



**A/OPE**

# Industry Day Welcome

**Katherine Lugo**

Evolve Contracting Officer (A/OPE/AQM)

October 25, 2021

# Agenda: EVOLVE Industry Day, 25 Oct 2021

Time	Topic	Speaker
0800-0810	Industry Day Welcome	Katherine Lugo (AQM)
0810-0825	Industry Day Goals	Michael Derrios (SPE)
0825-0840	Overview of Evolve IDIQ	Kimberly Baltimore (ITA)
0840-0910	Cybersecurity Briefing	Donna Bennett (E-CISO) Al Bowden (DCIO/CO)
0910-0930	Enterprise IT and Performance Expectations	Glenn Miller (PDCIO)
0930-0940	Break	
0940-1000	Pool 1: IT Management Panel	Jeffrey Johnson (BMP)
1000-1020	Pool 3: Cloud & Data Center Panel	Brian Merrick (CPMO) C. Melonie Cannon (SIO)
1020-1040	Pool 4: Application Services Panel	Brian Merrick (CPMO) C. Melonie Cannon (SIO)
1040-1100	Pool 5: Customer & End User Services Panel	Ivan Watson (DCIO/OPS) Todd Cheng (CCS)
1100-1120	Pool 2: Network & Telecom Services Panel	Bruce Begnell (DCIO/FO) Earl Underwood (ENM)
1120-1245	Lunch	
1245-1315	IRM Vision and Goals	Keith Jones (CIO)
1315-1445	Q&A	All speakers
1445-1500	Closing Remarks	Katherine Lugo (AQM)

# Guidance for a Successful Event

- A copy of today's presentation will be posted on sam.gov following the event at the following link:
  - <https://sam.gov/opp/2843985cb9694e799d34addb54de86f4/view>
- Information shared today is pre-decisional and considered market research.
- For any technical or connectivity issues please contact Webex support online at <https://help.webex.com> or via phone at (866) 229-3239. For local connectivity issues, contact your individual internet or cell service provider as appropriate.

# Q&A Process for Today's Event

- Please submit questions anonymously via Slido any time throughout the day.
- We will compile your questions and answer as many as we can this afternoon during the Q&A Session from 1:15 to 2:45 PM EST.
- Questions received via email and Slido before the event will also be covered during the Q&A session.
- The Evolve draft solicitation released on Thursday, 21 Oct, on SAM.gov should answer many contract-related questions.
- After today's event, we will post a list of questions and responses on SAM.gov.

# How to Submit Questions with Slido

*Webex chat and participant audio are inactive*

- Slido QR Code:



- Slido Link:

<https://app.sli.do/event/qf7kjezl>



# Thank You

# Evolve Industry Day Goals



**Michael Derrios**  
Senior Procurement Executive  
Bureau of Administration

## Overview

1. Background: How We Got Here
2. Industry Influence on Evolve
3. Acquisition Milestones
4. Industry Day Goals



# Evolve Background: How We Got Here



## State Department Reverse Industry Day

13 April 2021

- Session #1 Engaging with Industry to conduct effective market research
- Session #2 Doing Business with State Department – Issues and Perspectives across the Procurement Lifecycle



## 1 on 1 Sessions

Large and Small Businesses,  
Spring 2021

Multiple engagements over 30-day period



## State Dept Days

14 – 17 Jun 2021



## Vanguard 2.2.1

One-year bridge (6/3/3)

Signed 8 Aug 2021



## Evolve Sources Sought

Announcement Released

12 Aug 2021



## Evolve Industry Day

25 Oct 2021

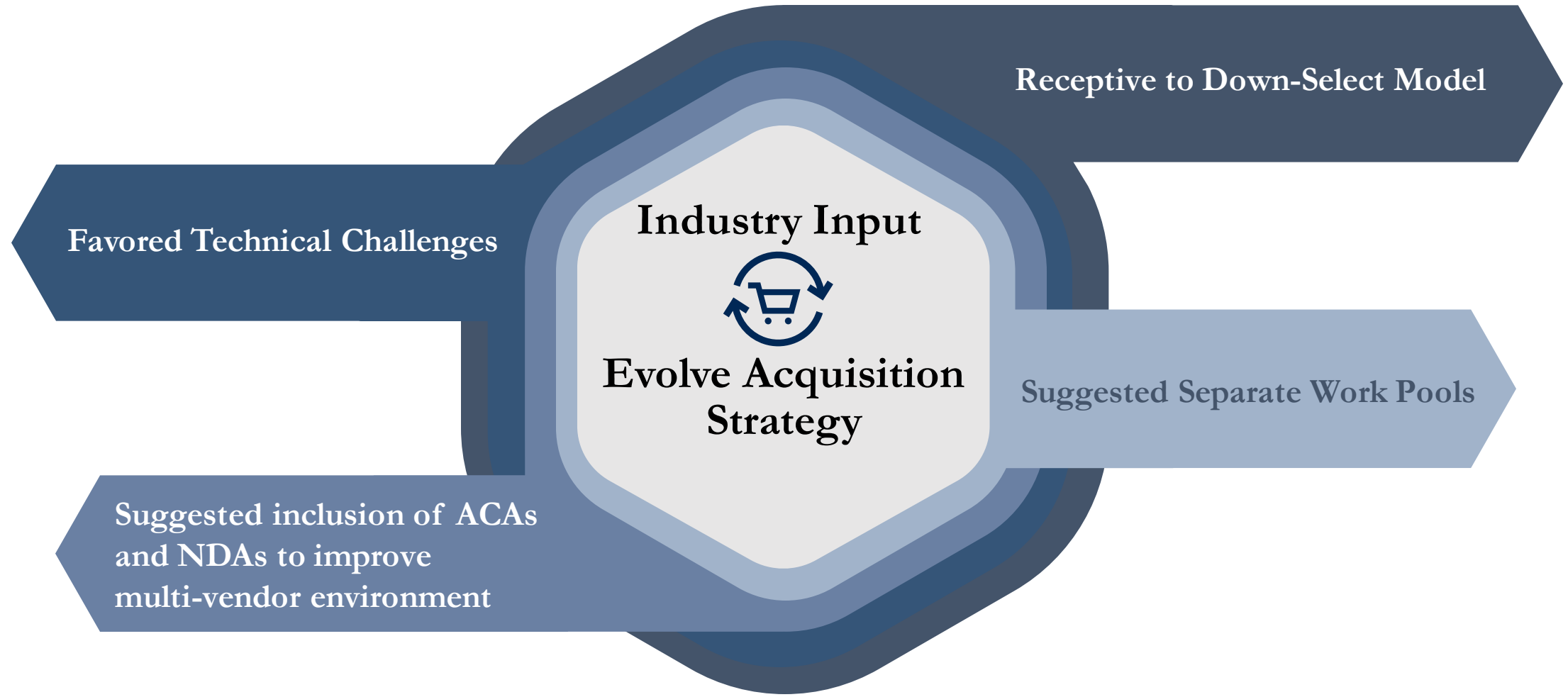
# Evolve Acquisition Goals

The Evolve contract vehicle will help IRM to drive necessary and effective operations and collaboration across the Department, its partners, and foreign audiences.

The Evolve IDIQ will:

1. Provide access to best-of-breed service providers via pools;
2. Identify new providers for Vanguard 2.2.1 services to avoid disruption;
3. Advance the diplomatic mission with a centralized IT services contract vehicle for the Department;
4. Allow for hybrid Task Orders (e.g., combinations of FFP, T&M, LH);
5. Allow Task Orders under \$10M (e.g., application development) to be awarded without protest;
6. Reduce lead time from requirement to award via standardized ordering procedures;
7. Reduce administrative burden and costs through greater standardization (e.g., EVM and other reporting requirements) and elimination of redundant processes;
8. Be supported by centralized contract management and vendor performance oversight;
9. Hold vendors accountable for performance.

# Industry Influence on Evolve Acquisition Strategy



# Industry Influence on Evolve Acquisition Strategy (cont.)

What we learned from the RFI:

- **Most common pitfalls facing government modernization projects**
- **Suggestions on how to best set up pools**
  - RFI started with TBM taxonomy and conversations with industry led to competition pools
- **How to evaluate SCRM and incorporate Cyber EO in the requirements**
- **How to best incentivize modernization projects**
  - Value Engineering Clauses; Award Term
- **Shaping the contract to incentivize the contractors to work well together**
  - Service Level Agreements (SLAs) being “owned” by a different contractor
  - The most effective way to set up an Associate Contractor Agreement (ACA)
  - Expectations of the government to be successful



# Industry Day Goals

- Clearly communicate needs, schedule, and Department standards to Industry
- Incorporate feedback and Industry best practices into solicitation
- Align expectations to deliver highest value services to the Government
- Share information transparently and answer as many questions as we can
- Maximize Industry participation— 1100+ virtual attendees, 550+ vendors

**Your Partnership is Critical to our Success!**



Thank You



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# Evolve Overview

**Kimberly Baltimore**

Evolve Program Manager

Director, IT Services Contract Management Division  
(BMP/ITA/CM)

October 25, 2021

# Evolve Overview

- Multiple award, Indefinite Delivery, Indefinite Quantity (IDIQ) acquisition
- Developed to improve the Department's security posture and promotes innovation and IT modernization across the organization
- Contract ceiling of \$8 Billion established to allow support for DOS enterprise
- The IDIQ Period of Performance is five (5) years
- Task Orders will be competed in Pools to obtain best in class services
- This contract will immediately support expiring IRM contracts such as Vanguard 2.2.1, ITESS, etc.
- Upon award, Evolve contracts will be centrally managed by the IRM IT Acquisitions office (IRM/BMP/ITA/CM).



# Evolve Competition Pool Overview

01

IT Management

- IT Management
- Strategic Communication
- Strategic Planning
- Enterprise Architecture
- Zero Trust Strategy
- Finance and Budget
- Governance, Risk, and Compliance
- Portfolio Management
- Capital Planning
- Consulting
- Budget Formulation and Execution
- Financial Management
- Executive Support Program

02

Network & Telecom Services

- Network Engineering
- Network Operations
- Systems Administration and Management
- Domain Services
- Data and Voice Networks
- Wireless Networks
- Radio Network Installation and Maintenance

03

Cloud & Data Center

- Enterprise Data Management
- Data Access and Integration Program Management
- Virtual Compute and Containers
- Technology Lifecycle Management
- Cloud Services

04

Application Services

- System Management and Configuration Changes
- Security and Contingency Preparation and Operations
- User Experience Design
- Development
- Testing
- Release Management
- Database Administration and Management

05

Customer & End User Services

- Help/Support Desk
- Change Management and User Communications
- Training
- Technical Support Services
- Mobile and Remote Access
- TEMPEST

**Pool 1: Strategy, Planning, Design, Business, and PMO functions.**

**Pool 2 – 5: Execution of IT Services (Engineering, Testing, Operations and Maintenance)**

**Cross-Pool Requirements: Compliance, Security, Disaster Recovery, Client Mgt, IT Service Mgt, Project Mgt, Innovation**

# Evolve Pool Constraints and Partnering

- **Pool 1:** To avoid conflicts of interest, promote objectivity and ensure best possible performance in all pools:
  - Pool 1 Vendors may not deliver services in Pools 2 - 5
  - Pool 1 Vendors may not have partnerships or subcontracts with vendors providing services in Pools 2 - 5
- **Pools 2 - 5: To mitigate performance risk and encourage use of best-in-class suppliers in Pools 2 - 5:**
  - A vendor may only provide services as a prime contractor in a maximum of two (2) pools
- **Joint Ventures are welcome, but same constraints apply**
  - To obtain best-in-class service providers, DOS seeks vendors experienced in directly managing and doing the work described

# Planned Awards for Evolve

**Small Business Set Asides: Pool 3 Only**

**01**

IT Management

**02**

Network &  
Telecom Services

**03**

Cloud & Data  
Center  
**Small Business Set  
Aside**

**04**

Application  
Services

**05**

Customer &  
End User  
Services

## Number of Task Order Awards per Pool

- IRM intends to award up to six (6) task orders per pool but reserves the right to award more, or less, if it is determined to be in the best interest of the government.

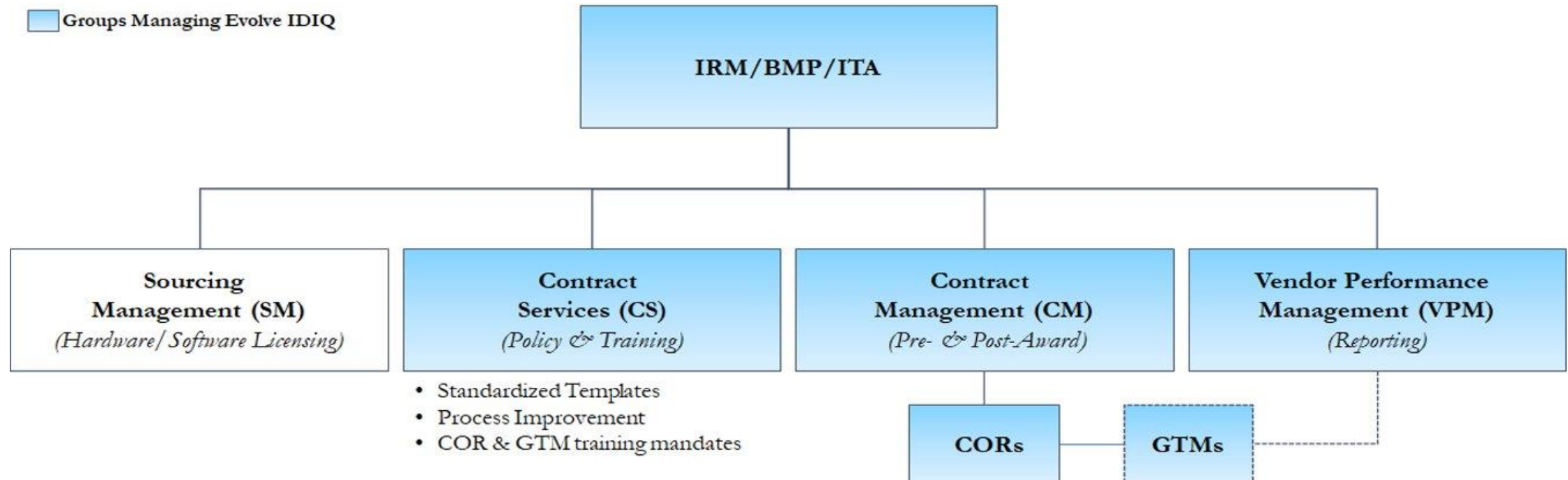
## Current Contracts

- There are twenty-three (23) current IRM contracts expiring within the next 12 months that may align to task orders under Evolve.

