Defense Health Agency

ADMINISTRATIVE INSTRUCTION

SUBJECT: Lifecycle Management Services Information Technology Asset Management

References: See Enclosure 1.

1. <u>PURPOSE</u>

    a. This Defense Health Agency-Administrative Instruction (DHA-AI), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through (n), establishes the Defense Health Agency's (DHA) procedures for implementing and managing Information Technology (IT) assets and Lifecycle Management Services (LCMS)/Enterprise Activity functions by the Chief Information Officer (CIO), Director, J-6 for the Military Health System (MHS).

    b. This DHA-AI supports the Director's, DHA, responsibility to develop appropriate management models to maximize efficiencies in the activities carried out by the DHA.

2. <u>APPLICABILITY</u>. This DHA-AI applies to the DHA and DHA Components (under the authority, direction, and control of DHA).

3. <u>POLICY IMPLEMENTATION</u>. It is DHA's instruction, pursuant to References (e) through (n), the procedures outlined in this DHA-AI will:

    a. Implement policies and directives of the DoD and DHA.

    b. Assign and delegate responsibilities for the implementation of IT Asset Management (AM).

    c. Be applied to the IT assets managed within the MHS.

    d. Define the workflow process in Figures 1 through 8.

4. <u>RESPONSIBILITIES</u>. See Enclosure 2.

5. <u>PROCEDURES</u>. See Enclosure 3.

6. <u>PROPONENT AND WAIVERS</u>. The proponent of this publication is Director, J-6. When Activities are unable to comply with this publication the activity may request a waiver that must include a justification, to include an analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to Director, J-6 to determine if the waiver may be granted by the Director, DHA or their designee.

7. <u>RELEASABILITY</u>. **Cleared for public release**. This DHA-AI is available on the Internet from the Health.mil site at: https://health.mil/Reference-Center/Policies and is also available to authorized users from the DHA SharePoint site at: https://info.health.mil/cos/admin/pubs/SitePages/Home.aspx.

8. <u>EFFECTIVE DATE</u>. This DHA-AI:

   a. Is effective upon signature.

   b. Will expire 10 years from the date of signature if it has not been reissued or cancelled before this date in accordance with Reference (c).

/S/
RONALD J. PLACE
LTG, MC, USA
Director

Enclosures
   1. References
   2. Responsibilities
   3. Procedures
Glossary

TABLE OF CONTENTS

ENCLOSURE 1

REFERENCES

(a) DoD Directive 5136.01, "Assistant Secretary of Defense for Health Affairs (ASD(HA))," September 30, 2013, as amended
(b) DoD Directive 5136.13, "Defense Health Agency (DHA)," September 30, 2013, as amended
(c) DHA-Procedural Instruction 5025.01, "Publication System," April 1 , 2022
(d) United States Code, Title 10, Sections 1073c and 1073d
(e) DHA-Interim Procedures Memorandum 18-015, "Cybersecurity Program Management," September 28, 2020
(f) Department of Defense Information Network Approved Products List[1]
(g) Interim Information Technology Reform Guidance to Military Health System Information Officers and Information Technology Staff, August 15, 2018[2]
(h) DoD Dictionary of Military and Associated Terms, November 2021
(i) DoD Instruction 8510.01, "Risk Management Framework (RMF) for DoD Information Technology (IT)," March 12, 2014, as amended
(j) Deputy Secretary of Defense Memorandum, "Implementation of Military Health System Governance Reform Memorandum," March 11, 2013
(k) CIO Council, "Federal Shared Services Implementation Guide," April 16, 2013
(l) National Institute of Standards and Technology (NIST) SP 800-39, "Managing Information Security Risk, Organization, Mission, and Information System View," March 2011
(m) NIST SP 800-137, "Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations," September 2011
(n) DoDI 8500.01, Cybersecurity, March 14, 2014, as amended

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[1] This reference can be found at: https://aplits.disa.mil/processAPList.action.
[2] This reference can be found at: https://info.health.mil/apps/HIT/services/SitePages/escMenu.aspx.

