DEFENSE HEALTH AGENCY
7700 ARLINGTON BOULEVARD, SUITE 5101
FALLS CHURCH, VIRGINIA 22042-5101

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (MANPOWER AND
RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE NAVY (MANPOWER AND
RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE AIR FORCE (MANPOWER
AND RESERVE AFFAIRS)
DIRECTOR OF THE JOINT STAFF
DEPUTY ASSISTANT SECRETARY OF DEFENSE (HEALTH
READINESS POLICY AND OVERSIGHT)
DEPUTY ASSISTANT SECRETARY OF DEFENSE (HEALTH
SERVICES POLICY AND OVERSIGHT)
DEPUTY ASSISTANT SECRETARY OF DEFENSE (HEALTH
RESOURCES MANAGEMENT AND POLICY)

SUBJECT: Interim Procedures Memorandum 19-001, Lifecycle Management Services
(LCMS) Information Technology (IT) Asset Management (AM)

References: See Attachment 1.

Purpose. This Defense Health Agency-Interim Procedures Memorandum (DHA-IPM),
based on the authority of References (a) and (b), and in accordance with the guidance of
References (c) through (p), establishes the Defense Health Agency's (DHA) procedures for
implementing and managing IT assets and LCMS/Enterprise Activity functions by the Chief
Information Officer (CIO), Deputy Assistant Director, Information Operations (DAD IO)/J-6 for
the Military Health System (MHS). This DHA-IPM:

- Is binding on DoD Components and supports the Director, DHA, responsibility to
develop appropriate management models to maximize efficiencies in the activities
carried out by the DHA.

- Is effective immediately and will expire 12 months from date of signature. It
must be incorporated into a DHA-Procedural Instruction; reviewed annually and
updated as determined by the CIO.

Applicability. This DHA-IPM applies to the Military Departments, DHA, and the
medical treatment facilities (MTF).

Policy Implementation. It is DHA's instruction, pursuant to References (e) through (i), the procedures outlined in this DHA-IPM will:

- Implement policies and directives of the DoD and DHA (DHA final documents are currently under revision).

- Assign and delegate responsibilities for the implementation of IT AM.

- Be applied to the IT assets managed within the MHS.

Responsibilities. See Attachment 2.

Procedures. See Attachment 3.

Releasability. **Cleared for public release**. This DHA-IPM is available on the Internet from the Health.mil site at: www.health.mil/DHAPublications.

/S/
RONALD J. PLACE
LTG, MC, USA
Director

Attachments:
As stated

cc:
Principal Deputy Assistant Secretary of Defense for Health Affairs
Surgeon General of the Army
Surgeon General of the Navy
Surgeon General of the Air Force
Medical Officer of the Marine Corps
Joint Staff Surgeon
Director of Health, Safety, and Work-Life, U.S. Coast Guard
Surgeon General of the National Guard Bureau
Director, National Capital Region

ATTACHMENT 1

REFERENCES

(a) DoD Directive 5136.01, "Assistant Secretary of Defense for Health Affairs (ASD(HA))," September 30, 2013, as amended
(b) DoD Directive 5136.13, "Defense Health Agency (DHA)," September 30, 2013
(c) DHA-Procedural Instruction 5025.01, "Publication System," August 24, 2018, as amended
(d) National Defense Authorization Act for Fiscal Year 2017
(e) DHA-Interim Procedures Memorandum, 18-006, "Deputy Assistant Director Information Operations (DAD IO) Enterprise Activity (EA)," September 14, 2018
(f) DHA-Interim Procedures Memorandum, 18-007, "Service Delivery Management," September 19, 2018
(g) DHA-Interim Procedures Memorandum, 18-015, "Cybersecurity Program Management," October 17, 2018
(h) DISA Issuances[1]
(i) Interim Information Technology Reform Guidance to Military Health System Information Officers and Information Technology Staff, August 15, 2018
(j) United States Code, Title 10, Chapter 3
(k) DoD Dictionary of Military and Associated Terms, June 2018
(l) DoD Instruction, 8510.01, "Risk Management Framework (RMF) for DoD Information Technology (IT)," July 28, 2017
(m) Implementation of Military Health System Governance Reform Memorandum, March 12, 2013
(n) Federal Shared Services Implementation Guide, April 16, 2013
(o) National Institute of Standards and Technology (NIST) - Managing Information Security Risk, 800-39, March 2011
(p) National Institute of Standards and Technology (NIST) - Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations, 800-137, September 2011

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[1] This reference can be found at: https://disa.mil/About/DISA-Issuances

ATTACHMENT 2

RESPONSIBILITIES

1. <u>DIRECTOR, DHA</u>. Per Reference (a), and under the authority, direction, and control of the Assistant Secretary of Defense for Health Affairs, The Director, DHA, will:

   a. Develop, implement, and enforce policies, standards, strategies, metrics and procedures to ensure DHA executes the most effective and efficient acquisition (ACQ), integration, application, and management of information and IT assets.

   b. Delegate to CIO, DAD IO/J-6, DHA, and ensure all infrastructure management activities, tactics, processes, procedures, and protocols for the management of infrastructure assets are properly resourced. This includes assets such as IT lifecycle services continuity, mid-range, and mainframe computing.