# Evolve Contract Management

Centralized contract management will create efficiency in the acquisition process by:

- Eliminating redundant contracts and capitalizing on economies of scale
- Improving the speed to deliver new technology
- Improving service delivery via vendor performance oversight
- Ensuring IT security is appropriately integrated into all contracts
- Implementing standards to meet business and regulatory requirements for modern IT systems



# Evolve Acquisition Timeline

Key Dates (Subject to Change)	Event
12 Aug 2021	Sources Sought Announcement Released
23 Aug 2021	Sources Sought Industry Responses Received
1st Qtr FY 2022	Draft Solicitation Released
1st Qtr FY 2022	Industry Day
	Solicit Evolve IDIQ Proposals
1st Qtr FY 2022	Final Solicitation Released
2nd Qtr FY 2022	Receive Proposals for IDIQ
	Evaluate Proposals and Award in Pools
2nd Qtr FY2022	Award Pool 1 IDIQs
3rd Qtr FY 2022	Award Pools 2-5 IDIQs
	Award Task Orders and Transition
Early 3rd Qtr FY2022	Award Pool 1 Task Order(s)
Late 3rd Qtr FY2022	Award Pools 2-5 Task Orders



Thank You



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# Evolve Industry Day Cybersecurity Briefing

**Donna Bennett**

Enterprise Chief Information Security Officer  
Enterprise CISO (IRM/E-CISO)

**Al Bowden**

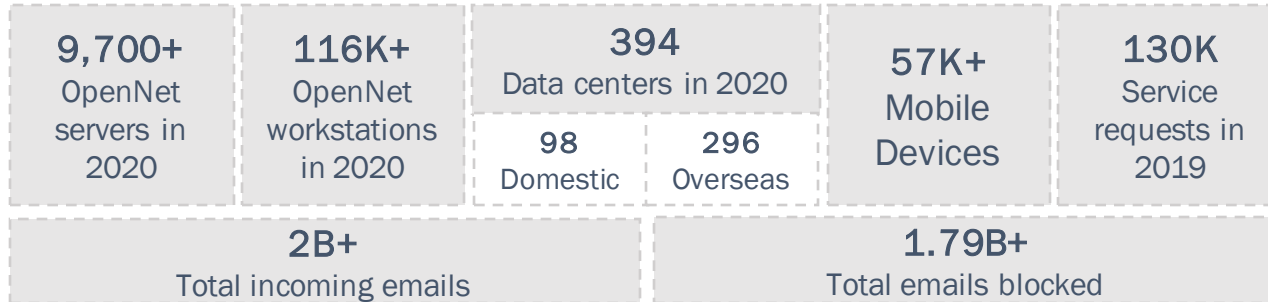
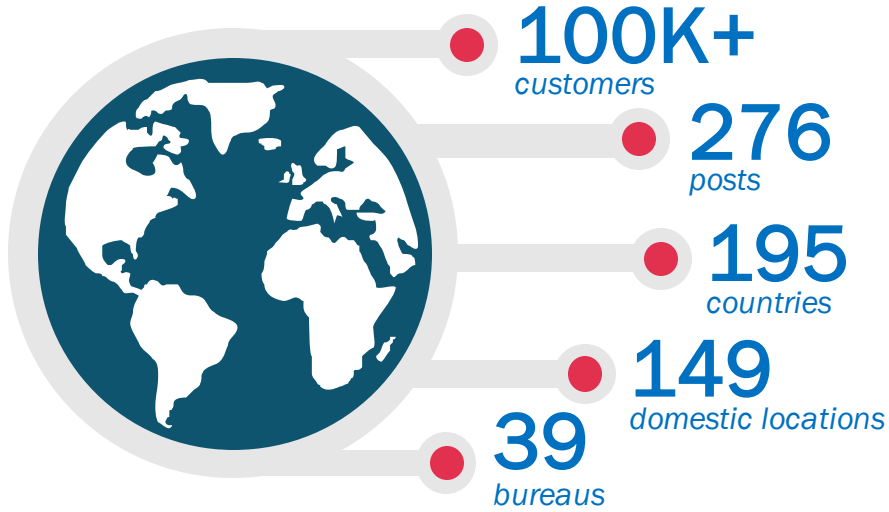
Deputy Chief Information Officer  
Cyber Operations (IRM/CO)

October 25, 2021

# Cybersecurity Environment

**SERVICE  
WORLDWIDE  
50+**

Federal Agencies,  
Non-Governmental  
Organizations, and  
other outside partners  
who receive IT services

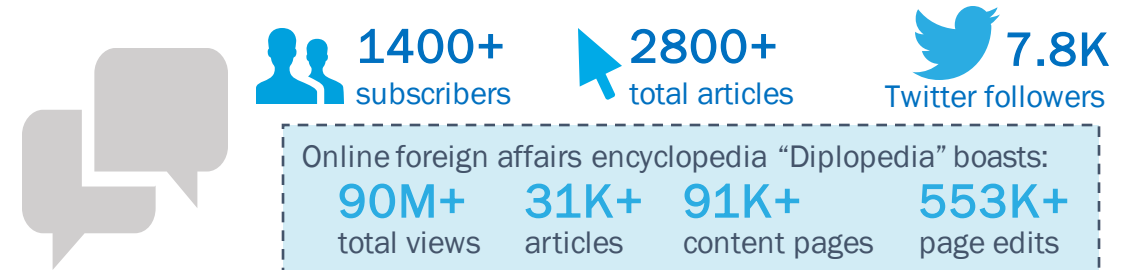


**EMPLOYEES  
AND BUDGET**



## COMMUNICATION & COLLABORATION

*Tech@State* is the Department's one-stop shop for all things technology

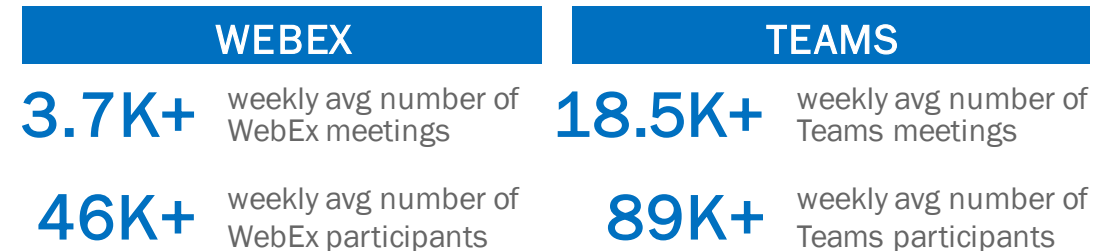


## IRM STAFF



## COLLABORATION PLATFORMS

CONNECTING OUR PEOPLE  
DURING COVID-19





# Cybersecurity Existing Challenges

- 2019 National Defense Authorization Act (NDAA) Section 889 Compliance
- Supply Chain Risk Management (SCRM)
- Implementing Executive Order 14028



**Evolve provides the opportunity to improve cybersecurity through centralization and standardization of contract requirements and performance across entire the Department**

# Impacts of the Cybersecurity EO

## Current Priorities

- Modernizing Cybersecurity
- Modernizing IT Infrastructure with built in security
- Cybersecurity Governance
- Implementing Supply Chain Risk Management

## Planned Activities

- Behavior Analytics
- Implementing Zero Trust Architecture
- Centralizing Control of Distributed Internet Networks
- Continuous Monitoring
- Eliminating EOL HW and SW
- Network Management
- Network Modernization

# Governance

- Talent Management
- Governance and Communications
- Clarifying authorities and direction
- Streamlining cyber capabilities
- Cross-functional cyber teams
- Measurement of effectiveness
- Policy Acceleration and Unification
- Proactive vs Reactive Posture



# Capabilities

- Integrating existing security capabilities
  - Reducing complexity and duplication in our technology architecture
  - Enabling real-time analysis of disparate security alerts
  - Improving intelligence feeds to augment our understanding of events
  - Assessing organizational capabilities against state-of-the-art capabilities
- Zero Trust Implementation
  - Supply Chain Security
  - Data as an enterprise asset
  - Encryption of Data
  - Data Loss Prevention



# Evolve Cybersecurity Expectations

- Cybersecurity is a cross-pool function with all pools having requirements that vary by specific capability
- Mature, comprehensive approach to cybersecurity, planning, compliance and threat mitigation
- Flexibility to adapt to emerging threats
- Improved Cyber Operations
- Enhanced risk posture
- Cyber program improvement
- Integrated governance



Thank You



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# Evolve Industry Day

## Enterprise IT and Performance Expectations

**Glenn Miller**

Principal Deputy Chief Information Officer,  
Bureau of Information Resource Management (IRM)

October 25, 2021





# IRM by the Numbers

Our impact spans the globe. More than 50 Federal agencies, a variety of non-governmental organizations, and external partners receive IT service from the Information Resource Management Bureau.



- 100K+ *customers*
- 275 *posts, 191 countries*
- 149 *domestic locations*
- 39 *bureaus*
- 50 *agencies*

## Department IT Budget<sup>1</sup>

- \$2.94B Enterprise-wide under CIO oversight and governance
- \$1.31B IRM bureau with full CIO direction
- \$1.64B Function and Regional Bureau IT budgets
- <sup>1</sup> FY 2022 Requested



# Complex IT Environment with a Worldwide Footprint



Supporting a wide range of customers from farmers to the Intelligence Community to American citizens overseas.

# Secure Remote Transition

## Mobile First Achievements Enabled a More Effective Global Workforce

- Enabled **100,000+ Department users** for browser-based access to the Department's O365 tenant.
- Procured/provisioned/deployed **20,000+ laptops** to improve the mobility of the workforce.
- Improved the Virtual Desktop Infrastructure (VDI) capacity by over **300%** to facilitate the increased demand.
- Implemented collaboration tools including Microsoft Teams, Google Meet, and Cisco Webex.
- Completed a review of legacy policies and procedures to modernize deployment of new technologies.



# Fixed Resources

*Focused on modernization to provide better services while reducing costs*

- The IRM budget (approximately 44% of the Department's IT budget) has remained stable; but the appetite for enabling technology is increasing.
- New innovative technologies should include plans to decommission legacy environment, cut costs, and should make the organization more efficient in the delivery of IT services.

# Maximize Existing Resources

*Fully utilize and implement the modern solutions that we already have*

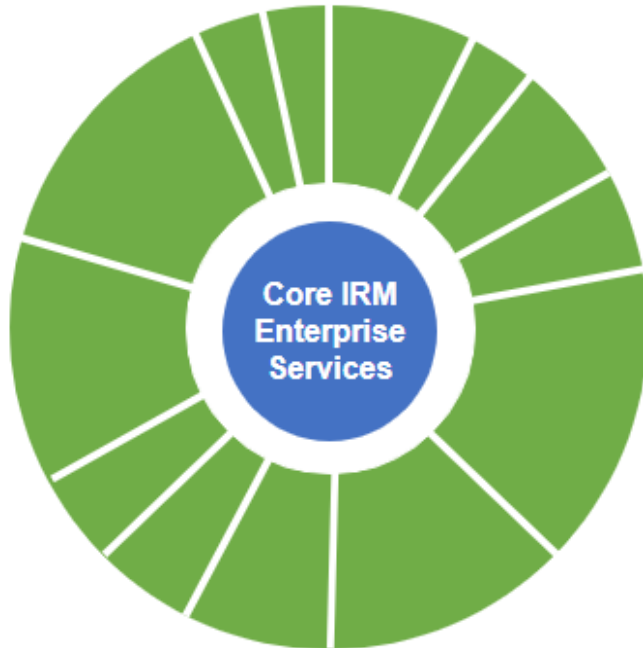
- Utilize all solutions to the greatest extent.
- Prune the portfolio where appropriate.
- Deprecate End of Life applications.

