



A1 Digital Transformation Panel

- **Tuesday, 08/29/2023**
- **Session Title:** 502 - A1 Digital Transformation: Sharing our successes, How it's managed, protected and supported
- **Type:** Breakout **Time:** 10:00 AM - 10:50 AM
Location: Renaissance Montgomery Hotel & Spa, Riverview Room 5

Team Member	Role	Travel Finalized	BIO – 3 Sentences / Picture
Mr. Carlos Davila	Facilitator	YES	Received
Ms. Katherine Morton	Panelist – How Salesforce was released	YES	Needed
Mr. Clarke Englund	Panelist – How A1 Platforms are cyber authorized	YES	Needed
Mr. Matt Lowy	Panelist – How Salesforce was certified compliant	YES	Received
Mr. Rich Thiebauth	Panelist – How Identity Mgmt was integrated	YES	Needed
Mr. Jonathan Catalano	Panelist – How contract support was managed	YES	Needed



Q&A Preparation

- **Why was Salesforce picked over other platforms?**
- **How are platforms ran through BCAC?**
- **What is the strategy for License consolidation within the AF?**
- **How are ATOs supported in A1?**



Our Journey Started 2016

Our Airmen
and
Guardians
deserve
better



AIRMAN LEVEL EXPERIENCE

Manual Process for Performance Evaluations

No Mobile Capabilities

Limited Self-Service Applications

8 Separate recruiting systems w/ zero overlap or sharing

3K manhours in HR Manual workarounds per week (AFPC)

Minimal Cyber Security

109 manual Personnel Pay workarounds each pay cycle

51,178 reported pay problems (2018)

Low data analytics capabilities

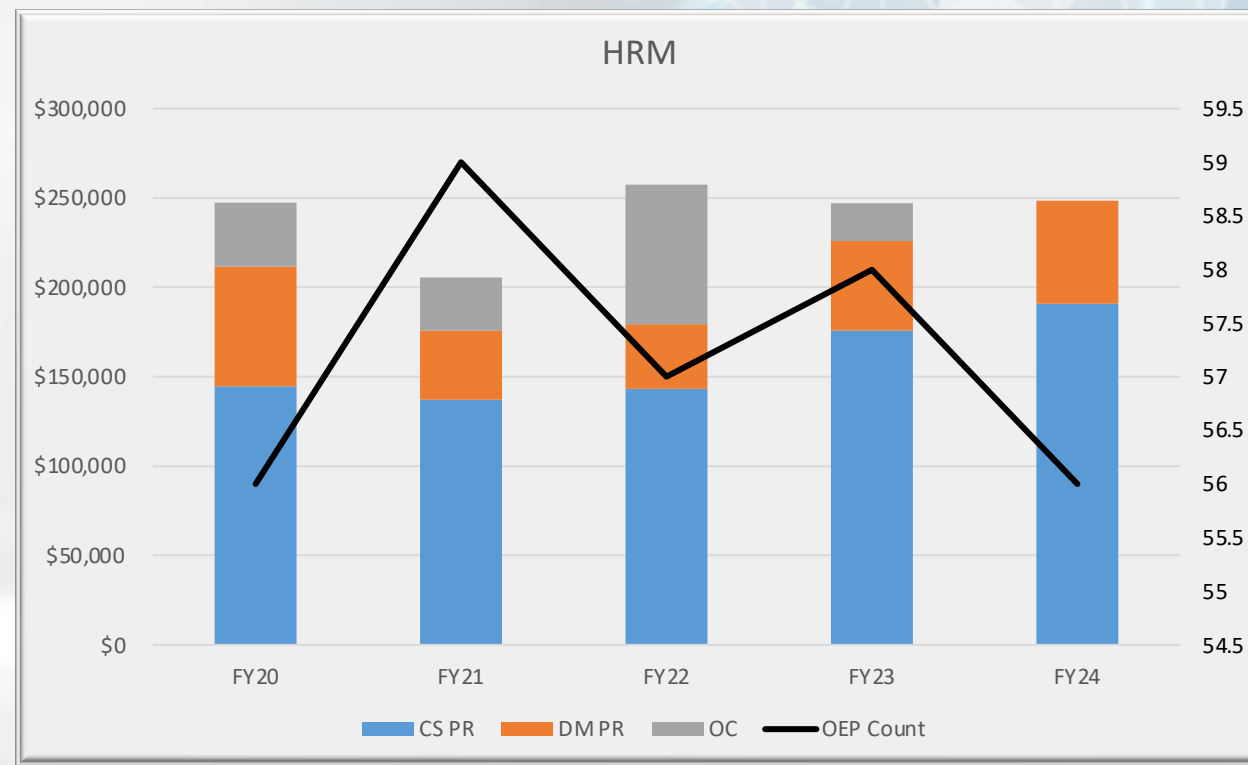
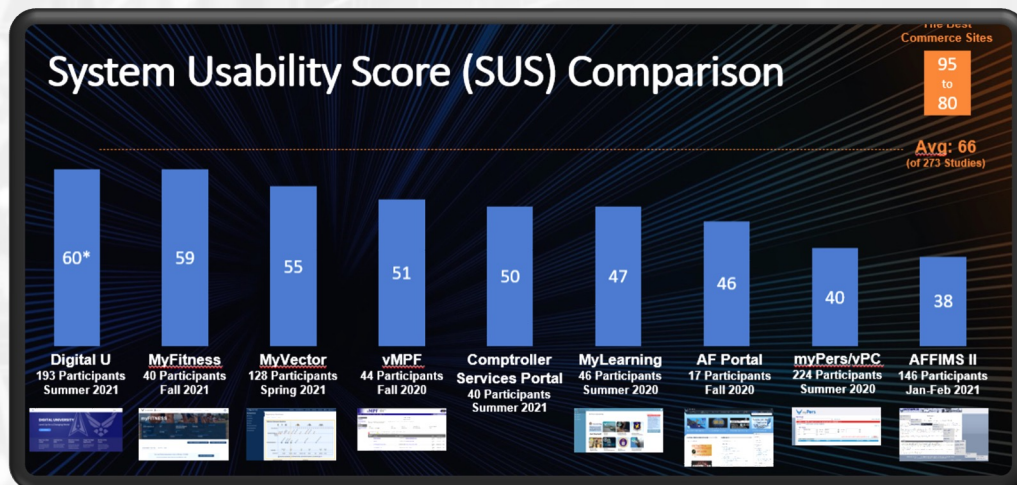
SYSTEM LEVEL EXPERIENCE