ENCLOSURE 1

ENCLOSURE 2

RESPONSIBILITIES

1. <u>DIRECTOR, DHA</u>. The Director, DHA, will:

a. Develop, implement, and enforce policies, standards, strategies, metrics, and procedures to ensure DHA executes the most effective and efficient acquisition (ACQ), integration, application, and management of information and IT assets.

b. Delegate to CIO, Director, J-6 and ensure all infrastructure management activities, tactics, processes, procedures, and protocols for the management of infrastructure assets are properly resourced. This includes assets such as IT lifecycle services continuity, mid-range, and mainframe computing.

2. <u>CIO, DIRECTOR (J-6)</u>. The CIO, Director (J-6), will:

a. Consolidate, standardize, and deliver authoritative enterprise IT lifecycle services including to Direct Reporting Organizations (DRO), and scale to meet the needs of the MHS footprint and other medical customers/organizations.

b. Ensure customers have required lifecycle managed infrastructure, End User Devices (EUDs), and applications which are patched, secure, and reliable with timely available helpdesk services.

c. Ensure automated processes and toolsets are available to order, resource, and deliver approved applications and services on-demand, within allowed application licensing limitations, if any.

d. Exercise management and delegate responsibility for Enterprise Support Agreement (ESA) activities in the MHS, including LCMS, and develop appropriate management models for particular functions and processes.

e. Provide DRO and Defense Health Program-funded organizations with authoritative enterprise IT lifecycle services that can scale to support the delivery of healthcare across the DHA.

3. <u>CHIEF, INFRASTRUCTURE AND OPERATIONS DIVISION</u>. Under the authority, direction, and control of the CIO, Director (J-6), the Chief, Infrastructure and Operations Division, will:

a. Provide the technical framework to sustain an IT infrastructure which enables our customers to collaborate and share information locally and globally.

b. Partner to support delivery of services end-to-end and respond effectively to the evolving technology landscape.

c. Deliver IT infrastructure service excellence in support of MHS GENESIS, Joint Operational Medicine Information Systems, MHS centrally-managed applications, Medical Community of Interest, Desktop as a Service, Desktop to Datacenter, and other emerging capabilities.

d. Implement tools and processes to monitor network, application, and performance measures to inform leadership, provide transparency, create priorities, establish accountability, and formulate success indicators.

e. Coordinate with Risk Management Executive Division to ensure Cybersecurity requirements are implemented in accordance with Reference (i).

4. <u>CHIEF, LCMS BRANCH</u>. Under the authority, direction, and control of the CIO, Director J-6, the Chief, LCMS Branch, will:

a. Sustain the communications and computing infrastructure (C&CI) components necessary to deliver and sustain J-6 applications and services throughout the enterprise in a holistic programmatic approach.

b. Assess, catalog, and analyze the end-to-end DHA network infrastructure, EUDs, and software requirements based on key performance criteria to forecast refresh actions, costs, and schedules.

c. Maintain an enterprise AM program capturing all C&CI components, EUDs, and software/applications installed on computer hosts across the DHA, continuous assessments documenting the health and sustainability of C&CI components, EUDs and software /applications, and the implementation and management of Enterprise Level Agreements to standardize software/applications and use economies of scale to contain Defense Health Program-funded organizational costs.

d. Ensure the LCMS Branch divides its responsibilities between the Hardware Software Support Services (HS3) and the EUD Sections.

(1) <u>HS3-AM Support Services</u>. HS3-AM Support Services consists of the following responsibilities:

(a) Providing the MHS and DHA Activities with lifecycle management, maintenance services, and AM actions for DHA network C&CI and common section, communication, and administrative systems.

(b) Providing a single point of contact for the ACQ, maintenance, and development of ESAs to provide maintenance and service warranty support on all enterprise hardware components over the lifecycle of a product (see Figure 5).

(c) Maintaining an AM database providing oversight and visibility of all DHA IT inventory to plan, execute, and manage lifecycle sustainment forecasting actions of C&CI, common systems, and hardware components in production across the MHS.

(d) Including "Just-in-Time" Replacement of failed DHA network C&CI components and hardware, sparing services for other DHA hardware systems and components (see Figure 8).

