



Electronic Systems Center



AFNET SUPPORT

Dennis Robichaud
Chief (acting), Support Division
753d Electronic Systems Group
Date: 18 May 2010



AGENDA

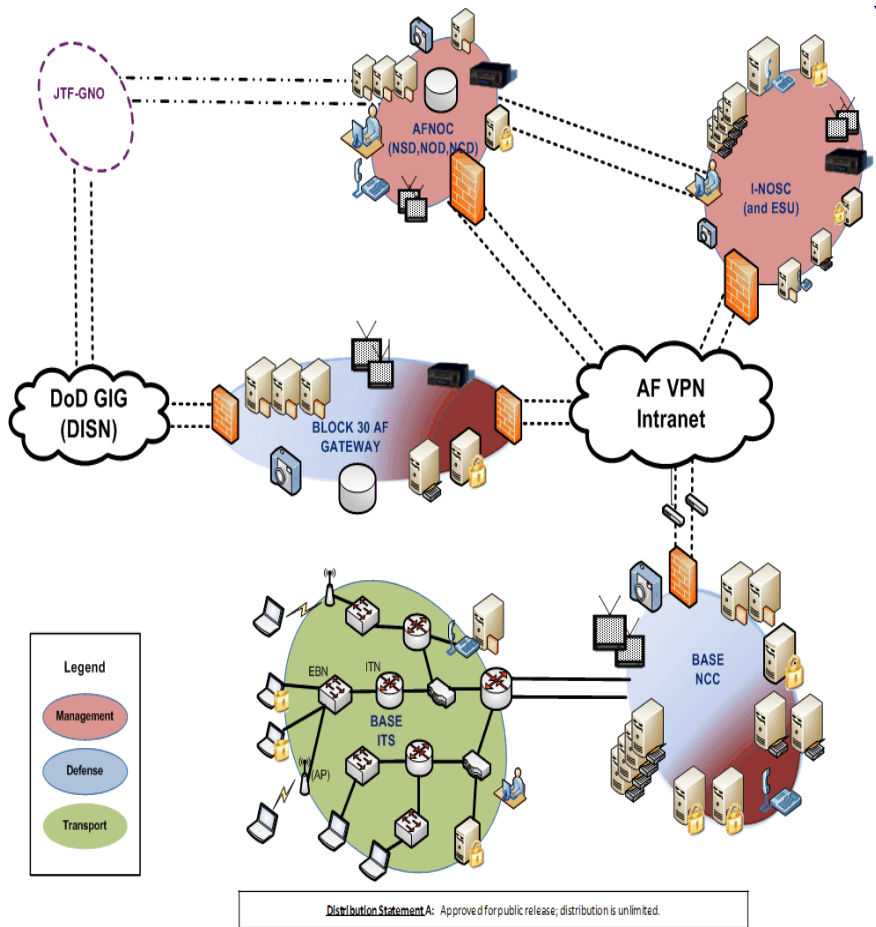


- **753^d ELSG Support Portfolio**
- **Support Planning/Execution - Current Key Enabling Activities**
- **Enabling Activity Example: Help Desk**
- **Support Division Challenges**
- **Equipment Modernization**
- **End of Support/NCC and NOSC**
- **AFNet/ITS Modernization Forecast**
- **Server and Storage**
- **Contractors**



753^d ELSG Support Portfolio

What We Support: ITS & AFNET Systems



ITS Portfolio (all ACAT 1ACs and ACAT IIIs)

- Basic backbone (fiber & network equipment)
- Backbone to end building transport
- Components to transport data, voice, video
- Wired and wireless
- NIPR & SIPR
- Interfaces to external/internal networks
- Interfaces to Network Mgt/Defense
- Does not include “first 400 ft” or end-user devices

AFNET Portfolio (all ACAT 1ACs and ACAT IIIs)

- Network Mgt/Defense
- Network C2/Situational Awareness
- Connections to NIPR & SIPR
- IA perimeter at AF Gateways
- Rebuild base boundaries
- Automated scans/patches/reporting
- Client intrusion protection/detection
- Encrypt data on hard drives/storage devices

**** PLUS CITS lab & CITS Schoolhouse equipment**

If the 753^d ELSG fielded it—then 753^d ELSG supports it!



