Defense Health Agency

PROCEDURAL INSTRUCTION

SUBJECT: Information Technology Infrastructure Service Delivery Management Program

References: See Enclosure 1.

1. <u>PURPOSE</u>. This Defense Health Agency-Procedural Instruction (DHA-PI), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through (h), establishes the Defense Health Agency's (DHA) procedures for:

 a. Requesting, managing, and delivering high quality Information Technology (IT) Infrastructure services by the Chief Information Officer (CIO) and Deputy Assistant Director (DAD), Information Operations (IO).

 b. Providing an automated, on-demand capability to submit, track, and manage requests for IT Infrastructure service offerings from the DAD-IO or Defense Information Systems Agency (DISA) service catalogs from submission to fulfillment or cancellation.

2. <u>APPLICABILITY</u>. This DHA-PI applies to the DHA, DHA components (activities under the authority, direction, and control of DHA), Military Departments (including the Coast Guard at all times, including when it is in the Department of Homeland Security by agreement with the Department) or other external agencies requesting IT Infrastructure services. All personnel to include: assigned or attached active duty and reserve members, members of the Commissioned Corps of the Public Health Service, federal civilians, contractors (when required by the terms of the applicable contract), and other personnel assigned temporary or permanent duties at DHA, to include DHA Components.

3. <u>POLICY IMPLEMENTATION</u>. It is DHA's instruction, pursuant to References (a) through (f), that:

a. DHA personnel, intermediate management organizations, Markets, Small Market and Stand-Alone Medical Treatment Facility Organization (SSO), Defense Health Agency Regions (DHAR), MTFs and Dental Treatment Facilities (DTF) will use the DAD-IO on-demand, automated system to request IT Infrastructure services.

b. DAD-IO Divisions will use the DAD-IO automated system to track the receipt, processing, adjudication, management, fulfillment, or cancellation of requests for IT Infrastructure services.

c. DAD-IO IT Infrastructure service request system and other service request channels will be subsumed into the Military Health System (MHS) Request Submissions Portal as soon as practicable. Reference (g) provides guidance on the processes and procedures to be followed when submitting requests to the MHS Request Submissions Portal and reference (h) provides a link to the MHS Requirements Management Process Training Site.

4. <u>CANCELLED DOCUMENTS</u>. This DHA-PI cancels DHA-Interim Procedures Memorandum 18-007, "Service Delivery Management Program" of July 28, 2020.

5. <u>RESPONSIBILITIES</u>. See Enclosure 2.

6. <u>PROCEDURES</u>. See Enclosure 3.

7. <u>PROPONENT AND WAIVERS</u>. The proponent of this publication is the DAD-IO. When Activities are unable to comply with this publication the activity may request a waiver that must include a justification, to include an analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to DAD-IO to determine if the waiver may be granted by the Director, DHA or their designee.

8. <u>RELEASABILITY</u>. **Cleared for public release**. This DHA-PI is available on the Internet from the Health.mil site at: https://health.mil/Reference-Center/Policies and is also available to authorized users from the DHA SharePoint site at: https://info.health.mil/cos/admin/pubs/SitePages/Home.aspx.

9. <u>EFFECTIVE DATE</u>. This DHA-PI:

a. Is effective upon signature.

b. Will expire 10 years from the date of signature if it has not been reissued or cancelled before this date in accordance with Reference (c).

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

Enclosures
   1. References
   2. Responsibilities
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ENCLOSURE 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
(d) United States Code Title 10, Section 1073c.
(e) DoD Instruction 8440.01, "DoD Information Technology (IT) Service Management (ITSM)," December 24, 2015
(f) DHA Health Information Technology Catalog of Services, June 14, 2016, as amended[1]
(g) DHA-Procedural Instruction 5000.01, "Implementation of the Military Health System (MHS) Request Submissions Portal and Process," February 19, 2020
(h) Military Health System (MHS) Requirements Management Training Site[2]

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[1] This reference can be located at: https://info.health.mil/hit/id/km/intranet/Guides/HIT_Catalog_of_Services.pdf
[2] This reference can be located at: https://info.health.mil/sites/stratp/imd/RqmtsMgmtPortal/SitePages/Training.aspx

ENCLOSURE 2

RESPONSIBILITIES

1. <u>DIRECTOR, DHA</u>. Under the authority, direction, and control of the Under Secretary of Defense for Personnel and Readiness, Assistant Secretary of Defense for Health Affairs, and in accordance with References (d) through (f), the Director, DHA, will provide oversight and exercise management responsibilities for IT Infrastructure services supporting the delivery of health care across the MHS.