(e) Ensuring all DHA network C&CI hardware assets comply with the DoD Information Network Approved Products List requirements for hardware maintenance services located at: https://aplits.disa.mil/processAPList.action.

(2) HS3-Enterprise Software Management Services. HS3-Enterprise Software Management Services consists of the following responsibilities:

(a) Providing a single point of contact for the ACQ, leasing, maintenance, and development of Enterprise Level Agreements for approved commercial-off-the-shelf software deployed across the DHA.

(b) Maximizing DHA software investments while minimizing operational costs across the Program Objective Memorandum (POM) through collaboration with DHA partners, service medical components, and other federal healthcare organizations.

(c) Managing and sustaining a software inventory system that identifies and tracks all approved DHA commercial-off-the-shelf software to monitor utilization, in addition to developing, executing, and managing budgetary plans, schedules, and forecasts across the POM period while reducing variances across the DHA.

(d) Sustaining the enterprise medical IT software across the DHA global footprint using a centralized system to plan, evaluate compatibility, consolidate, execute, and manage software lifecycle refresh actions (see Figure 1).

(3) EUD Services Section. The EUD Services Section consists of the following responsibilities:

(a) Developing, executing, and monitoring lifecycle management plans to deploy standard End User (EU) hardware platforms (desktops, laptops, tablets, etc.), while meeting functional and technical requirements of MHS centrally funded automation information systems for the delivery of patient care and office automation systems for administrative support, logistical services and to meet DHA and Defense Information Systems Agency technical, functional and administrative policies, guidance, and best business practices (see Figure 3).

(b) Providing delivery of hardware platforms with the option for on-site integration services for EUDs being refreshed.

(c) Leveraging the AM Support Services System to develop, execute, and manage budgetary plans, schedules, and forecasts across the POM period to refresh end-of-life/end-of-support EUDs while reducing variance across the DHA's hardware inventory.

(d) Maintaining the EUD approved hardware product list supports the delivery of Medical Applications Suites both virtual and non-virtual.

(e) Forecasting annual EUD technical refresh by coordinating incremental deployment packages with internal customers and external vendors, logistical shipping, and deployment activities.

5. <u>DIRECTORS, DRO</u>. Directors, DRO must:

a. Provide support for current legacy IT assets (e.g., Armed Forces Health Longitudinal Technology Application, Composite Health Care System (CHCS), Essentris®), and posture for new MHS GENESIS IT assets and capabilities that have not migrated to DHA managed enterprise services. (Note: DHA will continue to provide the onsite touch labor for 'enterprise' applications such as Armed Forces Health Longitudinal Technology Application, CHCS, and Essentris®). All new and existing requirements will be vetted, re-vetted, and adjudicated via the enterprise.

b. Ensure all IT hardware and software are inventoried, and the inventory results are provided to the DHA LCMS Branch on an annual basis.

c. Advise and assist on IT AM issues.

d. Plan for and submit prioritized IT asset requirements to DHA.

e. Collaborate and support DHA by responding to data calls in a timely manner.

f. Ensure compliance with the use of enterprise service agreements/enterprise license agreements.

g. Ensure EUs are familiar with the types and purposes of available IT asset communications, services, and systems.

h. Follow the established DoD, DHA, and MILDEP-centric processes and procedures for disposal of end-of-life/end-of-support EUDs at each site.

ENCLOSURE 3

PROCEDURES

1. LCMS WORKFLOWS. The following is a summary of the LCMS procedures, as well as example workflows specific to the DHA. The number next to the procedures correspond to the following workflows figures below:

    a. Procurement Request (PR) Process (1.0)

    b. Validation Process Expanded (1.1)

    c. EUD Request Process (2.0)

    d. Local Purchase Procurement Process (3.0)

    e. ESA Request Process (4.0)

    f. DHA Warehouse Inbound Process (5.0)

    g. DHA Warehouse Outbound to Customer Process (5.1)

    h. Hardware Escalation Process (6.0)

