# DOS Remote Access in a Dynamic Global Environment

**IRM**

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# IRM By the Numbers

## The Department's Enterprise IT Provider

### SERVICE WORLDWIDE

**100K+**
*customers*

**276**
*posts*

**195**
*countries*

**149**
*domestic locations*

**39**
*bureaus*

**50+**

Federal Agencies,
Non-Governmental Organizations,
and other outside partners who
receive IT services

| **9,700+** OpenNet servers in 2020 | **116K+** OpenNet workstations in 2020 | **394** Data centers in 2020 | **57K+** Mobile Devices | **130K** Service requests in 2019 |
|---|---|---|---|---|
| | | **98** Domestic  **296** Overseas | | |

| **2B+** Total incoming emails | **1.79B+** Total emails blocked |
|---|---|
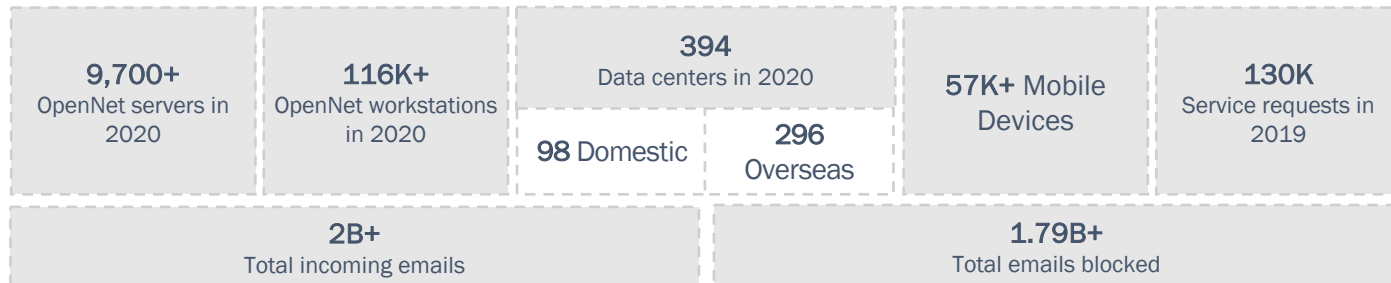
### EMPLOYEES AND BUDGET

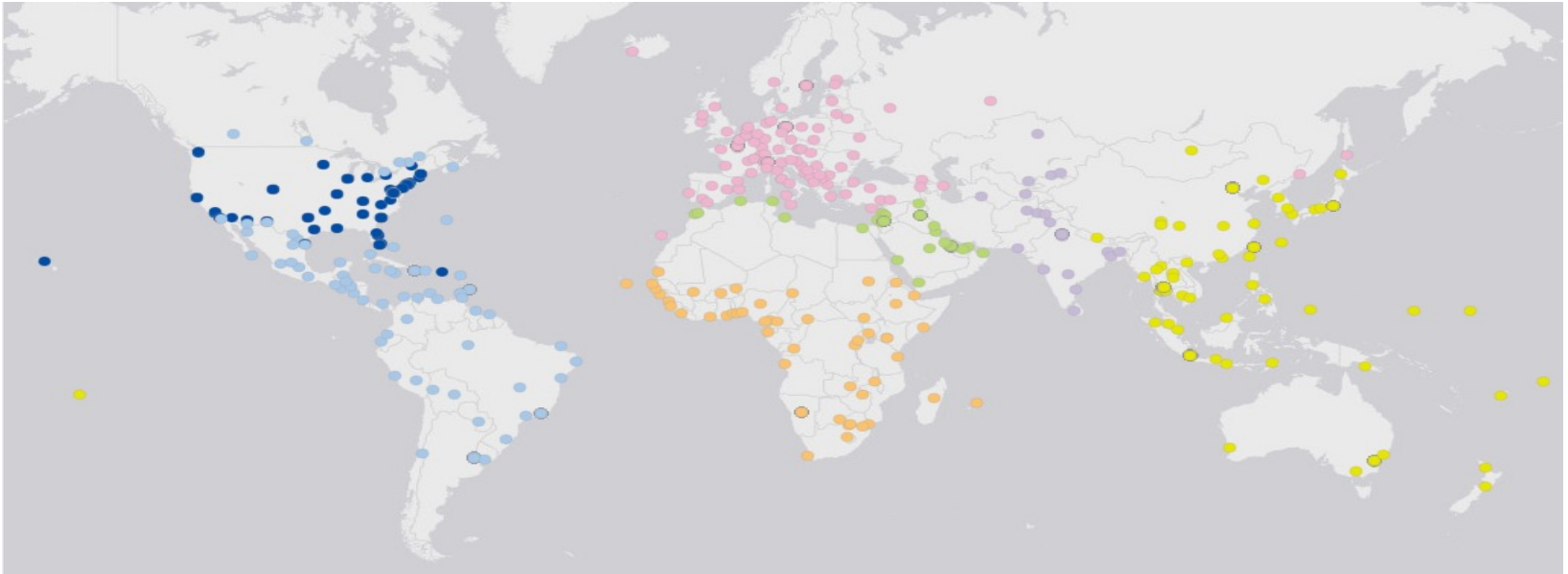| $2.4B | 76K+ | 25K+ |
|---|---|---|
| Dept.-wide IT Budget | Full-time Department Employees | Contractors at the Dept |