2. <u>CIO, DAD-IO</u>. The CIO, DAD-IO, must:

a. Consolidate, standardize, and deliver authoritative and scalable IT Infrastructure services for automated information systems that meet the needs of the MTFs and Defense Health Program-funded organizations for the delivery of health care across the MHS.

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

c. Consolidate, rationalize, and orchestrate IT Infrastructure services to eliminate unnecessary IT investment, enable greater patient/medical staff mobility, and promote healthcare delivery standardization across the enterprise to decrease unwarranted variability, increase safety, improve health outcomes, contribute to increased readiness, and eliminate inconvenience for requestors.

d. Provide guidance to continuously improve the Service Delivery Management (SDM) program, the portfolio of service offerings and the DAD-IO on-demand, automated system and service request channels to ensure alignment of IT Infrastructure services with business needs, and implement repeatable and scalable processes that increase the speed, cost-efficiency, and effectiveness of IT Infrastructure services.

3. <u>DAD-IO DIVISION CHIEFS</u>. The DAD-IO Division Chiefs must:

a. Receive, process, and adjudicate requests (e.g., service requests) for IT Infrastructure service offerings within their portfolio from the DAD-IO on-demand, automated system or other service request channels.

b. Manage the analysis and development of technical, material, or functional solutions, cost estimates, and documentation necessary to fulfill requests for IT Infrastructure service offerings within their portfolio.

c. Ensure customer engagement teams, service offering owners and other staff responsible for the processing, adjudication, and fulfillment or cancellation of requests for their portfolio of DAD-IO IT Infrastructure service offerings:

(1) Use the DAD-IO automated systems to track the receipt, processing, adjudication, management, fulfillment, or cancellation of requests for IT Infrastructure services;

(2) Update service request records in accordance with each service offerings process workflow and applicable customer engagement/notification standards;

(3) Ensure customer engagement teams, service owners, and subject matter experts proactively engage and communicate with requestors requesting DAD-IO IT Infrastructure services, using the appropriate IT systems and communications tools, to ensure requestor visibility, awareness, and transparency from service request submission to fulfillment or cancellation; and

(4) When a technical/material solution is developed and approved for implementation, transition it to the appropriate sustainment program, construct, or environment.

d. Provide subject matter experts and other staff as required to assist other DAD-IO Divisions with the processing, evaluation, and/or adjudication of requests for IT Infrastructure service offerings.

4. CHIEF, ENGINEERING SOLUTIONS ARCHITECTURE (ESA) BUSINESS ANALYTICS DIVISION (BAD). The Chief, ESA-BAD, must:

a. Ensure alignment between DAD-IO IT Infrastructure service offerings and the DHA's operational and business mission objectives by continuously improving the automated systems, associated processes and business rules used to receive, process, track, and report requests for IT Infrastructure services from submission to fulfillment.

b. Oversee and manage the consolidation, standardization, and modernization of DAD-IO IT service offerings to drive efficiency and interoperability across DAD-IO organizations and programs in support of DHA's goals and objectives.

c. Designate DAD-IO service offering as either within or above baseline funding. Within baseline funding service offerings will be fulfilled without the requestor having to provide DAD-IO with funding. Above baseline funding service offerings will require the requestor's organization to provide DAD-IO with funding for the investment and sustainment costs necessary to implement, operate, or manage the technical/material solution.

d. Manage and continuously improve the automated systems, associated processes, and business rules used to receive, process, manage, and report requests for DAD-IO IT Infrastructure services from submission to fulfillment.

e. Ensure the DAD-IO Service Catalog of standard IT Infrastructure service offerings is updated and modernized as required to account for the retirement of obsolete service offerings and the addition of new service offerings to meet new and emerging DHA operational and business mission objectives.

f. Recommend the appointment of MHS Request Submissions Portal Triage team representatives with the requisite technical, functional, and business acumen and experience to adjudicate and process requests submitted to the MHS Request Submissions Portal.

g. Ensure alignment of DAD-IO IT Infrastructure service offerings with the MHS Request Submission Portal processes and business rules wherever practicable.

