Welcome to

NDIA's

United States Coast Guard C5ISC Industry Day

March 26, 2024

C5I Service Center
UNITED STATES COAST GUARD

"Delivering Technology Solutions for Mission Success"

Thank you to all our Sponsors!

C5I Service Center Industry Day

Command, Control, Communications, Computers, Cyber and Intelligence (C5I) Service Center

- Technology focused

- Capabilities development, delivery and sustainment organization

- Emphasis on IT and OT Solutions

- Supports the Coast Guard's 11 statutory missions

Agenda

Registration and Opening Speeches	
0700-0800	Registration/Breakfast
0800-0830	Welcoming Remarks
0830-0900	CO Keynote Speech
Shared Service Division Presentations	
0900-0920	Engineering Services Division (ESD)
0920-0940	Infrastructure Services Division (ISD)
0940-1010	Break/Networking
Product Line Presentations	
1010-1030	Command, Control & Navigation Product Line (C2PL)
1030-1050	Communications Product Line (COMPL)
1050-1110	Intelligence Systems Product Line (ISPL)
1110-1130	Mission Support Systems Product Line (MSSPL)
1130-1230	Lunch
1230-1250	Operations Information Product Line (OISPL)
1250-1310	Unified Capabilities Product Line (UCPL)
1310-1330	Business Operations Division (BOD)
1330-1350	Asset Logistics Division (ALD)
1350-1400	Closing Remarks
Breakout Sessions	
1400-1430	Break/Networking/Set up for Breakout Sessions
1430-1700	**Networking in Main Room**
1430-1500	Next Generation Radar – Conference Room – C2PL
1500-1530	C2 Afloat Integration Services – Conference Room – C2PL
1530-1600	Command Center Display System Replacement – Conference Room – C2PL
1700	End of Industry Day

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Overview of the C5I Service Center

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C5I Service Center

Mission Statement:

Enable Coast Guard mission execution by providing high quality:

- Information and situation-awareness products and services
- Depot-level maintenance and repair services
- Resource transparency and total asset visibility
- Stewardship and configuration management

Deliver Technology Solutions for Mission Success

Deliver Mission Support at the "Speed of Need"

C5ISC: Designed to Support the Mission

➢ Leverage technology to deliver C5I products and services that enable mission

➢ Unity of effort in development, testing, delivery, and support of all C5I systems, applications, and services

➢ Interface with other Logistics / Service Centers and CGCYBER

➢ Continuous improvement to enhance reliability, efficiency, effectiveness, and cybersecurity

➢ Alignment with Deputy Commandant for Mission Support (DCMS) Mission Support Business Model

➢ Support Federated IT with Enterprise Foundational Services
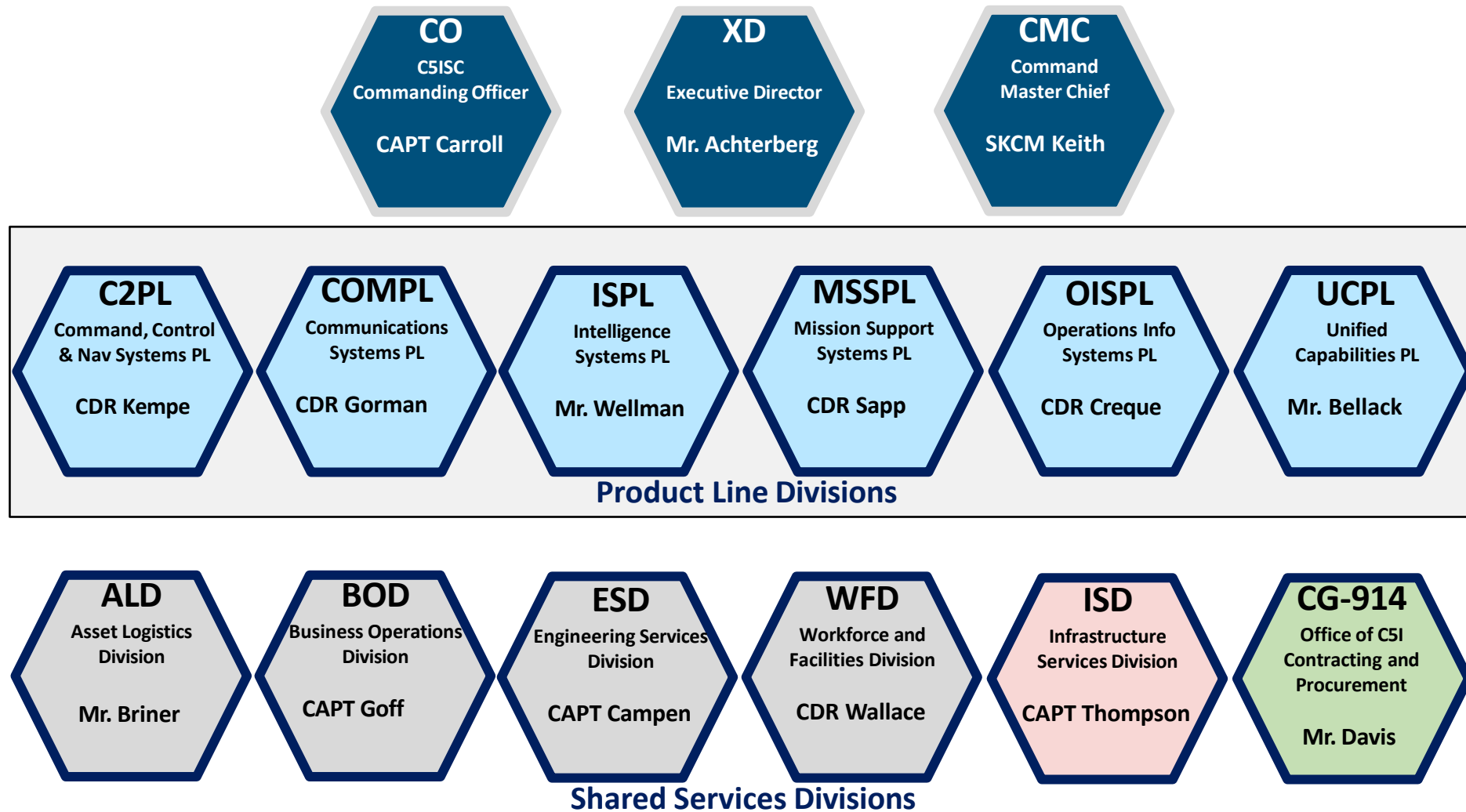
Lead the Technology Revolution

