



DEPARTMENT OF THE AIR FORCE

CIO QUARTERLY NEWSLETTER



Q3, 2023

MESSAGE FROM THE CIO

Airmen and Guardians,

As your CIO, my role is to empower Airmen & Guardians by providing the tools and technologies they need. We do not do IT for IT's sake; we provide IT that is foundational to the future fight. I intend to fully leverage our authorities to reimagine how we deliver digital capability to the warfighter and transform the DAF into a world class technology organization.

We are making bold changes that enable warfighters through enterprise architecture, effective governance, and transparency in IT Spend. Across the enterprise we are implementing policy changes to empower a culture of innovation in our workforce, positioning us for the future fight. Through the DAF CIO Strategy and our strategic roadmaps, we are aligning our community to meet the pacing threat.

This starts with you – the DAF's ready, skilled, and resilient workforce. The development of our Airmen and Guardians is my top priority. As the civilian Cyber & IT career field functional authority, I am dedicated to working hand in hand with the Active-Duty functional authority for cyber and warfighter communications in HAF A2/6 to update the Talent Management process to ensure our civilian and military IT & Cyber workforce are educated, equipped, and empowered to adapt to the future mission.

During the DAF IT & Cyber (DAFITC) Training Event in Montgomery, I spoke about the criticality of partnerships. We are making transformative decisions with input from across the enterprise. We must be aligned as a Department and as a community to meet our pacing challenge. My ask is that you understand how your work ties into our mission areas and strategic lines of effort and know the accountable leaders for each. If you see a problem, work with us to solve it.

In the coming weeks I will bring the community together to speak more about our strategy, vision and becoming the technology organization we need. I encourage you to attend, bring your ideas, and engage where you see challenges that your talents can address.

VENICE M. GOODWINE, SES, DAF
Chief Information Officer

UPCOMING EVENTS



DAFITC VIDEOS

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

[Watch the Keynotes Here!](#)



AFCEA NOVA AIR FORCE IT DAY

*Data Superiority Across All Domains
A Must for the High End Fight
Arlington, VA
Dec 14, 2023*

[Register!](#)



RMCS 2024

*Rocky Mountain Cyberspace
Symposium: Posturing of Cyber
Forces for Near-Peer Conflict.
Colorado Springs, CO
February 19-22, 2024*

[Register!](#)

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Q3 2023 KEY UPDATES

DAF Finalizes Zero Trust Implementation Plan 1.0

The DAF's Zero Trust Implementation Plan 1.0 focuses on ZT adoption across NIPR and SIPR for traditional EIT systems and Cloud One. Future ZT I-Plans will address the entirety of DAF warfighting network environments. The Functional Management Office (FMO) is tracking progress through a comprehensive operational dashboard. This dashboard breaks out tasks and statuses across the seven ZT pillars as defined by the DoD CIO ZT Strategy. This dashboard is updated weekly.

EITaaS Wave1 Rollout

The EITaaS Wave 1 Enterprise Service Desk (ESD) is opening soon, with an initial rollout on Nov 28 at the 8 military installations that participated in the Risk Reduction Effort (RRE) pilot. The ESD will be available 24/7/365 to serve as a single point for IT service requests. The state-of-the-art facility is staffed with a highly skilled team of experts to deliver swift, reliable solutions and IT support to Airmen and Guardians. After implementation at the RRE bases (Spangdahlem AB, Joint Base Elmendorf-Richardson, Maxwell AFB/Gunter Annex, Cannon AFB, Buckley SFB, Pope Field, Offutt AFB, and Hurlburt Field), the ESD will scale to support the rest of the DAF throughout FY24.

ZT Microsegmentation Rollout

The DAF selected Illumio as our microsegmentation solution. The rollout is currently underway at PACAF, to be followed by all other MAJCOMS. Microsegmentation provides enhanced visibility and control of all communication between servers and networks, enabling the DAF to track and mitigate security incidents with unprecedented speed and accuracy.

SIPR Email Changes

DISA's Defense Enterprise Email (DEE) on SIPR will sunset at the end of Mar 24 and will be replaced by DoD365-S. Capabilities will include Teams, Outlook365 and OneDrive on SIPR. The migration begins in Nov 23. Visit the DoD365-S page on the Hub for more information, including recommended actions for users.

