



DEPARTMENT OF THE AIR FORCE

CIO QUARTERLY NEWSLETTER



Q1, 2023

MESSAGE FROM THE CIO

As I write this, we are at long last about to begin implementation of EITaaS Wave 1, targeting three mission critical areas: Enterprise IT Service Management. End user device management and a modern IT storefront. These core services will streamline enterprises processes, improve user experience and allow Airmen and Guardians to focus on the most pressing missions of the Department. This is an important milestone, but only one of many initiatives we are undertaking to put in place the tools technologies and processes which will be required for the future fight.

I opened the new year with a visit in January to Kessel Run where along with representatives from Platform One, Cloud one and ODIN we discussed collaboration between software organizations and the priority of software in the Cloud adoption Line of Effort of the DAF CIO Strategy.

In February we briefed Congressional Professional Staff Members at Lackland AFB on FY23 program accomplishments in the cyberspace and IT enterprise. We discussed FY24 budget opportunities, mission assurance, cyber resiliency, USSF Cyber, and cyber workforce talent management. A quick turn to the west coast with the DoD and Service CIOs brought us to the doorsteps of industry partners. Their capabilities are changing the game for ubiquitous, resilient comms; the Cloud will make sure we have compute on demand anywhere in the world; and exciting things are coming with quantum and microchip production.

On the back of this trip, we took part in the Rocky Mountain Cyberspace Symposium where CTO, Jay Bonci, announced the DAF's Zero Trust Roadmap and ICAM Roadmaps. These critical products lay out the major milestones the Department will accomplish through FY25 and beyond to achieve a unified Enterprise ICAM solution and a more robust Zero Trust cybersecurity framework. While there I had some fun on stage with Aaron Weis. We invited the audience to join us for our CIO support group and since Raj Iyer couldn't make it we replaced him with ChatGPT.

So many great activities took place this quarter that a bit of rapid fire is necessary to cover the ground. We partnered with DISA to reduce the number of pin prompts following the GFUD migration. Cloud One achieved 100 applications live in production. 5G wireless was enabled at Buckley SFB as part of Network-as-a-Service for AT&T enabled devices (at no cost to the government.) Senior leaders met to determine key roles and responsibilities associated with the CMA TASKORD putting the effort on a glide path to meet the SECAF's intent. The staff removed policy roadblocks and provided technical expertise to ensure delivery of AETC WiFi is on schedule. And at the end of March I visited Elmendorf AFB, Eielson AFB, and Clear Space Force Station in Alaska.

Finally, you may have also heard that with mixed emotions, I shared my intent to depart the DAF in June. While I will miss the mission, I can't be more proud of the opportunity I've had to serve our great nation. We achieved much, but, more importantly, I feel deeply grateful for the people I've met and had the opportunity to work with. YOU make this the greatest Air and Space Force in the world and I'm honored to be a part of it. The office of the CIO is on the right path with the right people to continue modernizing and delivering capability to the warfighter. The next CIO will be able to hit the ground running FAST because of the leaders and experts in the organization and across the IT Enterprise.

More will be discussed at the next quarterly CIO Jam and at DAFITC in August. We encourage you to attend and engage!

Lauren Knäusenberger, DAF 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!](#)



DAF CIO JAM

Quarterly CIO All Call



DAF DATA & AI FORUM

The DAF Chief Data and AI Office and the Office of Studies and Analysis hosts the Data, Analytics, and Artificial Intelligence Forum in Herndon, VA 24-27 of April 2023.

[Register!](#)