2. PR PROCESS. (See Workflow). All acquisition and service requests for Information Technology Commodities over $2,000 will be submitted through the MHS Service Helpdesk: 1-800-600-9332, or https://mhsservicehelpdesk.servicenowservices.health.mil/csm. Each request results in a ticket generated in the MHS Service Helpdesk, an established tracking system to track the process. The MHS Service Helpdesk will route the request according to the knowledge base (KB) for user's site. Both Hardware and Software procurements are fulfilled in concert with the DHA's J-6 Risk Management Executive Division / Cybersecurity Assessment & Authorization Branch. Software products that have already been assessed and are on contract will be processed through normal procurement channels. Software products that are not on contract or in the DHA portfolio will be checked against the DHA Approved Products List (https://info.health.mil/dadio/InfoSec/assessor/ApprovedProducts/SitePages/APL.aspx) by Enterprise Software Management. Software products that are not listed on the DHA Approved Products List will be directed back to the requesting software product sponsor and Information System Security Manager and directed to fill out an Application Request Worksheet located at: https://info.health.mil/dadio/infosec/assessor/dharmf/SitePages/APL%20Guidance.aspx. Hardware products that are already on contract will be processed through normal procurement channels. Hardware products that are not on contract or in the DHA portfolio will be checked against the Department of Defense Information Network (DoDIN) Approved Products List (https://aplits.disa.mil/). Hardware products will comply with the United States Trade Agreement Act and procured only through authorized supply chain channels.

Alternately, a new DHA Launch Pad/J-6 Request Portal has been established as another method for customers to request Health IT service offerings located at: https://info.health.mil/apps/HIT/services/SitePages/Home.aspx. (See Reference (g)). The Service Delivery Management engagement team transfers all hardware and software support requests to the LCMS engagement teams for action using below workflow process.

a. <u>PR via MHS Service Helpdesk Ticket</u>. Users and Program Offices request a new purchase and/or support renewal for hardware and software via MHS Service Helpdesk Ticket. This can be accomplished directly, or by contacting the MHS Service Helpdesk.

b. <u>Review and Assign Ticket</u>. HS3 Procurement Managers review request and assign to the appropriate team for further processing.

c. <u>Update Customer</u>. HS3 Procurement Managers initiate communication with the user by notifying them their request has been received and is in process.

d. <u>Type of Request</u>. Identifies the three types of requests received: Hardware and Software, EUDs, and Professional Services.

e. <u>Validation Process (21–60 Business Days)</u>. HS3, EUD, and ACQ/Finance (FIN) validate the customer requirements utilizing the requirement validation data collection spreadsheet and obtain budgetary quotes (see Figures 1 through 4).

(1) Submit-Independent Government Cost Estimate (IGCE) and/or Contracting Officer's Representative (COR) Letter. HS3 Procurement Managers create the IGCE and/or COR Letter to execute existing option periods and submit to ACQ/FIN after review and approval from the COR.

(2) Create Documents-Limited Source Justification, Memorandum for Record, Market Research Request, and IGCE. The HS3 and EUD section creates supporting documents required by contracting (see Figures 1 through 3).

(3) Logistics Delivery Schedule. The HS3 and EUD sections coordinate the delivery schedule with assistance from the DHA Warehouse, EU input and vendors (see Figures 6 and 7).

3. <u>ACQ AND FIN PROCESS (45 Business Days)</u>. See Figure 1. Workflow for further information.

4. <u>CONTRACTING PROCESS (60 Business Days)</u>. See Figure 1. Workflow for further information.

a. <u>Complete Technical Evaluation (48 Hours)</u>. HS3, EUD, and ACQ/FIN review quotes received during the contracting process and submit their technical evaluation to the contracting office.

b. Award Contract. Contracting Office Division - San Antonio, Texas and Contracting Office Division, Falls Church, Virginia awards the contract.

c. Validate Award, Notify Customer, EUD, and ACQ/FIN. The HS3 Procurement Managers validate the award matches the EUD request and notify the EUD, the EUD Section (as it pertains to EUD purchases), and ACQ/FIN of contract award.

