Services Management Division
Mission Briefing
(Short Version)

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AFLCMC/GBQ
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WE run the SYSTEMS that run the AIR FORCE…moving MONEY, MANPOWER, and MATERIEL

VISION
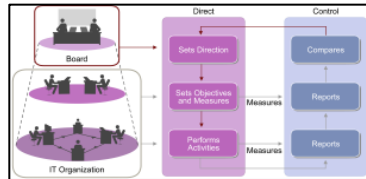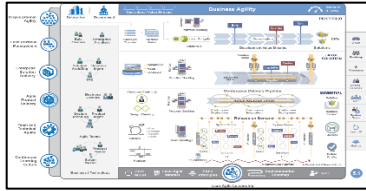*Delight our customers through impeccable service delivery*

MISSION
Deliver enterprise-wide agile software development, service management, and innovation services that enable capability delivery
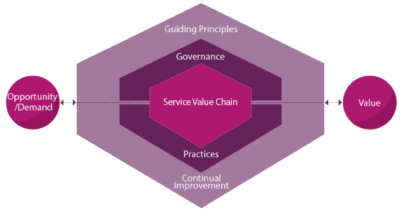
GBQ Service Owners

AFLCMC/GBQ
Services Management Domain
Mr. David Sampson

Agile Services Office	**Digital Enterprise Solutions**	**IT Service Mgt Office**	**IT Software and Services**
Mr. David Riley	Mr. Scott Dunham	Dr. Dominic Saxton	Mr. Larry McGraw

Operate

Integrate

Innovate

IT Service Management Office
IT Software and Services

Agile Support Office

Digital Enterprise Solutions

Delight the User!
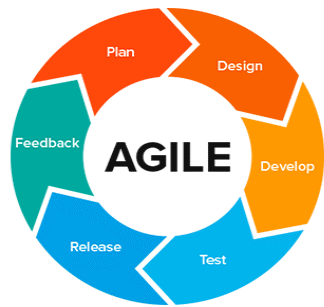
Integrate

- <u>Agile Services Office (ASO)</u>: Equip BES Capability Delivery Teams to perform and continuously improve software delivery using Agile methods
  - Agile Framework Guidance, Practices, and Coaching (Agile Acquisition Toolkit)
  - Agile Consulting and Coaching
  - BES Atlassian Toolset (BAT)
  - Agile Workforce Development (Training Courses, Workshops, Ask Me Anything Sessions, and CrossTalks)

Innovate

- <u>Digital Enterprise Solutions (DES)</u>: Launch high confidence new Defense Business Systems (DBS) and explore new technology adoption
  - Assisting Functional Sponsors complete the early phases of the Business Capability Acquisition Cycle (BCAC) for new defense business system capability initiatives
  - Exploring innovative alternatives to meet new defense business capability needs or alternatives for existing capabilities based on disciplined cost / benefit analysis

■ **IT Service Management Office (ITSMO):** Implement effective approaches to enable the design, delivery, management, and improvement of enterprise shared services


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■ **Service Management Support:** Service offerings and expertise that aid in the creation of new services and improvement of existing services through a combination of tools, processes, and coaching
  - ■ **Service Management Lifecycle Support and Service Knowledge Management**
  - ■ **Service Management Assessments**
  - ■ **Continual Service Improvement through Metrics Evaluation**
  - ■ **Workforce Development through classroom/virtual training, workshops, and CBTs**
  - ■ **Service Level Agreement (SLA) Management**

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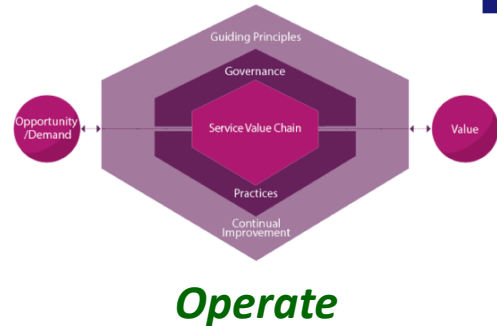
■ **Consolidated Business Office (CBO):** Deliver services that keep the Service Management, Technical, and Cybersecurity Domains running
  - ■ **Customer engagement focal point; service onboarding support**
  - ■ **Consolidated service cost allocation, acquisition services and contract management**
  - ■ **Centralized asset management and facilities support services**
  - ■ **Centralized admin functions; SOCCER management, GPC purchases, recall rosters, etc.**
  - ■ **Workforce support services; training management, awards and appraisals, etc.**
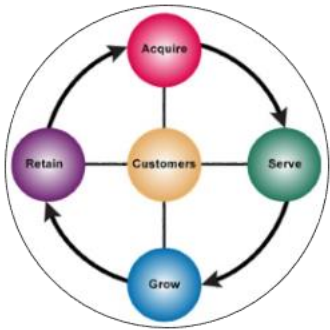
- **IT Software and Services (ITSS):** Offers secure and cost-effective IT software and services through enterprise contracts and agreements

  - **AF Enterprise Software Licensing:** Provides DAF-level enterprise acquisition and license management for multiple products and services
    - Oracle Enterprise License Agreement (ELA) and Standard ERP Licenses (AFSEL)
    - Adobe Joint Enterprise Level Agreements (JELA)
    - Cisco Unified Communications (Voice/Conferencing Technologies) ELA and Global Enterprise Modernization Support Services (GEMSS) Enterprise Agreement

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  - **USAF Network-Centric Solutions-2 and Small Business Enterprise Application Solutions (SBEAS) Enterprise Contract Vehicles:** Provides DAF a wide range of IT services and solutions
    - NETCENTS2 - $17.5B Multi-IDIQ providing highly flexible contract vehicles delivering capabilities across a range of IT products and services
      - $11.2B awarded with $784M cost avoidance; ordering periods have expired
    - SBEAS - $13.4B IDIQ that provides a wide range of services and solutions to support IT systems and software development
      - $722M awarded with $43M cost avoidance

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Questions?