



AIR COMBAT COMMAND

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Enterprise Information Technology as a Service (EITaaS)

Current as of February 10, 2023



MISSION

Transforming the Department of the Air Force's Enterprise Information Technology

- Enterprise Information Technology as a Service (EITaaS) is a Department of the Air Force Initiative to leverage commercial business services and best practices to provide standardized, innovative, and agile IT service across the enterprise.
- It will accelerate the adoption of new technology, enable the fielding of IT services and resources at a more cost-effective price point, and allow service members to focus on their core mission-sets.

Increase IT Availability



- Stabilize Operations & Maintenance
- Lifecycle to reduce risk of failure
- Centralize IT funding and service delivery
- Increase standardization of capabilities

Operationally Responsive



- Mobile, fast, and modernized end user devices
- Resilient network performance and connectivity
- Commercially-procured IT support returns users to mission faster

Strengthen Cybersecurity



- Defend Cyberspace through a secure, end-to-end, and inter-operable network
- Consolidate redundant IT capabilities to reduce DAF digital attack surface

Align with SECAF's Operational Imperatives



- Establish more resilient comms that accelerate the warfighter's mission
- OI7 buys down tech debt and sets conditions for modernization to execute the DAF's EIT strategy

What is Wave 1?

Wave 1 is the first of a series of contracts to deliver SIPR & NIPR Enterprise IT services to the Air Force and Space Force, which will culminate in a multi-year agreement slated to begin in FY23. Wave 1 will also include diverse and integrated end-user devices and advanced data protection. EITaaS will allow Airmen and Guardians to focus their time and efforts more on mission-critical work and support Department of the Air Force Operational Imperatives, including the operationally focused Advanced Battle Management System, resilient basing, and readiness to deploy and strike.

WAVE 1 PRODUCTS

 EITSM 3.0
  Enterprise Service Desk
  End User Devices
  Field Services
  Image and Endpoint Management Stack

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Wave 1 Products and Services

Enterprise IT Service Management (EITSM 3.0)

Updated platform to serve as the C2 program of record containing a 21st Century Storefront to allow customers to directly order IT services, a central hub for software and hardware asset management, and custom dashboards to track key Key Performance Indicators.

**Increase IT Service reliability--seamlessly order what you need and check the status of actions in real time!*

End User Devices

Modern devices with high performance hardware to meet mission demands and user requirements that can be ordered from the 21st Century Storefront. Customers can choose from laptops, tablets, mobile devices, etc.

**Great prices on high-performance devices customized to your mission!*

Enterprise Service Desk

An enterprise help desk, available 24/7/365, staffed with qualified technicians to serve as a single point for all IT service questions, integrated workflows between various mission systems to ensure issues are directed to the right service provider, and self-help tools to manage issues proactively before escalation is required.

**Engage via phone, email, or chat--get support from a real person when you want, guaranteed!*

Image & Endpoint Management Stack

Updated tools with same, or better, security capabilities that reduce CPU load and provide centralized monitoring that proactively identifies risks and automated responses.

**Automated compliance & security tracking--better security posture, better performance*

Field Services

MAJCOM-funded on site technicians to directly support the mission. Customers have the option to choose levels of service (e.g., Bronze, Silver, Gold) as part of the ordering process to ensure the right level of support for their mission and user requirements.

What is Base Infrastructure Modernization(BIM)?

BIM is a program that will bring the exiting Air Force Information Network (AFIN) Infrastructure into the 21st Century by modernizing classified and unclassified network infrastructure at United States Department of the Air Force (DAF) bases throughout the world. This DAF initiative leverages industry to provide standardized, innovative, and agile Information Technology services across the Air and Space Forces. The goal is to increase integration through a modern streamlined network that keeps up with the industry standards, utilizes best practices, performance, and modern management techniques to provide the DAF with a capable network to perform its missions.

Drivers

- Over 23,000 pieces of equipment in the AFNET infrastructure are either End of Life or End of Service
- Current infrastructure is not setup to handle bandwidth requirements.
- Current network recapitalization efforts have suffered from years of underfunding creating an ever-increasing tech debt
- AFNET infrastructure needs to be postured for future capabilities, like Zero Trust, Next Generation Gateways, ABMS/JADC2, etc.

Benefits

- Increased availability and resiliency of networks, through more pervasive wireless connectivity, and modern network architecture
- Interoperability with Joint networks and systems
- Network performance that can support mission unique applications, tools, and systems
- Reliable connectivity throughout installations, facilities, and flight lines
- Technology that keeps up with industry standards, utilizes best practices, and modern management techniques