2. <u>CIO, DAD IO/J-6, MHS</u>. The CIO, DAD IO/J-6, MHS, will:

   a. Consolidate, standardize, and deliver authoritative enterprise IT lifecycle services which include MTFs and scale to meet the needs of the MHS footprint and other medical customers/organizations.

   b. Ensure customers have required lifecycle managed infrastructure, End User Devices (EUD), and applications patched, secure, and reliable with timely available helpdesk services.

   c. Ensure automated processes and toolsets are available to order, resource, and deliver approved applications and services on-demand, within allowed application licensing limitations, if any.

   d. Exercise management and delegate responsibility for Enterprise Support Agreement (ESA) activities in the MHS, including LCMS, and develop appropriate management models for particular functions and processes.

   e. Provide MTFs and Defense Health Program-funded organizations with authoritative enterprise IT lifecycle services can scale to support the delivery of healthcare across the MHS.

3. <u>CHIEF, INFRASTRUCTURE AND OPERATIONS DIVISION</u>. Under the authority, direction, and control of the CIO, DAD IO/J-6, MHS, the Chief, Infrastructure and Operations Division, will:

a. Provide the technical framework to sustain an IT infrastructure enables our customers to collaborate and share information locally and globally.

b. Partner to support delivery of services end-to-end and respond effectively to the evolving technology landscape.

c. Deliver IT infrastructure service excellence in support of MHS GENESIS, Joint Operational Medicine Information Systems, MHS centrally managed applications, Medical Community of Interest, Desktop as a Service, Desktop to Datacenter, and other emerging capabilities.

d. Implement tools and processes to monitor network, application, and performance measures to inform leadership, provide transparency, create priorities, establish accountability, and formulate success indicators.

e. Coordinate with Chief, Cybersecurity Division, to ensure Cybersecurity requirements are implemented in accordance with Reference (g).

4. CHIEF, LCMS BRANCH. Under the authority, direction, and control of the CIO, DAD IO/J-6, MHS, the Chief, LCMS Branch, will:

a. Sustain the communications and computing infrastructure (C&CI) components necessary to deliver and sustain DHA DAD IO/J-6 applications and services throughout the enterprise in a holistic programmatic approach.

b. Assess, catalog, and analyze the end-to-end DHA network infrastructure, EUDs, and software requirements based on key performance criteria to forecast refresh actions, costs, and schedules.

c. Maintain an enterprise AM program capturing all C&CI components, EUDs, and software/applications installed on computer hosts across the DHA, continuous assessments documenting the health and sustainability of C&CI components, EUDs and software /applications, and the implementation and management of Enterprise Level Agreements to standardize software/applications and use economies of scale to contain Defense Health Program-funded organizational costs.

d. Ensure the LCMS Branch divides its responsibilities between the Hardware Software Support Services (HS3) and the EUD Sections.

(1) HS3-AM Support Services. HS3-AM Support Services consists of the following responsibilities:

(a) Providing the DHA with lifecycle management, maintenance services, and AM actions for DHA network C&CI and common section, communication, and administrative systems.

(b) Providing a single point of contact for the ACQ, maintenance, and development of ESAs to provide maintenance and service warranty support on all enterprise hardware components over the lifecycle of a product (see Workflow Attachment D).

(c) Maintaining an AM database providing oversight and visibility of all DHA IT inventory to plan, execute, and manage lifecycle sustainment forecasting actions of C&CI, common systems, and hardware components in production across the MHS.

(d) Including "Just-in-Time" Replacement of failed DHA network C&CI components and hardware sparing services for other DHA hardware systems and components (see Workflow Attachment F).

(e) Ensuring all DHA network C&CI hardware assets comply with the Defense Information Systems Agency (DISA) Unified Capabilities Approved Products List requirements for hardware maintenance services located at: https://aplits.disa.mil/processAPList.

(2) HS3-Enterprise Software Management Services. HS3-Enterprise Software Management Services consists of the following responsibilities:

(a) Providing a single point of contact for the ACQ, leasing, maintenance, and development of Enterprise Level Agreements for commercial-off-the-shelf software deployed across the DHA.

(b) Maximizing DHA software investments while minimizing operational costs across the Program Objective Memorandum (POM) through collaboration with DHA partners, service medical components, and other federal health care organizations.

(c) Managing and sustaining a software inventory system identifies and tracks all DHA commercial-off-the-shelf software to monitor utilization; develop, execute, and manage budgetary plans, schedules, and forecasts across the POM period while reducing variances across the DHA. DISA supporting documents can be located at: https://disa.mil/About/DISA-Issuances.

(d) Sustaining the enterprise medical IT software across the DHA global footprint using a centralized system to plan, evaluate compatibility, consolidate, execute and manage software lifecycle refresh actions (see Workflow Attachment C).