5. DHA WARHOUSE PROCESS. All new hardware purchases are delivered to the warehouse (see Figures 6 and 7).

a. Configuration Management Database AM Module Update. AM database is updated (see Figure 5. and the Internal Use Software Standard Operating Procedures).

b. Update Reports, Shared Drive, and MHS Service Helpdesk Ticket. The HS3 Procurement Managers update procurement reports, the shared drive, and the MHS Service Helpdesk Ticket with award information.

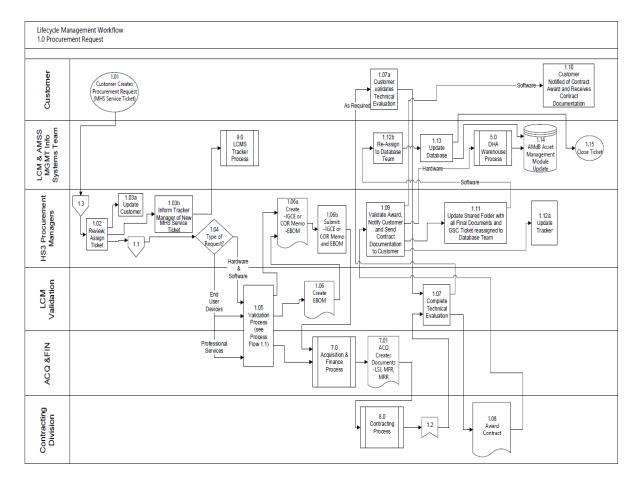c. Close Ticket. The HS3 Procurement Managers close the MHS Service Helpdesk Ticket.
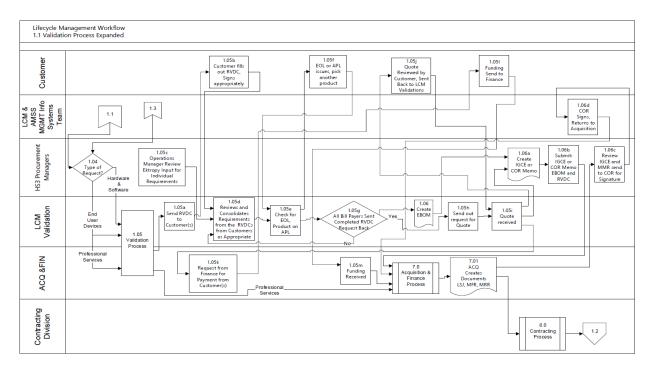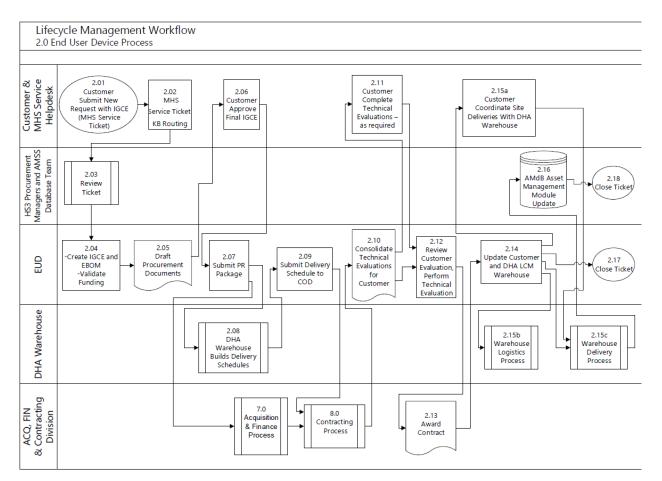

