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Cyber and Networks Directorate



DAFITC Breakout Session: HNIT Fielded Capabilities

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AFLCMC/HNIT
25 August 2026

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Modern IT Capabilities: Ready for the DAF Community

Faster, simpler tools that replace legacy systems so you can focus on the mission

Available Now

Fielded, mission ready tools at your fingertips today.

Modern & Fast

Intuitive, seamless experience designed to save you time.

Beyond Legacy

Retiring outdated processes and frustrating legacy systems

HNIT Fielded Capabilities

- Enterprise IT as a Service (EITaaS)
  - Virtual Desktop Infrastructure (VDI)
  - IT Storefront
  - Enterprise Service Desk (ESD)
    - EITaaS Virtual Assistant (EVA)
  - Rapid Device Imaging
  - SIPR Capabilities
    - AFNET-S Operations
    - ESD-S (coming soon)
- Unified Capabilities
  - Softphones

Enterprise IT as a Service (EITaaS)

EITaaS accelerates the adoption of Enterprise Information Technology (EIT) tools and services - enabling the fielding of EIT services and resources at a more cost-effective price point for the Department of the Air Force (DAF).

EITaaS wave one | U.S. AIR FORCE™ USSF™

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Virtual Desktop Infrastructure (VDI)

VDI is a virtual desktop solution that provides direct connection to the AFNET. Users connect remotely to their virtual workspace.

Flexibility & BYOD

Work from anywhere on any device (Windows, Mac, iOS, Android) with true mobility and constant connectivity.

Uninterrupted Workflow

Quarantined device? Log into VDI and pick up exactly where you left off with zero lost work.

Enhanced Security

Data remains safe in the cloud, never stored locally, combined with enterprise-grade authentication.

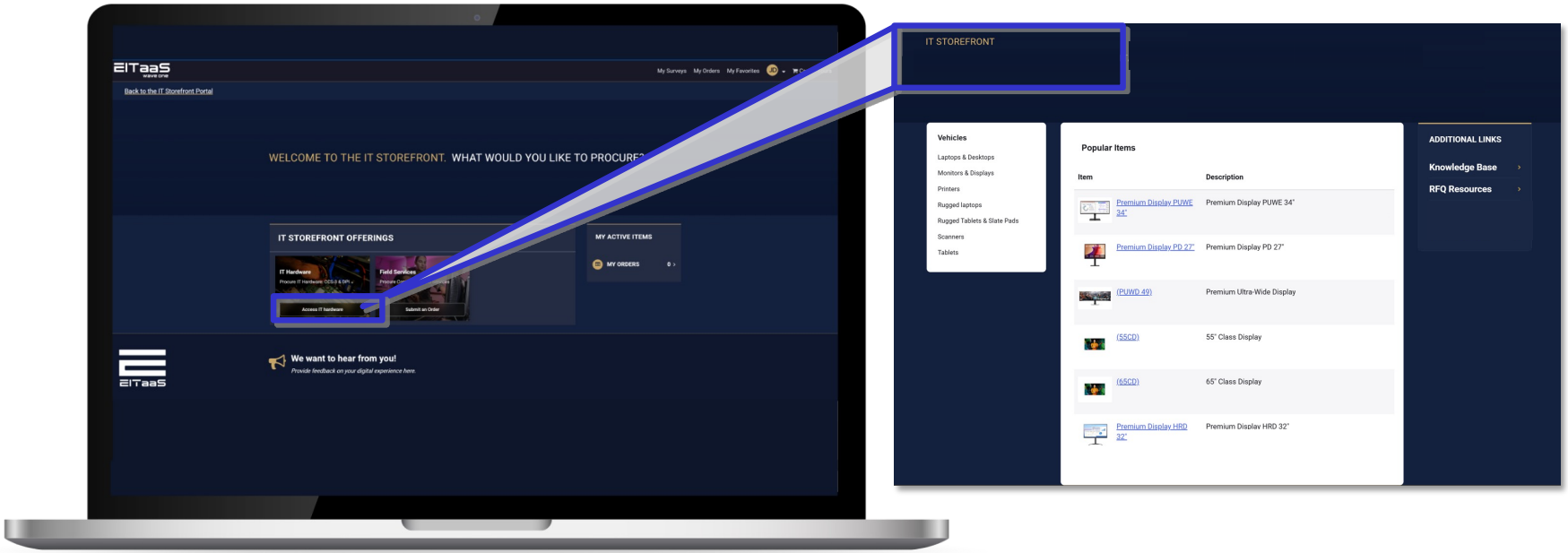
Optimized Performance

Scalable cloud compute for intensive tasks, fully optimized for Microsoft 365 and Teams.

