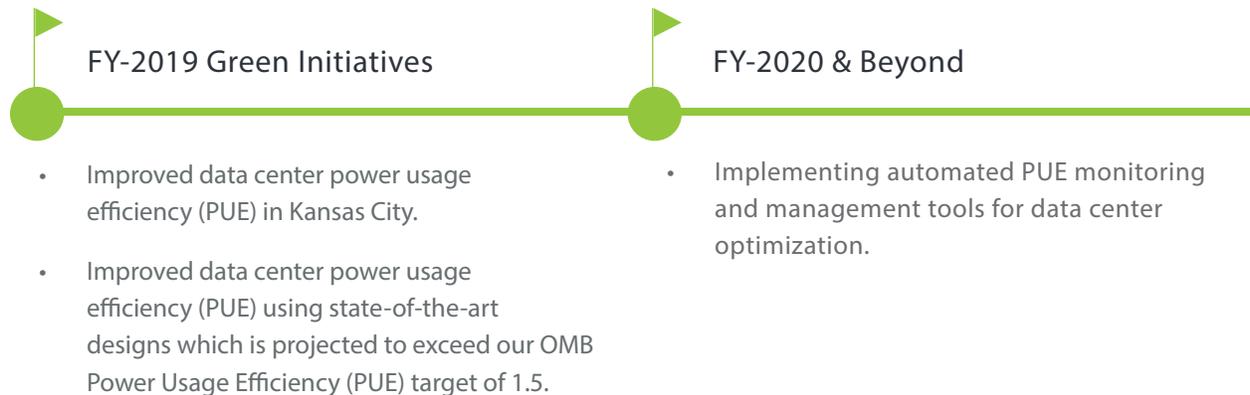
Projections to exceed OMB Power Usage Efficiency (PUE) target of 1.5

**\$400K**  
ENERGY SAVINGS

Saved \$400k in data center electrical expenses due to energy efficiency enhancements

**2400**  
SQ. FT

of additional modern usable data center space that holds 54 racks



# WORKFORCE INCLUSION

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## Civil Rights, Equal Employment Opportunity and Diversity

- DISC demonstrates understanding and commitment to diversity and inclusion and ensures fair and equitable program delivery.
- Effectively recruits, hires, promotes and maintains a diverse workforce while under constrained hiring conditions
- Works with OHRM to assist in the recruitment process and expand the diversity of the applicant pool. Ensures that interview panels are diverse and trained in cross-cultural interviewing technique and supports use of special programs designed to attract and utilize minorities, women and persons with disabilities to the workforce.
- Hired Facilities and Data Center Automation Group Chiefs using the disabled veterans special emphasis hiring program.



- Executive sponsor and advisor to the DISC-KC Diversity Council and DISC-KC Welfare and Recreation Committee to foster a diverse and inclusive workforce as well as boost morale and camaraderie.
- Supports employees participating in diversity events such as Unity Day, Martin Luther King, Jr. Birthday Celebration, Special Emphasis Program Committees, and the DISC-KC Diversity Council.
- Sponsored staff participation in KC Metro FEB Programs to support Veterans and Federal Employees with special needs, OCIO Employee Advisory Council, OCIO Communications Leadership Team and USDA's Department-wide Federal Women's Employment Program workgroup.



# EMPLOYEE OF THE YEAR

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## People are the most important asset of our organization

Our business success depends on the knowledge and skills of our employees. For DISC to remain competitive, it is critical that we create and maintain a workforce with world-class skills. We attract the best and brightest talent and empower them to design competitive solutions for our customers. Our Federal and contract workforce encompasses a global diversity that brings the best ideas to the table.



*Eddie Howard is recognized as the DISC Employee of the Year for FY-2019*

Eddie personally excelled in helping DISC achieve its priority goals for migrating targeted DCOI workload and for hosting mission critical systems safely and securely throughout the year. Project plan activities were accomplished on time, and issues were identified and resolved by Eddie and his self-assembled team of DISC experts. On many occasions, Eddie worked across divisions and branches to sort through the technical issues to ensure the various PaaS platforms could be leveraged for efficiencies and economies of scale. In similar fashion, Eddie used his expertise in systems to deploy equipment to be racked and routed to communication circuits. In all of these front-line activities, Eddie demonstrated outstanding leadership, exceptional problem-solving skills and superior communication with both his peers and leaders. He is the “go-to” tech and is a tremendous asset to our DISC organization. Eddie’s efforts throughout the entire year are reflective of his dedication and professionalism, and he is most deserving as the **DISC Employee of the Year for FY-2019!**

# DISC MANAGEMENT

## Ed Reyelts

Associate Chief Information Officer (ACIO)

## Paul Chevalier

Deputy Associate Chief Information Officer  
(Deputy ACIO)

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### Chris North

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**Therese Gallagher (Branch Chief)**  
Cloud Platform Services (CPS)

**Elizabeth McKenna (Branch Chief)**  
Application Solution Branch

**Vacant (Branch Chief)**  
Application Engineering Branch

**Shirley Hall (Program Manager)**  
Geospatial Program

**Jerome Devin (Manager)**  
AgLearn Program

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### Dave Ireland

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**Vacant (Branch Chief)**  
Security Governance Branch

**Scott Clark (Branch Chief)**  
Network Services Branch

### Victoria Turley

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Data Center Hosting Services Division (DCHS)

**Chuck Gowans (Deputy Director)**  
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**Jeff Claunch (Deputy Director)**  
Systems Engineering Branch

**Scott O'Hare (Deputy Director)**  
Infrastructure Operations Branch

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### John Donovan

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Enterprise Network Services Division (ENS)

**Dan Crosson (Branch Chief)**  
National Telecommunications Branch

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### Kim Jackson

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**Wes Manning (Branch Chief)**  
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