Figure 1. Procurement Request

Lifecycle Management Workflow
1.1 Validation Process Expanded

Figure 2. <u>Validation Process Expanded</u>

Lifecycle Management Workflow
2.0 End User Device Process

Figure 3. **End User Device Request Process**

Lifecycle Management Workflow
3.0 Local Purchase Procurement Process

Customer & MHS Service Helpdesk

3.01 Customer Request for Local Purchase HW/SW via MHS Service Ticket

3.02 MHS Service Ticket — KB Routing

3.07 Customer Go Buy Product

3.08 Customer Acquires Product

HS3 Procurement

Annual Review

3.03 Local Purchase Request

Yes

3.04 Queue Manager Reviews Ticket for Ektropy ID

3.05 Operations Manager Checks Ektropy for Funding Information

3.06 HS3 Chief Approval

Yes

3.09 Close Ticket

No

No

LCM Validations

1.3
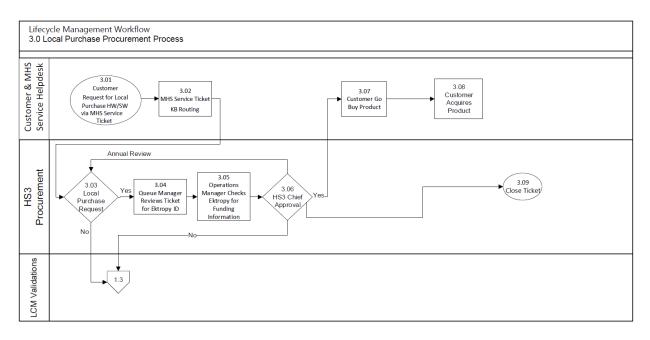
Figure 4. Local Purchase Procurement Process
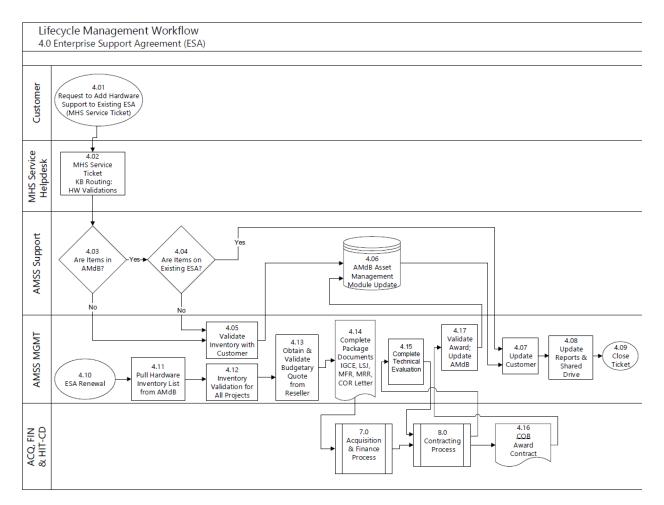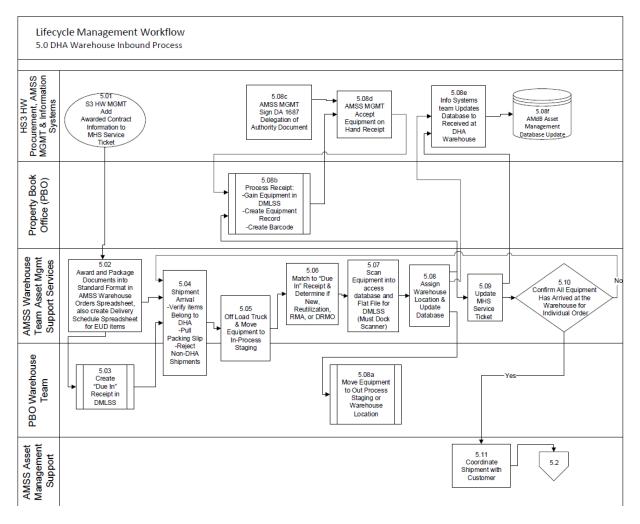
Figure 5. ESA Request Process