Support Planning/Execution

753d's Current Key Enabling Activities



Support/Systems Eng

- Configuration Mgt
- Obsolescence Mgt
- Field Services

Supply Support

- Asset Mgt

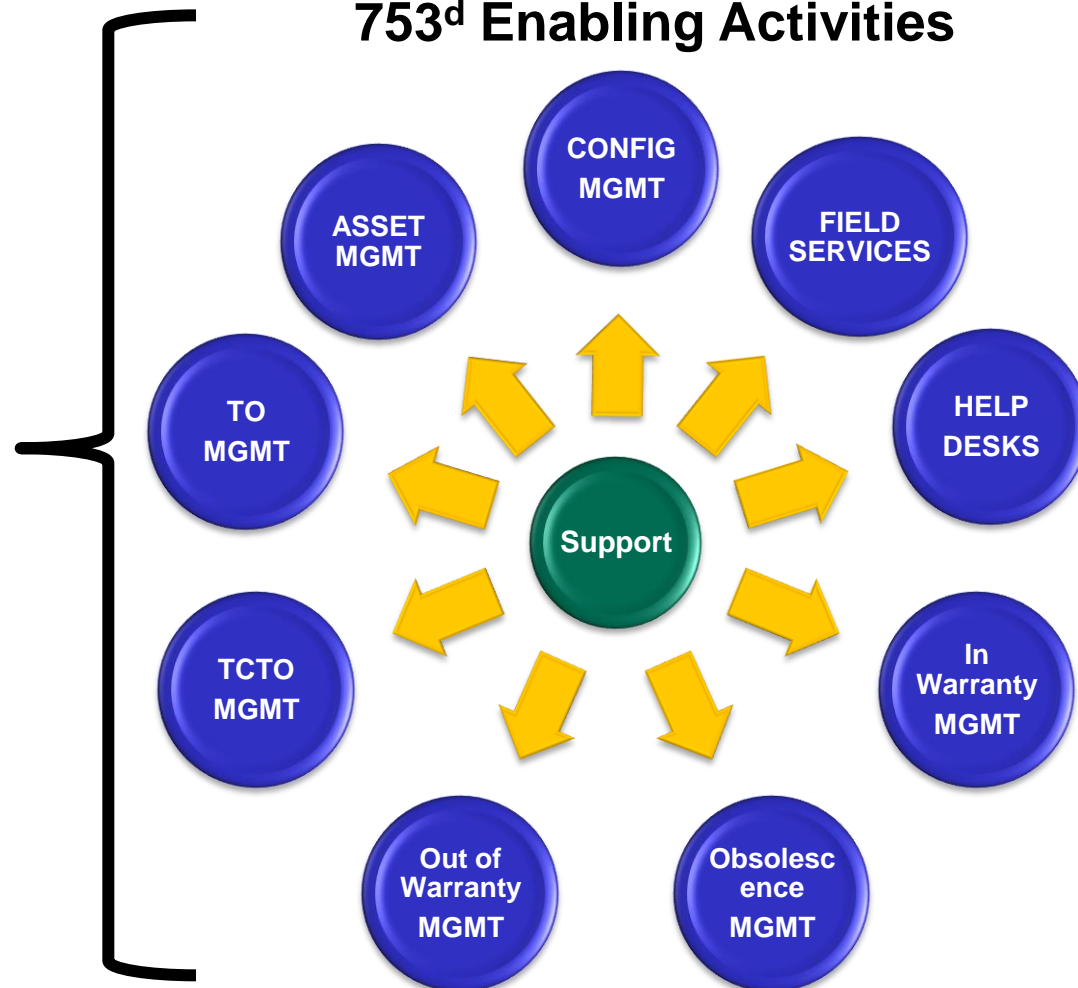
Mx Planning & Mgt

- Help Desks
- In Warranty Mgt
- Out of Warranty Mgt

Tech Data/TOs

- TO Mgt
- TCTO Mgt

753^d Enabling Activities



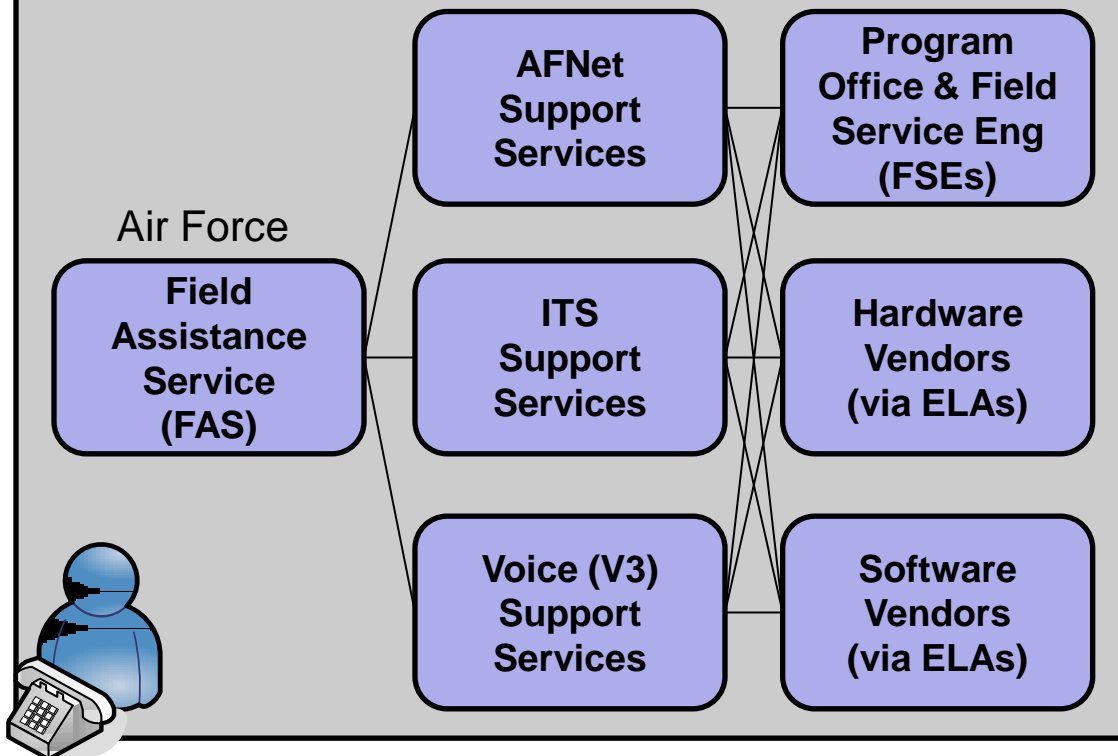


Support Planning/Execution

Enabling Activity Example: Help Desk



3-Tiered Help Desk & Support Services



- One number to call for support
- FAS supports 90 programs AF-wide
- 24/7 support
- Trouble ticketing mgt/support SVCS
- H/W & S/W break/fix

QUICK STATS:

- Avg Tier 1 call response time: 30 sec (vs. 3 min industry standard)
- Avg CITS NM/ND trouble tickets received: 143/month (3QFY09)
- Avg CITS NM/ND trouble tickets closed: 151/month (3QFY09)