5. <u>CHIEF, MARKET TECHNOLOGY INTEGRATION OFFICE</u>. The Chief, Market Technology Integration Office, must:

a. Function as the DAD-IO focal point for the satisfactory delivery of requests for DAD-IO IT Infrastructure service offerings submitted by the Markets, SSO, DHAR, MTFs, or Other Lines of Business (OLB) organizations.

b. Ensure the requests for IT Infrastructure services are processed and adjudicated in accordance with the guidelines published in DHA-PIs promulgated by DAD-IO.

c. Liaison with DAD-IO ESA-BAD to address concerns, issues, or problems with the submission, processing, or updating of requests for DAD-IO IT Infrastructure services from the Markets, SSO, DHAR, MTFs or OLB organizations.

6. <u>DHA MARKETS, SSO AND DHARS</u>. The DHA Markets, SSO, and DHARs will ensure compliance with the guidance in this publication.

7. <u>MTF AND DTF DIRECTORS</u>. The MTF and DTF Directors will ensure compliance with the guidance in this publication.

8. <u>EXTERNAL AGENCIES REQUESTING DAD IO IT INFRASTRUCTURE SERVICES</u>. External agencies such as the MILDEPs, the Department of Veterans Affairs, the United States Coast Guard, etc. can request DAD IO Information Technology (IT) Infrastructure services by following the guidance within Enclosure 3 of this publication. External agencies will comply with their agency specific policies and guidance for requirements management, funding, agreements with other agencies, or any other management controls when leveraging DHA IT Infrastructure services. As necessary, the DHA will coordinate with external agencies to develop and execute agreements and management controls that stipulate roles, responsibilities, resource management and accountability policies and procedures in accordance with applicable Federal or DoD guidance.

ENCLOSURE 3

PROCEDURES

1. <u>OVERVIEW OF IT INFRASTRUCTURE SERVICES AND SERVICE OFFERINGS</u>

    a. IT Infrastructure services refer to the application of business and technical expertise with centralized funding to develop, test, operate, monitor, manage and/or sustain standard services that support an organizations IT requirements and capabilities at specific levels of service while meeting defined performance goals and organizational objectives. IT Infrastructure services standardize processes to eliminate variance in service delivery, leverage economies of scale to reduce costs, and ensure IT Infrastructure services align to overarching organizational strategies and performance objectives.

    b. Service offerings are centrally managed and funded processes leveraging shared IT resources (e.g., hardware, software, networks, facilities, etc.) to provide requestors with the capability to request specific IT Infrastructure services meeting their IT requirements.

    c. Baseline vice Above Baseline Funded Service Offerings.

    (1) Baseline Funded Service Offerings do not require the development and/or implementation of a specific or unique technical/material solution. They are provided at no cost to the requestor as the DAD-IO has fully funded the resources required to provide the requested IT Infrastructure service. Most DAD-IO service offerings are classified as "Baseline Funded."

    (2) Above Baseline Funded Service Offerings require additional resources (e.g., hardware, software, storage, network bandwidth, and professional services) to design and implement a new or unique technical/material solution leveraging a DAD-IO IT Infrastructure service. For these types of service offerings, the requestor's organization must provide DAD-IO with the appropriate "Color of Money" and Budget Activity Group funding for the additional resources required to design and implement the new or unique technical/material solution.

2. <u>SUBMISSION OF REQUESTS FOR DAD-IO AND DISA SERVICE OFFERINGS</u>

    a. Navigate to the DAD-IO Request Portal at:
https://info.health.mil/apps/HIT/services/SitePages/escMenu.aspx where the requestor is presented with a listing of the DAD-IO service offerings grouped by function/category. When the requestor selects a service offering, a new window is opened that displays a description of the DAD-IO IT service offering, if it is a "baseline" or "above baseline" funded service offering, the estimated timeline to process and fulfill the service request, and an option to order the service.