(3) EUD Services Section. The EUD Services Section consists of the following responsibilities:

(a) Developing, executing, and monitoring lifecycle management plans to deploy standard End User (EU) hardware platforms (desktops, laptops, tablets, etc.), while meeting functional and technical requirements of MHS centrally funded automation information systems for the delivery of patient care and office automation systems for administrative support, logistical services and to meet DHA and DISA technical, functional and administrative policies, guidance, and best business practices (see Workflow Attachment B).

(b) Providing delivery of hardware platforms with the option for on-site integration services for EUDs being refreshed.

(c) Leveraging the AM Support Services System to develop, execute, and manage budgetary plans, schedules, and forecasts across the POM period to refresh end-of-life/end-of-support EUDs while reducing variance across the DHA's hardware inventory.

(d) Maintaining the EUD approved hardware product list supports the delivery of Medical Applications Suites both virtual and non-virtual.

(e) Forecasting annual EUD technical refresh by coordinating incremental deployment packages with internal customers and external vendors, logistical shipping, and deployment activities.

5. <u>MTF COMMANDERS AND DIRECTORS, ACTIVITY HEADS OF MHS COMMANDS, SERVICE COMPONENT COMMANDS, AND DIRECT REPORTING UNITS</u>. MTF Commanders and Directors, Activity Heads of MHS Commands, Service Component Commands, and Direct Reporting Units will:

a. Provide support for current legacy IT assets (i.e., AHLTA, Composite Health Care System, Essentris, etc.), and posture for new MHS GENESIS IT assets and capabilities have not migrated to DHA managed enterprise services. (Note: DHA will continue to provide the onsite touch labor for 'enterprise' applications such as AHLTA, Composite Health Care System, and Essentris). All new and existing requirements identified after October 1, 2018, will be vetted, re-vetted, and adjudicated via the enterprise.

b. Ensure all IT hardware and software are inventoried and the inventory results are provided to the DHA LCMS Branch on an annual basis.

c. Advise and assist DHA on IT AM issues.

d. Plan for and submit prioritized IT asset requirements to DHA.

e. Collaborate and support DHA by responding to data calls in a timely manner.

f. Ensure compliance with the use of enterprise service agreements/enterprise license agreements.

g. Ensure EUs are familiar with the types and purposes of available IT asset communications, services, and systems.

h. Follow the established DoD, DHA, and Service-centric processes and procedures for disposal of end-of-life/end-of-support EUDs at each site.

ATTACHMENT 3

PROCEDURES

LCMS WORKFLOWS. The following is a summary of the LCMS procedures, as well as example workflows specific to the DHA. The number next to the procedures correspond to the following Workflow Attachments:

    a. Procurement Request (PR) Process (1.0)

    b. EUD Request Process (2.0)

    c. Software Request Process (3.0)

    d. ESA Request Process (4.0)

    e. DHA Warehouse Request Process (5.0)

    f. Hardware Escalation Request Process (6.0)

    (1) PR Process. (See Workflow). All new EU hardware and software and support renewal requests go through the Global Service Center (GSC) at: 1-800-600-9332, or https://gsc.health.mil. Each request results in a ticket generated in the Remedy IT Service Management Suite, an established tracking system to track the process. The GSC will route the request according to the knowledge base (KB) for user's site. Alternately, a new DHA Launch Pad/DAD IO/J-6 Request Portal has been established as another method for customers to request Health IT service offerings located at: https://info.health.mil/apps/HIT/services/SitePages/escMenu.aspx. (See Reference (i)). The Service Delivery Management engagement team transfers all hardware and software support requests to the LCMS engagement teams for action using below workflow process.

    (a) PR via Remedy Ticket. Users and Program Offices request a new purchase and/or support renewal for hardware and software via Remedy Ticket. This can be accomplished directly, or by contacting the GSC.

    (b) Review and Assign Ticket. HS3 Procurement Managers review request, and assign to the appropriate team for further processing.

    (c) Update Customer. HS3 Procurement Managers initiate communication with the user by notifying them their request has been received and is in process.

    (d) Type of Request. Identifies the three types of requests received: Hardware and Software, EUDs, and Professional Services.

(e) <u>Validation Process (21–60 Business Days)</u>. HS3, EUD and ACQ/Finance (FIN) validate the customer requirements utilizing the requirement validation data collection spreadsheet and obtain budgetary quotes (see Workflow Attachments B, C, through D).

1. <u>Submit-Independent Government Cost Estimate (IGCE) and/or Contracting Officer's Representative (COR) Letter</u>. HS3 Procurement Managers create the IGCE and/or COR Letter to execute existing option periods and submit to ACQ/FIN after review and approval from the COR.

2. <u>Create Documents-Limited Source Justification (LSJ), Memorandum for Record, Market Research Request, IGCE</u>. The HS3 and EUD section creates supporting documents required by contracting (see Workflow Attachments A, B, through C).

3. <u>Logistics Delivery Schedule</u>. The HS3 and EUD sections coordinate the delivery schedule with assistance from the DHA Warehouse, EU input and vendors (see Workflow Attachments A, B, and C).

(2) <u>ACQ and FIN Process (45 Business Days)</u>. See Workflow Attachment A for further information.

(3) <u>Contracting Process (60 Business Days)</u>. See Workflow Attachment A for further information.