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# Complex IT Environment that has a Worldwide Footprint



Supporting a wide range of customers from farmers to the Intelligence Community to supporting American citizens overseas.

# Secure Remote Transition

## Focused on supporting the workforce wherever their location

- Mobile First Achievements Enabled a More Effective Global Workforce
  - Enabled **100,000+ Department users** for browser-based access to the Department's O365 tenant.
  - Procured/provisioned/deployed **20,000+ laptops** to improve the mobility of the workforce.
  - Improved the Virtual Desktop Infrastructure (VDI) capacity by over **300%** to facilitate the increased demand.
  - Implemented collaboration tools including Microsoft Teams, Google Meet, and Cisco Webex.
  - Completed a review of legacy policies and procedures to modernize deployment of new technologies.

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# Moving Forward

# Fixed Resources

## Focused on modernization to provide better services while reducing costs

- The IRM budget (approximately 30% of the Department's IT budget) has remained stable; but the appetite for enabling technology is increasing.

- New innovative technologies should include plans to decommission legacy environment, cut costs, and should make the organization more efficient in the delivery of IT services.

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# Maximize Existing Tools

**Fully utilize and implement the modern environments/solutions that we already have**

- Utilize all solutions to the greatest extent.

- Prune the portfolio where appropriate.

- Deprecate End of Life applications.
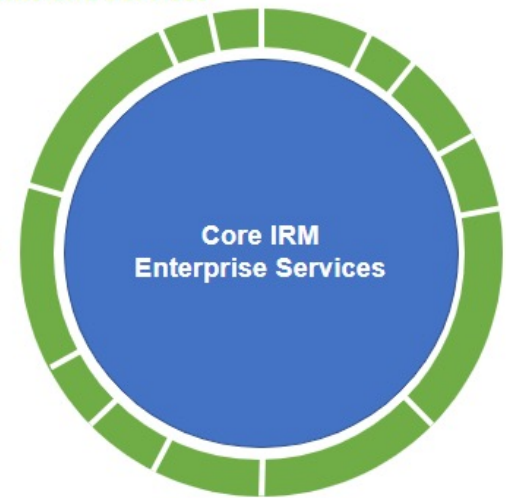
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# Enterprise Solutions Focus

**Delivered solutions should be scalable and applicable to the enterprise**

- Enable bureaus to focus on their unique mission requirements.
  - Requires scalability, competence and customer intimacy to deliver services they want to use.
  - No boutique solutions.

# Uplift Enterprise Cyber Security

Laser focus on improving cyber security throughout the enterprise

- Cyber capabilities and services to achieve better visibility, centralization, and an improved ability to defend the enterprise.

- Cyber pressures and investments increase ops tempo and create budgetary constraints.

- Improve inventory/auditing/logging, establish network admission control, and secure the department's data no matter the location.

- Implement zero-trust, complete centralized ICAM, mitigate SCRM risk, and compliance with NDAA sec 889.

# Next steps

**IRM wishes to partner with industry to help us provide better IT services, security, and delivery for our customers.**

- **Not business as usual:** not looking for staff augmentation alone, looking for **continuous innovation** that provides creative solutions from industry to help the Department's worldwide workforce be more effective.

- **Innovative contract structures** (where possible)
  - Constant improvement, **automation,** and evolution.

# Questions

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