Operations Overview (U)

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MDA Enterprise Network Operations (NetOps) delivers enterprise IT capabilities including:

- Integrated service delivery
- Support transparent information access
- Incident resolution
- Provide information confidentiality, integrity and availability
MDA DOCO Goals

- **Centralized General Services Network Management**
  - Common Toolset - Standardized Enterprise Processes
  - Application and Storage Management
  - Incident Management and Problem Resolution
  - Change Management
  - Network Load Balancing, Bandwidth Management

- **Single Authoritative Source for Status Reporting For Business and General IT Services**
  - Vulnerability Assessment Reporting
  - Situational Awareness
  - Internal Status Reporting
  - Confidentiality, Integrity, and Availability of NetOps Information

- **Provide Robust, Redundant, and Reliable Monitoring**
  - Executive Dashboard

- **NetOps Survivability**
Support Profile

- **Supported User Base**: 10,000
- **Number of Workstations**: 9,600
- **Number of Servers**: 1,100
- **Number of Special Circuits**: 493
- **Number of Sites**: 150
- **Number of Supported Applications**: 86

**Major IT Services Supported**
- IT Service Desk
- Event Management
- Application Management
- Systems Management
- Network Management
- Telecommunications Management
- Information Assurance
- Enterprise Web/E-Mail Services

**IT Service Management Functions**
- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management
- Availability & Capacity Management
- IT Asset Management
Project Examples

• Remedy 7.5 Upgrade
  - Change Management
  - Asset Management

• HP Open View Suite (NetOps Situational Awareness)
  - Universal Configuration Management Database (UCMDB)

• Network Discovery
  - Discovery and Dependency Mapping Inventory (DDMI)

• Intrusion Detection System Tech Refresh
  - McAfee Host Intrusion Prevention System (HIPS)
Small Business Integration

• **Prime Contractor – Northrop Grumman**
  - Joint National Integration Center Research & Development Contract (JRDC)

• **Small Business are engaged via JRDC Prime**
  - Sub-contracting arrangements
  - Outsourced efforts
  - Northrop Grumman mentoring program

• **IT Equipment Procurement**
  - JRDC procures through multiple business sources