(a) <u>Complete Technical Evaluation (48 Hours)</u>. HS3, EUD, and ACQ/FIN review quotes received during the contracting process and submit their technical evaluation to the contracting office.

(b) <u>Award Contract</u>. Contracting Office Division (COD) - San Antonio, Texas and COD - Falls Church, Virginia awards the contract.

(c) <u>Validate Award, Notify Customer, EUD, and ACQ/FIN</u>. The HS3 Procurement Managers validate the award matches the EUD request and notify the EUD, the EUD Section (as it pertains to EUD purchases), and ACQ/FIN of contract award.

(4) <u>DHA Warehouse Process</u>. All new hardware purchases are delivered to the warehouse (see Workflow Attachment E).

(a) <u>Configuration Management Database AM Module Update</u>. AM database is updated (see Workflow Attachment E and the Internal Use Software Standard Operating Procedures).

(b) <u>Update Reports, Shared Drive, and Remedy Ticket</u>. The HS3 Procurement Managers update procurement reports, the shared drive, and the Remedy Ticket with award information.

(c) <u>Close Ticket</u>. The HS3 Procurement Managers close the Remedy Ticket.
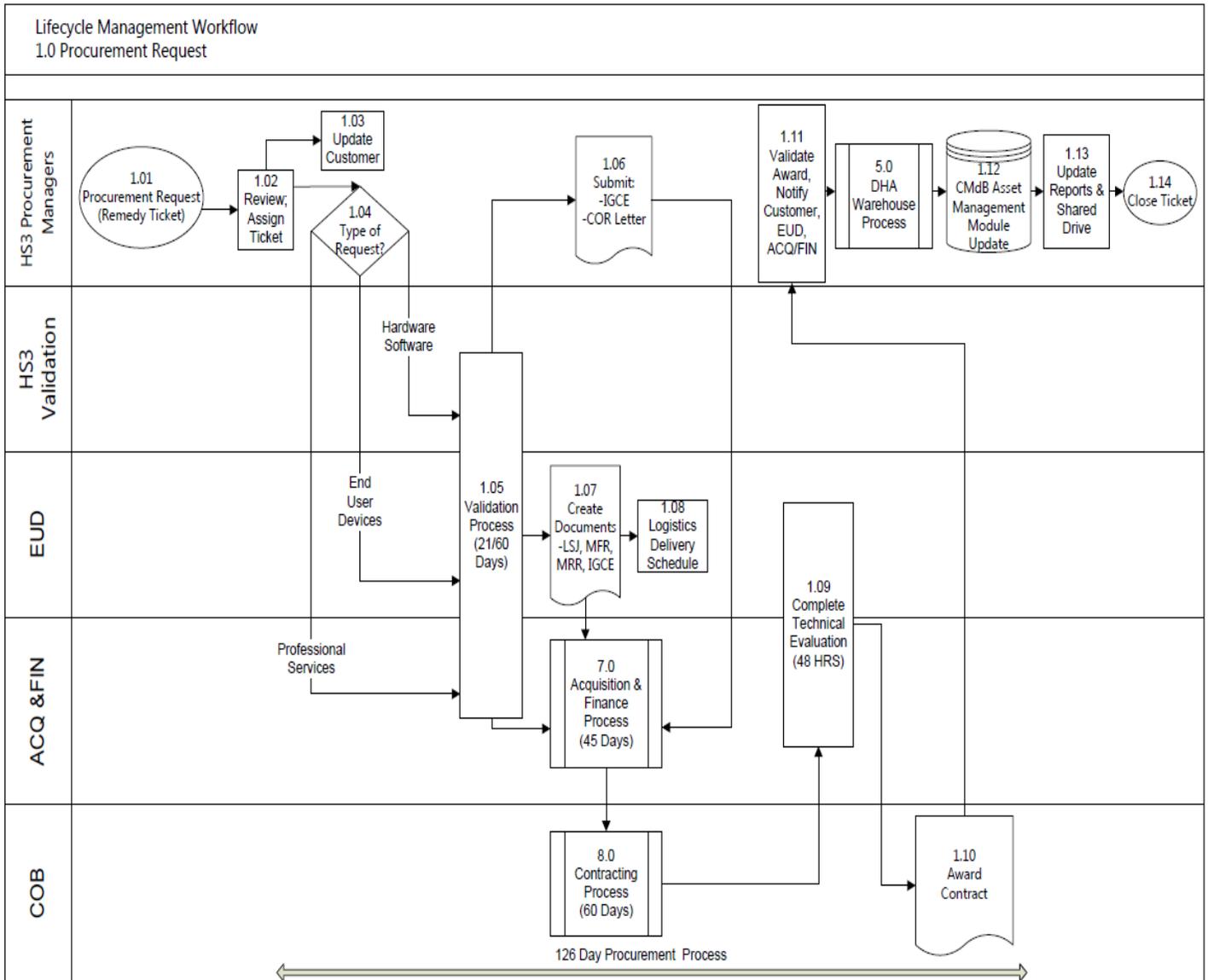
WORKFLOW ATTACHMENT A