# Enterprise Solutions Focus

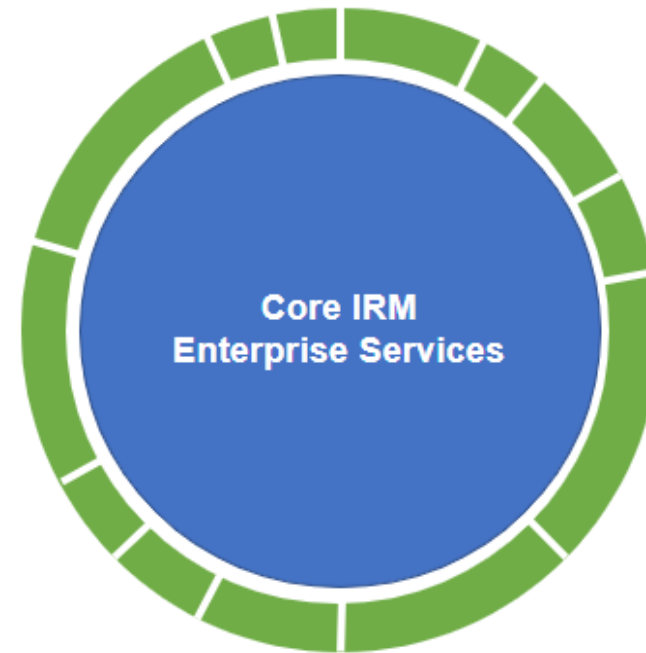
*Delivered solutions should be scalable and applicable to the enterprise*

Enabling bureaus to focus on their unique mission requirements requires scalability, competence and customer intimacy to deliver services they want to use.

Bureau Systems and Services



Bureau Systems and Services



*No  
boutique  
solutions*

# Uplift Enterprise Cybersecurity

- Cyber capabilities and services to achieve better visibility, centralization, and an improved ability to defend the enterprise.
- Cyber pressures and investments increase ops tempo and create budgetary constraints.



- Improve inventory/auditing/logging, establish network admission control, and secure the department's data no matter the location.
- Implement zero-trust, complete centralized ICAM, mitigate SCRM risk, and compliance with NDAA sec 889.

# IRM Organizational Changes

*IRM is undergoing a re-organization within its Foreign Ops and Ops Directorates*

- New organization will modernize management of IT services across the Department
- Intended to eliminate redundancies, streamline management and gain efficiencies
- Need flexibility from Industry partners as some contracts might require modification or issuance of new orders to reflect the changes

# Expectations for Evolve Awardee Performance

*Multi-vendor environment demands collaboration among service providers*

- State Department is looking for vendors able to seamlessly integrate with other vendors across organizational and functional pools to deliver superior service
- State Department will build accountability into task orders via shared key performance indicators and other mechanisms to promote integration and cooperation
- Looking for long-term partnerships to grow and change over time



# Evolve Moving Forward



- **Not business as usual**; not looking for staff augmentation alone.
- Looking for continuous **innovation** and creative solutions to help make the Department's worldwide workforce more effective.
- Develop innovative **contract structures** where possible.
- Foster constant improvement, **automation**, and evolution.



Thank You



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# Evolve Industry Day

## Pool 1 Panel: IT Management

**Jeffrey D. Johnson**  
Deputy Chief Information Officer  
Chief Knowledge Officer  
Business Management and Planning (IRM/BMP)

October 25, 2021

# Pool 1 Defined: IT Management Services

## 01

### IT Management

- PMO Support
- Strategic Communication
- Strategic Planning
- Enterprise Architecture
- Zero Trust Architecture
- Executive Program Support
- Governance, Risk Audit & Compliance
- Process Improvement
- Finance and Budget

### Description

#### Vendor PMO Support:

- Provide input and support for programmatic activities related to contract tasks.

#### Strategic Communication:

- Provide communication consulting and expertise, manage relations and engagement activities, and develop and maintain communication assets for the bureau and its partners

#### Strategic Planning:

- Support integrated strategic planning efforts and conduct long term visioning for the development of strategy and associated plans
- Develop roadmaps to guide strategy implementation, enable change, and monitor performance

#### Enterprise Architecture:

- Maintain an understanding of the current architecture and develop architecture roadmaps and plans to drive standardization, integration, modernization, security, and efficiency among technology solutions

#### Zero Trust Architecture:

- Develop technology roadmaps, plans, and plans to secure the global network and its assets. This includes processes for least privilege access, micro-segmentations, data usage controls, continuous monitoring, auditing, etc.

# Pool 1 Defined: IT Management Services (continued)

## 01

### IT Management

- PMO Support
- Strategic Communication
- Strategic Planning
- Enterprise Architecture
- Zero Trust Architecture
- Executive Program Support
- Governance, Risk Audit & Compliance
- Process Improvement
- Finance and Budget

### Description

#### Executive Program Support:

- Support executive coordination, ensure the value and quality of outputs, and assess that products and services are contributing to end user needs and Department goals

#### Governance, Risk Audit & Compliance:

- Draft policies and processes for managing overall IT governance, enterprise risk management and compliance with regulations
- Define and maintain a structured approach for aligning IT with business goals and objectives, while managing risk and addressing compliance requirements

#### Process Improvement:

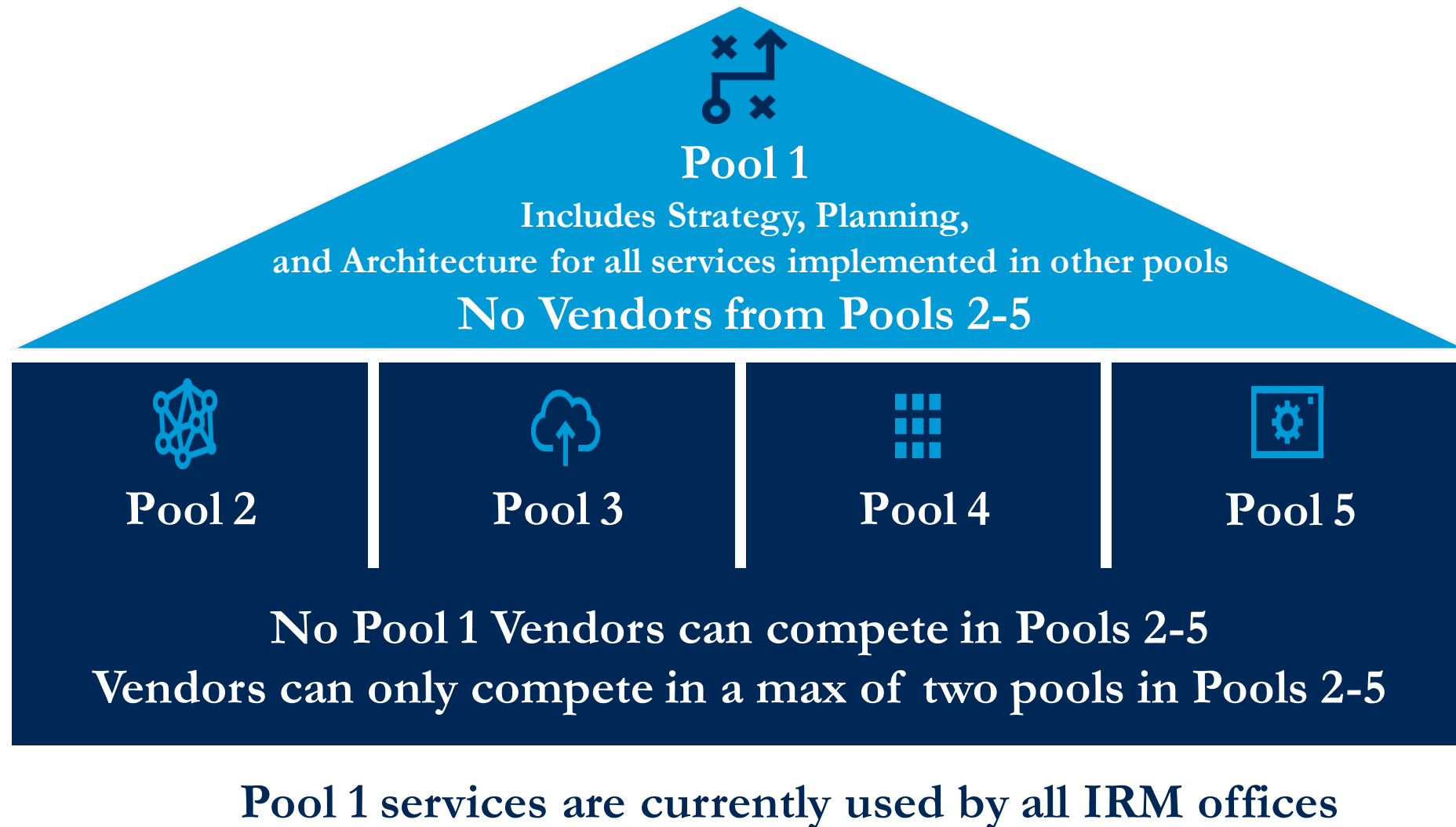
- Define and communicate process quality requirements, provide process improvement consulting, and enable process quality monitoring and the use of proven practices in continuous improvement and efficiency efforts

#### Finance and Budget:

- Define and administer formal budget guidance, conduct analysis for the prioritization of spending, and support budget, cost, and benefit management activities.
- Enable transparency and accountability and support informed decisions around the use of resources.

# Enterprise-wide Strategic Oversight and Planning

- Evolve intends for Pool 1 service providers to remain focused on strategy, planning and management support efforts orchestrated across the organization
- This focus will require a level of separation from the more technical and operational work.
- The separation helps to avoid conflicts of interest in which designers of strategy also implement solutions



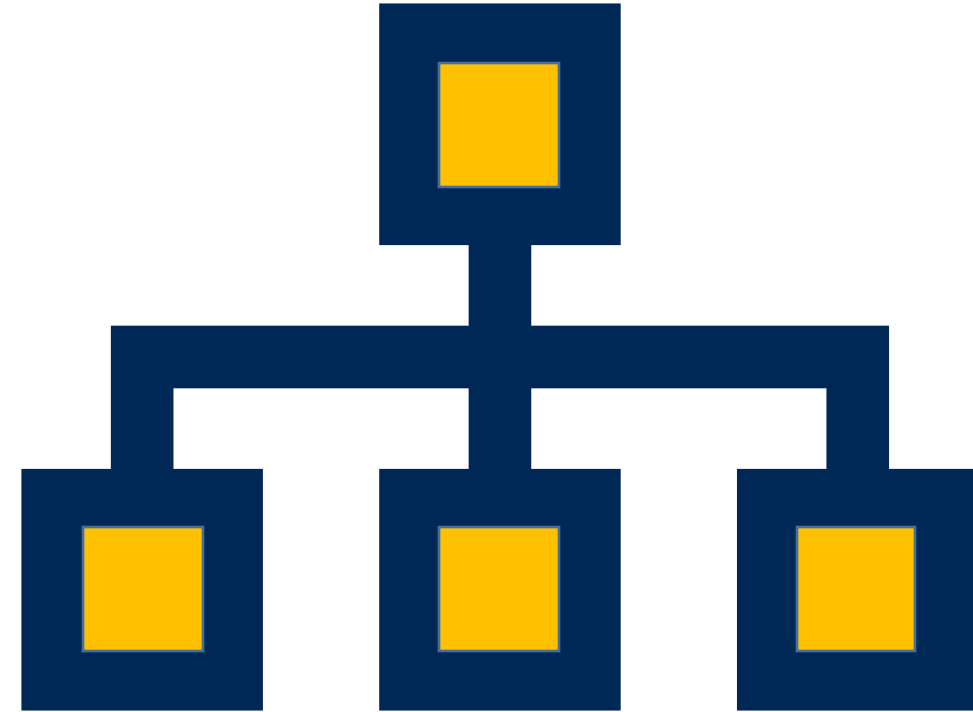
# Pool 1: Current Services

- Pool 1 services are the overarching strategy, process, governance, and oversight functions that make all other services possible; these are planning and support services, not technical operations.
- Pool 1 does not include IT operations; execution occurs in Pools 2-5
- Today, each office in IRM addresses management and architecture functions in a **different** way, yielding results of varying quality, consistency and standardization.



# Pool 1: Future State Objectives

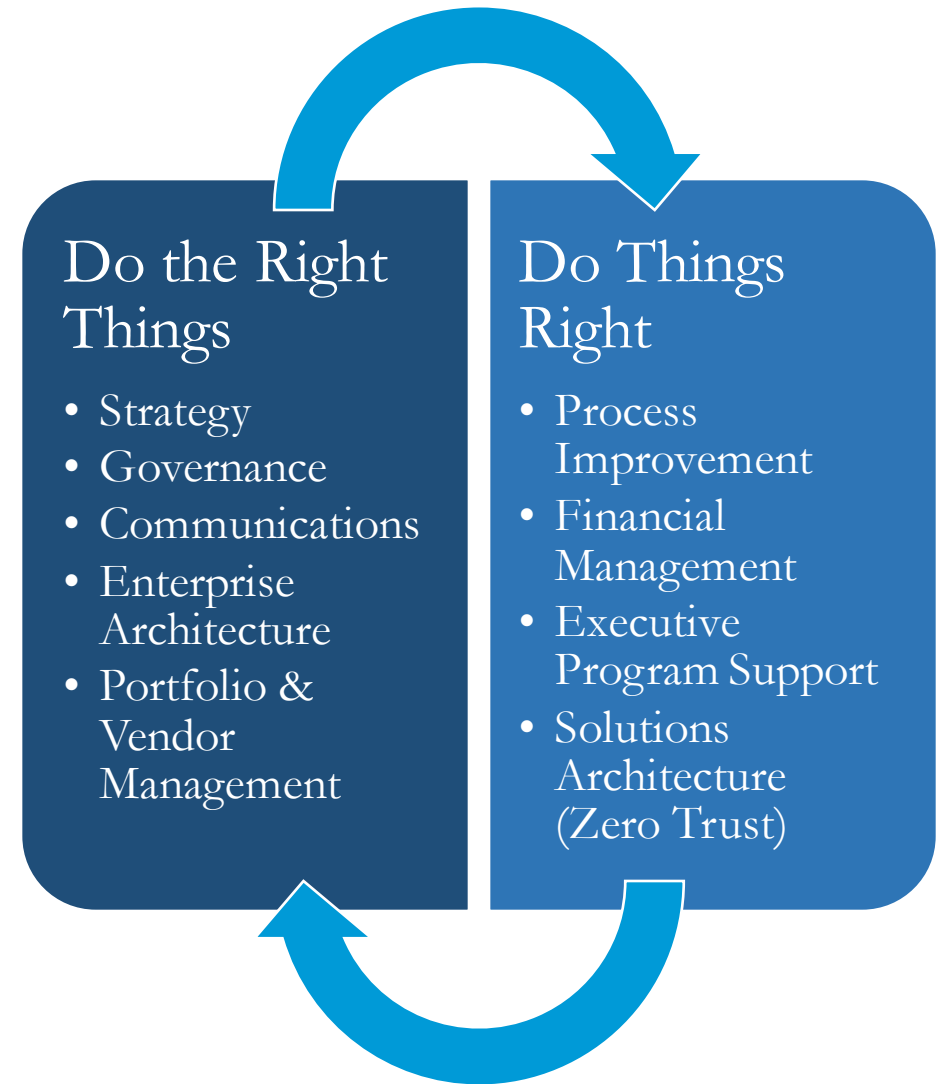
- Identify collaborative strategic industry partners with an enterprise outlook
  - IRM requires integrated efforts across service providers
  - Plan for the use of Associate Contractor Agreements to support our efforts
- Improve business processes, project management, financial management, capital planning, and functions at all levels to support the mission, increase speed and agility, ease process burdens, and optimize costs