- **Duplicative, disjointed, antiquated** systems and applications
- Perilous **Cyber Security** risk posture
- **Lack** of authoritative data sources
- System **latency** and network **failure**
- Systems **not responsive** to Commanders, Airmen and Families
- Systems **not agile** to updates
- **Manual/repetitive** processes
- **Imbalance** of Art of Science



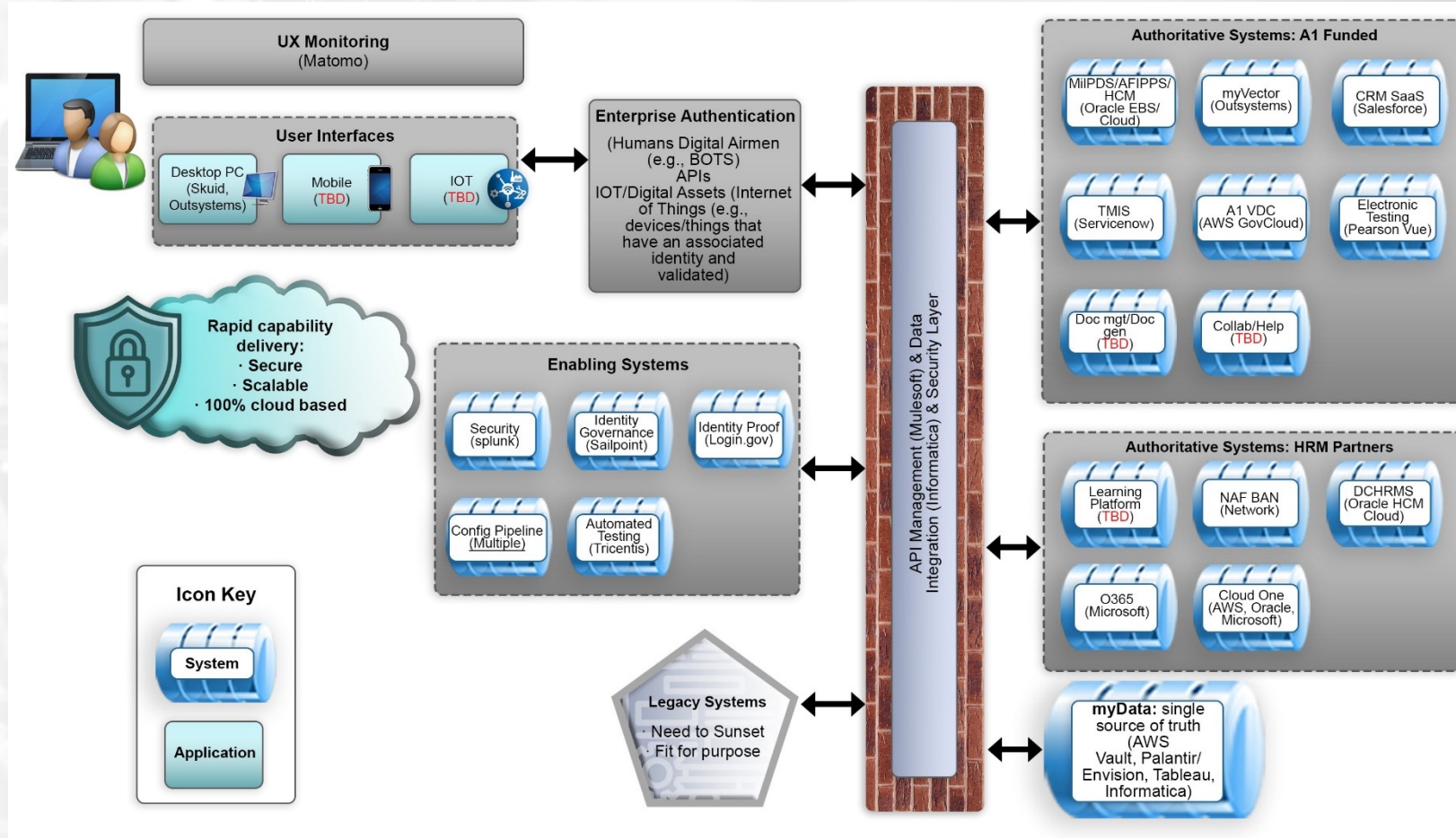
Why Transform?

More than modernization... transformation is a massive undertaking that affects everything and everybody





HRM IT Architecture: Almost Complete



DAF Successes

- 1st DoD SaaS cloud solution
- 1st portfolio-level IaaS cloud
- 1st DoD certified non-CAC platform
- Platforms: 100% cmc'l cloud
- Largest AF data center closure
- 1st major Envision capability: GOFAST
- Largest portfolio in AF VAULT: 20+ systems
- Supports A3, AFRS, AMC, HC, RE

Added 15 architecture systems/apps didn't exist in 2018; adding training/medical platforms



Enterprise Authentication

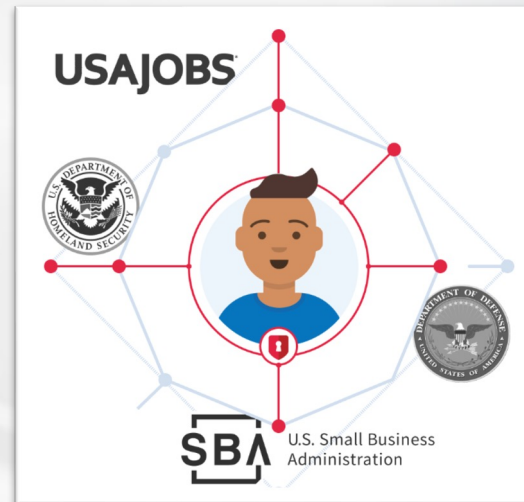
ICAM provides the ability to manage identities with a centralized environment where all entities, person or non-person, are Identified, Authenticated, Authorized, Monitored and Auditable in real time