Lifecycle Management Workflow
1.0 Procurement Request

Figure 1: Procurement Request

WORKFLOW ATTACHMENT B

Lifecycle Management Workflow
2.0 End User Device Process

Customer & GSC Remedy: 2.01 Customer Submit New Request with IGCE (Remedy Ticket) → 2.02 GSC Remedy KB Routing → 2.06 Customer Approve Final IGCE; 2.11 Customer Complete Technical Evaluations; 2.15(a) Customer Coordinate Site Deliveries & Deployment Services

AMSS: 2.03 Review Ticket; 2.16 CMdB Asset Management Module Update; 2.17 Close Ticket

EUD: 2.04 -QC IGCE -Validate Funding; 2.05 Draft Procurement Documents; 2.07 Submit PR Package; 2.09 Submit Delivery Schedule to COD; 2.10 Consolidate Technical Evaluations for Customer; 2.12 QC Technical Evaluations; 2.14 Update Customer, Deployment Services, Logistics & AMSR

Logistics & Deployment Services: 2.08 Logistics Build delivery schedules; 2.15(b) Logistic Process; 2.15(c) Deployment Process

ACQ, FIN & COB: 7.0 Acquisition & Finance Process (45 Days); 8.0 Contracting Process (60 Days); 2.13 COB Award Contract; 21 Days

Figure 2: End User Device Request Process

WORKFLOW ATTACHMENT C
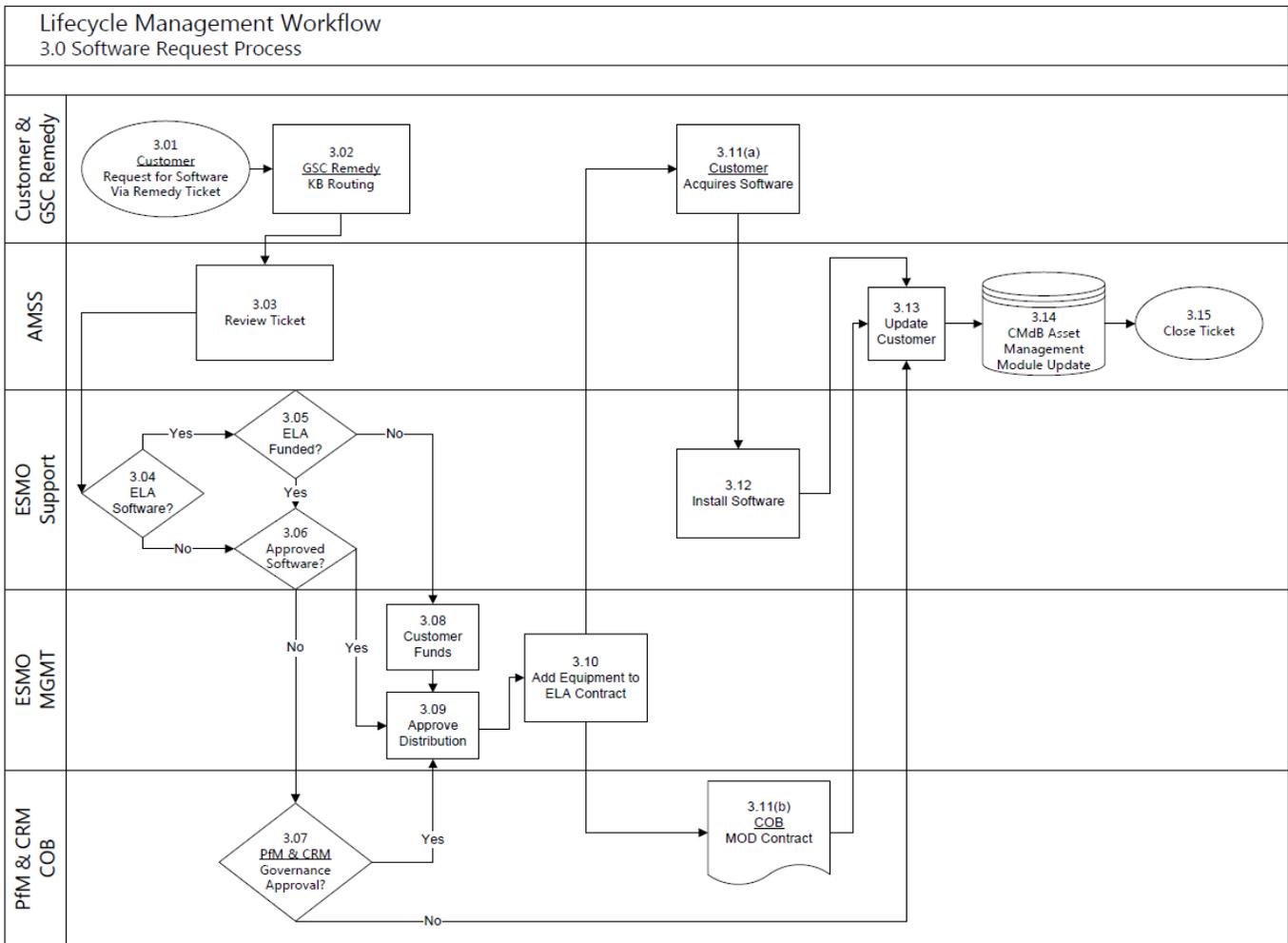
Figure 3: Software Request Process