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Organizational Leadership

CO
C5ISC
Commanding Officer
CAPT Carroll

XD
Executive Director
Mr. Achterberg

CMC
Command Master Chief
SKCM Keith

C2PL
Command, Control & Nav Systems PL
CDR Kempe

COMPL
Communications Systems PL
CDR Gorman

ISPL
Intelligence Systems PL
Mr. Wellman

MSSPL
Mission Support Systems PL
CDR Sapp

OISPL
Operations Info Systems PL
CDR Creque

UCPL
Unified Capabilities PL
Mr. Bellack

Product Line Divisions

ALD
Asset Logistics Division
Mr. Briner

BOD
Business Operations Division
CAPT Goff

ESD
Engineering Services Division
CAPT Campen

WFD
Workforce and Facilities Division
CDR Wallace

ISD
Infrastructure Services Division
CAPT Thompson

CG-914
Office of C5I Contracting and Procurement
Mr. Davis

Shared Services Divisions

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C5ISC Vendor Management Office

➢ Introductory virtual meetings to collect capabilities

➢ Maintain an optional library of vendor capabilities for C5ISC Market Research

➢ Match capabilities with PL/SSD missions and facilitate program/vendor meetings when requested

➢ Industry Events – Industry Days, Reverse Industry Days, acquisition specific events

➢ Standardize Contractor Performance Management Reviews (CPMRS)

➢ Improve C5ISC contractor performance reporting (CPARS evaluations)
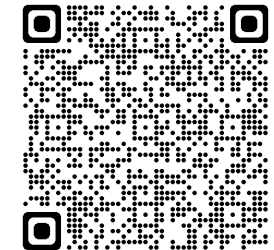
Oversee development and management of strategic vendor partnerships and communications

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ENGINEERING SERVICES DIVISION (ESD)

Mission

The Engineering Services Division (ESD) provides **engineering process guidance, expertise and technical oversight for projects** managed by C5ISC Product Lines.

Functions & Services

- Establish & enforce standard engineering principles & guidance
- Develop, promulgate & maintain:
  - Change Management
  - Configuration Management
  - Enterprise Architecture
- Provide service development, delivery, support & technical expertise
- Software & application engineering & sustainment
- Gather, deconflict, & maintain technical information
- Manage technical warranting areas

ESD Chief:
CAPT Andrew Campen

ESD Deputy:
Dave Wolfe

ESD Branches:
- **Architecture & Standards Branch**
  Chief: John Edwards
- **Technical Services Branch**
  Chief: Bill Fletcher
- **RF Communications Branch**
  Chief: CDR Jon Chapleau
- **Sensors & Electronics Branch**
  Chief: CDR Siemiatkowski
- **Applications Services Branch**
  Chief: Jeffrey Stuart
- **Information Assurance Branch**
  Chief: Chrishan Francis

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ENGINEERING SERVICES DIVISION (ESD)

✓ ESD has no major new acquisition contracts anticipated in next few years. **New task orders/work orders** will be placed against strategic contracting vehicles:
- CEDISS – C5ISC Engineering Development, Integration, & Support Services
- CREAS – C5ISC Requirements and Enterprise Architecture Services
- DHS LCCE – Dept. of Homeland Security Life Cycle Cost Estimating

✓ **Anticipated Growth areas for ESD**
- **Digital Engineering/Model Based Engineering**
- **Cybersecurity alignment for DevSecOps**
- **Zero Trust Architecture security support**
- **Increasing use of AGILE outside of software development**
- **CI/CD Pipeline (Software Factory) including DEVSECOPS**
- **Low Code Application Platforms (LCAP)**

ESD Future Opportunities

- <mark>Automation</mark> of security control validations to expedite ATO's

- Migration from WORD and PDF artifacts to digital threads that can lead to digital engineering. (<mark>Automation</mark>)

- Realizing gains and efficiencies through new Software Factory. (<mark>Automation</mark>)

- Integration and digitalization of engineering artifacts/lifecycle. Disjointed set of engineering tools (requirements, maintenance development, and supply chain in different tools) (<mark>Digital Transformation</mark>)

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Infrastructure Services Division (ISD)

Mission

Provide and manage IT infrastructure to solve complex problems, enable mobility and cloud solutions, and ensure connectivity for operators to ensure mission readiness & execution. ISD supports an on-the-go workforce by ensuring that the data necessary for mission readiness and execution is accessible when and where it is needed.