753^d ELSG Support Division Challenges



- **Item Unique Identification (IUID)**
 - Accountability using the Original Equipment Manufacturer (OEM) data
- **Air Force Ownership of Equipment**
 - Traceability at time of procurement – Title Transfer
- **Software Upgrades, Versions and “Patches”**
 - Regularity and/or early notification – Service Bulletins
- **Asset Tracking/monitoring**
- **Obsolescence Management**
 - Early End of Life/End of Service notification from OEMs
- **Technology Modernization – “it isn’t as simple as it sounds!”**
 - Certification & Accreditation, Time Compliance Technical Order generation and test, Training, CITS Lab versatility to accommodate the constantly changing baseline
- **Competition – “Commoditize and Virtualization”**

**...and the challenges continue to grow as we realize 10+ years of
ITS and AFNET aging and non-standardized fielded equipment
within a \$6.4B portfolio**



Equipment Modernizations

- **Modernization driven by OEMs for:**
 - End-of-Life (existing model # no longer available)
 - End-of-Support (OEMs no longer provides tech support)
- **Past, Present and Future Procurements for AFNet and ITS support from the NETCENTS I & II contracts**
 - FY08 >\$70M
 - FY09 >\$80M
 - FY10 >\$100M
 - FY11 (estimated) >\$125M*
 - FY12-15 (estimated) >\$150M/year*

* Based on AFNet, ITS and other Legacy equipment End of Life/End of Service replacement requirements

The Logistics support costs for any major system are realized in their sustainment phase, AFNetOps is no different!



AFNet/ITS Modernization Forecast



- **Networking and Network Management**
 - Routers – all types and sizes FY10
 - Switches – all types and sizes FY10
 - Wireless Access Points FY10
 - SONET Optical Routers FY11+
 - Load Balancers FY11
 - VPN Concentrators FY11
- **Network Defense**
 - Firewalls FY13+
 - Web Proxies FY13+
 - Intrusion Detection System FY12+
 - System Security Management FY11+
- **Voice**
 - Switches FY10+
 - Servers FY10+



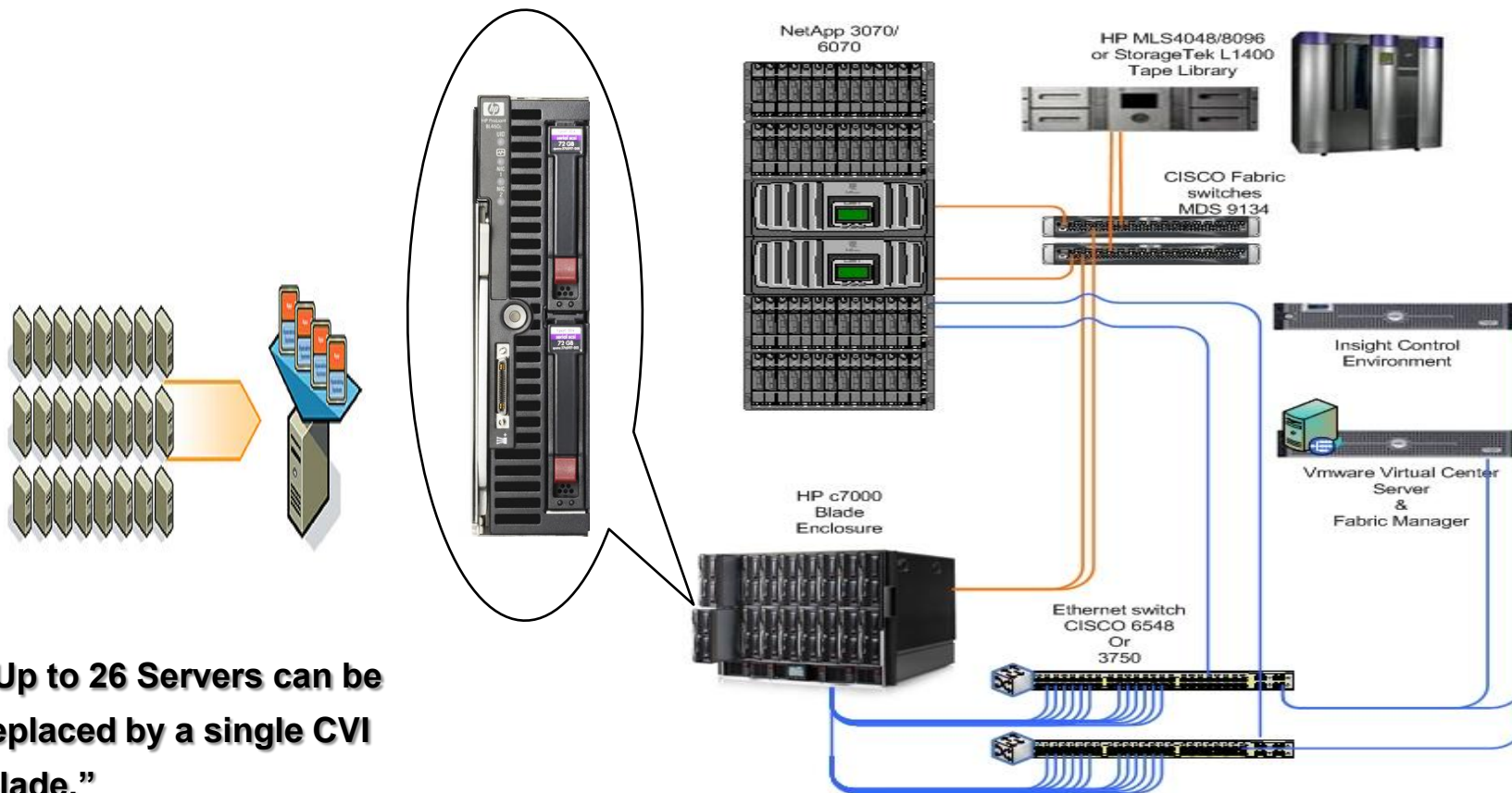
AFNet/ITS Modernization Forecast (Cont)