ATTACHMENT 3

WORKFLOW ATTACHMENT D

Lifecycle Management Workflow
4.0 Enterprise Support Agreement (ESA)

Customer

4.01
Request to Add Hardware Support to Existing ESA (Remedy Ticket)

GSC Remedy

4.02
Remedy KB Routing: AMSR Support

AMSS Support

4.03
Are Items in AMdB? — Yes → 4.04 Are Items on Existing ESA?

4.06
CMdB Asset Management Module Update

AMSS MGMT

4.05
Validate Inventory with Customer

4.10
ESA Package Renewal

4.11
Pull Hardware Inventory List from AMdB

4.12
Inventory Validation for All Projects

4.13
Obtain & Validate Budgetary Quote from Reseller

4.14
Complete Package Documents IGCE, LSJ, MFR, MRR, COR Letter

4.16
Validate Award; Notify ACQ & FIN

4.07
Update Customer

4.08
Update Reports & Shared Drive

4.09
Close Ticket

ACQ, FIN & COB

7.0
Acquisition & Finance Process (45 Days)

8.0
Contracting Process (60 Days)

4.15
COB Award Contract
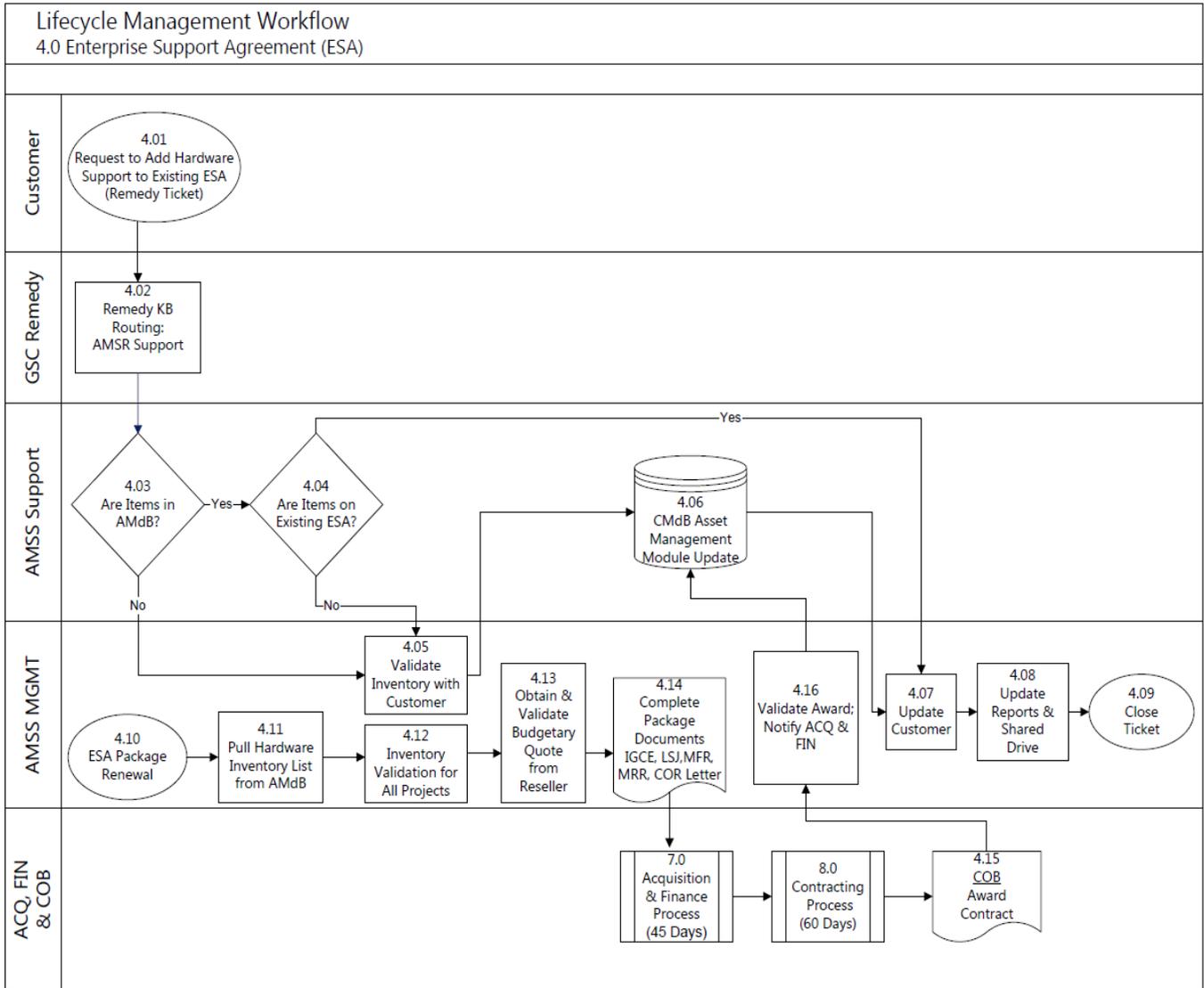
Figure 4: ESA Request Process
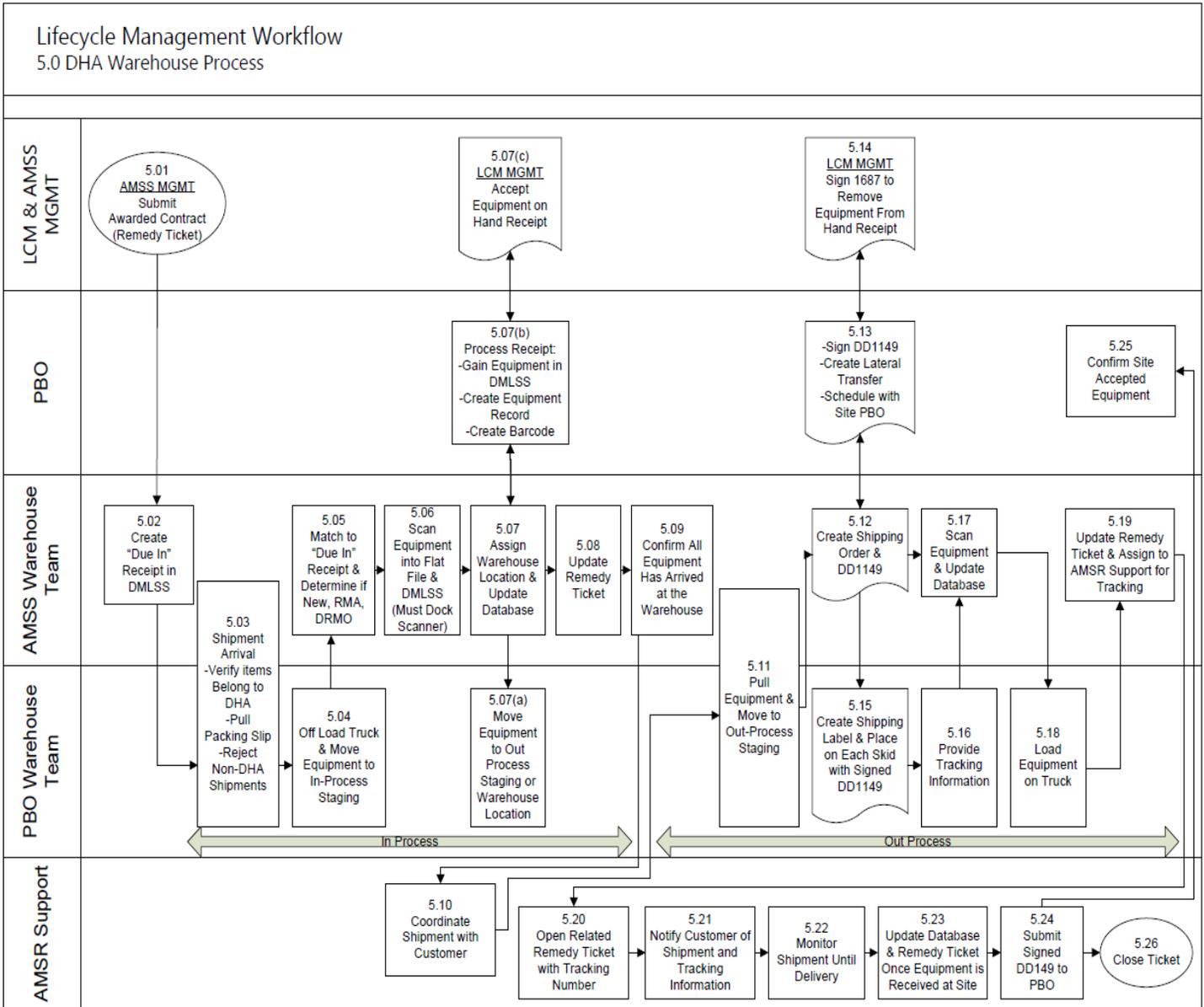
ATTACHMENT 3