Major Functions and Services

- Network Transport
- Network Security
- Identity, Credentialing, and Access Management
- Commercial Cloud and Data Fabric
- Software Factory
- Data Center Management
- Private Cloud and Server Hardware Management
- New Asset Acquisition Infrastructure Support

Division Chief:
CAPT Patrick Thompson

Division Deputy:
Mr. Thomas Pedagno

ISD Branches:
- **Network Transport Services**
- **Infrastructure Security Services**
- **Cloud and Data**
- **On-Prem Management Services**
- **Data Center Infrastructure**
- **Physical Infrastructure Services**
- **Acquisition Infrastructure Services**

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Major Focus Areas FY24-FY26

➢ <u>Zero Trust Security</u>: A pervasive Zero Trust Architecture safeguarding sensitive data in transit and at rest, enhancing our collaborative capabilities with partners while meeting strict compliance standards.

➢ <u>ICAM Modernization</u>: A robust logon experience for standard users, privileged users, and external users (general public, external agency). Master user record management, Attribute Based Access Control, and User and Entity Behavior Analytics.

➢ <u>Agile Cloud Deployment</u>: A seamlessly integrated, hybrid cloud environment optimized for scalability and innovation, allowing us to leverage the best of public and private cloud resources according to evolving demands. Deliver platform services that deliver an amazing experience for developers and data scientists.

➢ <u>Data Fabric Unification</u>: A centralized data fabric to access, orchestrate, and govern information across multiple agencies and dispersed repositories. This unlocks powerful analytics and cross-agency insights crucial to our shared mission.

➢ <u>Data Center Consolidation</u>: Migrate to commercial data centers for our local hub sites. Maximize edge services consolidation into primary data center. Leverage hybrid-cloud environment for smart data storage and disaster recovery solutions.

➢ <u>Network Modernization</u>: Deliver vastly increased bandwidth to cutters and aircraft. Migrate small shore sites to commercial networks – leverage cloud and zero trust solutions.

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Platform Services Delivered on CG Cloud

Data Fabric

- **Common data services for entire Coast Guard**
- **Data governance and standardization**
- **Available for all data**

Artificial Intelligence

- **Accelerate knowledge retrieval and synthesis**
- **Mission specific models**
- **Automate business processes**

Software Factory

- **DevSecOps platform**
- **Rapidly modernize mission critical apps**
- **Provide amazing developer experience**

Low Code Platforms

- **DeckPlate Developers**
- **Case Management**
- **Reduce time to market and development risk**
- **Prove out ideas**

CG CLOUD

Zero Trust Foundation

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Notional Timeline

Capability	FY 2024	FY 2025	FY 2026
Cloud and Data	**CG Cloud Migrations:** Over 80 Applications On-Prem – Over 30 Applications in Various Cloud Environments		
		Surveyor Data Fabric Expansion: Artificial Intelligence Infrastructure – Data Domains	
		HERMN Software Factory Expansion: Advanced Security Tools – Improved Developer Experience	
IT Security		**Zero Trust Architecture Deployment:** ICAM Modernization – Device Security – Data Security	
Networks	**Modernize Cutter / Aircraft Networks**		
		Modernize Shore Side Networks	
Data Center and Edge		**Migrate/Consolidate to Commercial Data Centers**	
		Prototype Tactical Edge Platform	
			Deploy Tactical Edge Platform

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COMMAND, CONTROL, NAVIGATION & COMBAT SYSTEMS PRODUCT LINE (C2PL)

Mission

C2PL serves as the System Owner and single point of accountability to provide service development, delivery, support and technical expertise for **command, control, navigation, and combat systems.**

As a C5I product line, C2PL provides accurate and timely response to operational, multi-mission requirements through the management of each system's unique lifecycle, including systems engineering and project management. C2PL leads the effort to continually transform the integrated command, control, navigation, and combat suites of equipment to enhance maritime domain awareness in a technologically advancing Coast Guard.