Introducing DoDM 8180.01

Since the 1990s, DoD 5015.02-STD, Design Criteria Standard for Electronic Records Management Software Applications, served as the gold standard in the public and private sectors in managing unstructured data files via Records Management Applications. Due to the evolution of IT, a successor to the standard was published on 4 Aug 23, [DoDM 8180.01, Information Technology Planning for Electronic Records Management](#). This new Manual shifts the focus from certified software solutions to effective software deployment by baking in electronic records management requirements in all DoD IT investments. Updated DAF guidance will be published in 2024. POC: Tommy W. Lee, DAF Records Office, daf.records@us.af.mil

DAF365 Updates

We are upgrading the entire DAF's enterprise licensing in DAF365. Updates include:

- Updated labels to mark CUI on emails will be available. More information on Sensitivity Labeling is available at the DAF365 Hub
- All users will have Power BI Pro, an interactive data visualization tool that can turn various sources of data into static or interactive charts, graphs, and dashboards
- Behind the scenes, an advanced set of Microsoft security tools will improve the protection of the network and your data.

Q3 2023 Workforce Updates

- The Career Field Team released a skills assessment questionnaire to capture existing technological skills across the cyber and IT civilian population. This will allow career field leadership to determine gaps in cyber and IT skills as well as aid in the planning and programming for resources for training, development, recruitment, and retention.
- The Cyber Workforce Management Board (CWMB) voted to develop work roles for critical skill positions and clearly define workforce framework roles and responsibilities. There are currently 71 work roles in the DoD Cyber Workforce Framework (DCWF).
- The DAF is developing implementation guidance for DoD 8140, to include Civilian Townhalls, to share information and address questions and concerns.
- Civilians GS-12 and below can now enroll in Leadership Development courses at the new Civilian Leadership Development School (CLDS) at Air University <https://www.airuniversity.af.edu/Eaker-Center/CLDS/Leadership-Development/>
- The Draft Cyber Civilian Talent Management Framework was sent for coordination including development paths for functional/technical experts and enterprise leaders.
- The C&IT Development Team (DT) convened 15-19 May 23 to score over 350 applications for developmental opportunities. The Career Field Team loaded feedback into MyVector from the DT providing notification of program non-selections.
- The career field continues to perform vacancy analysis to identify challenges, hiring trends, strategies for recruitment, and ways to reduce time-to-hire metrics.
- DoD provided DAF approval to migrate 299 GS positions to the Cyber Excepted Service (CES).

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DAF USER EXPERIENCE UPDATE

Note from the User Experience Office,

As you may have heard, Mr. Colt Whittall departed the role as the DAF Chief Experience Officer for a special government employee position within the DoD User Experience landscape. As we search for new candidates to continue his excellent work, our community continues to benefit from enterprise adoption of User Experience (UX) best practices.

The DAF IT Pulse provides valuable quantitative and qualitative insights about the experience of base IT users and more recently, UX of DAF SW applications. We reached across DAF portfolios and identified 40 of the most-used DAF applications to pilot with our standard measure: the Usability Metric for User Experience (UMUX-Lite). An industry best practice, UMUX-Lite measures user reported effectiveness and efficiency using a 0-100 scale. Higher scores indicate positive experiences (e.g., was effective, was easy) while lower scores indicate negative (e.g., ineffective, inefficient). More importantly, we included two open-ended questions with the UX ratings to provide context for scores. Below is a snapshot of the UX scores gathered over the past six months. The scores and associated users' comments are available to application owners via a beta version of a CIO dashboard. SAF/CN also has OMB approval for a feedback survey which means application owners can utilize a feedback link within their own applications for direct requests or recommendations. Email saf.cnspeit.strategywork@us.af.mil to get started.

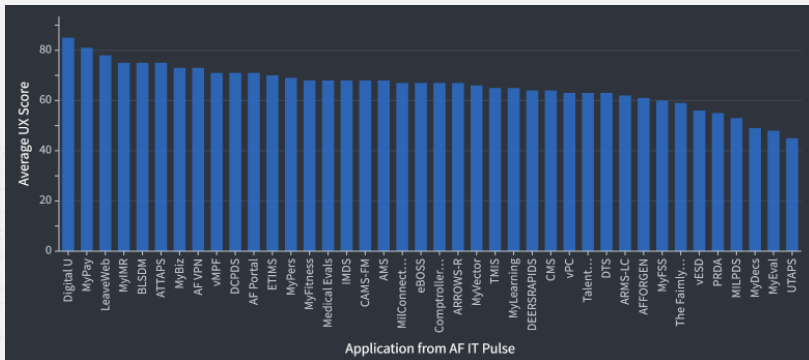


Figure 1: Average UX score by application (UMUX-Lite, 0-100 scale). Data from the DAF IT Pulse.

