



ITA | STRATEGIC PLAN

FY 2011- FY 2016

U.S. ARMY INFORMATION TECHNOLOGY AGENCY

ITA will deliver a portfolio of integrated enterprise services, be an agent for maximizing efficiencies, and be structured to deliver services in a rapidly changing environment.

MISSION

Provide reliable, secure and cost efficient information technology services to the Department of Defense community and other customers predominantly located within the National Capital Region.

VISION

Deliver an unparalleled customer experience.

STRATEGIC GOALS

- Provide Quality
- Maximize Effectiveness
- Deliver Best Value

GUIDING PRINCIPLES

ITA's guiding principles outline the factors leadership will continue to use in evaluating decision options and determining trade-offs in the future.

- Customer Focus
- Delivery Excellence
- Compliance and Accountability
- Operational Efficiency
- Workforce Excellence
- Strategic Planning

THE U.S. ARMY INFORMATION TECHNOLOGY AGENCY (ITA) has a long and distinguished history of serving its customers—the decision makers and warfighters in the Pentagon and throughout the National Capital Region (NCR). ITA recognizes the value in understanding, evaluating and continually improving the customer experience and takes a holistic approach to building upon its strengths and addressing weaknesses. In doing so, ITA aims to achieve higher customer satisfaction, decrease total cost of service, and deliver the outcomes the customer truly values in their IT provider: speed, reliability, modern, stable, secure technology, and strong customer service. ITA will lead the way in enabling our customers to respond to the imperatives driving changes across the DoD:

- Enable Force Agility
- Facilitate Information Sharing
- Secure Our Infrastructure
- Efficient Mission Execution

ITA is uniquely positioned to build on the following qualities which set it apart from other IT providers:

- Owner and manager of Pentagon transport and telecommunications
- Unique position to customers across the armed services and other DoD components, particularly DoD senior leadership
- ITA provides end-to-end customer service at the Pentagon and at locations in the NCR
- Proven experience with consolidation, creating efficiencies, and successfully working with other IT organizations
- A unique dedicated Customer Service Center offering support beyond IT

STRATEGIC PLANNING APPROACH

In order to remain a key enabler in the Department of Defense (DoD) landscape, information technology (IT) must be flexible and adaptable to meet the mission needs of tomorrow. The strategic objectives associated with each horizon establish success criteria necessary to meet immediate and long-term needs of its customers and become a leader in setting the direction of DoD IT.

HORIZON 1 – FY11-12: LEAD FLEXIBLE, CUSTOMER-CENTRIC IT MODERNIZATION FOR PENTAGON ENTERPRISE SOLUTIONS

Horizon 1 establishes ITA as a flexible, customer-centric leader in the IT modernization effort at the Pentagon. A focus on understanding customer needs and equipping the internal workforce to meet those needs is critical to ensuring ITA's ability to effectively and efficiently modernize Pentagon IT.

1.0 (Organization) Become a functionally aligned organization to increase technical and operational efficiencies

- 1.1 Establish and communicate standard cost of service and service levels
- 1.2 Operate upon standard processes for ITA's seven core functions
- 1.3 Apply deliberate enterprise planning and capital investment methodologies
- 1.4 Develop, deploy, and execute an integrated acquisition strategy using best practices for federal contracting
- 1.5 Recruit, train, and retain a quality workforce

2.0 (Technology) Refine common operating environment (COE) and solutions to enable consistent support for the broader Pentagon and NCR user community

- 2.1 Expand Enterprise Virtualization Architecture to enable Virtual Desktop Infrastructure and other leading edge capabilities
- 2.2 Provide Pentagon IaaS to posture ITA to offer cloud computing capability
- 2.3 Consistently employ the enterprise technology framework and lab capability
- 2.4 Develop Enterprise IT Asset Management
- 2.5 Provide increased secure remote service capabilities

3.0 (Customer) Build, deploy, and sustain an unparalleled customer experience

- 3.1 Proactively discover customer needs and prevent common IT problems by deploying leading methods and analytics
- 3.2 Broaden the IT Tier 1 customer base

4.0 (Security) Maintain a strong, secure environment to defend the enterprise and enable information assurance through the employment of modern methodologies and technologies

HORIZON 2 – FY13-15: ENABLE ENHANCED SECURE COLLABORATION

During Horizon 2, ITA will focus on deploying and supporting tools for secure collaboration among users at the Pentagon and in the NCR. The organizational and technical enhancements completed in Horizon 1 will enable ITA to deliver the objectives of Horizon 2 and play a key role in the future DoD IT community.

5.0 (Customer) Become the customer interface for the Pentagon IT community to enable mission partnerships

6.0 (Technology) Leverage existing cloud solutions to build Pentagon PaaS and increase SaaS services to enable greater mobility

7.0 (Customer) Offer bundled services, leveraging transport, for the broader Pentagon and NCR user community

HORIZON 3 – FY16 AND BEYOND: DELIVER ENTERPRISE IT TO ENABLE INTEGRATED MOBILE WORKFORCE

During Horizon 3, ITA will build upon the successes of its first two horizons, in which it modernized IT at the Pentagon and facilitated secure collaboration among customers. In Horizon 3, ITA will focus on developing a seamless experience of interoperability, in terms of both its IT systems and its customers' experience.

8.0 (Customer) Provide fully agile, scalable, and reliable products and services to enable a fully mobile customer

9.0 (Technology) Design and deliver a hyper-converged IT environment using a single network fabric to carry all traffic, resulting in increased cost-savings

10.0 (Technology) Centrally manage user resources from a virtual platform