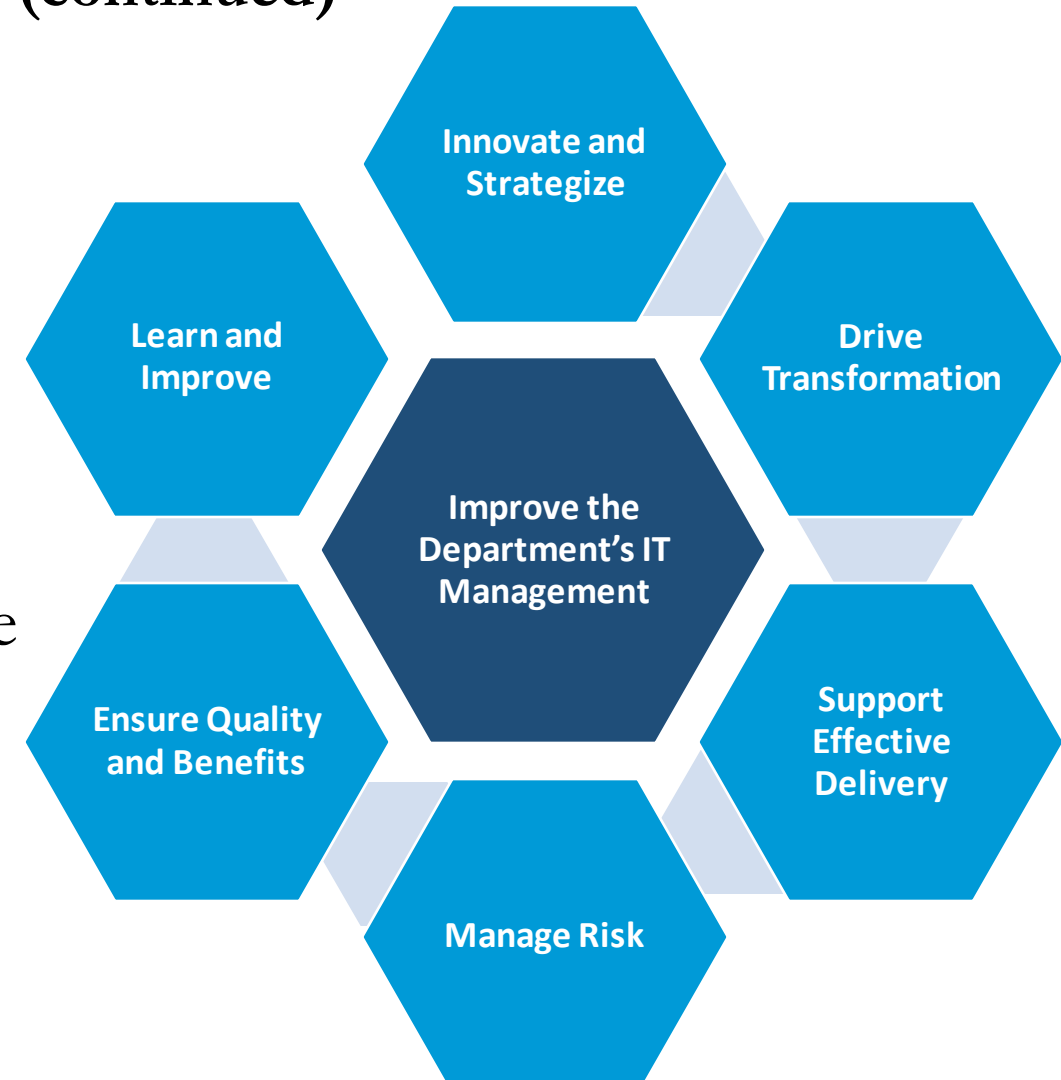
# Pool 1: Future State Objectives (continued)

- Deliver Executive Program Support across the organization to drive greater standardization and increase performance
- Drive strategies and plans to strengthen existing IT services, address changing mission needs, and support the accomplishment of Department goals



# Pool 1: Future State Objectives (continued)

- Further incorporate Technology Business Management (TBM) across Department
- Promote Innovation and Ideation
- Manage the Service Catalog
- Manage enterprise security and compliance
- Manage enterprise supply chain processes
- Govern overarching cybersecurity policy, processes, and controls



**Pool 1 capabilities serve as the catalyst for modernizing and transitioning to new ways of doing business in the Department**



Thank You



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# **Evolve Industry Day**

## **Pool 3 Panel: Cloud and Data Center**

**C. Melonie Cannon**

(Acting) Director, Systems Integration Office (IRM/OPS/SIO)

**Brian Merrick**

Director, Cloud Program Management Office (IRM/OPS/CPMO)

October 25, 2021

# Pool 3 Defined: Cloud & Data Center Platforms

03

## Cloud & Data Center

- Platform Services
- Enterprise Data Center
- Other Facilities
  - Offline Storage
  - Online Storage
  - Container Orchestration
- Virtual Compute
- Enterprise Azure

## Description

### Platform Services

- Distributed databases and middleware systems as well as DBMS software and tools, labor, and outside services
- Centralized data storage for application programs and code, databases, files, media, email, and other forms of information
- Excludes internal storage included with typical server configuration or end-user device such as a laptop, desktop or mobile phone, or tablet
- Data Centers provide 600+ racks/cabinets & cabling, ~11K devices, clean & redundant power, data connectivity, environmental controls including temperature, humidity and fire suppression, physical security, and the people to run and maintain the facility and its infrastructure

### Enterprise Data Center

- Three Purpose-built data center facilities (DC, MD, CO) that house and protect critical IT equipment including the space, power, environment controls, racks, cabling and “smart hand” support

### Other Facilities

- Computer rooms and MDF/IDF/telco closets that house IT equipment in corporate headquarters, call centers, or other general purpose office buildings

# Pool 3 Defined: Cloud & Data Center Platforms (continued)

03

Cloud & Data Center

- Platform Services
- Enterprise Data Center
- Other Facilities
- Offline Storage
- Online Storage
- Container  
Orchestration
- Virtual Compute
- Enterprise Azure

## Description

### Offline Storage

- Resources for archive, backup and recovery to support data loss, data corruption, disaster recovery and compliance requirements of the distributed storage

### Online Storage

- Central storage such as SAN, NAS and similar technologies for distributed compute infrastructure; includes equipment, software and labor to run and operate (over 10PB)

### Container Orchestration

- Managing lifecycles of containers
- Control and automation of tasks such as provisioning and deployment of containers, maintaining availability, scaling up or removing containers to manage application loads, relocating containers, allocating resources for containers, and monitoring container and host health

# Pool 3 Defined: Cloud & Data Center Platforms (continued)

03

Cloud & Data Center

- Platform Services
- Enterprise Data Center
- Other Facilities
- Offline Storage
- Online Storage
- Container  
Orchestration
- Virtual Compute
- Enterprise Azure

## Description

### Virtualization

- IaaS Services (7K IaaS across data center)
- Resources to maintain and manage large complex worldwide virtual environments
- High latency environment (post overseas)
- Customer Self service
- Show Back \Charge Back capability

### Windows OS support

- Installation, maintenance, and patching
- End user troubleshooting on virtual environments

### Configuration Management

- Device inventory (~11K)
- Annual property reconciliation (~\$86M)
- Warranty tracking

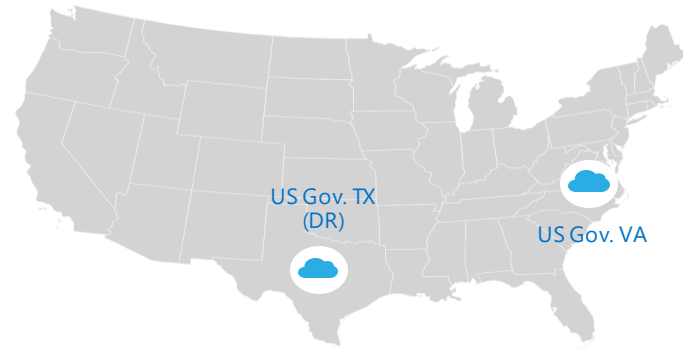
### Hosting (Data Center )Support

- ASHRAE standards
- Power consumption
- Cabling
- Network topology

# Enterprise Azure Cloud Services (EACS) Overview

Enterprise Azure Cloud Services (EACS), Unclass and Class, is the Department's first and only assessed and authorized cloud service offering leveraging Microsoft Azure Government (MAG). EACS provides a comprehensive suite of cloud offerings such as Compute, Network, Storage and Identity Management services, through Infrastructure-as-a-Service (IaaS) and Platform-as-a-Service (PaaS). This cloud service offering enhances the Department of State's mission of IT modernization by providing secure, reliable and elastic computing environments.

## EACS Regions





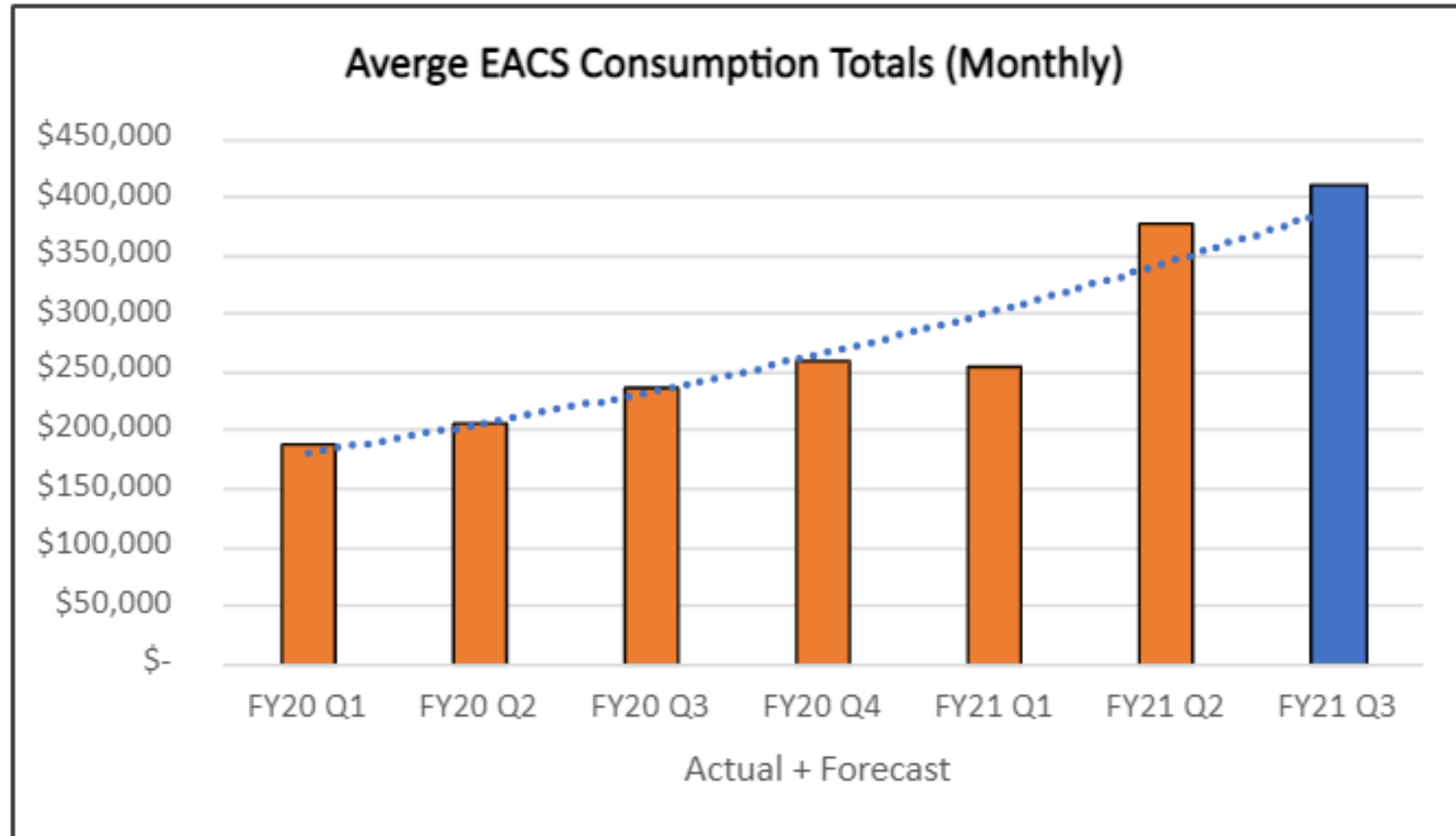
# EACS Offerings

**Enterprise Azure Cloud Services (EACS) offers a unique experience, providing unmatched cloud support and user functionality.**

- **FISMA High Rating** - The only agency wide cloud solution approved for Federal Information Security Management Act (FISMA) rated High
  - **Customer Onboarding** - A dedicated Onboarding team to provide the most comprehensive and customer centric user experience in cloud
  - **Application Development** - Consistent application development and tools, to include promotion pipeline and service principals
  - **Holistic Security** – reduces complexity of managing multiple security agents across the infrastructure
  - **Unified identity** – to manage profiles and protect unauthorized access
  - **Simplified device management** – spans across monitoring, backup, disaster recovery and general management tools
  - **Artificial intelligence across all platforms** – provides ability to build, retain, and improve machine learning models to deliver real-time insights.
- 

# Cloud Business Management (CBM)

CBM currently support **29 EACS customers** across **58 active subscriptions**.