Product Line Manager:
CDR Matt Kempe
Product Line Deputy:
John Schutzenhofer

Branches:
C2 Land
C2 Sea
C2 Air
Navigation
Combat/Optics Branch

70+ Systems Supported

Major Systems

- **Sea Watch**
- **Sea Commander**
- **Sextant**
- **LookingGlass**
- **VTS/PAWSS**

- **SINS/SINS-2**
- **RADAR**
- **Combat Systems Integration**
- **ECS/ECDIS**

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COMMAND, CONTROL, NAVIGATION & COMBAT SYSTEMS PRODUCT LINE (C2PL)

Architecture Goals:

- Open source data formats for sensor & system integration into larger C5I architecture
- Unify product/service offerings to reduce redundancy & improve efficiencies of scale
- Conform to IEC & IMO standards to reduce integration risks on maritime platforms

Technology/Support Challenges:

- Moore's Law outpaces our capacity to get solutions to the field
- Perpetual recap cycle for DMSMS endpoint compute w/long-lead mission software integration
- Wide geographic distribution for afloat/ashore assets creates challenges for deployments

Requested Assistance from Industry:

- Forecasted production & support timelines to support PPBE timelines & DMSMS management
- Extended warranty coverage beginning at installation
- Availability of sustainment intellectual property after end of support
- Strategic installation partnerships to leverage local deployment resources and optimize travel

COMMAND, CONTROL, NAVIGATION & COMBAT SYSTEMS PRODUCT LINE (C2PL)

Technical Roadmap & Strategic Needs:

- Need affordable/supportable radar afloat and ashore
- Need contracted support personnel to augment MIL/GOV design & maintenance teams
- Need technical refresh of obsolete/unsupportable hardware in legacy systems

Key Upcoming Acquisitions in FY25:

- Next Gen Radar
  - Will be focused on IMO compliant navigation radar, with C2 integrations handled externally
  - Anticipate install on 200+ cutters and 40+ Vessel Traffic Service sites (ashore)
- C2 Afloat Integration Services
  - On-prem Subject Matter Experts supporting SeaWatch & SeaCommander
  - Works to integrate SeaWatch on acquisition assets, and sustain legacy fleet
- Command Center Display System Replacement
  - Installation at 50+ locations throughout CG
  - Provides scalable method to display various video sources from multiple classification levels

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COMMUNICATIONS SYSTEMS PRODUCT LINE (COMPL)

Mission

The Communications Systems Product Line (COMPL) serves as the Service Owner and single point of accountability to provide service development, delivery, support and technical expertise for **communications systems.**

COMPL supports strategic and tactical level communications systems for all USCG missions. This includes radio communications across the entire frequency spectrum, military and commercial satellite voice systems, and contingency capability. COMPL interacts closely with CG-761 for operational requirements and with CG-681 for functional requirements, prioritization, and funding of new and existing projects.

14 Systems Supported

Major Systems

- **Rescue 21 Coastal/Western Rivers/Alaska**
- **MUOS – Mobile User Objective System**
- **VTS – Voice Communication System – Navigation Safety**
- **GOTHAM/COTHEN – Long Range Communications**
- **SCORP – Short Range Communications Obsolescence Replacement Project**
- **HFRS – High Frequency Radio Systems**

Product Line Manager:
CDR Rob Gorman
Product Line Deputy:
Vacant

COMPL Branches:
Long Range Systems Branch
Branch Chief: Mark Schneider

Short Range Systems Branch
Branch Chief: LCDR Robert Litts

Integrated Communications Branch
Branch Chief: LT Jon Anderson

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Communication Product Line (COMPL)

High Frequency (HF) Communications Ashore

- *25-30 ground sites.*
- *Shore based HF is at end of life. Will require integration with existing communication suites. Shore based facilities are each unique and in a variety of locations. Facilities are often located in historic buildings which impacts engineering decisions.*
- *Replacement project has been initiated and requirements are in development between CGHQ and C5ISC.*
- *Targeting FY25 for system selection/contract award.*

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Communication Product Line (COMPL)

Shipboard Interior Communications (SIC)

- *The currently fielded solution is non-standardized and in some instances end of life.*
- *System is hand-held radios with some variety of leaky coax or repeaters in order to penetrate steel bulkheads.*
- *A new solution should ideally be easily scalable and suitable for all large afloat assets.*
- *The replacement project has not yet been initiated and the requirements are currently under development between C5ISC and CGHQ.*
- *Targeting FY25-26 to identify solution/award contract. Dependent on requirements development and funding.*

INTELLIGENCE SYSTEMS PRODUCT LINE (ISPL)

Mission

The Intelligence Systems Product Line (ISPL) supports the **systems that enable intelligence operations and activities** to provide timely, relevant and actionable intelligence to shape operations planning and decision-making. This includes serving as the Service Owner and single point of accountability for service development, delivery, support and technical expertise for intelligence systems.

ISPL supports the tactical systems that provide Top Secret level communications to the NCS fleet and Top Secret intelligence systems afloat as well as mission systems providing data resources for ship arrival notification, vessel threat screening and data analytical resources. ISPL also the Coast Guard shoreside JWICS networking and desktop service provider and serves as the IT point of contact for the Intelligence Community.

