



CIO QUARTERLY NEWSLETTER



Q2, 2023

MESSAGE FROM THE ACTING CIO

Airmen and Guardians,

This quarter kicked off with an outstanding celebration at the Spring Update at Scott AFB and closed with a farewell to our CIO, Ms. Lauren Knausenberger. We are grateful for her leadership, tenacity, and positivity during her tenure and wish her the best as she heads off for much deserved family time and future projects. The annual SAF/CN-hosted Spring Update summit brought together DAF IT & cyberspace operations senior leaders to collaborate on enterprise IT modernization efforts. It also provided an opportunity to celebrate the Cyberspace Capabilities Center's 80th birthday.

The hiring process for the next DAF CIO is ongoing, and a selection is anticipated in the coming weeks.

Until then, as the acting CIO my intent is to continue to focus on the priorities and strategy we have been executing on over the past year. We have the right strategy in place, FY23 objectives in our sights, continued emphasis on our incredible workforce (you!), and cohesion across the organizations that comprise the IT enterprise. Progress continues in the areas of User Experience, EIT roadmap strategy implementation, CMA TASKORD, and new guidance & policies. We hope these updates are valuable and as always, we welcome your feedback SAF/CN: SAF.CN.DAG.workflow@us.af.mil.

Finally, we hope you will join us at DAFITC, the DAF's IT and Cyberpower Education & Training event in Montgomery from 28-30 August. This year's theme is, "Digitally Transforming the Air & Space Force: Investing for Tomorrow's Fight." Confirmed keynote speakers include Hon Kristyn E. Jones (Performing the Duties of the Under Secretary of the Air Force), Dr. Wanda Jones-Heath (DAF Principal Cyber Advisor), and Mr. Jason Zander (Executive Vice President, Microsoft). [Register to Attend - Registration | DAFITC](#) and continue to check the website for updates to the agenda & confirmed speakers.



Mr. Winston Beauchamp
DAF Acting CIO



Mrs. Venice Goodwine
DAF Acting Deputy CIO

UPCOMING EVENTS



DAFITC 2023

This year's DAFITC conference, *Digitally Transforming the Air & Space Force: Investing for Tomorrow's Fight* takes place in Montgomery AL August 28-30.

[Register!](#)



INNOVATION CONNECT

A monthly CDAO video podcast. The August guest is Dr. Jack Long, Deputy to the Chief Naval AI Officer.

[RSVP](#)



ALAMO ACE 2023

Data Driven, Enabling the High End Fight, November 13-16 at La Cantera Resort in San Antonio, Texas

[Register!](#)

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CIO QUARTERLY NEWSLETTER



DAF USER EXPERIENCE UPDATE

NOTE FROM THE CXO, MR. COLT WHITTALL:

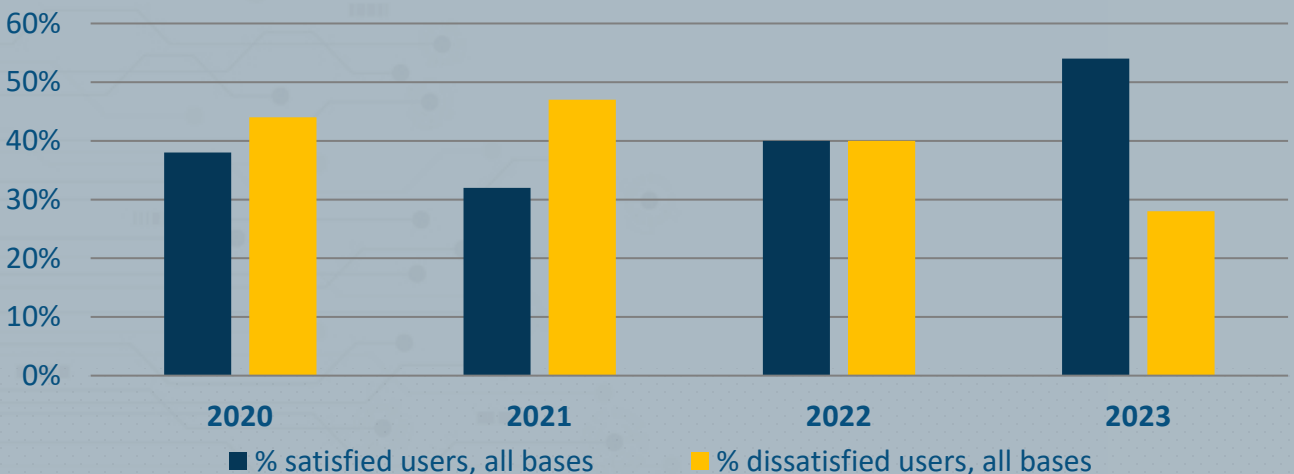
We continue to closely track User Experience and Performance. We do this with a combination of a monthly “pulse” user survey, agents on about 5% of our computers that track performance and devices at the base boundaries that continuously test various services affecting performance. We hear users continue to identify issues related to old, slow computers, endpoint security, stability, and a combination of issues that some describe as “a thousand cuts” that mostly reflect side-effects of our various security settings.