# SHARED RESPONSIBILITY MODEL



## SECURITY & COMPLIANCE

- Tri-partnership with DS & IRM Cyber Ops
- Shared security control model reduces burden for customers
- Accelerated ATO



## PROCUREMENT STRUCTURE

- Customer self-directs cloud spending
- Easy access to managed contract vehicles
- Real-time cost data via advanced dashboards



## IDENTITY MANAGEMENT

- Utilizes SE-ICAM (Okta) for identity mgmt
- Customers gain access to services using their OpenNet credentials



## O&M SUPPORT

- Shared O&M actions
- Access to SME teams for consultation
- Continued expansion of cloud offerings

# DOS Multi-Cloud Service Portfolio



Currently Available  
FISMA Moderate ATO;  
FISMA High Expected Fall '21

**servicenow**

Currently Available  
FISMA Moderate ATO  
FISMA High In-Progress



Currently Available  
FISMA High ATO

Google Workspace



Currently Available  
FISMA Moderate ATO

SE-Tools (Jira, GitLab,  
Security Tools, etc.)

Coming Soon; FISMA Moderate  
ATO Expected Late '21/Early '22



Currently Available  
FISMA Moderate ATO



Coming Soon; ATO in Progress  
FISMA Moderate ATO  
Expected Fall 2021



Currently Available  
FISMA Moderate ATO



Currently Available  
FISMA Moderate ATO



Google Cloud Platform

Coming Soon; ATO in Progress  
FISMA Moderate ATO  
Expected Winter '21



# ServiceNow as a Service



**12 Bureaus** rely on IRM's Enterprise ServiceNow Platform for mission-critical applications



**87 Applications** deployed within IRM ServiceNow boundary



**381 Releases** to production since moving to State Enterprise (SE) environment.



**188,957 root CIs** being discovered, including computers, routers, switches, servers, mainframes, and printers

## Enterprise Solutions

Leveraging enterprise platform Hosting:



**Service Portal / ITSM** - enables service desks across the Department to improve operational efficiency through workflow automation



**CMDB** - repository that provides a view of the DoS IT environment



**Discovery** - finds applications and devices on DoS network & updates CMDB, supporting federal reporting requirements (e.g., FISMA, FITARA, Megabyte Act, CDM)



**Software Asset Management** - tracks, evaluates, and manages software licenses, compliance, and optimization



**HR Service Delivery** - provides employees with a single place to manage their work needs while shielding them from back-end complexity



**Security Operations (Security Incident Response)** - manage the life cycle of your security incidents from initial analysis to containment, eradication, and recovery

## IRM ServiceNow Enterprise Service Offering



**43**

Customers



**70k+**

Users



Daily ITSM Page Visits

ITSM Daily Unique Users

# FAN WORKSPACE

## CUSTOMERS

**13k+**

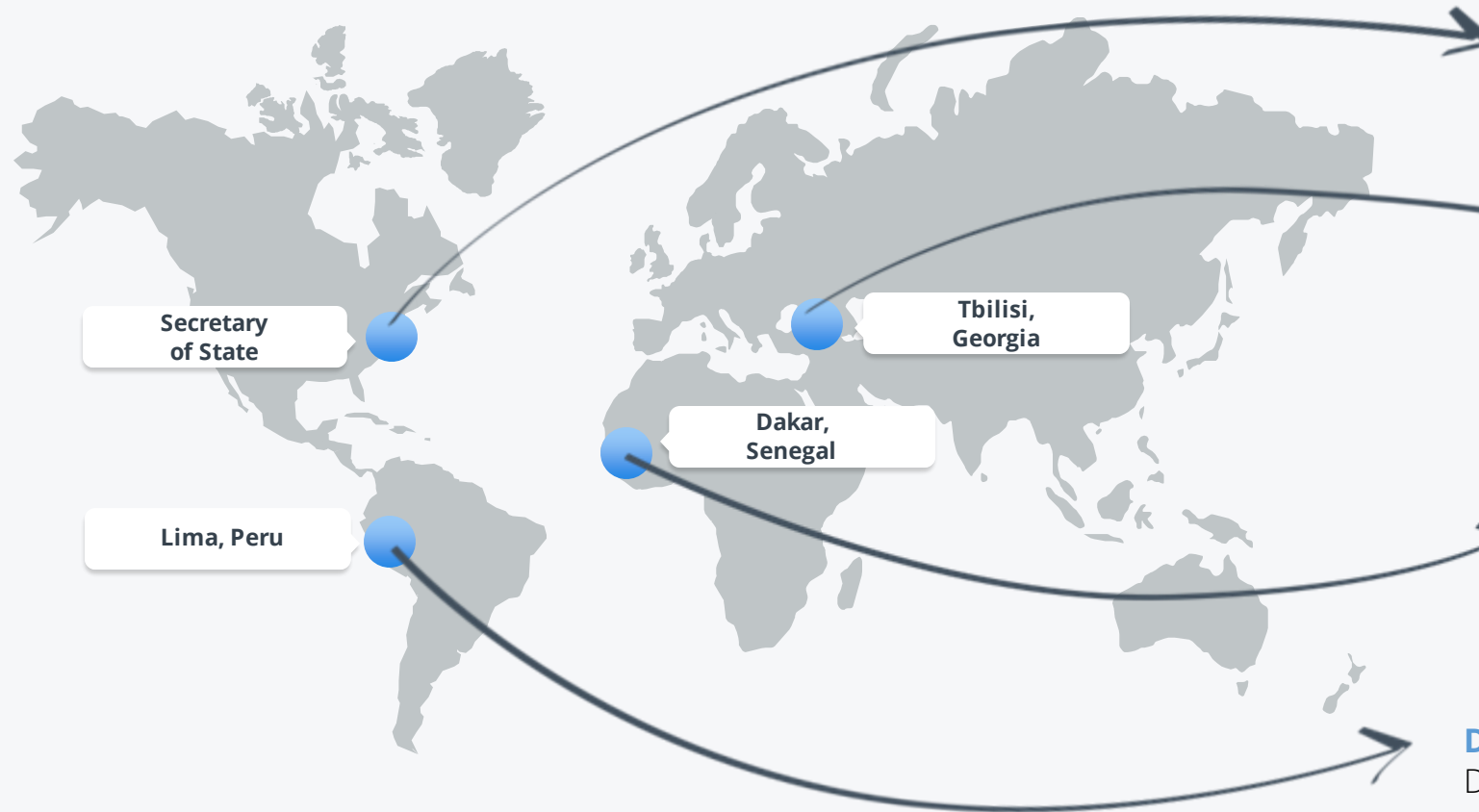
Users around  
the globe

**650+**

Offices in the  
FAN user base

**250+**

Embassies and  
consulates use FAN



### PLANNING EXECUTIVE VISITS

Real-time communication and collaboration to support personnel at HST, Post, and team while on travel

### ELECTION MONITORING

Use Forms and Sheets to capture and report on elections in real-time for embassy operations center with geo-location of monitors

### MULTI-AGENCY COLLABORATION

Dakar uses FAN Workspace to help their mission collaborate, communicate, and share information on a single platform that spans multiple agencies

### DIGITAL SIGNAGE

Display bureau/post-specific info on digital screens, to include live links to sources such as Twitter for internal staff and guests/visitors



# Pool 3: Upcoming Initiatives

We are actively working to enhance the Department's cloud capabilities; here are a few of our key focus areas moving forward.



DIN app modernization



IT business modernization  
(Xacta/iMatrix) and GRC



AWS high for CDM tools



GCP, enterprise agile tools,  
containerization



Thank You





**A/OPE**

# **Evolve Industry Day**

## **Pool 4 Panel: Application Services**

**Brian Merrick**

Director, Cloud Program Management Office (IRM/OPS/CPMO)

**C. Melonie Cannon**

(Acting) Director, Systems Integration Office (IRM/OPS/SIO)

October 25, 2021

# Current Pool 4 services are focused on three key areas

## ✓ Customer Engagement

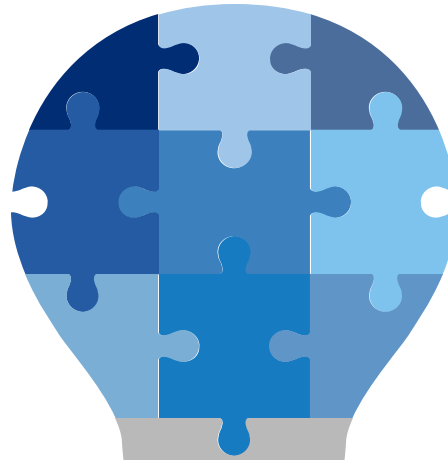
- Help bureaus understand IRM solutions, tools, and recommendations to meet mission needs
- Identify duplicative requests and streamline development across DOS
- Provide cross-bureau portfolio prioritization
- Coordinate Go to the Gemba

## ✓ Cloud Strategy

- Define and build a platform for Agile development
- Infrastructure As Code and easy-to-stand up instances that can be used across DOS
- Implement DevSecOps to reduce ATO time

## ✓ Modern Application Development Practices





- Define outcomes & goals
- Help bureau leadership and development teams with Agile adoption & understanding
- Coordinate Agile across DOS
- Support FAM/FAH updates
- Initial application MVPs deployed within 90 days
- Build and run applications with a human-centered design & UX/UI focus
- Build in compliance with 508, security, privacy, etc. to speed delivery of working software to production



Efforts in these areas are intended to increase responsiveness, agility, and customer-centricity within DOS

# Engaging Bureaus & Posts to Gather Customer Requirements



-  Building configurable apps on enterprise cloud platforms tailorable for local business needs
-  Providing consistent security controls enabling internal and external users
-  Reducing hardware footprint and management costs at post
-  Partnering with Regional development groups to support custom development and change management



# Pool 4: Upcoming Initiatives

We are actively working to enhance the Department's business solution capabilities; here are a few of our key focus areas moving forward.



DIN app modernization



Open Source Dev platform

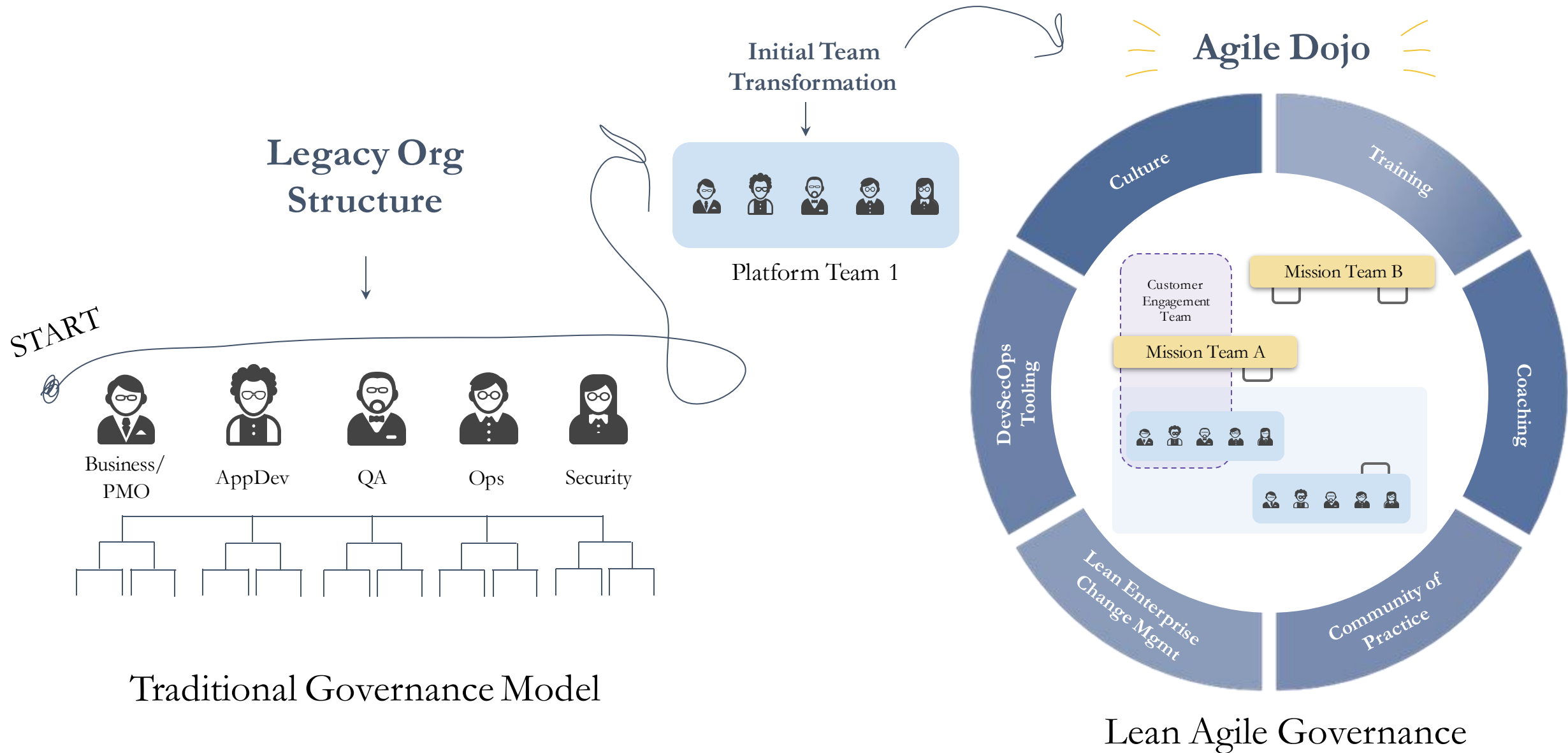


CI/CD Pipeline



Agile Dojo / Human  
Centered Design

# Agile Dojo - Incubator for Agile Transformation







# ServiceNow Development Best Practices

## Enabling tools for applying CI/CD principles to ServiceNow Releases, to include:



- Daily Production Releases
- Efficiencies Realized through implementation of Bravium Best Practice Engine
  - Provides Automated Code Review
  - Enforces technical governance for experienced and citizen developers alike
  - Shortens time to discover and remediate best practice violations/technical debt
  - Automated production approvals based on zero code review violations, eliminating manual platform owner approval (increasing release velocity)
  - **222** best practice definitions out of box, Platform created **20** specific to DOS
  - **309** Code Review Scans Completed
  - System health scores stabilized, helping to avoid introducing performance or upgradeability issues