    b. To submit a service request, the requestor selects the "Order Service" icon from the selected service offering description and a new service request form is opened. The requestor is asked to input a high-level functional description of their requirement, relevant contact

information (e.g., Name, Phone Number, and Email address), and the requestor's agency information (e.g., Army; Navy; Air Force; or DHA, National Capital Region). When the requestor has completed all required fields on the new service request form, they select the submit icon to submit the new service request. Requestors will not input or upload Protected Health Information, Personally Identifiable Information, or Classified information into the DAD-IO Request Portal, other than the requestor contact information necessary to complete the submission of a service request.

c. If the requestor is unable to locate an appropriate service offering to meet their requirement, the requestor should select the "Can't find the service you are looking for? Contact Service Delivery Management" icon on the DAD-IO Request Portal page, "Request/View A Service." This will submit an email requesting assistance to the SDM Branch at: dha.ncr.j-6.mbx.bo-div-sdm-branch-crm@mail.mil who will assist the requestor in selecting the appropriate service offering.

d. When a new service request has been submitted, the DAD-IO Request Portal automatically sends the requestor and the appropriate DAD-IO customer engagement team or service owner an email. The automated email will state that a new service request has been submitted which contains the service request tracking number and the uniform resource locater web-link to the service request.

3. <u>DAD-IO VALIDATION OF A SUBMITTED SERVICE REQUEST</u>

a. When notified by the DAD-IO Request Portal that a new service request has been submitted, the DAD-IO customer engagement team or service owner will initiate contact with the requestor within two business days. They will validate the new service request information ensuring the required information within the request is aligned to the correct service offering, the high-level functional description is within scope and capability of the requested service offering, and that all pre-requisites to include cybersecurity requirements have been met.

b. If the service request is aligned to the correct service offering, within scope and capability of the service offering, and all pre-requisites have been met, the service request is transitioned to the service owner for further processing and possible fulfillment.

c. If the service request is not aligned to the correct service offering, not within scope or capability of the service offering, pre-requisites were not met, or there are other issues or deficiencies within the submitted service request information, the customer engagement team or service owner will contact the requestor to collaboratively correct the service request information so it can be processed. If the identified deficiencies are resolved, the service request is transitioned to the service owner for further processing and possible fulfillment.

d. If the requestor is unable to correct the service request deficiencies, the customer engagement team or service owner will notify the requestor the service request will be cancelled, update the service request record to document the reason(s) for the service request cancellation,

and cancel the service request. The customer engagement team or service owner will advise the requestor to resubmit the service request when the identified issues or problems have been corrected.

4. <u>DAD-IO SERVICE OWNER PROCESSING OF A VALIDATED SERVICE REQUEST</u>

    a. When a new service request has been received and validated, the DAD-IO service owner must:

        (1) Engage the requestor to gather detailed requirements (e.g., business, functional, non-functional) necessary to conduct an analysis to determine the feasibility of fulfilling the service request within the established timeline for each service offering.

        (2) Conduct a detailed analysis (e.g., technical, cybersecurity, hardware, software) of the service request to include a cost estimate if a technical/material solution must be developed to fulfill the service request. The results of the detailed analysis and any artifacts will be uploaded into the service request record.

    b. If the service request can be fulfilled, the DAD-IO service owner must:

        (1) Inform the requestor of a baseline funding service offering (i.e., no requestor funding required) the service request will be fulfilled and follow the service offering fulfillment and customer engagement/notification processes and business rules.

        (2) Provide the requestor of an above baseline funding service offering (i.e., require requestor funding to fulfill), with a cost estimate. The requestor's organization must provide DAD-IO with the appropriate "Color of Money" and Budget Activity Group funding for the investment and sustainment costs before the service request can be fulfilled.

           (a) If the requestor's organization is able to provide the requisite funding, the service owner will notify the requestor their service request will be fulfilled and follow the service offering fulfillment and customer engagement/notification processes and business rules.

           (b) If the requestor's organization is unable to provide the requisite funding, the service owner will notify the requestor the service request will be cancelled, update the service request record to document the reason(s) for the service request cancellation, and cancel the service request. The requestor will be directed to make a submission to the MHS Request Submissions Portal at: https://info.health.mil/SitePages/mhsCAR_submit.aspx to begin the process to request above baseline funding for this new requirement.

    c. If the service request cannot be fulfilled due to technical, functional, or cybersecurity reasons, the service owner will inform the requestor of the specific reason(s) the service request will be cancelled, update the service request record to document the reason(s) for the service request cancellation, and cancel the service request. The requestor may submit a new service request once the specific reason(s) behind the cancellation have been resolved.