That said, we are making progress. User satisfaction with enterprise IT continues to improve. For example, just 3 ½ years ago in Feb 2020 only 21% of our users responded that they are satisfied or very satisfied with IT. Today that’s about 54%. Moreover, in 2020 and 2021, dissatisfied users outnumbered satisfied users. Today that’s reversed, and satisfied users outnumber dissatisfied users about two to one. We are also tracking that the Activity Response Time of Outlook, a key metric we follow, has improves on about 90% of bases, sometimes by 50% or more. And the User Experience Index of Outlook, a metric that reflects the performance and stability of this key client software, has improved from 2.9 stars in Feb 2022 to 3.6 stars today.

Recent changes that are contributing to this improvement include: 1) Converting to a new endpoint security platform, Microsoft Defender Enterprise, 2) Updating software using the cloud-based InTune platform and achieving a much more consistent and up to date PC image, 3) Continued active monitoring of key services. The 38th Engineering Squadron team, using NetScout and other tools, has identified and remediated about 90 issues so far in 2023. Often, before Airmen experienced degraded service or an outage.

Remember, the single biggest factor in performance and user experience is the age and capability of the computer. DAF units should make a priority of replacing computers older than 3 years with new machines meeting the ITCC standards. The number of new PCs deployed to the AFNet more than doubled in FY 2021 and continued at that pace in 2022 and 2023. This is helping drive the above user satisfaction metrics higher. This pace needs to continue in 2024 if we are to make further progress.

DAF USER FEEDBACK



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Q2'23 KEY UPDATES

CIO STRATEGY IMPLEMENTATION

SAF/CN is coordinating a data call to garner stakeholder inputs into FY24 strategy objectives based on previously drafted objectives and aligned with the six Lines of Effort. FY24 Objectives will be prioritized based on foundational requirements, funding alignment, and cross-organizational needs to synchronize major enterprise IT stakeholders.

CYBER MISSION ANALYSIS TASKORD

Last year the SecAF signed the CMA TASKORD to deliver improved governance and investment that drives sustainability and reliability for cyberspace operations, communications, and IT capabilities. One of the TASKORD's major efforts is to provide clarity on roles and responsibilities within the DAF for enterprise IT, cyber operations, and warfighter communications. Towards that end the TASKORD team developed a POA&M to address functional misalignment and manpower gaps including: **1)** gaining CSAF approval for desired functions of a HAF/A6; **2)** building COAs for development on division of labor between AF/A2/6, ACC, and FOAs; **3)** Developing governance for holistic IT Portfolio Mission Areas; re-write DAFI 17-110 to capture interdependencies between Mission Areas and identify Shadow IT; and **4)** authoring DAFPD 6-0 outlining roles of a Service-level A6.

NEW MISSION DIRECTIVE 1-26

SecAF recently approved the Mission Directive 1-26 re-write that updates the 2015 version. Mission Directive 1-26 defines the responsibilities of the DAF Chief Information Officer (SAF/CN). This revision includes significant changes due to role, responsibility, and organizational adjustments to reflect the separation and realignment of the A6 on the Air Staff and Chief Information Officer (CIO) function on the Secretary of the Air Force staff, stand-up of the U.S. Space Force, and alignment of the Department of the Air Force (DAF) Chief Data and Artificial Intelligence Officer (CDAO) under the CIO in SAF/CN to address data and artificial intelligence (AI) policy and governance. Check it out here: [HAFMD1-26](#).

ZERO TRUST MICRO-SEGMENTATION

The DAF must evolve towards a data-centric Zero Trust cybersecurity strategy. The first in this endeavor is the establishment of an enterprise "micro-segmentation" deployment plan. A phased deployment includes: 1) deployment of the lightweight east-west micro-segmentation software client, 2) discovery of communications between servers, systems, and applications, 3) rule set development, and 4) enforcement. 16AF will issue TASKORD with timeline and instructions for validation of the application data captured on the client. Additional details will be provided in the TASKORD.

