Headquarters U.S. Air Force

Integrity - Service - Excellence

Enterprise Information Technology (EIT) Services
Air Force Common Output Level Standards
(AF COLS)

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SAF/CIO A6
Aug 2018

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AF COLS Overview

Air Force Common Output Level Standards

An instrument to assist the Air Force in streamlining operations in a fair and consistent manner

- Commissioned by VCSAF in 2009
- Addresses 42 function areas
- Collected semiannually from 66 bases
- Starting in FY18 Joint bases will transition to AF COLS from JB (Joint base) COLS
- Standards are applied Air Force-wide to provide consistency in the delivery of IT services, and provide a standard quality of life for airmen

EIT AF COLS

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USAF Transformation

- USAF readiness is impacted by the degraded and vulnerable Information Technology (IT) infrastructure as evidenced by unprecedented network outages due to aging infrastructure, cyber events, lack of investment, and unrealized efficiencies
- *Unified Enterprise Information Technology Governance* Memo directed the adoption of a single enterprise approach to ensure a mission effective and affordable EIT infrastructure
- Accomplished by unifying the Strategy, Planning, Programming, Budget and Execution (SPPBE) through increasing visibility of USAF EIT investments, leveraging industry best practices, and implementing a more effective governance approach

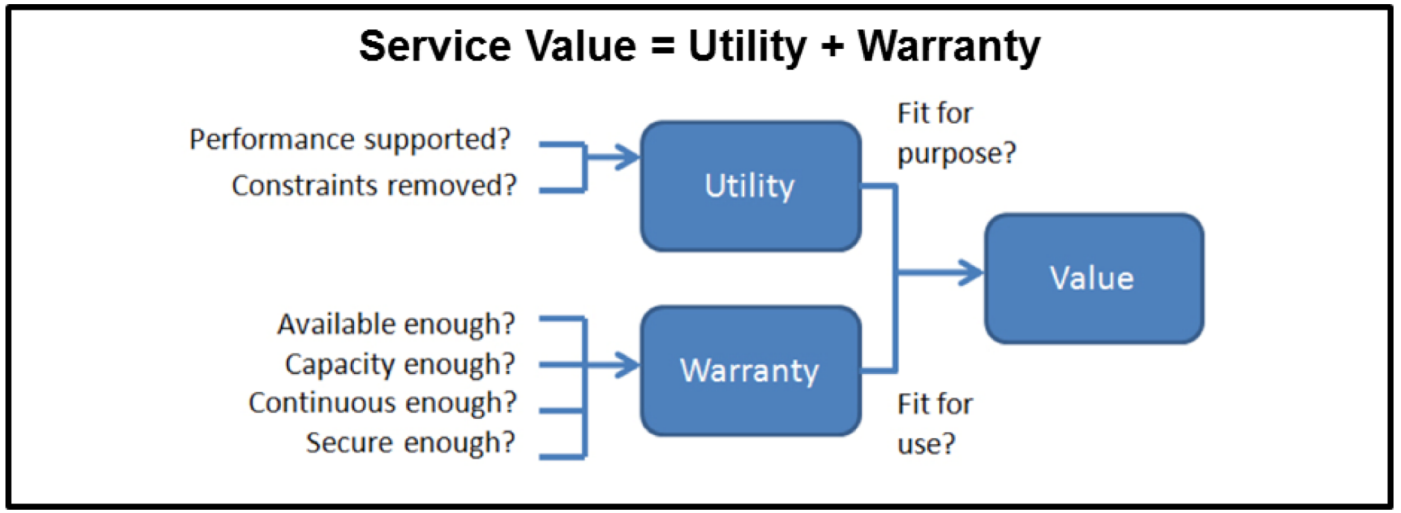
EIT Service Portfolios

- In response, SAF/CIO A6 has established five new service portfolios to align funds, increase visibility into IT investments and execute the EIT Governance approach
- Propose new EIT AF COLS metrics align to and measure the user experience and mission value (utility and warranty) of the new EIT Service Portfolios

Enterprise Services	End Devices	Protect	Connect	Compute and Store
• Emergency Mass Notification • Messaging • Content Management • Collaboration • Productivity Suite • Print Services • Mobility Services • Voice Services • Video Services • Air Force Service Desk	• Lifecycle Management of IT End Devices	• Identity and Access Management • Enclave Protection • End User Data Protection • Enterprise Protection	• Information Transport (Wide Area Network) • Network Distribution (Base Area Network) • Joint Management Network	• Infrastructure Services • Managed Services • Migration Services

New EIT Services Metrics

1. Does network connectivity meet access/mission requirements?
2. Do the user enterprise information technology services meet mission requirements?
3. Does the messaging, productivity suite, and collaborative services meet end-user capability needs to conduct the mission efficiently and effectively?
4. Do users have the appropriate devices to meet mission requirements?
5. Does the established incident management and problem resolution process help end users with any questions/issues in a timely and effective manner?