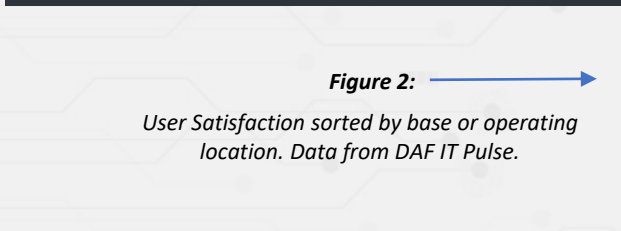
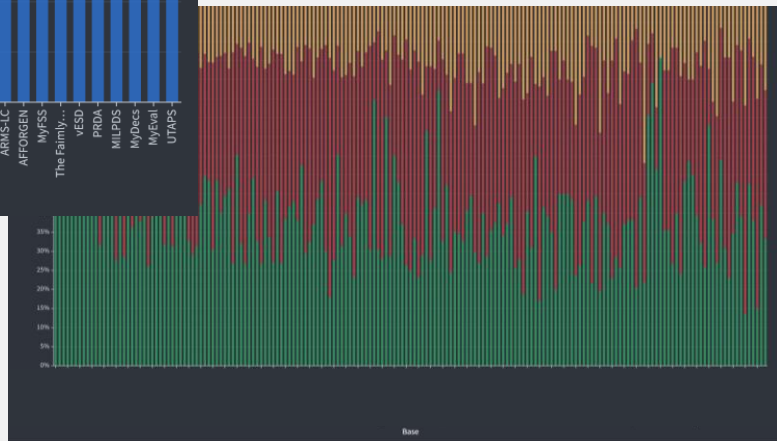


Figure 2: User Satisfaction sorted by base or operating location. Data from DAF IT Pulse.



The CIO Dashboard in Envision has a very useful tool for base comm units. We consolidated comments from the IT Pulse survey which allows for the reviewing of user satisfaction scores and specific comments, enabling units to identify issues and trends at their locations. The above data as well as user experience tools like Aternity and NetScout are available (via Envision UX dashboards) for organizations to gain insights from their users.

The 38th Engineering Squadron continues to analyze geographic and application related user experience issues causing performance issues. Solution support teams recently identified network optimizations in the PACAF AOR and improved widespread performance issues pertaining to enterprise configurations of PDF software across the AFNet. They are also integrating additional data sources to provide more context to user experience issues.

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WELCOME TO CATEGORY MANAGEMENT

What is Category Management? The Air Force defines Category Management as a structured, data-driven business practice whereby an organization strategically analyzes and manages common categories of spend in order to eliminate redundancies, increase efficiencies and enhance mission effectiveness, allowing us to maximize support to the warfighter.

By creating common categories of products and services managed by Category Managers across the DAF, we can strategically manage costs and increase mission capability. The Department of the Air Force Category Management program is designed to increase mission capability per dollar spent by reducing the total cost of ownership.

The four primary principles of Category Management are:



Categorization of Spend - The Office of Management and Budget has developed a common structure that divides federal level of expenditures into ten categories, including IT



Assigning Category Managers - Cost ownership is assigned to senior functional domain leaders for each category



Developing Business Intelligence - Category managers develop business intelligence to improve a category's overall cost and performance which enables data-driven decisions based on target research and comprehensive market analysis



Driving Results - By implementing strategic cost management and acquisition solutions, it allows for the improvement of the Department of the Air Force's buying power to optimize cost, quality and performance

The DAF CIO is the manager for Category 1, Information Technology

IT Category Management creates a system of improved transparency and increased accountability through EIT Governance, ensuring prudent stewardship of taxpayer's dollars, compliance with enterprise architecture, and alignment with DAF strategic objectives. One way this is being accomplished is with the use of the DAF EIT Operating Model "Racetrack", which breaks down asset management into seven clear steps:

1. **EIT Strategy/Roadmaps/Policy/Requirements Collection**
2. **Portfolio Planning/Budget Prioritization**
3. **Execution Planning & Distribution**
4. **Product Management Office and FY Execution**
5. **Acquisition**
6. **Service Transition & Delivery**
7. **Cyber Operations & Service Security**

Category Management centrally manages assets to create a more efficient and streamlined process for the DAF community to access IT assets and manage inventory at the enterprise level—as opposed to the base/MAJCOM level. The newly created IT Asset Management Product Management Office (ITAM PMO) at HQ CCC is leading this effort. In the future, a modern storefront will be available for all users of hardware and software. The creation of the storefront will automate the manual process of requesting IT hardware and software, allowing for our end users to request assets on their own. In addition, standardized processes and automation will enable better and more accurate collection of Category Management data to enable data-driven decisions by leadership.

For any questions on Category Management, please contact the Category Management Program Support Office: SAF.CNSG.Workflow@us.af.mil.

Be on the lookout for future communications regarding the progress for DAF Category Management!