- **Datacenter Equipment**
 - Blade Servers FY10+
 - SAN Storage FY10+
- **Software Types**
 - Network Management (e.g. LMS/NCM/CSM etc..) FY10+
 - Mail Relay FY12+
 - Authentication Server FY10+
 - DNS Server FY11+
 - Trouble Ticketing System (REMEDY) FY11+
 - Databases FY11+
 - Virtualization Software FY10+
- **Other**
 - Server/Equipment Rack UPSs FY10+
 - Backup System (CommVault) FY10+
 - Network Timing FY10+



Server and Storage Modernization - CVI



CITS Virtualization Infrastructure



Supporting the AFNet



Goods...



**AFNet
Total
Lifecycle
Acquisition &
Support**

**753RD
ELSG/SD**

....supporting the Cyber World

ARES



God of War....supporting the Cyber Warriors

**AFNet
Requisite
Engineering
Support**

**753RD
ELSG/SD**

...Services...

...and Support



ATLAS and ARES



- **ATLAS and ARES will be the primary vehicles for providing holistic approach to support the USAF Cyber World and better equipping the Cyber Warrior... Efforts are currently underway to ensure Support Division captures and folds all the necessary requirements to support AFNetOps.**
- **ATLAS “Break/Fix” and Emergency support for the entire AFNet**
 - follow-on for the CHSI and ITS Support contracts along with other support components
 - **Expected value: \$70-\$100M yearly**
- **ARES – FSE and SME support to the AFNet community**
 - follow-on for the KZ Services Contract
 - **Expected value: greater than \$15M yearly**
- **Whereas ATLAS supports the cyber environment, ARES supports the cyber warrior**



Continued Discussions



- Members of the 753d Support Division will be available to discuss Support Division's challenges, please schedule time with Ms. Maria Nadeau.
- Mr. Tony Lakis, Lead Engineer and Mr. Kent White, Lead Program Manager for Support Division will be able to provide details of our operations and answer questions.