How an Enterprise Solution Enables Effective Infostructure Integration

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Enterprise Infrastructure
Solutions - Concept

Missions and Services

• Mission/Service execution

Enterprise Knowledge Delivery

Enterprise Operations

Northrop Grumman Proprietary Level One
Enterprise Operations

- Operate Within and Among All Echelons: Strategic, Operational and Tactical
- Integrates All Entities: People, Organizations, Platforms, Weapons, Sensors Into A Net Centric Flexible, Adaptable Force and Business Processes
Infostructure Solutions - Concept

Enterprise Infostructure Service Management EISM™

Enterprise Operations

Strategic Management

Relationship Management

Service/Mission Production

Service/Mission Operations & Maintenance

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Missions and Services

Enterprise Knowledge Delivery

Enterprise Operations

(Enterprise Infostructure Service Management EISM™)

Strategic Management
- Strategic Planning Mgt
- Policy and Standards Mgt
- Transformation Mgt
- Contingency Mgt
- Resource Mgt
- Service Mgt
- Knowledge Mgt
- Change Mgt

Relationship Management
- Partnership Mgt
- User Mgt

Service/Mission Operations & Maintenance
- Service Operations Support
- Information Mgt
- Info Assurance Mgt
- Service Assurance Mgt
- Service Operations Mgt
- Service Evaluation Mgt
- Service Disposal Mgt

Service/Mission Production
- Service Engineering Mgt
- Service Quality Mgt
- Service Release Mgt

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Enterprise Infostructure Service Management (EISM™)

Four Major Management Functions and Fifty-five Management Processes!!

**Strategic Management**

Strategic Planning Mgt
  - Vision and Goal Mgt
  - Best Practice Mgt
  - Capacity Planning Mgt

Policy and Standards Mgt
  - Policy Mgt
  - Standards Mgt
  - Business rules Mgt
  - Infostructure Architecture Mgt
  - Certification Mgt

Transformation Mgt
  - Migration Mgt
  - Integration Mgt

Contingency Mgt
  - Consequence Mgt
  - Risk Mgt

**Service/Mission Production**

Service Engineering Mgt
Service Quality Mgt
Service Release Mgt

**Resource Mgt**
  - Asset Mgt
  - Man Power Management
  - Financial Mgt
  - Contract mgmt

**Service Mgt**
  - Service Authorization Mgt
  - Service Availability Mgt
  - Service Level Mgt

**Change Mgt**
  - Change Authorization Mgt
  - Change Assurance Mgt

**Knowledge Mgt**
  - Knowledge Fusion Mgt
  - Knowledge Dissemination Mgt

**Relationship Management**

Partnership Mgt
  - External Partner Mgt
  - Internal Partner Mgt

User Mgt
  - User Accounting Mgt
  - Profile Mgt

**Service/Mission Operations & Maintenance**

Service Operation Support Mgt
Info Assurance Mgt
  - Info and network Security Mgt
  - Personnel Security Mgt
  - Physical Security Mgt
  - Security Awareness Mgt

Information Mgt
  - Information Fusion Mgt
  - Information Dissemination Mgt

Service Assurance Mgt
  - Service Performance Mgt
  - Service Report Mgt

Service Operations Mgt
  - Service Evaluation Mgt
  - Service Disposal Mgt

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EISMTM Enterprise Management System View

Enterprise Users/Crustomers
Single user sign on, User roles and responsibilities based profile, Fused decision making knowledge

EISMTM Fusion and Collaboration Portal

Strategic Management
Relationship Management

Service/Mission Production
Service/Mission O&M

Enterprise Knowledge Delivery

Data Front-End Processing
Meta Data Repository

Virtual Data Store

GEO-Base Repository
User Admin Data Repository
Configuration Data Repository
Performance Data Repository
Enterprise Data Repository
Security Data/Incidents Repository
Enterprise Policies & Procedures Repository
Trouble Ticket Repository
Base Closure Database

Element Management System

Correlation

Polling and Traps Manager

Manager of Managers

Mission Impact Analysis
Service Support

Processes, Infrastructure, People, Organization
<table>
<thead>
<tr>
<th>Process Description</th>
<th>Define Requirements</th>
<th>Design Capability</th>
<th>Develop Capability</th>
<th>Test Capability</th>
<th>Deploy Capability</th>
<th>Operate and Maintain</th>
<th>Evaluate Capability</th>
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</thead>
<tbody>
<tr>
<td>Define SLA and SLM requirements</td>
<td>Design ways and means to do SLM</td>
<td>Develop process, tools, and training to enable SLM</td>
<td>Test readiness for operations (environment and capabilities)</td>
<td>Deploy SLAs and SLM capabilities</td>
<td>Operate and Maintain SLAs and SLM</td>
<td>Evaluate SLAs and SLM capabilities</td>
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- Processes for Service Level Management and processes for managing the Service Level Management Process!!
- Processes include a self-improvement model to continuously improving the processes!!
EISM Process Integration

**Requirement Mgt**
- Define Requirements
- Design Capability
- Develop Capability
- Test Capability
- Deploy Capability
- Operate and Maintain
- Evaluate Capability

**System Development and Deployment Mgt**
- Define Policy and Standards Requirements
- Design Ways and Means to Execute Policies and Standards
- Develop process, tools, and training to enable Policies and Standards
- Test readiness for operations (environment and capabilities)
- Institutionalize Policies and Standards
- Operate and Maintain Policies and Standards
- Evaluate Policies and Standards Effectiveness

**O&M Mgt**
- Define SLA and SLM requirements
- Design ways and means to do SLM
- Develop process, tools, and training to enable SLM
- Test readiness for operations (environment and capabilities)
- Deploy SLAs and SLM capabilities
- Operate and Maintain SLAs and SLM
- Evaluate SLAs and SLM capabilities

**QA Mgt**
- Define SLA and SLM requirements
- Design ways and means to do SLM
- Develop process, tools, and training to enable SLM
- Test readiness for operations (environment and capabilities)
- Deploy SLAs and SLM capabilities
- Operate and Maintain SLAs and SLM
- Evaluate SLAs and SLM capabilities

**SLA Management**
- Define SLA and SLM requirements
- Design ways and means to do SLM
- Develop process, tools, and training to enable SLM
- Test readiness for operations (environment and capabilities)
- Deploy SLAs and SLM capabilities
- Operate and Maintain SLAs and SLM
- Evaluate SLAs and SLM capabilities

**Policies & Standards Management**
- Define Policy and Standards Requirements
- Design Ways and Means to Execute Policies and Standards
- Develop process, tools, and training to enable Policies and Standards
- Test readiness for operations (environment and capabilities)
- Institutionalize Policies and Standards
- Operate and Maintain Policies and Standards
- Evaluate Policies and Standards Effectiveness

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