SAF/CN PODCAST LIST

PODCASTS OUR TEAM LOVES. SEND US YOUR PODCAST RECOMMENDATIONS: SAF.CN.DAG.WORKFLOW@US.AF.MIL



Accidental Tech Podcast

Three nerds discussing tech, Apple, programming, and loosely related matters



My Wakeup Call

Listen each week to guests and the wakeup call that changed their life



This Week in Tech

The top tech journalists and pundits discussing the latest trends in tech



War on the Rocks

Explores a range of issues related to strategy, defense, & foreign affairs



Aerospace Nation

Covers pressing issues & long-term strategic visions



Offline

Figure out how to live happier lives, both on & offline

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Q2'23 KEY UPDATES

PCS ACCOUNT ACTIONS

As part of the DoD's new O365 solution, DAF users cannot maintain access to their DAF365 (@us.af.mil, @spaceforce or @usspacecom) account while they have an account with another DoD O365 organization per Global Federated User Directory (GFUD). The comm community is working on a tool that allows DAF users to copy their emails and OneDrive files over to their new account, but until that tool is tested and released, users **MUST** save their emails and files or risk losing them once their new account is established.

AF members PCSing to an organization that is not in the DAF environment are highly encouraged to contact their current **AND** gaining units to gain an understanding of the Data Loss Prevention (DLP) process regarding the use of removable media (USB Thumb Drive, external hard drive, etc.) if that backup method is chosen.

Current DAF365 users who PCS to a DoD O365 tenant, must have their accounts deprovisioned prior to arriving to their new duty assignment if they wish to continue receiving their forwarded DAF365 email. Only new emails will be forwarded to the new DoD O365 email. Sub-folders (drafts, sent, deleted, archived, etc..) will not transfer as members will lose access to all their DAF365 apps such as OneDrive and Teams. Once their existing emails and files are backed up, users should contact their local IAO or CFP to initiate account deprovisioning prior to PCSing in accordance with local base guidance.

Finally, AF members who will PCS to a .gov, .edu, or non-governmental organization should contact the 844th Communications Group at 844CG.AFDW.AFELMITSUPPORT@us.af.mil. The 844th will assist with maintaining access to their DAF365 account while at their new organization. **NOTE:** Only applies to .gov, .edu, and non-governmental organizations.

RECENT MEDIA ENGAGEMENTS

1

Taking a Data-Driven Approach to Ramp Up CX Initiatives

Colt Whittall, DAF's Chief Experience Officer, shares insights on lessons he's learned in ramping up CX initiatives.

[Link to video here](#)

2

How Military Leaders Are Leveraging Cloud at the Edge

Deputy CIO Winston Beauchamp discusses edge computing for operating forces at the POC's 4th Annual CIO Summit.

[Link to article here](#)

3

Air Force CIO Reflects on Defense Tech in Exit Interview

CIO Lauren Knausenberger reflects on her time in the Department of the Air Force and what's next.

[Link to podcast here](#)

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Q2'23 KEY UPDATES

SAF/CN GUIDANCE MEMORANDUMS

SAF/CN recently released three guidance memorandums to the field.

Guidance for DAF Access to Software as a Service (SaaS) – provides additional guidance on migrating to enterprise cloud services. It authorizes:

- For commercial SaaS, organizations should use the most expeditious path to accreditation and production hosting based on unique security, technical, contractual, or budgetary requirements.
- Commercial SaaS shall be made available for use by DAF and other DoD users to reduce the need to host the same applications in multiple clouds.
- DAF users may access accredited commercial SaaS hosted in other accredited DoD cloud environments without additional approvals from a DAF accrediting official.
- Organizations that build software outside an existing software factory should give first consideration to Cloud One, BESPIN, or Platform One before pursuing other options.

The OPR for this memorandum is the SAF/CN Compute and Store Portfolio team: saf.cn_compute.and_store_portfolio@us.af.mil.

Guidance on Use of EITaaS Wave 1 IT Field Services – mandates the EITaaS Wave 1 contract as the only DAF contract for Helpdesk and IT Field Services. All local IT Field Service contracts and support for Enterprise IT devices (NIPR/SIPR) must align to the EITaaS Wave 1 contract at their end of the Period of Performance of local base contracts. Contract Officers managing local IT Field Service contracts will contact the AFLCMC/HNIT EITaaS Org Box (AFLCMC.HNIT.EITaaSOrgBox@us.af.mil) to coordinate current and future contract actions. Deviations and exemptions must be authorized and approved by ACC Cyber lead Command (ACC.A6O.OperationsDivision@us.af.mil).