WHY ICAM? Allows Airman/Guardian to use one set of login credentials and one identity for all A1 Applications

Supporting 23 applications today

1.9M logins in July 2023

ICAM Solution for DAF Audit



July 2023 usage:
ONLY 8k logins...
iPad/Tablets: 208



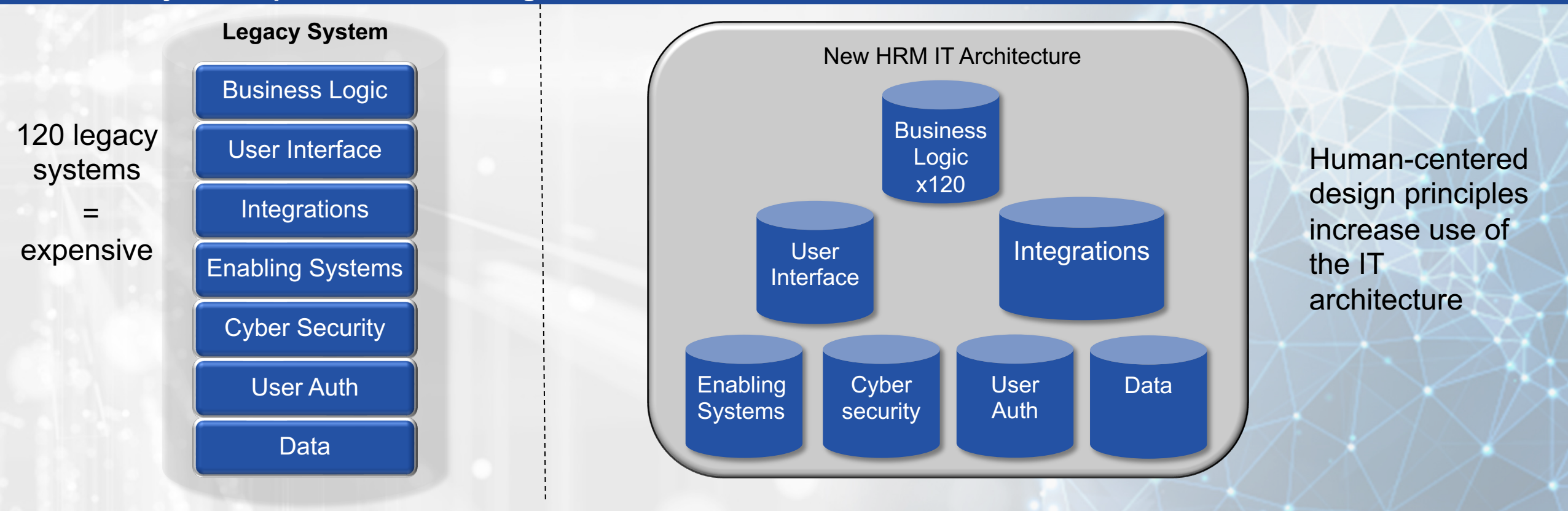
Integrity - Service - Excellence



Authoritative Platforms

Authoritative platforms include Salesforce CRM, ServiceNow TMIS, myVector, Pearson Vue's eTesting solution, the A1 Virtual Data Center, and Oracle MiIPDS/AFIPPS.

WHY Authoritative Platforms? Accelerate delivery of business capability and support citizen development whereby moderately skilled personnel can configure SaaS cloud solutions to meet their needs.





Data Solutions (myData & Vault)

myData, within the SAF/CN VAULT, contains all Airmen and Guardians' data from disparate systems to create one golden record for all HR systems and analytics