WORKFLOW ATTACHMENT E

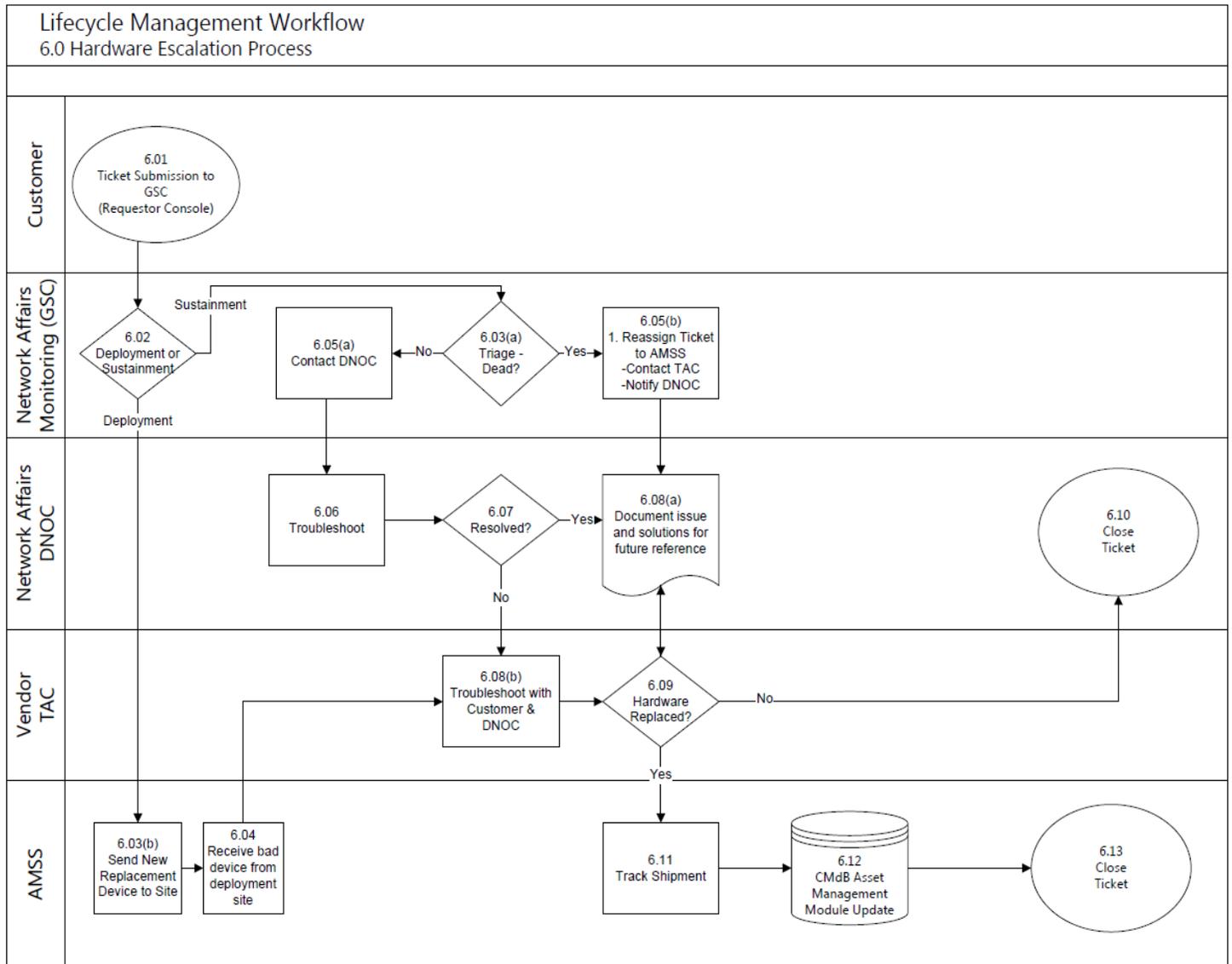Figure 5: Defense Health Agency Warehouse Request Process

WORKFLOW ATTACHMENT F

Figure 6: Hardware Escalation Process

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

ACQ	acquisition
AM	Asset Management
AMSR	Asset Management Support Repair
AMSS	Asset Management Service Support
AMdB	Asset Management dataBase
C&CI	communications and computing infrastructure
CIO	Chief Information Officer
COB	Contracting Office Branch
COD	Contracting Office Division
COR	Contracting Officer's Representative
CMdB	Customer Management dataBase
CRM	Customer Relationship Management
DAD IO	Deputy Assistant Director Information Operations
DHA	Defense Health Agency
DHA-IPM	Defense Health Agency-Interim Procedures Memorandum
DISA	Defense Information Systems Agency
DMLSS	Defense Medical Logistics Standard Support
DNOC	Defense Network Operations Center
ESA	Enterprise Support Agreement
EU	End User
EUD	End User Device
FIN	Finance
GSC	Global Service Center
HS3	Hardware Software Support Services
IGCE	Independent Government Cost Estimate
IT	Information Technology
KB	knowledge base
LCMS	Lifecycle Management Services
LSJ	Limited Source Justification
MFR	Memorandum for Record
MHS	Military Health System

MOD	modification
MRR	market research report
MTF	medical treatment facility
PBO	Property Book Officer
PfM	Portfolio Management
POM	Program Objective Memorandum
PR	Procurement Request
QC	quality control
TAC	Technical Assistance Center

PART II. DEFINITIONS

Unless otherwise noted, these terms and their definitions are for the purpose of this DHA-IPM. While every effort has been made to present accurate and up-to-date definitions, this Glossary should be used as a resource, not as an authority.

Enterprise Activity. General support activities to provide customer enterprise assistance.

ESA. Maintenance support agreement between an enterprise organization/agency and the Original Equipment Manufacturer.

key performance criteria. Given criteria and values used to monitor and measure performance effectiveness.

refresh. Estimating future IT requirements for planning purposes based on vendor product cyber security vulnerabilities and or End of Life or End of Sales notifications.