Across all active tenant development environments:

**1,198** violations prevented to date

Saving **\$204,660** in development costs

over **6 weeks** of development time

Yuri Fedorenko

**Check In**

Personnel Name

Current Status

Position Type

RMO

Are you Teleworking?

No

...ing or leaving post in the next 4 weeks?

MED QUESTIONNAIRE - ORIGINAL INTERFACE

COVID-19 PERSONNEL FEEDBACK PORTAL

HOME CHRISTOPHER HUTCHINSON LOGOUT

**Welcome to the COVID-19 Personnel feedback portal!**

The COVID-19 pandemic required the Department of State to take unprecedented action to support its domestic and overseas personnel. Via a short personnel survey, this portal aims to capture input on how the State Department can continue to best support its personnel in these challenging times. Your input from various efforts, such as the previous Telework survey, has already informed decision making. This survey looks even further at flexibilities, processes, and tools that will enable mobility, agility, and efficiency in the future. Your candid feedback to the personnel survey will provide vital information for two distinct but complementary COVID-19 related initiatives:

**COVID Interim Review (CIR)**

The current COVID-19-driven operating environment could continue for the foreseeable future, even as the Department continues to implement a phased return-to-normal plan. Your feedback will allow the Department to capture important data points on issues such as communication, resources and guidance, and course-correct as necessary based on findings.

**Reimagine Task Force**

Telework and remote collaboration have become a critical component of the Department's COVID-19 working

**RECENT COLLEAGUE RESPONSES**

What NEW changes or innovations should the Department adopt as a response to COVID-19 going forward? Please separate the list of responses with semicolons.

*"The new Remote Work Agreement policy is encouraging and exciting. However, bureaus need to spell out exactly what that looks like for its personnel. I know this is brand new, but I have no idea whether my bureau/office supports this or not at this point."*

Curious about what your colleagues are saying? Click on the "View More" button below to see potential changes and innovations flagged via the COVID-19 Feedback survey. "Like" the comment or provide constructive feedback to help build out these ideas!

[View More](#)

ack survey. "Like" a post or provide the survey all responses will be

COVID-19 PERSONNEL FEEDBACK PORTAL - UPDATED INTERFACE

# APPLICATION RELEASES

COVID-19 PERSONNEL FEEDBACK PORTAL

**REMOTE WORK**

1 2 3 4 5 6

**\*Prior to COVID-19, on which three activities below do you spend the most time? Please select only three items.**

- ☒ Working independently
- ☒ Doing collaborative team-based work
- ☒ Participating in meetings, remote or in-person
- ☐ Making formal connections (t1 connections, town halls), remote or in-person

COVID-19 PERSONNEL FEEDBACK PORTAL - MOBILE INTERFACE





# Enterprise APPLICATIONS DEVELOPED

Project	Go-live	Current Version	Release Count	Number of Completed User Stories
Med Tracker	4/18/2020	1.0.37	36	57
AD/OD	4/27/2020	0.01.17	17	38
CLO School	6/9/2020	0.0.22	22	33
Private Sector (PSE)	5/7/2020	1.0.9	9	12
Repatriation Post Demand	5/20/2020	1.0.06	6	10
Global Telecom	5/19/2020	1.0.47	47	22
Travel Restrictions	5/15/2020	0.0.18	18	4
Travel 2.0	7/24/2020	0.0.8	8	34
Diplomacy Strong	5/15/2020	0.0.38	38	42
PRC FA	6/4/2020	0.0.12	12	23
M/SS Core Portal	5/15/2020	0.0.16	16	3
COVID-19 Interim Review (CIR)	8/21/2020	1.0.41	41	50
Master Dashboard (APA)	7/20/2020	1.0.6	6	4
Crisis Management	5/15/2020	0.0.09	9	1
RISC				1
Country Action Plan (CAP)	TBD	N/A	N/A	2

# Pool 4 Defined: Application Services

04

## Application Services

- System Management and Configuration Changes
- Security and Contingency Planning, Preparations, and Operations
- User Experience Design
- Development
- Testing
- Release Management
- Database, Mainframe, Middleware, Operate and Maintain

## Description

### System Management and Configuration Changes

- Manage the technical system, including sub-components and supporting technologies, to ensure overall system reliability, flexibility, and availability with minimal disruptions to service.

### Security and Contingency Planning, Preparation, and Operations

- Develop, maintain, and test appropriate security and contingency plans to comply with relevant policies, directives, and industry best practices for securing developed applications.

### User Experience Design

- Manage and conduct all activities necessary to identify customer and user requirements and design solutions using a human-centered design approach.

# Pool 4 Defined: Application Services (continued)

04

## Application Services

- System Management and Configuration Changes
- Security and Contingency Planning, Preparations, and Operations
- User Experience Design
- Development
- Testing
- Release Management
- Database & Middleware

### Description

#### Development

- Manage prioritization of requirements across the system, and continuously manage and perform the necessary development activities using an agile and integrated approach that maximizes proposed productivity measures.

#### Testing

- Develop, conduct, integrate and manage all testing needed to ensure production-ready development.

#### Release Management

- Manage the technical release of features throughout the development lifecycle.

#### Database and Middleware

- Operate and maintain.

# M365 Platform

110k+

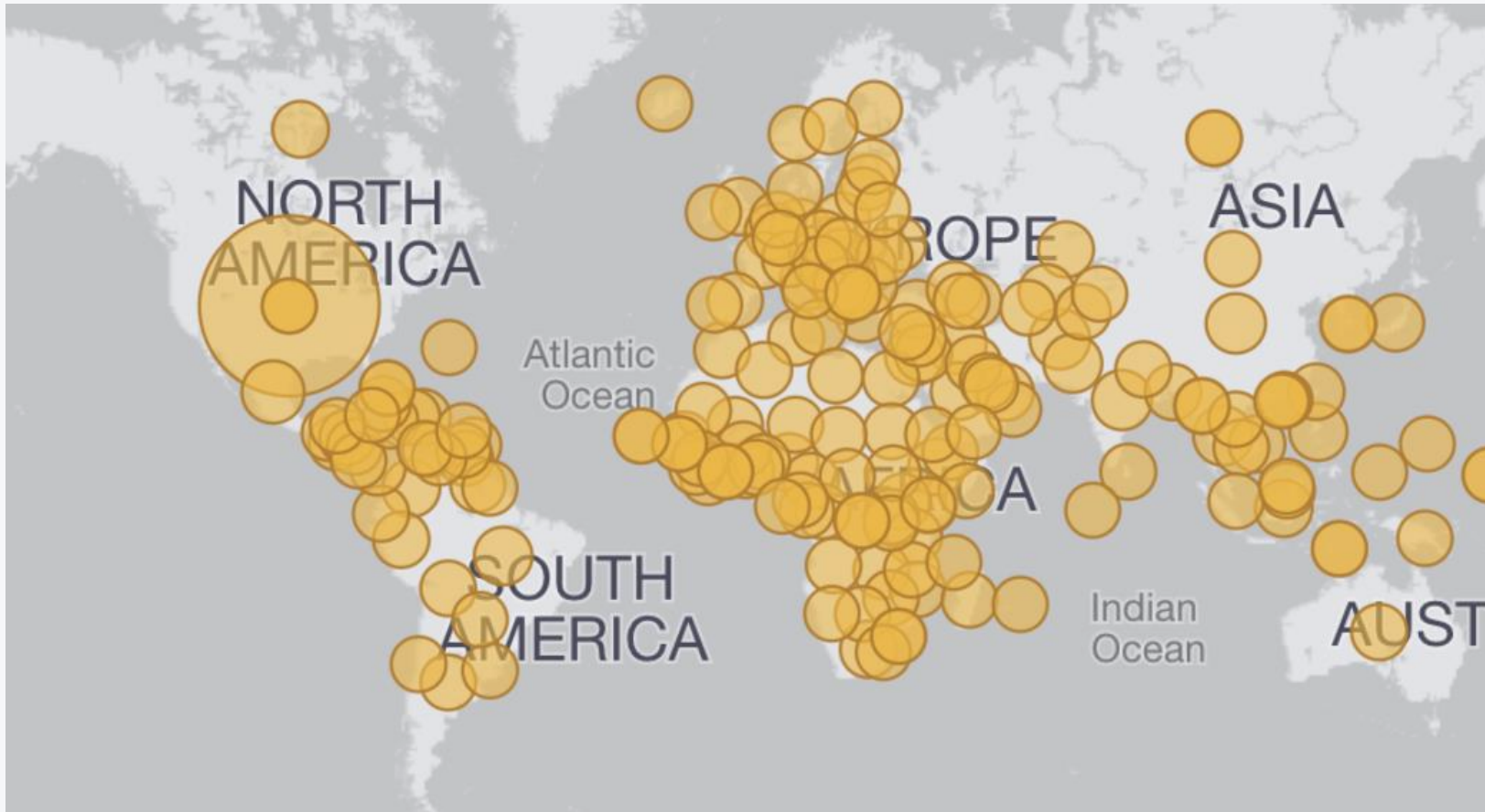
DOS Users

16k+

SharePoint sites

184TB

OneDrive storage  
used



## USED BY ENTIRE DEPARTMENT

The enterprise M365 platform provides numerous services supporting the Department's mission across a wide spectrum

## CITIZEN DEVELOPMENT

Over 2,000 PowerApps have been developed by personnel within the business units

## COLLABORATION

The Teams, SharePoint and OneDrive tools are used to collaborate. SharePoint and Teams both can allow limited access to external agency partners.

## POWER PLATFORM

People use PowerBI, Power Automate, Power Apps, and other tools to solve their mission needs



# Application Operations

## Open Source

Platforms using Media Wiki, WordPress, MySQL, Linux, and PHP based solutions are in place

## Agile Operations

Agile and DevOps practices are used for operations tasks.

## PaaS Based Shift

Systems continue to be transitioned to PaaS based architectures to reduce operating system related maintenance

## Custom Solutions

Several custom solutions are in place and continue to evolve

## Functions Supported

- Knowledge Management
- Enterprise Search
- Cognitive Services for ChatBot Use
- Robotic Process Automation
- Payroll Timekeeping
- Cognitive Services for ChatBot Use
- Robotic Process Automation
- Public Facing Business Systems
- Project Management
- Collaboration on Classified Network
- Workflow and CRM
- Application Integration (APIM)



# Next Steps/Future State

## Application Services, Development and Support

### Migration towards cloud-based with CI/CD

- Expand use of existing CI/CD pipeline infrastructure with additional automated testing per application
- Movement away from legacy on-premises applications to cloud-based serverless architecture
- Improve Agile processes to align multiple product areas and functional guilds

### Migration towards development with zero trust and better quality

- Improve knowledge sharing and reduce reliance on "hero coders"
- Shift-left security control implementation and thinking/code defensively
- Improve source library vulnerability, dynamic and static code analysis
- Shift mindset to test-driven development/reduce re-work after deployment

## Business Software, Database and Middleware

### Migration towards faster interface creation and data sharing

- Full implementation of API management platform with developer portal and testing capability
- Increase use of cloud database and data factory solutions along with data transformation tools
- Shift-left for security requirements for interfaces and templatize where possible
- Increase use of citizen developer tools and platforms
- Architect to reduce costs and improve reuse via serverless functions



Thank You



**A/OPE**

# **Evolve Industry Day**

## **Pool 5 Panel: Customer and End User Services**

**Ivan Watson**

Deputy Chief Information Officer, Operations (IRM/OPS)

**Todd Cheng**

Director, Consolidated Customer Support (IRM/OPS/CCS)

October 25, 2021



# Pool 5 Defined: Customer & End User Services Panel

## 05

Customer &  
End User Services

- IT Help/Support Desk
- Change Management and User Communications
- Training
- Technical Security Services
- Mobile Devices and Remote Access
- Recap & Refresh

### Description

#### IT Help/Support Desk

- Provide 24/7 Tier 0, 1, and 2 customer and technical support using multiple support channels (e.g., chatbots, voice, in app, etc.), maximizing the use of automation.