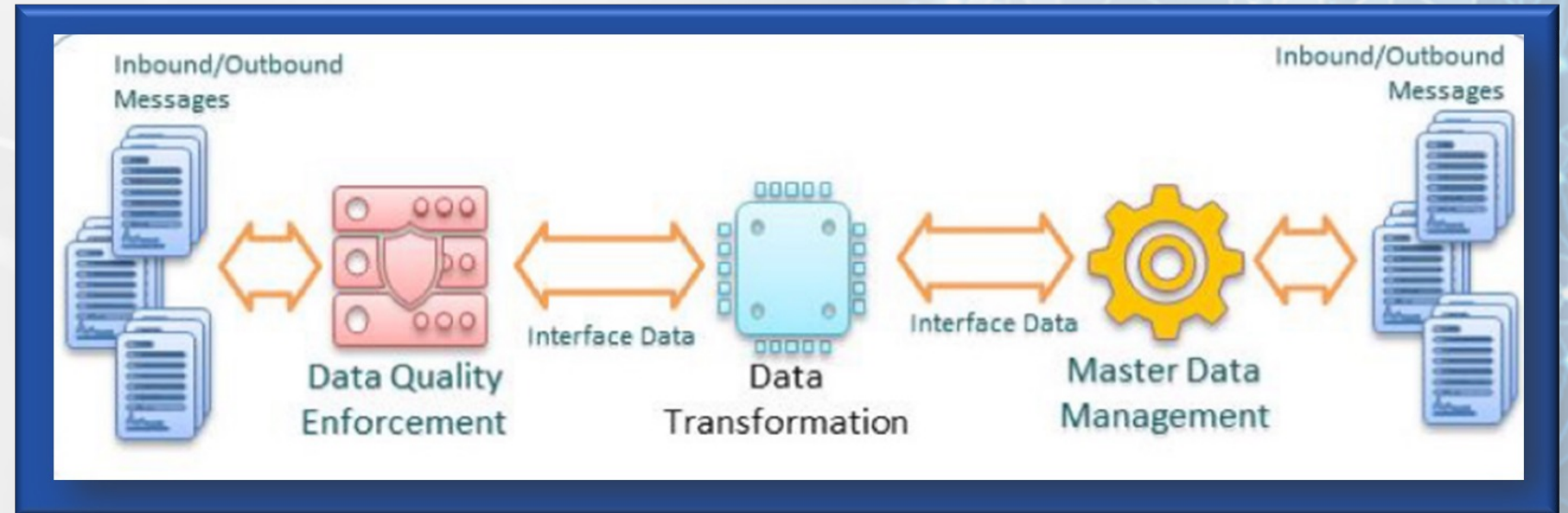
WHY DATA? AF and DoD action to consolidate data (DAF 90-7001 Enterprise Data Sharing and Stewardship)

Single source of truth

APIs

Analytics

Artificial Intelligence



Integrity - Service - Excellence



Cyber Status

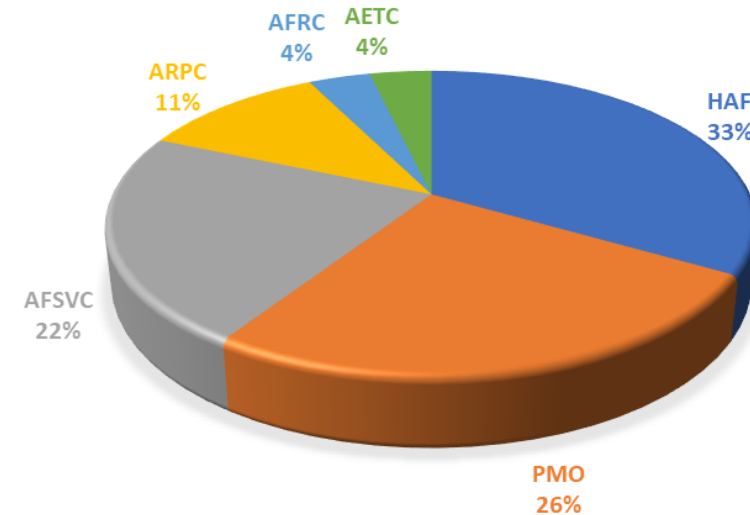
Cyber Security enforcing, assessing and validating security measures to weigh and authorize the risk of operational capabilities

WHY CYBER? Protecting Personal Identifiable Information (PII) and HR data (e.g., payroll, TDY, Career Projections, Education) while increasing secure accessibility to systems

Risk Posture:

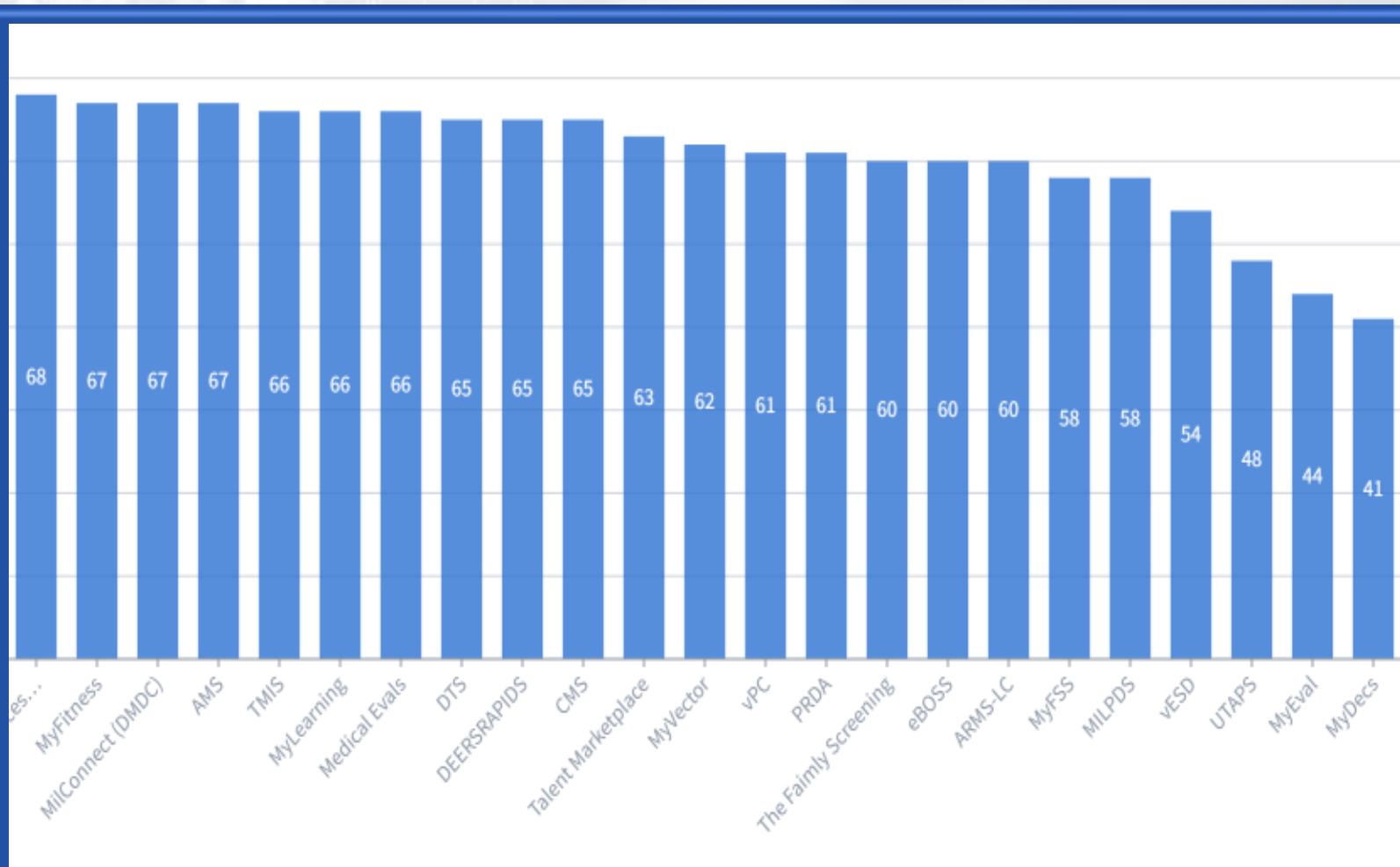
- 58 of 95 systems (~60%) are public facing
- 25,100 POA&M security gaps
 - 8,675 Overdue
 - **803 assessed Very High/High**
 - No program has zero POA&Ms