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IT Storefront

The IT Storefront provides a modern user shopping experience on the EITaaS Wave One IL5 EITSM platform featuring a modern interface, streamlined ordering, real-time tracking.



IT Storefront: PO and GPC Ordering

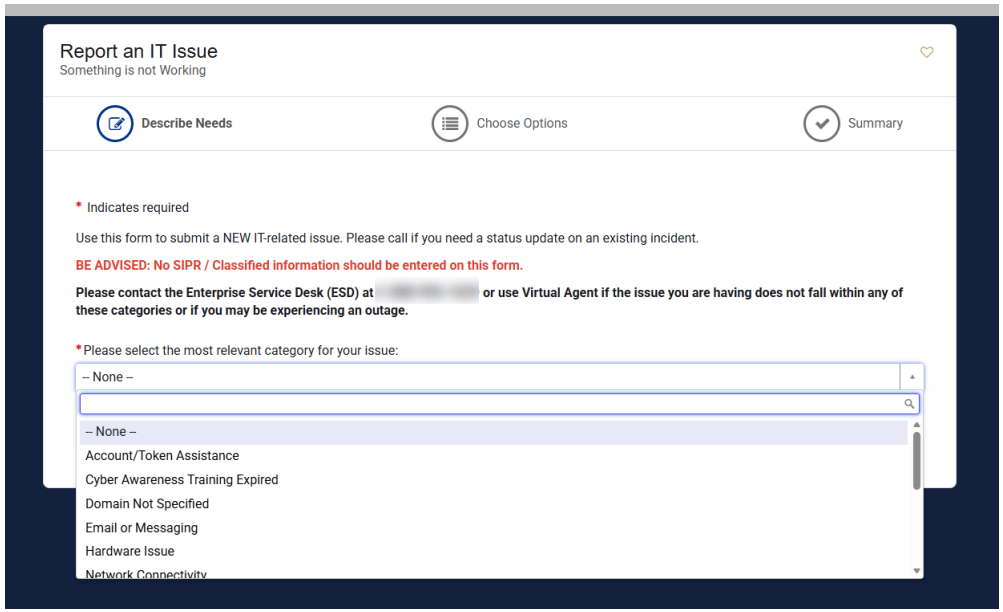
View recorded demos on the IT Storefront SharePoint site to understand the simplified procurement process, enhanced visibility and tracking, and versatile payment options.



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Enterprise Service Desk (ESD)

The ESD delivers 24/7, high-impact IT support across all installations, ensuring rapid resolution of common and complex issues to maximize mission readiness.

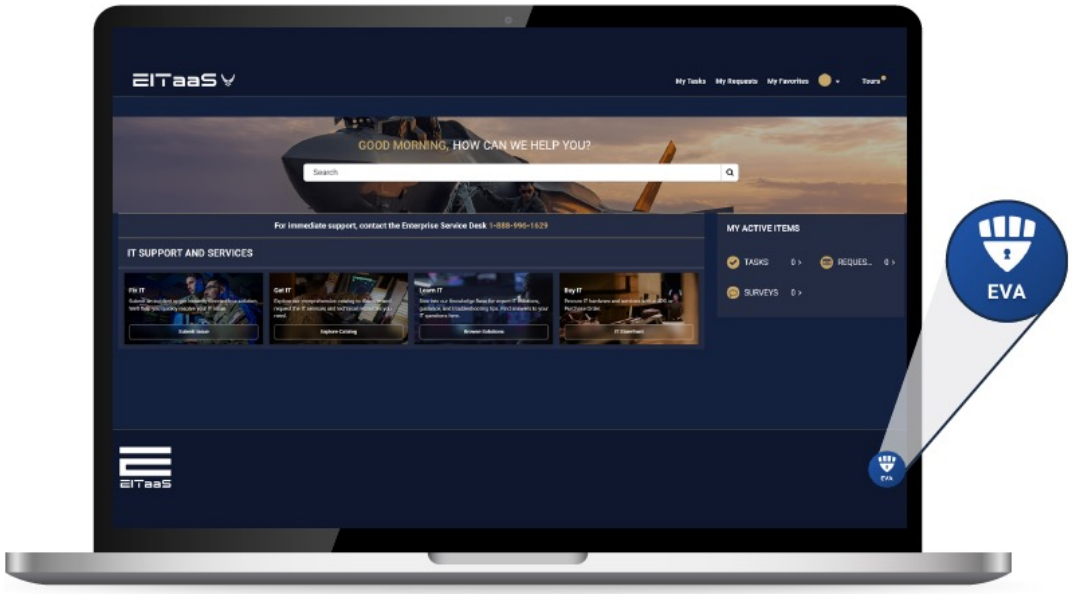


Driving Your Success

- Multichannel Support available 24/7/365
- Focus on First Contact Resolution (FCR)
- Consistent, reliable, customer focused support
- Ensures seamless access to essential applications, hardware, software, data, and services