12 Systems Supported

Major Systems

- **Joint Worldwide Intelligence Communication System (JWICS) – Intel Mission Systems**
- **Ship Arrival Notification System (SANS) – Intel Info Sys**
- **Maritime Analytic Support System (MASS) – Intel Info Sys**
- **DHS Cross Domain Solution – Intel Information Management**
- **Intel Tactical Cryptography Afloat (SSEE, NMS)**
- **Afloat External Communications (ADNS, NMT)**

Product Line Manager:
Richard Wellman
Product Line Deputy:
Jeanette Boyd

ISPL Branches:
Intelligence Mission Systems Branch
Branch Chief: LT Calkins
Intelligence Tactical Systems Branch
Branch Chief: LT Hughes

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INTELLIGENCE TACTICAL SYSTEMS BRANCH (ITSB)

Location: USCG Base, Portsmouth, VA

Supported Systems

- Ship's Signal Exploitation Equipment (SSEE)

- Cryptologic Carry-On Program (CCOP)

- Sensitive Compartmented Information Networks (SCIN)/Network Management System (NMS)

- Automated Digital Network System (ADNS)

- Navy Multiband Terminal (NMT

Projects

- AC2 Modem Install

- Upgrade from SSEE Inc E to Inc F

Navy Multiband Terminal (NMT)

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INTELLIGENCE MISSION SYSTEMS BRANCH (IMSB)

Location: Suitland Md.

Supported Systems
- Generic Area Limitation Environment (GALE)
- Data As A Service / IBM Watson
- Maritime Analytic Support System (MASS)
- Ships Arrival and Notification System (SANS)

Projects
- SANS modernization
- Zero Trust Architecture implementation
- Secure Homeland Intelligence Exploitation Liaison Domain (SHIELD)
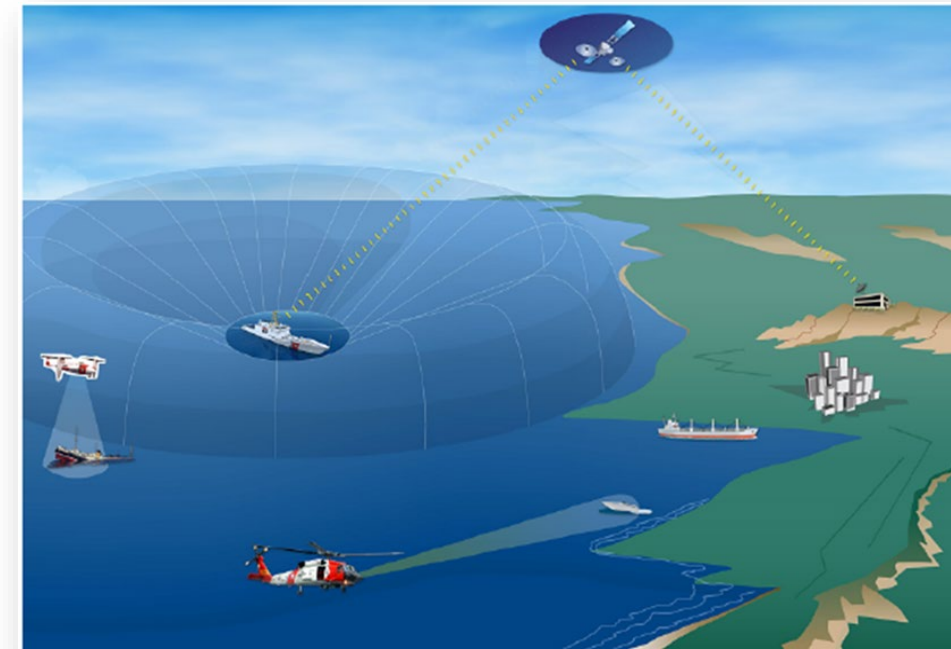
MISSION SUPPORT SERVICES PRODUCT LINE (MSSPL)

Mission

The Mission Support Systems Product Line (MSSPL) serves as the service owner and single point of accountability to provide service development, delivery, support and technical expertise for mission support systems that include **USCG enterprise financial, human resources, logistics, CG Portal, web, health, safety, work-life, and decision support requirements.**

As a C5I product line, MSSPL provides accurate & timely response to operational, multi-mission requirements through the management of each system's unique lifecycle, including systems engineering & project management. MSSPL leads the effort to continually transform the delivery of capabilities through the modernization & automation of Coast Guard business processes.

100+ Systems Supported

Major Systems

- **Direct Access**
- **Depot Management System (DPOMS)**
- **MOSIS**
- **CG Business Intelligence**
- **Learning Management System**
- **Medical Information System**
- **C5I Bears**
- **Alert Warning System**

Modernizations

- **Gangway Recruiting Tool**
- **NPFC OSMOSIS Modernization**
- **Galley Application for Culinary Support**
- **Direct Access Migration to AWS GovCloud**
- **Next Gen DPOMS**
- **Child Care Management System**
- **Electronic Fingerprint System Modernization**
- **Electronic Officer Evaluation System**
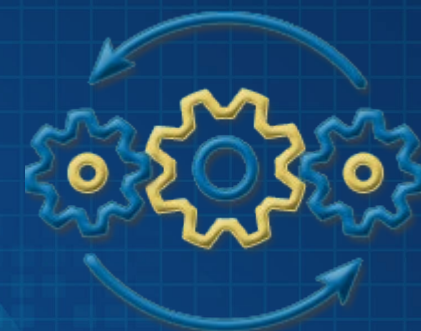
Product Line Manager:
CDR Tom Sapp

Product Line Deputy:
Mr. Travis Gillum

Branches:
- **Health & Safety IT**
- **Human Resources & Decision Support**
- **Finance & Logistics**

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MISSION SUPPORT SERVICES PRODUCT LINE (MSSPL)

Architecture Goals:

- Modernization of legacy "on-prem" hosted and antiquated (from the 90s and early 2000s) business applications to cloud focused SaaS solutions.