Guidance on Large Language Models – generative artificial intelligence capabilities are powerful tools with many potential use cases, however, we are all responsible to ensure only authorized data is ingested into those tools. At this time, most tools/systems currently available to the public are not certified for Controlled Unclassified Information (CUI). This memo reinforces the applicability of DoDI 5200.48 and DAFI 16-1403 written to protect our national security by governing the handling of CUI. The OPR for this memorandum is Lt Col Joseph Chapa, the DAF Chief Responsible AI Ethics Officer.

SAF/CND UPCOMING EVENTS

FOR MORE INFORMATION EMAIL DAF.DATA.AIFORUM@US.AF.MIL.

JUL 18th



MIT CDOIQ Panel

Cambridge, MA

AUG 7th



Ai4 2023
Las, Vegas, NV

AUG 10th



Innovation Connect: Office Advancing Data Analytics in the Public Sector Conference

Virtual

AUG 22nd – 23rd



Canberra, Australia
(Virtual Option)

SEP 14th



Innovation Connect: Army Data Mesh Architecture

Virtual

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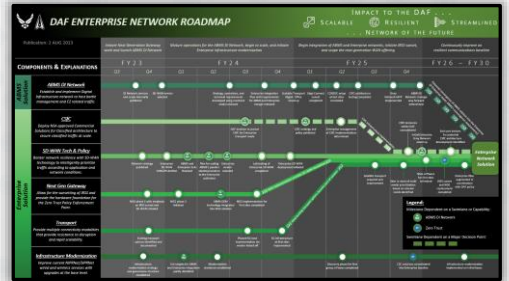


DEPARTMENT OF THE AIR FORCE EIT STRATEGIC ROADMAP UPDATE

FROM THE CHIEF TECHNOLOGY OFFICER, MR. JAY BONCI

NETWORK ROADMAP PUBLICATION

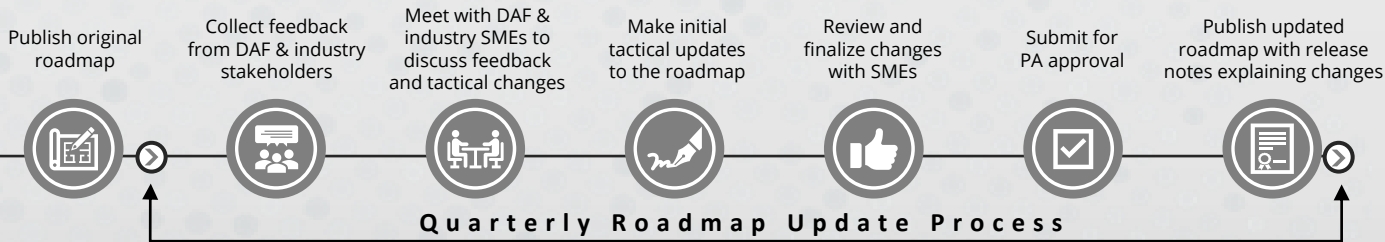
The team has been focused on the Network Roadmap which tracks the infrastructure and policy changes necessary to build the resilient network we need. We have worked closely with SAF/AQ, AFLCMC/HNI, ACC, HQ CCC, and C3BM to produce a milestone-driven strategy through FY30. We've showcased this Network Roadmap at the AFCEA Summer Tech Expo in Ramstein on July 18th and published it on August 2nd on the SAF/CN website [here](#).



ZT AND ICAM QUARTERLY ROADMAP UPDATES

Following the publication of the initial version of the ZT and ICAM Roadmaps in February, we have worked in close coordination with the ZT FMO arm to ensure our roadmaps are reflective of the agile task tracking cadence that the team has started. We have solicited additional feedback from various stake holders across the DAF and industry and incorporated such changes into the Quarterly Roadmap Updates which were published on July 12th. Please find them [here](#).

Every quarter, for all the published roadmaps, the team develops a quarterly update to assess progress and adjust roadmap milestones



We will repeat this process each quarter, streamline as execution of capabilities mature and instantiate an ongoing task tracking process

ORIGINAL ROADMAP

RELEASE NOTES

UPDATED ROADMAP