Meet EVA: The EITaaS Virtual Assistant

Intelligent, LLM-powered 24/7 IT support integrated directly into the EITSM platform - your instant gateway to faster resolutions.



What EVA can do

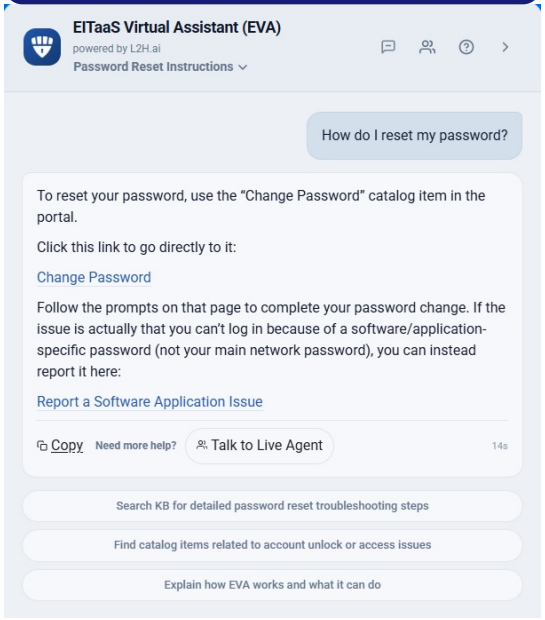
- Get troubleshooting guidance for common IT issues
- Find relevant knowledge articles
- Access service catalog forms
- Connect to a live Enterprise Service Desk (ESD) agent if your issue requires human intervention
- Receive feedback to help the AI Assistant

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EVA: Faster Resolutions

Get immediate, 24/7 responses to IT questions without waiting in a queue with step-by-step troubleshooting guides to solve common issues.

How do I reset my password?



How do I change my display?

To change your screen resolution on a government-furnished Windows laptop/desktop:

1. **Open Display Settings**
   - Right-click on an empty area of your desktop.
   - Click **Display settings**.
2. **Choose the display (if you have more than one)**
   - At the top, you'll see numbered monitors (1, 2, etc.).
   - Click the monitor you want to adjust.
3. **Adjust the resolution**
   - Scroll down to **Display resolution**.
   - Click the drop-down and select the option labeled **(Recommended)** first.
   - If everything looks too small or too large, you can try one step above or below the recommended value.
4. **Apply the change**
   - Click **Apply**.
   - When prompted, choose **Keep changes** if it looks correct. If not, select **Revert** and try another resolution.

How do I update Microsoft Teams?

To **update Microsoft Teams** on your government-furnished Windows machine, use **Software Center** rather than downloading from the public web.

1. Open Software Center

1. Click the **Start** menu.
2. Type **Software Center**.
3. Open the **Software Center** app.

2. Check for a Teams update

1. In Software Center, go to the **Updates** tab.
2. Look for **Microsoft Teams** (or a general **Office/M365** update) in the list.
3. If you see it:
   - Click the item.
   - Click **Install** (or **Update**).

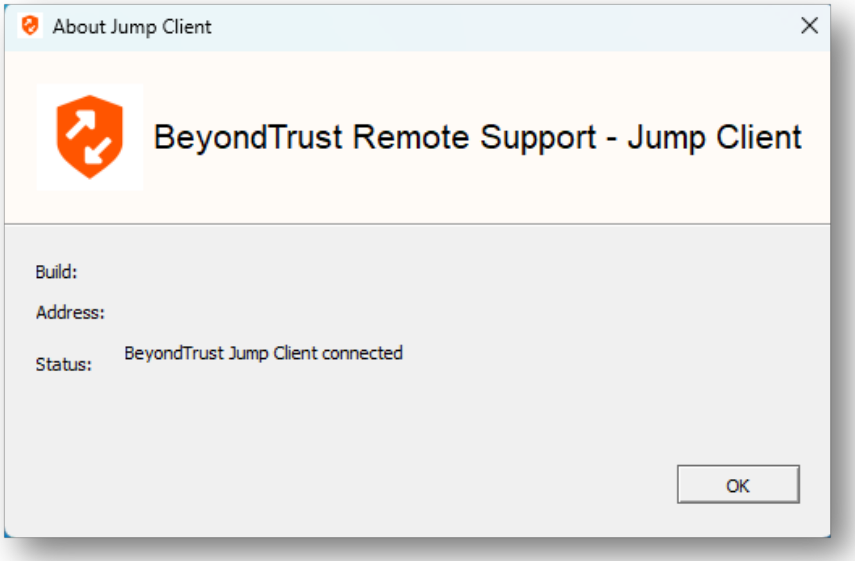
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EVA: Operational Benefits