- Implement Low-Code/No-Code platforms to address customer needs (as is feasible/practical).

- Implement Zero Trust compliance in accordance with Presidential Mandate.

Technology/Support Challenges:

- Constraints in timeline and budget impact PL's ability to organically address modernization due to outside limitations (such as Zero Trust timelines).

- Despite significant effort to promote Agile methodologies, government budgetary and requirements processes are based around waterfall project implementation schema.

- Technical obsolesce & debt incurred due to historical austere budget environments has eliminated incremental progress in favor of major modernization efforts in many cases.

Requested Assistance from Industry:

- Innovative proposals utilizing industry best-practices to assist in streamlining modernization efforts.

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OPERATIONS INFORMATION SYSTEMS PRODUCT LINE (OISPL)

Mission

The Operations Information Systems Product Line (OISPL) serves as the Service Owner and single point of accountability to deliver, maintain and manage technical solutions that meet external C5I Service Center customers' tactical mission execution requirements. This includes enterprise and locally hosted applications providing **tactical information, collaboration and analysis technology**.

OISPL supports enterprise C5I systems that enable and deliver actionable information in a usable format.

38 Systems Supported

Major Systems

- **Maritime Information for Safety & Law Enforcement (MISLE)**
- **Vessel Documentation System (VDS)**
- **US ATON Information Management System (USAIMS)**
- **Merchant Mariner Licensing and Documentation (MMLD)**
- **CG Maritime Information Exchange (CGMIX)**
- **Biometrics at Sea System (BASS)**
- **Nationwide Automatic Identification System (NAIS)**

Product Line Manager:
CDR Biann Creque
Product Line Deputy:
Jennifer Ganoung

OISPL Branches:
Track Management Branch
Branch Chief: LT Brian Thompson
Enterprise Operations Systems Branch
Branch Chief: April Waters

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OPERATIONS INFORMATION SYSTEMS PRODUCT LINE (OISPL)

System Modernization Initiatives

Focus on replacing custom coded capabilities with LCAP-based solutions

- Vessel Documentation System (vessel registration)

- Marine Information for Safety & Law Enforcement (case management for law enforcement, marine safety, other missions)

- Mariner Credentialing Program (mariner credentialing)

- Homeport (primary USCG portal for Maritime community comms)

- Field Activity Case Tracking System (case mgmt. for CG Investigative Services

- Response Resource Inventory (USCG coordination with Maritime community for available public response assets

- Nationwide Automatic Identification System base station recapitalization (hardware replacement with NTIA certified solution)

Enterprise/Strategic: Software Factory On-Boarding and USCG Cloud Rehosting

OISPL Branches:
Track Management Branch
Enterprise Operations Systems Branch

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OPERATIONS INFORMATION SYSTEMS PRODUCT LINE (OISPL)

New Capability Deployment

Lightweight solutions to support underway operations

New capabilities to address new mandates

- ENFORCE (portable enforcement app)

- RESPOND (portable response ops app)

- Fisheries Enforcement Tool (fisheries enforcement app)

- INVESTIGATE (portable investigations app)

- Body Worn Cameras (portable, ruggedized human-worn cameras)

Enterprise/Strategic: Software Factory On-Boarding and USCG Cloud Rehosting

OISPL Branches:
Track Management Branch
Enterprise Operations Systems Branch

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OPERATIONS INFORMATION SYSTEMS PRODUCT LINE (OISPL)

Capability Area	CY 2024				CY 2025				CY 2026			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Enterprise Ops	ENFORCE Low/No Connectivity App											
				RESPOND Low/No Connectivity App							
					INVESTIGATE Low/No Connectivity App							
				Marine Information for Safety & Law Enforcement (MISLE) Modernization							
			Nationwide Automatic Indentification System (NAIS) Base Station Recapitalization									
Investigative Ops				Field Activity Case Tracking System (FACTS) Modernization							
Prevention Ops			Vessel Documentation System (VDS) Modernization									
			Homeport Modernization									
				Mariner Credentialing Program (MCP) Modernization							
Response Ops			Response Resource Inventory (RRI) Mod.									
				Fisheries Enforcement Low/No Connectivity App							
			Body Worn Cameras Device Implementation									
Strategic Capabilities Adoption			Software Factory Onboarding (All OISPL Systems)									
			USCG Cloud Onboarding (All OISPL Systems)									

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OPERATIONS INFORMATION SYSTEMS PRODUCT LINE (OISPL)

Contract Vehicles

Leverage C5ISC enterprise contract vehicles to the maximum extent possible for:

- Application development, implementation & sustainment

- Low Code Application Platform (LCAP) solutions (LCAP and SaaS licensing and services)

Execute standalone procurements for specific solutions:

- AIS Base Station Replacement hardware

- Body Worn Camera devices

Enterprise/Strategic: Agile and DevSecOps tools, methodologies and mindsets

OISPL Branches:
**Track Management Branch**
Enterprise Operations Systems Branch

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OPERATIONS INFORMATION SYSTEMS PRODUCT LINE (OISPL)

Tools & Services

Low Code Application Platforms

- Emphasize configuration over customization

- Modular vice monolithic solutions

- Support operations in no and low bandwidth environments (underway and remote areas)

- Minimize Cloud 'sprawl'

Enterprise/Strategic: Agile and DevSecOps tools, methodologies and mindsets

OISPL Branches:
Track Management Branch
Enterprise Operations Systems Branch

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UNIFIED CAPABILITIES PRODUCT LINE (UCPL)

Mission

The Unified Capabilities Product Line (UCPL) offers a suite of secure and advanced **productivity, collaboration, and communication capabilities**, including workstations, desktop as a service, voice, video, telephony, email, chat, mobile, and print services. Employed by **every member of the workforce**, our services promote real-time collaboration both within the Coast Guard and external mission partners. This strategic provision of services enables on-demand, secure communication and access to mission-critical data, equipping our customers with the necessary tools for their mission success.

Select Services

- ▪ **M365 – Cloud Productivity Suite and Email (UNCLAS & S)**
- ▪ **E-Mail, Teams, OneDrive, SharePoint, Power Platform**
- ▪ **Mobile Device and Application Management (MDM/MAM)**
- ▪ **Cellular Wireless Managed Services (CWMS) / DISA Mobility Services**
- ▪ **Telephony (PBX, VoIP, Secure Voice, Contact Centers)**
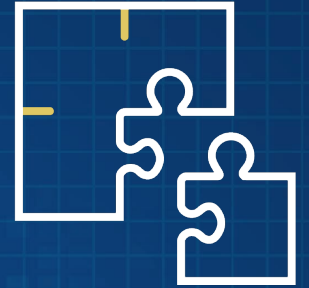
Product Line Manager:
Ryan Bellack (acting)
Product Line Deputy:
Vacant

UCPL Branches:
Productivity Suite & Messaging Branch
Branch Chief: LCDR Elron Solis

Mobile & Cellular Branch
Branch Chief: Mr. Anthony White

Voice & Video Branch
Branch Chief: LCDR Scott Pratz

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UNIFIED CAPABILITIES PRODUCT LINE (UCPL)

Strategic Priorities

- Create a more flexible, mobile USCG workforce
- Foster a more productive USCG workforce that can focus on its 11 essential missions
- Enable a high-quality total employee experience to end users

Challenges

- Cloud offerings meeting DoD Security Requirements Guides (SRG)

In the Next 6-18 Months:

- Automated Digital Signature Workflow
- Cutter Email/Collab Modernization (Hybrid to Exchange Online)
- Mobile and Cloud Printing
- Cloud Files

- Bring Your Own Approved Device (BYOAD)
- Cellular Messaging Automated Archive (CMAA)
- CG-Wide Telephony Modernization
- Contact Center as a Service
- Fax as a Service
- Conference Room Technology Modernization

In the Next 2-3 Years:

- End User AI
- Digital Employee Experience (DEX)
- Citizen Development
- Consolidated Service Management Platforms

BUSINESS OPERATIONS DIVISION (BOD)

Mission

The Business Operations Division (BOD) provides **business processes & services** to enable the C5I Service Center's Product Lines and Shared Services Divisions to *Deliver Technology Solutions for Mission Success*.

Functions & Services

- Develop & Execute C5I Service Center's Annual Business Plan (SMB)
- Ensure uniform Project Management Standards, Processes & Tools (PMB)
- Provide Performance and Process Management Reporting, Tools & Templates (PPMB)
- Plan & Manage C5I Acquisition-to-Sustainment Transition Support (AIB)
- Provide Pre-Award & Post-Award Acquisition Support Activities including Vendor Management services (CAS)
- Coordinate Depot-Level & Sustainment C5I services across all platforms (FCDS)

BOD Chief:
CAPT Ben Goff

BOD Deputy:
Tim Strickland

BOD Branches:
Service Management Branch
Branch Chief: Eric Bruner
Perf & Process Management Branch
Branch Chief: Ernie Grindle
Project Management Branch
Branch Chief: Keith Rauch
C5I Acquisition Support Branch
Branch Chief: Darby Schlaht
Acquisition Integration Branch
Acting Branch Chief: Tung Ly
Field Coord & Depot Support Branch
Branch Chief: CDR David Pipkorn

Business Operations Division (BOD)

The Business Operations Division's **<u>Major</u>** Strategic Roadmap Activities:

❑ Improve Management of Project Cost, Schedule, Performance within the C5ISC

❑ Support, Develop, and Improve Shared Business Processes of the C5ISC

❑ Integrated Management of C5ISC Technology to Zero Trust Architecture

❑ Facilitate and Support the USCG Commandant's Talent Management Transformation Initiative

❑ Continued Support of fleet and field C5I Technology Sustainment

Business Operations Division (BOD)

Improve Management of Project Cost, Schedule, and Performance

➢ **Challenge:** Transitioning C5ISC to unified Project Management Solutions and Project Management Processes.