5. PROCESSING OF FULFILLED SERVICE REQUEST. When a DAD-IO service owner has fulfilled a service request, they must:

    a. Update and close the service request record with all relevant artifacts, notes, or information needed to fully document the solution implemented to fulfill the service request.

    b. Notify the requestor the service request has been fulfilled per the service offering customer engagement/notification processes and business rules.

6. TRACKING THE STATUS OF AND UPDATING SERVICE REQUESTS

    a. Tracking Service Request Status. Requestors, Customer Engagement Teams, and Service Owners can see the current status of their submitted or assigned service requests by navigating to the DAD-IO Request Portal and selecting the "View My Service Requests" icon to get a detailed listing of all open or closed service requests. To view the details and historical notes for each service request record, select the service request identification number and the system will display the original service request information and all updates made to the record. Use your browser back button to return to the listing of submitted or assigned service requests.

    b. Updating Service Requests. Customer Engagement Teams and Service Owners should navigate to the DAD-IO Request Portal and select the "View My Service Requests" icon to get a detailed listing of all open or closed service requests. To update a service request record:

        (1) Select the service request identification number and when the service request is displayed, locate the "Approve/Action" icon in the Requirement section of the service request record.

        (2) Select the "Add Update/Note" drop down menu item, input the update in the text field, select submit and the system will display a "Thank you for your submission" message. The update is now completed and available to anyone viewing the service request record.

        (3) Standard artifacts (e.g., Microsoft Office documents, portable document formats, pictures) may be uploaded when updating a service request record. Please note Protected Health Information, Personally Identifiable Information, and classified information should not be inputted or uploaded when updating a service request record.

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

BAD	Business Analytics Division
CIO	Chief Information Officer
DAD	Deputy Assistant Director
DHA	Defense Health Agency
DHA-PI	Defense Health Agency-Procedural Instruction
DHAR	Defense Health Agency Region
DISA	Defense Information Systems Agency
DTF	Dental Treatment Facility
ESA	Engineering Solutions Architecture
IO	Information Operations
IT	Information Technology
MHS	Military Health System
MTF	military medical treatment facility
OLB	Other Lines of Business
SDM	Service Delivery Management
SSO	Small Market and Stand-Alone Medical Treatment Facility Organization

PART II. DEFINITIONS

Unless otherwise noted, these terms and their definitions are for the purposes of this DHA-PI.

Above Baseline Funded. The requirement for a requestor to provide DAD-IO with funding for the resources (e.g., hardware, software, storage, professional services) required to fulfill a request for an IT Infrastructure service.

Baseline Funded. IT Infrastructure services provided at no cost to the requestor.

Customer Engagement. A customer centric business communication connection focused on customer to service provider interactions to gather, process, adjudicate, and fulfill customer requests for service offerings.

<u>DAD-IO Request Portal</u>. The automated system used by DAD-IO to track the receipt, processing, adjudication, management, fulfillment, or cancellation of requests for IT Infrastructure services.

<u>External Agencies</u>. External agencies would be defined as DoD or Federal organizations that were not under the authority, direction, or control (ADC) of the Defense Health Agency. For example, the DoD military departments, intelligence community agencies, combatant commands, other Fourth Estate agencies, DoD field activities, or other Federal agencies would be considered external agencies.

<u>Infrastructure Services</u>. The term infrastructure in an IT context refers to an enterprise's entire collection of hardware, software, networks, data centers, facilities and related equipment used to develop, test, operate, monitor, manage and/or support IT services. Major IT infrastructure components include computer hardware platforms, operating system platforms, enterprise software platforms, networking and telecommunications platforms, database management software, Internet platforms, engineers, system integrators, and consulting services.

<u>OLB</u>. Defense Health Program funding organizations that support the delivery of patient care such as administrative, medical research, or logistical services or functions.

<u>SDM</u>. Ensures all requestors, service owners, and clients receive the same services and treatments across the board.

<u>Service Offering</u>. A formal description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions.

<u>Service Request</u>. A formal request for a service from a catalog of IT services to meet a customer's requirement(s).