Category	Target Metric / Capability	Projected Annual Result
Incident Resolution	Wait time reduction via automated summarization and resolution	Over 1,000,000 hours saved
Agent Productivity	Faster generation of work notes, closure summaries, and communications	Frees up full-time personnel
Ticket Deflections	Increase via intelligent Virtual Agents and GenAI-powered search	Thousands of tickets deflected, saving thousands of technician hours
Knowledge Management	Faster drafting of Knowledge Articles from resolved incident data	Over 10,000 hours saved by automation
Inquiry Volume & Channels	Reduces number of check calls; decreases human-led live chats	Thousands of hours saved from low complexity tasks to tackle "hands on" support

ESD Enhancements: BeyondTrust

BeyondTrust Remote Support tool enhances the Enterprise Service Desk's remote support capabilities, increasing troubleshooting efficiency and first contact resolution by allowing secure remote access to user devices, provided the user acknowledges and accepts the session.





Rapid Device Imaging

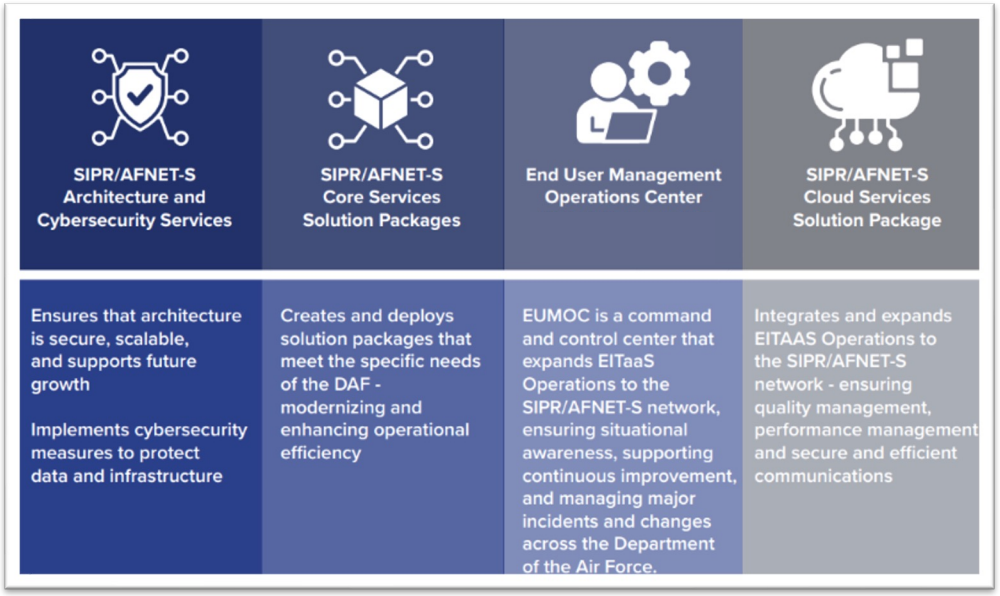
The centralized ESHB PXE solution modernizes imaging by replacing local imaging solutions with an enterprise-maintained architecture - offering automatic updates, a significant reduction in deployment time from two days to two hours, enhanced security compliance, cost savings, and workload reduction.

Previous State (SDC Warehouse)	Current State (Enterprise PXE)
SDC Warehouse Imaging Servers: Locally owned and maintained.	Enterprise Maintained: PXE images are updated and maintained centrally by the Enterprise.
Manual Updates Required: Frequently out-of-date imaging software and definitions.	Latest Software: Always contains the latest enterprise-delivered software.
MECM Agents Installed on Schedule:	Expedited Deployment: MECM agents are included directly in the image.
Delayed Protection: MECM Agents must be installed before systems can receive updates and Intune/MDE protections.	Immediate Protection: Pre-packaged agents expedite installation of updates and Intune/MDE enrollment.
Significant Time Delays: Provisioning process takes days instead of hours.	Rapid Deployment: Batch refreshes reduced from days to hours
Offline Installs: Available via USB/Blu-ray (updated annually via AFCEDS).	Offline Installs: Available via USB/Blu-ray (updated quarterly via ESR/AFCEDS).