GET IN TOUCH

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DAF USER EXPERIENCE UPDATE

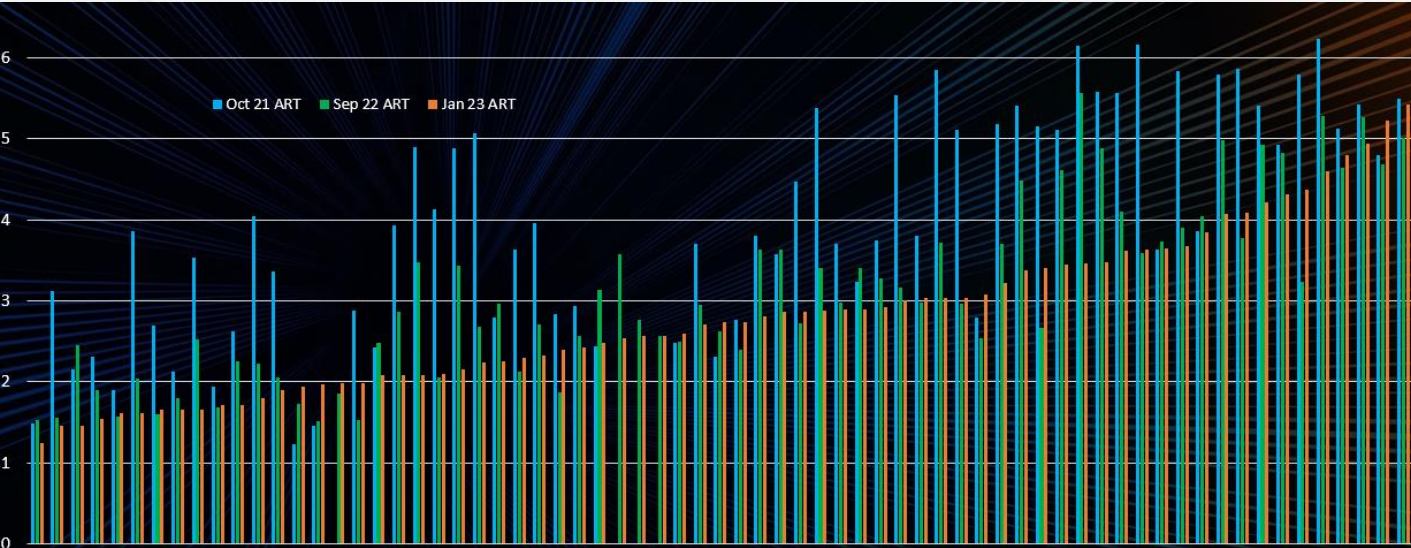
NOTE FROM THE CXO:

The picture for User Experience and Performance continues to improve. Department of the Air Force IT Pulse survey user satisfaction scores are up approximately 20 points from 2 years ago. We also see regular improvements in metrics such as outlook response time (chart below) and the Outlook User Experience Index. But we are still not where we would like to be. Although response times on NIPRNet have improved considerably, progress lags OCONUS and on SIPRNet—areas of continued focus. We are aggressively targeting further improvement in the key metrics.

These advances reflect a variety of improvements implemented at the local and enterprise level:

- Accelerated replacement of older, non-performing computers.
- Performance monitoring at the base boundary and proactive response to degraded conditions.
- Incremental improvements in the configuration of endpoint security.
- Upgrades to Microsoft software and more consistent management of the Microsoft software stack from the cloud.

While we are advancing UX considerably in these and other areas, one of the biggest opportunities for improvement is to continue to get new systems in the hands of users. Based on our latest data, about 36% of the computers connected to NIPRNet are older than 4 years. Replacing these with a new computer meeting, or exceeding, the ITCC standards will improve UX and Performance more than anything else you or your comms squadron can do.



Activity Response Time in seconds of MS Outlook by base, on NIPRNet, for 3 time periods as measured by approx 6,000 agents installed on the most active computers. We see continued performance improvement at most locations, Response time of Outlook is a proxy for overall health of the computer's user experience.

GET IN TOUCH



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Q1'23 KEY UPDATES

CIO STRATEGY IMPLEMENTATION

On March 20 SAF/CN held the first all-LOE sync to track the status of implementation of the six lines of effort. LOE working groups continue meet monthly to drive execution on the 25 objectives prioritized in FY23.

EITAAS WAVE 1

We are pleased to announce we are moving forward with the Enterprise Information Technology as a Service (EITaaS) 'Wave 1' Blanket Purchase Agreement (BPA) award. Wave 1 provides an enterprise service delivery model which will target three mission critical requirement areas across unclassified and classified domains: : IT Service Management (ITSM), Enterprise Service Desk (ESD), and Local Field Services; End-User Services and Devices (EUS/EUD); and Organizational Change Management (OCM).

CDAO WELCOMES MS. EILEEN VIDRINE

On January 15, 2023, Ms. Eileen Vidrine assumed the role of DAF Chief Data & Artificial Intelligence Officer for SAF/CND. Ms. Vidrine returns from a tour serving as the Office of Management and Budget's (OMB) senior strategic advisor for data to the Federal CIO. We also bid farewell to Maj General John Olson as he moves into his role as the Senior Space Mobilization Assistant to the Chief of Space Operations.