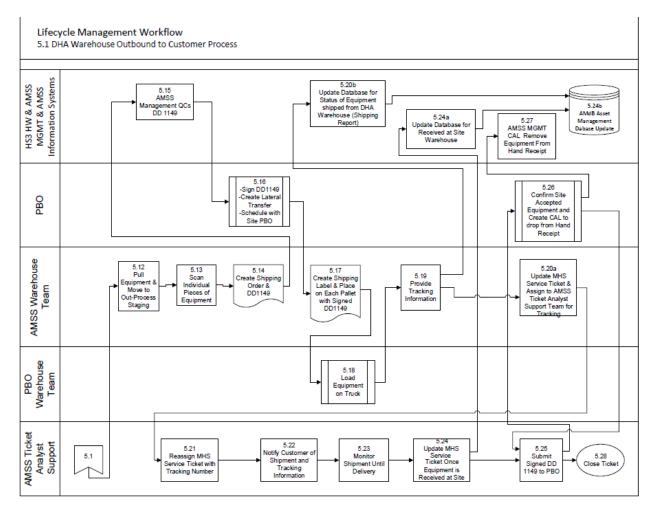Figure 6. Defense Health Agency Warehouse Inbound Process

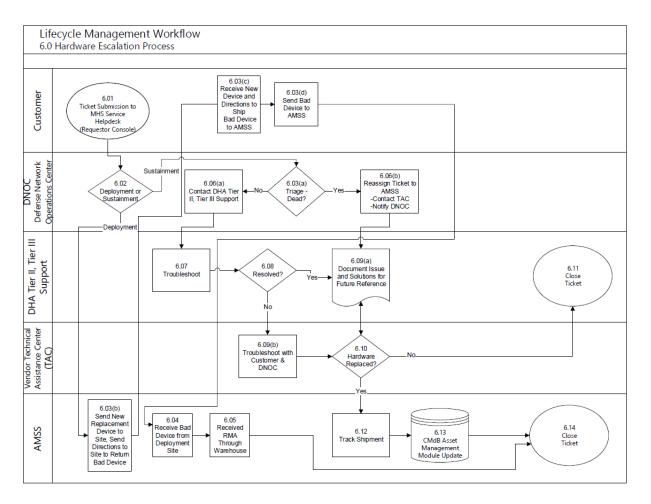Figure 7. Defense Health Agency Warehouse Outbound to Customer Process

Figure 8. Hardware Escalation Process

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

ACQ	Acquisition
AM	Asset Management
C&CI	Communications and Computing Infrastructure
CHCS	Composite Health Care System
CIO	Chief Information Officer
COR	Contracting Officer's Representative
DAD	Deputy Assistant Director
DHA	Defense Health Agency
DHA-AI	Defense Health Agency-Administrative Instruction
DoDIN	Department of Defense Information Network
DRO	Direct Reporting Organizations
ESA	Enterprise Support Agreement
EU	End User
EUD	End User Device
FIN	Finance
HS3	Hardware Software Support Services
IGCE	Independent Government Cost Estimate
IO	Information Operations
IT	Information Technology
LCMS	Lifecycle Management Services
MHS	Military Health System
MTF	Military Medical Treatment Facility
POM	Program Objective Memorandum
PR	Procurement Request

PART II. DEFINITIONS

Unless otherwise noted, these terms and their definitions are for the purpose of this DHA-AI. While every effort has been made to present accurate and up-to-date definitions, this Glossary should be used as a resource, not as an authority.

DHA Components. Under the authority, direction, and control of DHA. NOTE: Includes: (Direct Reporting Markets, Small Market and Stand Alone Military Treatment Facility Organization, Defense Health Agency Regions, and Military Medical Treatment Facility/Dental Treatment Facilities/Veterinary Treatment Facilities).

DoDIN Approved Products List. The DoDIN Approved Products List (APL) is the single consolidated list of products that affect communication and collaboration across the DoDIN. The DoDIN APL is an acquisition decision support tool for DoD organizations interested in procuring equipment to add to the DISN to support their mission. The DoDIN APL is managed by the Approved Products Certification Office.

DRO. Direct Reporting Markets, Small Market and Stand Alone Military Treatment Facility Organization, and Defense Health Agency Regions reporting to the DHA.

Enterprise Activity. General support activities to provide customer enterprise assistance.

ESA. Maintenance support agreement between an enterprise organization/agency and the Original Equipment Manufacturer.

key performance criteria. Given criteria and values used to monitor and measure performance effectiveness.

refresh. Estimating future IT requirements for planning purposes based on vendor product cybersecurity vulnerabilities and or End of Life or End of Sales notifications.