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New EIT Services Metrics

- Communication Squadron Commanders will provide subjective responses to each metric based on how well the IT services support the installation's mission
- Feedback will be based on a 1 to 4 star measurement structure, with 4 being the highest level of services received. Will include narrative describing the reason for the rating.
- EIT Governance will evaluate the AF COLS and adjust resources to ensure the EIT services provide value to our priority mission requirements
- New metrics will execute in Spring 2019 (March). Current, 23 metrics will still be executed in Fall 2018 – Do Not Respond, A6 will not analyze metrics.

New Rating Methodology

AF COLS Level 1
Highest Standard
★★★★
Meets all mission requirements

AF COLS Level 2
Slightly-Reduced Standard
★★★☆
Meets most mission requirements

AF COLS Level 3
Moderately-Reduced Standard
★★☆☆
Meets some mission requirements

AF COLS Level 4
Greatly-Reduced Standard
★☆☆☆
Mission failure

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Related SAF/CIO A6 Topics

Topic	Room	Time	Day
Cloud Hosted Enterprise Services (CHES) / Enterprise Collaboration and Productivity Services (ECAPS)	Montg Rm 7	1615-1700	Mon
Alternate Desktop (Gov only)	River Rm 8	1615-1700	Mon
Bottleneck / Improve User Experience	Montg Rm 5	1120-1205	Tue
EITaaS (Gov only)	Alabama B	1615-1700	Tue
Cyber Security Scorecard (Gov only)	River Rm 6	1615-1700	Tue
FIAR and IT Asset & Software License Management	Montg Rm 1	0910-0955	Wed
IT Portfolio / Roadmap Updates (Gov only)	River Rm 8	0910-0955	Wed
Mobility	River Rm 8	1010-1055	Wed

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Questions

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BACK UP

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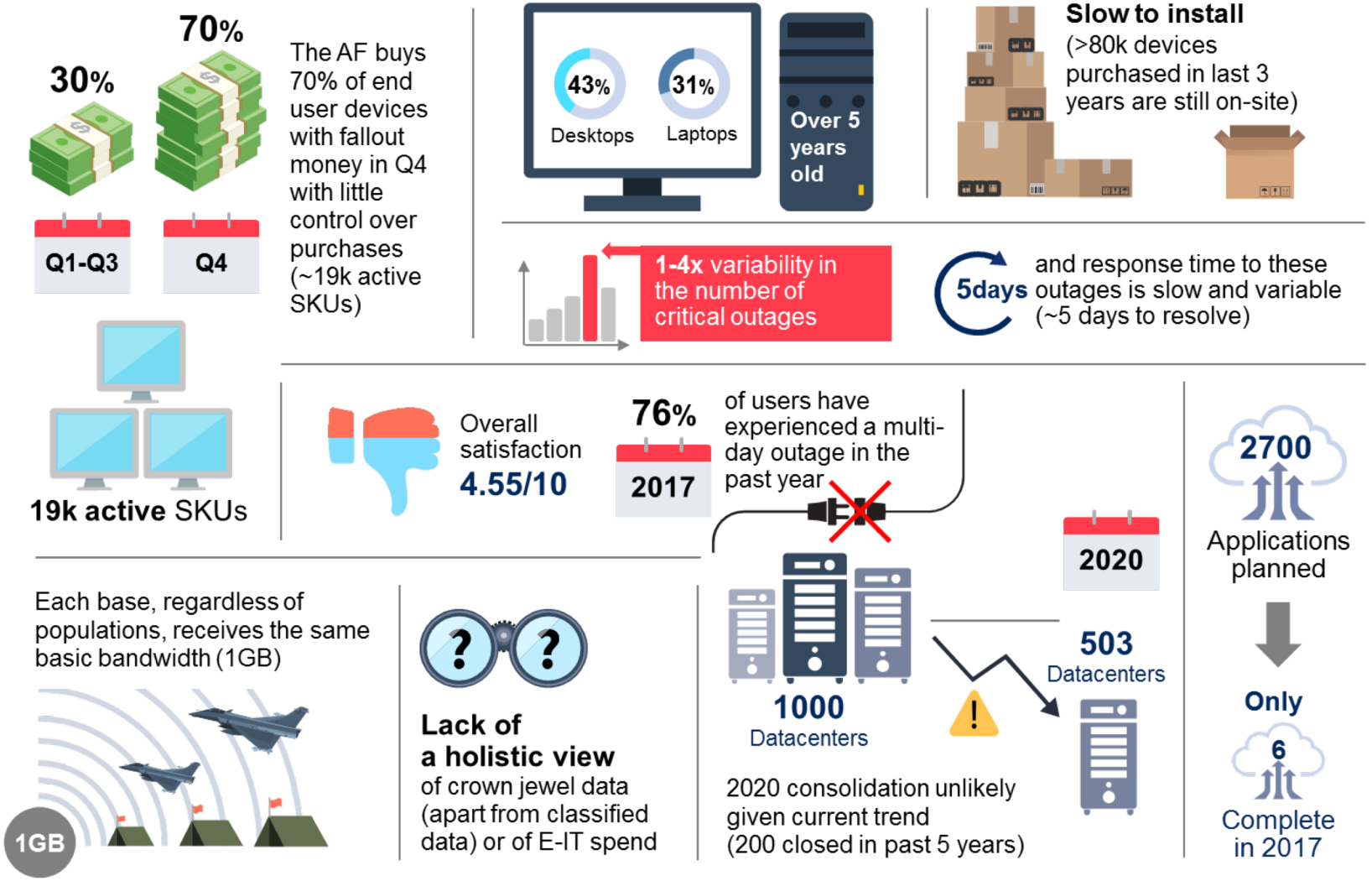
Sub-standard Outcomes