➢ **Challenge:** Training, educating, and maintaining high corporate knowledge of Project Mgt and System Engineering with the C5ISC.

➢ **Challenge:** Understanding, measuring, and reporting accurately on C5ISC resource usage and management.

➢ **Challenge:** Providing expert Project Management Support as a Service. (e.g., Integrated management of C5ISC technologies' transition to Zero Trust Architecture, Augmenting C5ISC Product Line Project Management)

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Business Operations Division (BOD)

Support, Develop, and Improve Shared Business Services & Processes of the C5ISC

- ➢ **Challenge:** Supporting swift, accurate, and high-quality development and processing of government procurement packages

- ➢ **Challenge:** Supporting adaptation and improvement of C5ISC processes. (e.g., Software Procurement and Accountability)

Business Operations Division (BOD)

Integrated Management of C5ISC Technology to Zero Trust Architecture

➢ **Challenge:** Providing executive visibility, understanding, and decision support of highly integrated, service-wide efforts.

➢ **Challenge:** Providing expert Project Management Support as a Service.

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Business Operations Division (BOD)

Facilitate and Support the USCG Talent Management Transformation Initiative

- **Challenge:** Providing expert support for Agile business processes mapping and process development.

- **Challenge:** Providing expert Project Management Support as a Service.

Business Operations Division (BOD)

Continued Support of fleet and field C5I Technology Sustainment

➢ **Challenge:** Management, support, & provision of fleet and field technology, installation, maintenance, grooming, and decommission. (i.e., Technology Lifecycle Support)

➢ **Challenge:** Transitioning fleet and field technology to supportable lifecycle sustainment processes/methodologies.

ASSET LOGISTICS DIVISION (ALD)

Mission

The Asset Logistics Division (ALD) is the overarching finance/budget manager supporting all C5I Product Lines and Shared Services, and the first point of contact for **budget, logistics, asset and property management, financial reporting, and internal controls**.

Functions & Services

- C5ISC Comptroller
- Build each fiscal year's detailed spend plan; follow CG-6 (CIO) priorities/direction
- Facilitate execution of annual appropriations; ~$1B annually
- Ensure CFO audit, financial internal controls, and Antideficiency Act compliance
- Manage financial governance best practices
- Lead accountant and asset manager/property for all C5I assets
- Manage local storage and distribution facilities across all sites
- Centrally manage spare part levels (operating materiel in warehouse)
- Lead C5I's Software Asset Management program
- Centrally develop software acquisition packages for all new licenses and maintenance
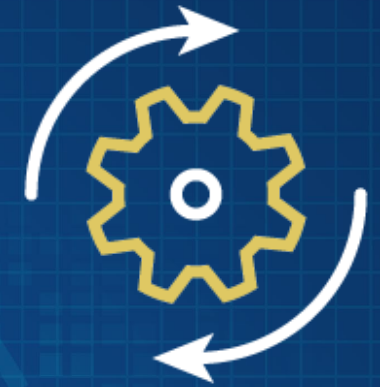
ALD Chief:
Jim Briner

ALD Branches:
Fiscal Operations Branch
Branch Chief: Jeff Yarosh

Logistics Compliance Branch
Branch Chief: Nicole Solich

Logistics Supply Support Branch
Branch Chief: Lanny Bowman
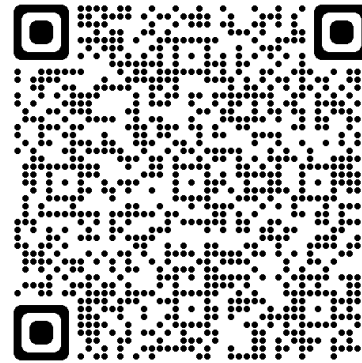
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Asset Logistics Division (ALD)

- Software Asset Management (SAM) program
  - Challenges with enterprise tools to capture:
  - What we own
  - What we consume
  - Inventory levels; near-term challenge – implement reclamation processes
- Software Acquisition Section develops and submits acquisition 100+ contract packages for all C5ISC software (licenses, maintenance, software assurance, and extended support).
- C5ISC Process for Software Licenses/Maintenance:
  - Central identification of Product Line/Shared Service Divisions requirements
  - Consolidate software buys where possible for efficiency and cost savings
  - Facilitate recording all acquisitions in the SAM tool.
  - Manage and track the status of all procured software products to ensure licenses/maintenance (patching) are available for use
- Primary contract vehicles used for software acquisition market research
  - NASA SEWP
  - GSA
  - DHS FirstSource II
  - Adobe III BPA

C5ISC Vendor Management Contact Information

HQS-SMB-C5I-Vendor_Relations@uscg.mil

https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-C4IT-CG-6-/C5ISC/Vendor-Outreach/

Slides will be posted on the NDIA site after the event.

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C5ISC Industry Day Survey

Please take our Industry Day Survey at the conclusion of your day. Thank you!

Survey Link

C5ISC Opportunities Links

https://apfs-cloud.dhs.gov/

https://sam.gov/

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