#### Change Management and User Communications

- Provide and facilitate multi-channel communications with users about upcoming events, available resources, and changes to the user interface and related business processes, best practices, and process improvement recommendations

#### Training

- Develop, maintain, and deliver comprehensive multi-modal instructional systems training of DOS systems and applications.

# Pool 5 Defined: Customer & End User Services Panel

(continued)

05

## Customer & End User Services

- IT Help/Support Desk
- Change Management and User Communications
- Training
- Technical Security Services
- Mobile Devices and Remote Access
- Recap & Refresh

## Description

### Technical Security Services

- Safeguard, protect, and apply countermeasures to classified Information Communications (ICT) equipment deployed at US embassies and domestically.

### Mobile Devices and Remote Access

- Provide mobile and remote access for the Department's existing remote workspaces such as GO-Browser and GO-Virtual.
- Includes mobile device management and support, and other mobile services.

### Recapitalization and Refresh

- Planning and executing strategy for purchasing new assets and replacement of outdated ones

# Pool 5: Current Services

## Centralized Service Desk

- Capacity for 500k customer interactions, incident, and service supported annually
- 10 - 15% of demand is from overseas
- Business requirement for repeatable ITILv4 first contact resolution
- First contact resolution target  $\sim 85\%$  (industry average =  $\sim 70\%$ )
- Provide Tier 0 and Tier 1 customer demand management and knowledge



## Pool 5: Current Services (continued)

### Call Center transitioning to a Service Desk Center of Excellence (Leader for DOS)

- Speed to answer time target = 20s
- Abandonment rate <5%
- Challenges:
  - Tier 1 Service Desk Staffing turnover is high
  - Lead time to get people cleared and trained in entry-level position
  - Lack of consistent use of knowledge
  - Technically serving as a telecom service provider to rest of Department



## Pool 5: Current Services (continued)

### Supporting End Points

- 80-140K total endpoints; definition is expanding to anything users can touch

### Rapidly deploying assets

- 25% turnover per year (8K-20K endpoints)

### VIP program is maturing

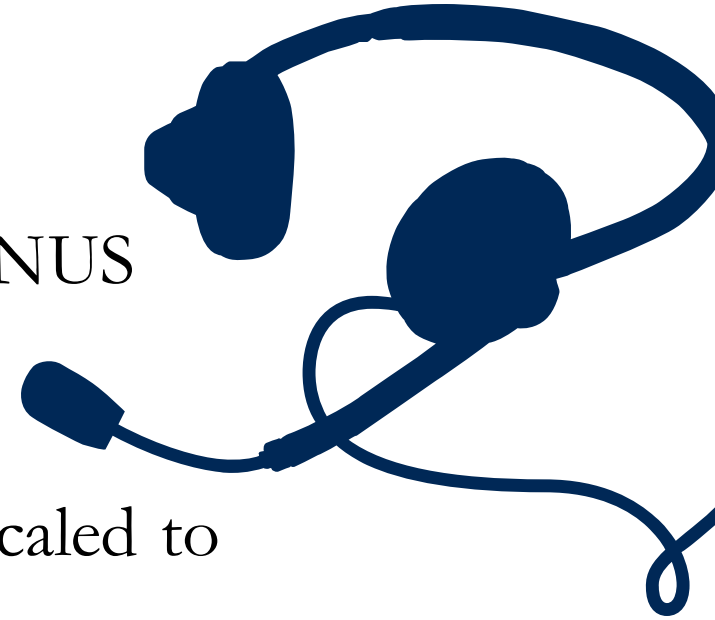
- Currently not 24/7
- 2,000 tickets/year for ~2,500 VIPs



# Pool 5: Future State Objectives

**Establish IRM Contact Center as Center of Excellence to become benchmark for agency contact centers**

- Enhance customer value for Tier 0, Tier 1, and Tier 2 support through repeatable use of knowledge
- Ensure scalable service that can be subscribed as OCONUS remote customer endpoint support
- Improve VIP Support (represents  $\sim 3\%$  of service) – Determine best experience and then find what can be scaled to other end users
- Prototype services targeting customer experience to deliver a 50% or faster MTTR than other services service level agreements.



## Pool 5: Future State Objectives (continued)

### Enhance transparency with service providers and customers who receive services

- Provide Tier 0, Tier 1, Contact Center, Deskside, and Walk-Up customer demand management for IRM service owners across the organization
- Create a “single pane of glass” to illustrate performance to service owners or customers (e.g., acceptable quality levels, etc.)
- Update KPIs for change, MTTR, and others to be rolled up and compared monthly across IRM
- Enable breakdown of costs to explain costs to customers

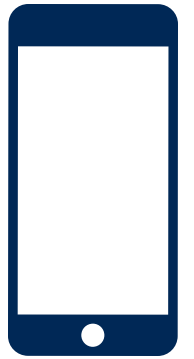




# Pool 5: Future State Objectives (continued)

## Enhance Release Management Capabilities

- Software Deployment (integrated with ITSM and automated)
- Patch Management
- Support for Citrix (or other VMI)
- Expand Walk-Up Experience for Endpoint distribution (e.g., laptops, NUCs, smartphones), in geographically diverse locations (e.g., DC, VA, FSI, USUN)
- Improve automation to reduce errors and decrease MTTR month over month
- Acquire additional Subject Matter Expertise to support ITIL4 best practices and ServiceNow management

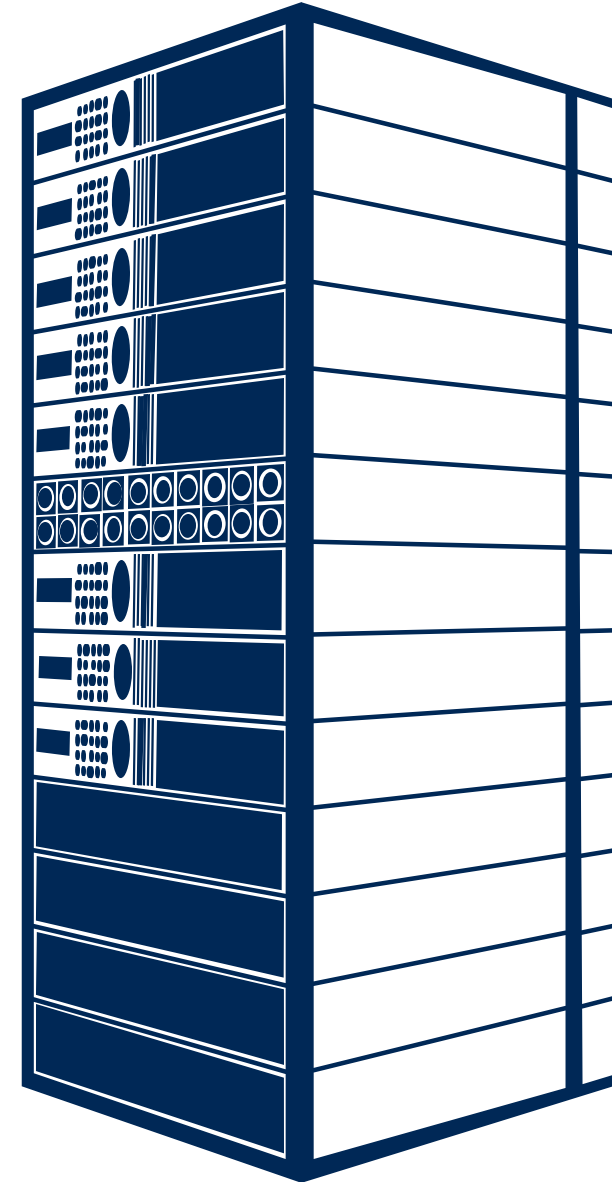




# Pool 5: Future State Objectives (continued)

## Improve Asset Management / Change Management Processes

- Oversee 8,000 assets in 2 warehouses; report on 80K assets per year; Understand warehouse burn rates by asset type
- Improve asset tracking capabilities to interface with ILMS and CMDB
- Support billing by Customer/Bureau/Office/Assets and interface with A Bureau systems/process





Thank You



**A/OPE**

# **Evolve Industry Day**

## **Pool 2 Panel: Network & Telecom Services**

**Bruce Begnell**

Deputy Chief Information Officer, Foreign Operations (IRM/FO)

**Earl Underwood**

(Acting) Director Enterprise Network Management (IRM/OPS/ENM)

October 25, 2021

# Pool 2 Defined: Network & Telecom Services

## 02

### Network & Telecom Services

- Systems Design and Management
- Domain Services
- Data and Voice Services
- Radio Network Installation and Maintenance
- Telecommunications
- Tactical Operations and Field Support
- Structured Cabling
- Operations Center
- LAN/WAN Services

### Description

#### Systems Design and Management

- Manage all activities necessary to support the agile design, development, testing, and release new features and capabilities. Includes the patching and security of network and SOE systems. Data and voice equipment along with transport methods to connect systems and people

#### Domain Services

- Provide lookup capabilities to convert domain names into the associated IP address to enable communication between hosts. Includes Active Directory services and the associated tools required to administer domains.

#### Data and Voice Services

- Design, operate, maintain, and modernize network connections that enable direct data and voice communications across the organization which includes:
  - Data centers, office buildings, remote locations
  - Partners and service providers (including public cloud service providers)
  - Data network circuits and associated access facilities and services
  - Dedicated and virtual data networks and internet access.

# Pool 2 Defined: Network & Telecom Services (continued)

## 02

Network &  
Telecom Services

- Systems Design and Management
- Domain Services
- Data and Voice Services
- Radio Network Installation and Maintenance
- Telecommunications
- Tactical Operations and Field Support
- Structured Cabling
- Operations Center
- LAN/WAN Services

### Description

#### Radio Network Installation & Maintenance

- Installation and maintenance expertise with HF, UHF, VHF, and satellite radio systems, land/mobile radios, handhelds, base stations, vehicle-based, remote, repeaters, and associated encryption capabilities for all

#### Telecommunications

- Engineer, install, configure, provide operational support, and provide turnkey integrated solutions supporting multi-vendor OEM telecommunications platforms.

#### Tactical Operations and Field Support

- Strategically positioned regional command operations (RIMCs) provide the initial point of contact in support of all overseas communication platforms that fall under the IRM umbrella of control.
- Availability to quickly leverage additional subject matter experts (personnel) and surge capacity (teams and equipment) for IRM field support is essential for mission success.

# Pool 2 Defined: Network & Telecom Services (continued)

## 02

### Network & Telecom Services

- Systems Design and Management
- Domain Services
- Data and Voice Services
- Radio Network Installation and Maintenance
- Telecommunications
- Tactical Operations and Field Support
- Structured Cabling
- Operations Center
- LAN/WAN Services

### Description

#### Structured Cabling

- Voice and data structured cabling installation, termination, and testing services
- Includes CAT-X fiber, coaxial, direct burial, aerial, and associated technologies to support voice and data networks, radio and security systems.

#### Operations Center

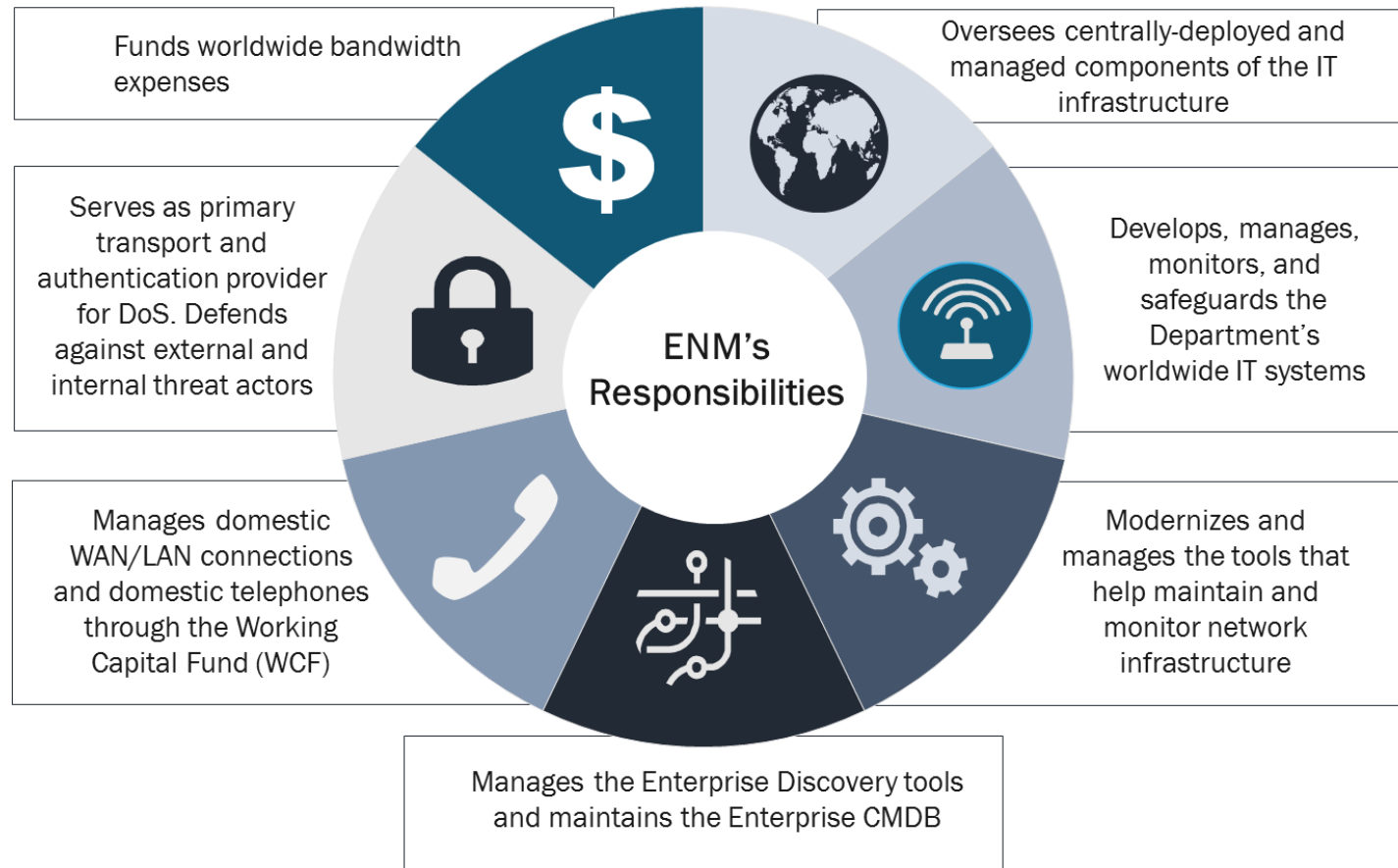
- Centralized IT Operations Center resources including monitoring and intervention, e.g., NOC (network operations center), GOC (global operations center).