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SIPR: AFNET-S Operations

AFNET-S Operations is a comprehensive infrastructure comprised of network-connected, internet-connected, and fully disconnected endpoints across DAF locations.



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Coming Soon: Enterprise Service Desk – Secret (ESD-S)

Extension of EITaaS Wave One services to the DAF's Air Force Network-Secret (AFNET-S) domain, establishing a parallel Enterprise Service Desk for Secret (ESD-S).

Strategic Alignment

- Mirrors comprehensive support functions of current Enterprise Service Desk (ESD)
- Part of broader Enterprise IT as a Service (EITaaS) transformation effort
- Addresses need for efficient and standardized support processes within classified environments

Multi-Channel Support Access

- Transforms classified IT support delivery model
- Facilitates smooth business processes in secure environments
- Enhances overall operational efficiency within AFNET-S domain

Mission Impact

- Secure Phone
- Virtual Chat
- Dedicated Service Portal
- Maintains proper security protocols throughout

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Unified Capabilities

The Unified Capabilities (UC) program delivers secure, integrated voice, video, and data tools over a resilient network to ensure every Airman has reliable, modern communication anywhere in the world.

Unified Capabilities

Integrated Voice Video Data

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Softphones

DISA-managed virtual calling is now available directly through your Microsoft Teams

Your Own Dedicated Number

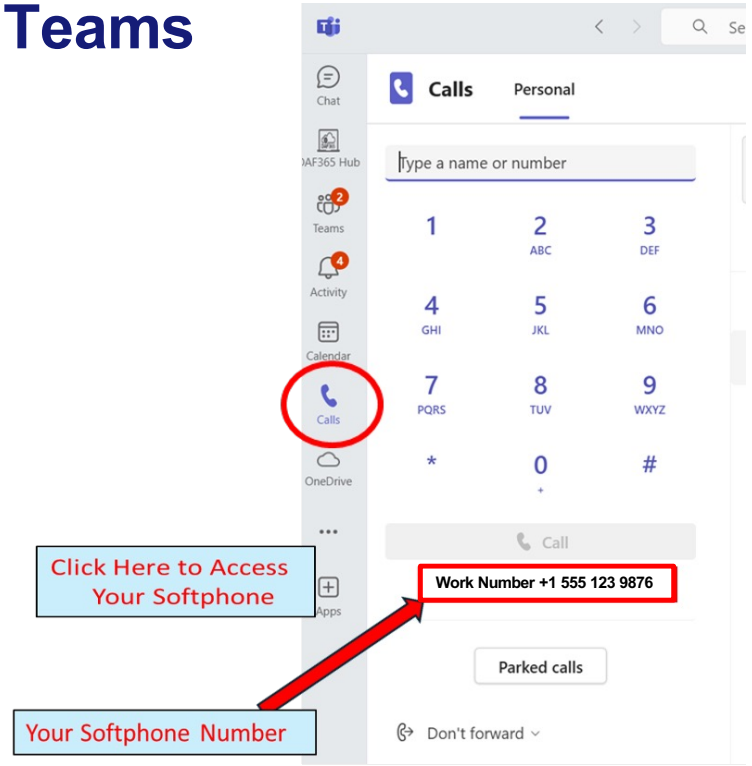
Get an individually assigned, virtual phone number directly inside your Microsoft Teams app—no desk phone required.

Anywhere Dialing

Make and receive calls to both commercial and DSN numbers (at no extra cost) across CONUS.

Full Phone Features

Enjoy voicemail, call forwarding, call waiting, and call groups seamlessly on your computer or mobile device.



Softphone Impact

Make and receive commercial and DSN calls directly from the Microsoft Teams app you already use.

Reduces Costs

Minimizes unnecessary hardware purchase and refresh costs.

Enterprise-Wide

Deploys DIPS worldwide and integrates seamlessly DAF365 Teams application.

Enhanced Capability

Provides all DAF members with a telephone number with the possibility to update PACE Plans.

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What's Next?

- **MAM-WE / Android COPE**
- **Hardware & Software Asset Management**
- **ESD-S**
- **Enterprise Hardware**



Questions?



DELIVER TO COMMITMENTS