The scale and complexity of USAF IT has driven a number of sub-standard outcomes from Enterprise IT historically



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Enterprise IT Services: Protect Portfolio

- Implements the Information Dominance Flight Plan Objectives to protect and assure the ability to accomplish Air Force missions and to ensure access to and integrity of Air Force data throughout its lifecycle. In, from, and through cyberspace, the Protect Services portfolio preserves the effectiveness and survivability of mission-related personnel, equipment, facilities, information, and infrastructure.
- Aims to provide improved visibility of assets and risks as well as ensure continuous network monitoring to decrease the response window, maintain persistent threat emulation capabilities, and increase transparency of network activity. The strategic goals of the portfolio include: Improve DoD Visibility, Decrease Response Time, Implement Adaptive Security Processes, and Reduce Authority to Operate Time.
- Core Services Include:
  - Identity and Access management (IdAM)
  - Enclave Protection
  - End User Data Protection
  - Enterprise Protection

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Enterprise IT Services: Connect Portfolio

- Provides the ability to connect a device to the Air Force Network (AFNet) and to connect the AFNet to the DODIN. The portfolio aims to ensure a ubiquitous, survivable, and reliable connection for Airmen to meet their mission needs. This includes adequate bandwidth requirements, transparency into services and capabilities, and a streamlined "connect" service catalog. The strategic goals of the portfolio include: As-a-Service Delivery, Improve Wing Resilience through Cyber Environment for Airmen to Thrive In, and Software-defined Network.
- Includes connecting an Air Force Base to the Defense Information Systems Network (DISN), and users to a base backbone. In the connect capability area, the BITI program will deliver wired and wireless network infrastructure at each Active Duty, Air Force Reserve and Air National Guard base. Additionally, the Air Force is working with Defense Information Systems Agency (DISA) to implement Multi-protocol Label Switching in the AF Gateways today and the DISA/Joint Multi-protocol Label Switching transport architecture in the near future. Multi-protocol Label Switching provides the ability to control where and how traffic is routed on the service's network, to manage capacity, prioritize different services, and prevent congestion.
- Core Services Include:
  - Information Transport (Wide Area Network)
  - Network distribution (Base Area Network)
  - Joint Management Network

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Enterprise IT Services: Compute and Store Portfolio

- Consists of services to provide access to modernized, standard, secure, and resilient IT infrastructure and platforms to support application workload and data storage. The portfolio aims to provide Joint Information Environment compliant enterprise and/or local application and data hosting. This will be accomplished through access to enterprise and/or local data centers or commercial cloud offerings, and IT service support maximizing use of shared services and industry best practices.
- Enables mission owners to focus on application functionality without cost and risk associated with ownership of underlying infrastructure. The strategic goals include: Improve Systems Agility, Deliver Shared Services, Increase Speed of Delivery, and Improve Security.
  - Core Services Include: Hosting Infrastructure Services
  - Managed Services
  - Migration Services

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Enterprise IT Services: Enterprise Services Portfolio

- **Consists of services provided at the enterprise level for all USAF users which may include Joint and Commercial capabilities. The portfolio aims to provide a common set of productivity and collaborative services to support and bring value to airmen executing missions agnostic of device, location, and time. To achieve the "Flexiplace" experience, the strategic goals of the portfolio include: *Commercial Cloud Service, Enterprise IT As-a-Service, Improve Reliability, and Maintain Cost Profile.***
- **Enables converged voice, video and data on the Internet Protocol (IP) network with e-mail and other collaboration tools. Mobility provides users access to data and services where and when needed to support mission operations on handheld devices, tablets and laptops. As services converge or are phased out, special care must be taken to handle the data associated with these services in accordance with current records management policies and instructions.**
- **Core Services Include:**

  - **Emergency Mass Notification**
  - **Messaging**
  - **Content Management**
  - **Collaboration**
  - **Productivity Suite**
  - **Print Services**
  - **Mobility Services**
  - **Voice Services**
  - **Video Services**
  - **Air Force Service Desk**

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Enterprise IT Services: End Devices Portfolio

- **Consists of the fielding and management of various secure and cost-efficient enterprise end user device solutions, such as desktop and mobile devices, print services, and Desktop Anywhere solutions that best fit the needs of our Airmen and the USAF mission. The portfolio aims to design, employ, and maintain a diverse and integrated IT environment with end devices and a strategy that improves services and increases mobility while also reducing cost. The strategic goals of the portfolio include:** ***Reduce Attack Footprint, Reduce Total Cost of Ownership, Improve Command and Control, and Improve Mobility.***
- **Core Services Include:**
  - **Lifecycle Management of IT End Devices**