#### LAN/WAN Services

- Operate, maintain, and administer physical and wireless local area network connecting equipment

# Pool 2: Current Services – Enterprise Responsibility

- Current enterprise network management services are comprehensive, innovative, and reliable.
- Services focus on modernizing infrastructure and security solutions.



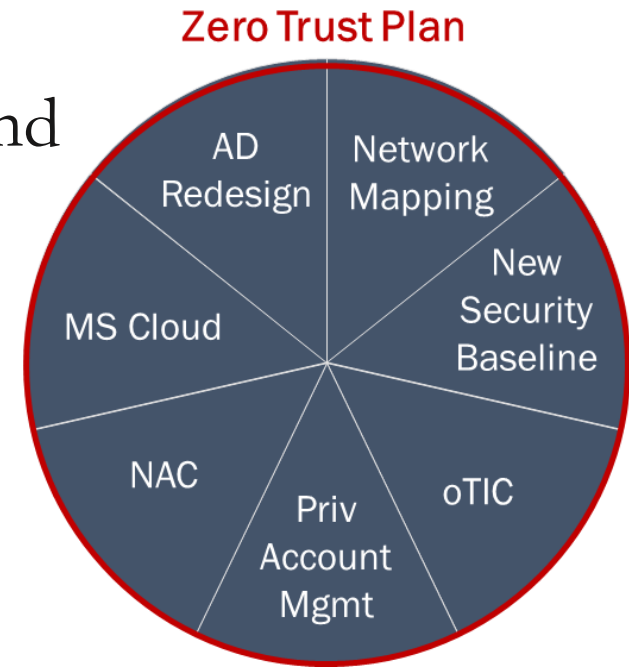
## Pool 2: Current Services (continued)

- Current services focus on **managing and modernizing the Department's network infrastructure and the tools** that help maintain and monitor it, thereby enhancing the diplomatic readiness of the Department's ability to process information.
- ENM uses architecture design documents to implement improvements to supporting infrastructure that **maintain efficiency, security, and enforcement** of applicable compliance requirements.
- ENM **creates comprehensive reports on all systems and equipment managed**, especially in response to audits and Congressional requests.
- IRM is following zero trust principles and using the **Zero Trust** architectural model for all new design and engineering work.



## Pool 2: Future State Objectives

- **Provide end-to-end visibility** of devices, appliances, and applications systems (network mapping project).
- **Provide better management** of internet traffic for cloud-based resources to improve performance at overseas locations (TIC 3.0).
- **Provide security** for applications in the cloud leveraged during expanded telework (CASB).
- **Right-size our Windows desktop image** for security and monitoring tools.
- **Provide a single endpoint device manager** for the entire enterprise, including desktops, laptops, mobile devices, etc.
- **Update our Active Directory** to provide better security and reduce account management overhead.





Thank You

# IRM



# A/OPE

## Evolve Industry Day IRM Vision and Goals



**Keith A. Jones**

Chief Information Officer

Bureau of Information Resource Management (IRM)

October 25, 2021

## Overview

---

1. **IRM Mission and Vision**
2. **Who We Are**
3. **Evolve and IT Strategic Plan**
4. **IRM Key Initiatives**
5. **Evolve Goals**
6. **Evolve Program Objectives**

# Bureau of Information Resource Management (IRM)

**MISSION:** Create an interconnected, secure, and informed Department through the prioritized, secure, and innovative application of IT resources.

**VISION:** Drive effective diplomatic operations and collaboration across the Department, partners, allies, and foreign audiences.



# IRM Organization: Who We Are

**Principal Deputy CIO (PDCIO):**  
Oversees IRM operations and all IRM Directorates

**Enterprise CISO (E-CISO):** Responsible for Department-wide Cybersecurity oversight, policy and compliance

**DCIO BMP:** Centrally manages the \$2.9B IT portfolio and establishes IRM IT strategy.

**DCIO OPS:** Responsible for modernizing and managing the Department's technology platforms & infrastructure

**DCIO FO:** Responsible for providing operational, maintenance, and technical technology support to overseas diplomatic missions

**DCIO CO:** Responsible for executing the Enterprise cyber strategy



**CHIEF INFORMATION OFFICER**  
IRM  
Mr. Keith Jones



**Principal Deputy Chief Information Officer**  
IRM/PDCIO  
Mr. Glenn Miller



**Enterprise Chief Information Security Officer**  
IRM/E-CISO  
Ms. Donna Bennett



**Operations**  
IRM/OPS  
Mr. Ivan Watson



**Foreign Operations**  
IRM/FO  
Mr. Bruce Begnell



**Cyber Operations**  
IRM/CO  
Mr. Al Bowden

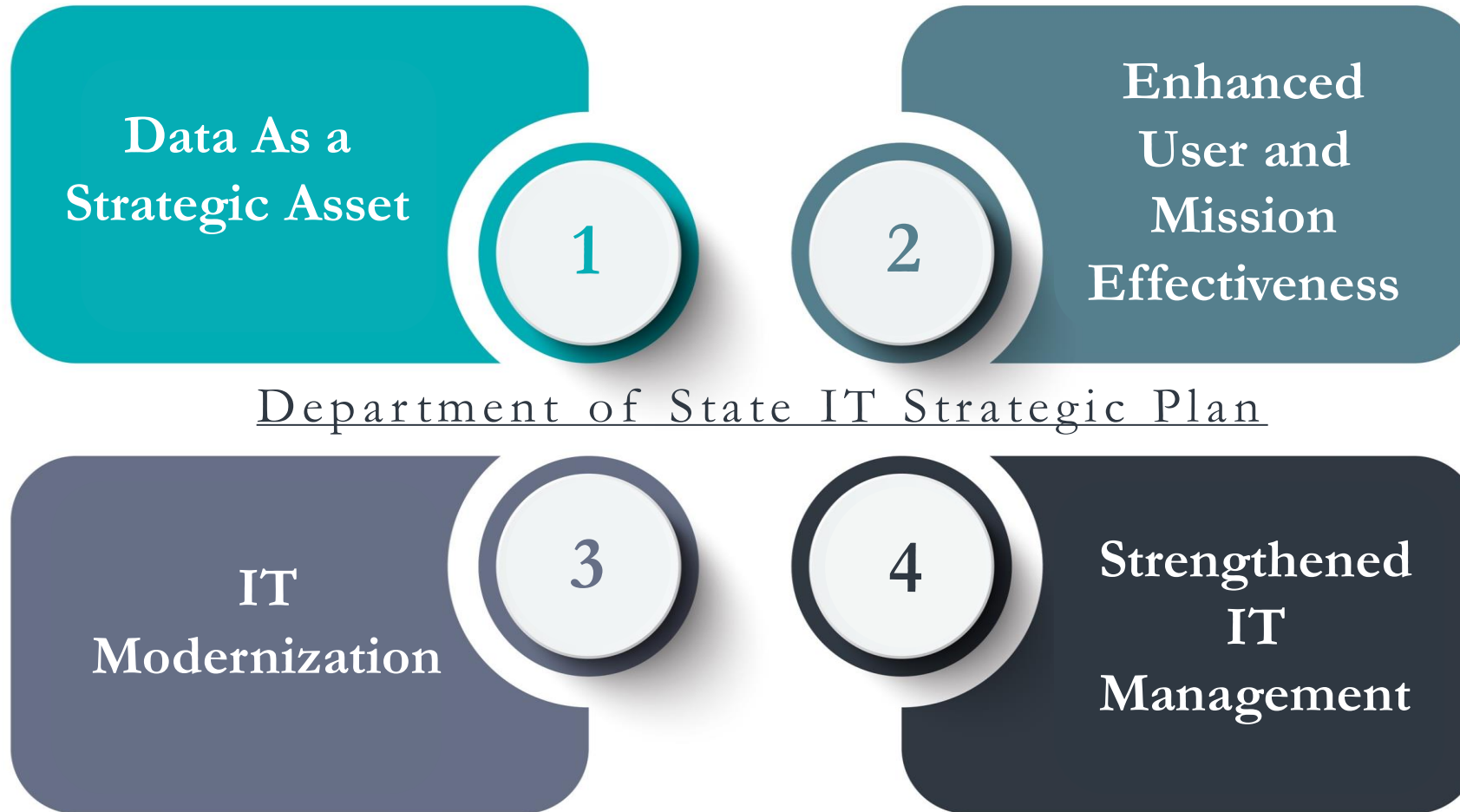


**Business Mgmt. & Planning**  
IRM/BMP  
Mr. Jeff Johnson



**Evolve Program Manager**  
IRM/BMP/ITA/CM  
Kimberly Baltimore

# Evolve Alignment with Department IT Strategic Plan Goals



IRM empowers the State Department to achieve its foreign policy mission by providing modern, secure and resilient IT services. Our primary objective is to foster innovative, effective and interconnected diplomacy by constantly improving, modernizing and re freshing tools and services. Evolve will be the State Department's largest ever IT services contract with \$8B ceiling



# IRM Key Initiatives

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Evolve will be a multi-award IDIQ effort to meet all IT contract needs flexibly while building on the creation of an IT Technology Acquisition Office (ITA)



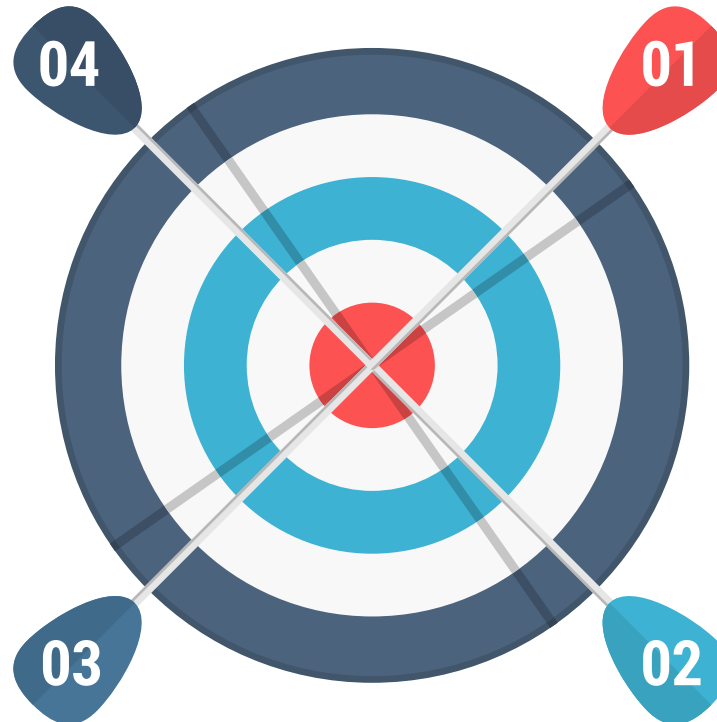
# Evolve Goals

## 4. Transition Contract Admin

Successfully transition contract administration functions to new IT Acquisition Office (IRM/BMP/ITA)

## 3. Transition Services

Seamlessly transition services and establish short term extensions for work unable to immediately transfer



## 1. Award IDIQ

Award IDIQ Contract and transition services (Aug 8, 2022)

## 2. Align Task Orders

Align and award Task Orders with structured categories and expertise to meet current and future needs

# Evolve Program Objectives

---

## OBJECTIVE I

Operate and maintain continuity of operations and meeting system availability, customer satisfaction, performance, security compliance, support desk performance requirements.

## OBJECTIVE II

Provide support services required to design, develop, and deliver key enhancements, modernization initiatives, and new services, while meeting schedule, cost, and quality performance metrics.

## OBJECTIVE III

Provide deployment and sustainment communications and training to domestic bureaus and overseas posts, meeting customer satisfaction and quality performance metrics.

## OBJECTIVE IV

Leverage multiple cloud technologies and advanced analytics capabilities to identify opportunities and recommend changes to business practices to improve information technology service delivery outcomes for the Department.

## OBJECTIVE V

Identify, develop, and advance the IRM vision and strategic plan to reform IT acquisitions by bringing industry standard best practices and driving innovations.



Thank You