ZERO TRUST & ICAM ROADMAPS RELEASED

In February the DAF released Identity, Credential, and Access Management (ICAM) and Zero Trust Roadmaps. These strategic roadmaps lay out the major milestones the department will accomplish through FY25 and beyond to achieve a unified Enterprise ICAM solution and a more robust Zero Trust cybersecurity framework. These Roadmaps have been developed to be iterative based on feedback. Further updates will be published along with a feedback form on the DAF CIO website:

<https://www.safcn.af.mil/>

CLOUD ONE HITS 100 APPLICATIONS IN PRODUCTION

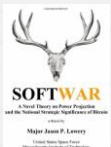
Aligned with the CIO strategy LOE 1 we continue to aggressively work to accelerate cloud adoption. For more on what Cloud One does for the Air Force and warfighters read their recent [announcement](#).

SAF/CN ENTERPRISE GOVERNANCE CHARTER

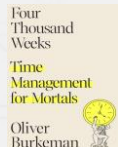
The DAF Enterprise Governance charter was launched in January, the result of close collaboration with key partners across the IT Enterprise. The recently updated charter is intended to optimize the process flow and ensure we deliver the tools and technologies our Airmen and Guardians need. With governance aligned with strategy, we are unified in our intent and actions to transform as a Department. Many thanks to everyone across the various teams who worked to develop the attached charter.

SAF/CN READING LIST

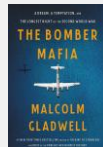
BOOKS OUR TEAM IS READING. SEND US YOUR BOOK & PODCAST RECOMMENDATIONS: SAF.CN.DAG.WORKFLOW@US.AF.MIL



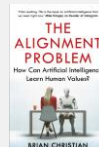
Software: A Novel Theory on Power Projection and the National Strategic Significance of Bitcoin
Jason Paul Lowery



Four Thousand Weeks: Time Management for Mortals
Oliver Burkeman



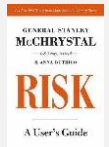
The Bomber Mafia: A Dream, a Temptation, and the Longest Night of the Second World War
Malcolm Gladwell



The Alignment Problem: Machine Learning and Human Values
Brian Christian



The World According to China
Elizabeth Economy



Risk: A User's Guide
Stanley McChrystal

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[Air Force asks for Commercial Industry Support with Tech Modernization](#)

Deputy CIO Winston Beauchamp discussed Zero Trust and EITaaS Wave 1 Implementation at a recent industry event.

[Video Interview: Air Force CIO Lauren Knausenberger Shares Top Tech Focus Areas](#)

CIO Lauren Knausenberger talks Zero Trust, software, AI and more with GovCon's Summer Myatt

[Air Force Unveils Enterprise IT Roadmap](#)

"The Department of the Air Force's technology modernization journey advanced another step" with publication of Zero Trust & ICAM roadmaps.

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DEPARTMENT OF THE AIR FORCE

TRAINING OPPORTUNITIES

For Department of the Air Force IT & Cyber Professionals



DAF 365 UPCOMING TRAINING OFFERINGS

Register for free! Microsoft Trainings offered every Monday and Thursday via the [DAF365 Training Portal](#).



MICROSOFT POWER BI SERVICE | THURS, JUNE 8

MICROSOFT POWER AUTOMATE | MON, MAY 22 & THURS, MAY 25



MICROSOFT POWER APPLICATIONS | THU, JUNE 1 & MON, JUNE 5

MICROSOFT TEAMS TIPS | APR 24, APR 27, JUN 26, & JUN 29



...AND MANY MORE

Visit the DAF365 Hub for the latest [365 roadmap](#) updates.

DIGITAL U CYBER & IT TRAINING OPPORTUNITIES



Existing Members: Start your journey with Digital U here: <https://digitalu.af.mil/app/certs-prep>

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DU's certification prep training plans provide you the opportunity to obtain leading cybersecurity certs for free. Some of the top certification prep courses are:

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Build Trust in PM skills

Certified Information Systems Security Professional (CISSP)
Certify Your Technical Skills & Hands-On Experience

Network+
Fortify understanding of network performance & security

Certified Scrum Master
Improve Agile methodology implementation

DIGITAL U BY THE NUMBERS



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100+
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