

Headquarters U. S. Air Force

Integrity - Service - Excellence

WRAP UP SESSION AF IT Services Strategy Industry Day



4 Feb 04

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Recap: Our Objective

Learn from Industry as we build our strategy

- Capitalize on best practices/lessons learned
- Partner w/Industry to achieve Vision

What we learned

- Governance and Policy
 - Strong program management is key to success
 - Detailed communications plan
 - Services are integrated; identify dependencies
 - Leadership, organized buy-in important
 - Planning/architecture critical
 - Tie services approach to business objectives
 - Visualization of the AF enterprise
 - Change management is tough – but essential
 - Capturing the metrics
 - Knowledge management/technology competency center (C2 Ctr)
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Challenges

- Recognizing the relationships between horizontal/vertical services
- Aggressive yet achievable targets for enterprise services
 - Managing risk
 - Cyclic or phased approach (spirals)
 - Maintaining operations
- Alignment of enterprise services with operational processes
- Expectation management (at all levels)
- Externally driven limitations
- MAJCOM “enterprises”



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Future Industry Interaction

Services Strategy Being Worked

- Jointly Championed by AF-CIO, AF/XIC, AF/ILC
- May call on industry partners to help

■ Industry Role

- We welcome partnering
 - Implementation Methodology
 - Best Practices
 - Policy Advice
- If you want to participate in a particular area, contact our team members
- Need a corporate POC



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Conference Content

Will be available via the web within 7 days:

- <http://www.cio.hq.af.mil>

- **POCs:**

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