27 SYSTEMS USING NEAR END-OF-LIFE SOFTWARE





Current SUS Scores



- 21 of bottom 22 systems scored by SAF/CN reside in/associated with A1's IT Portfolio
- We must continue to improve our IT capabilities with focus on human-centered design principles that increase our usability scores

	Avg Score	April 2023	May 2023	June 2023	July 2023
myEval	44	36	43	48	50
myDecs	41	43	46	50	25



We need your help



Change is not coming it is *here*... and it *will* be **constant**



We need your active leadership communicating and securing **stakeholder buy in** from the **Total Force**



Help us manage change by **participating in design sessions**... you know what this needs to look like



Build towards **capabilities vs. systems**... starting with: ARC Utilization, Accountability, and Promotions

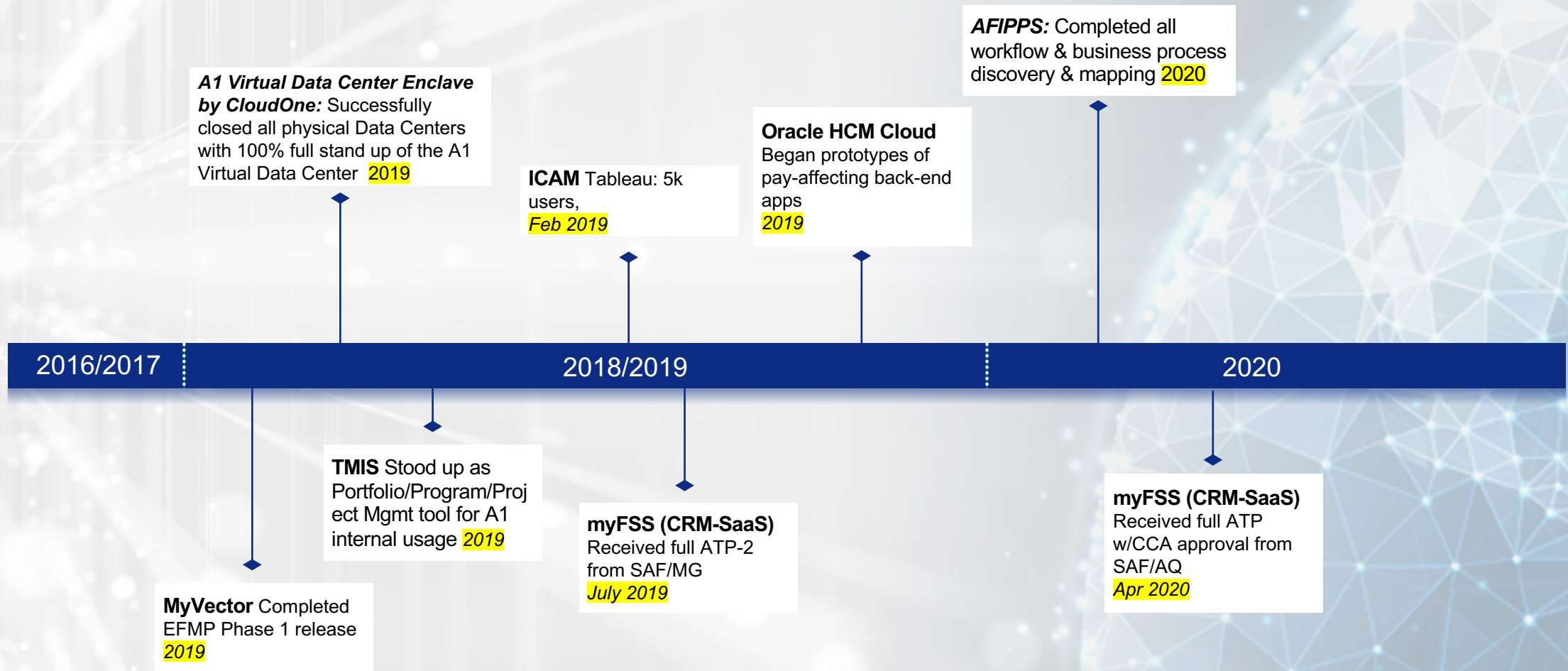
A1... PEOPLE FIRST!



QUESTIONS?



AFFF Data Cutover Timeline





AFFF Data Cutover Timeline

