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