

BACKGROUNDER

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PRODUCT DIRECTOR, ENTERPRISE COMPUTING

In October 2013, Project Director for Enterprise Services (PD ES) announced a major reorganization that would bring together three product directorates within the Program Executive Office, Enterprise Information Systems family of programs that are critical to the Army's network modernization efforts. The reorganization of PD ES included the establishment of Product Director, Enterprise Computing (PD EC).

Enterprise Computing provides future-focused solutions that modernize and optimize enterprise information technology (IT) activities through cost effective and policy-compliant delivery of cutting edge infrastructure and services.

ENTERPRISE COMPUTING INITIATIVES

- **The Army Data Center Consolidation Plan (ADCCP)** provides a standardized process to conduct data center discoveries and on-board Army applications into Department of Defense (DoD)-approved hosting environments.

To support the overall ADCCP initiative, PD EC's ADCCP Team manages:

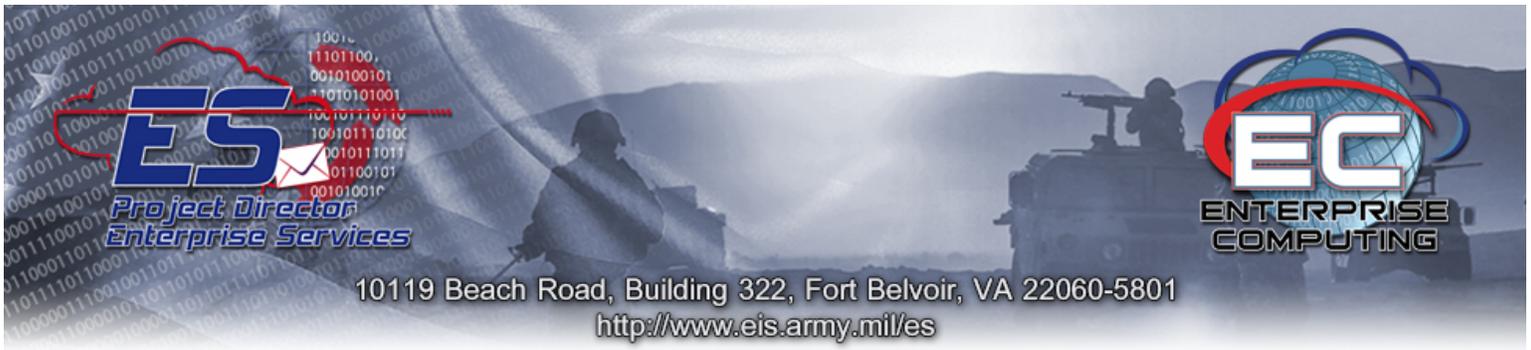
- **Army Application Migration Business Office:** Established in June 2014, the Army Application Migration Business Office is the single point of contact between the Defense Information Systems Agency and Army application/system owners to optimize and streamline the process of migration to DoD-approved hosting environments. The office provides technical assistance throughout the migration, standardizes stakeholder responsibilities, enhances collaboration, centrally tracks tasks and helps guide an organization's application owners through each of the six phases and 15 milestones.
- **Data Center Discovery (Discovery):** Discovery teams visited and evaluated installations across the country. Through the Discovery visits and evaluations, PD EC provided actionable reports that include technical assessments, capabilities, and recommendations for the Department of the Army's Office of



the Chief Information Officer/G-6 to consider for data center consolidation efforts.

- The **Army Enterprise Service Desk (AESD)** provides 24 x 7 x 365 helpdesk support services to Army installations, functional organizations, and enterprise services. It is the single point of contact for all LandWarNet IT service requests, issues, and inquiries.
- PD EC's **Army Software Marketplace (ASM)** initiative is developing a roadmap and cost estimate for an incremental acquisition of an ASM for the Office of the Assistant Secretary of the Army for Acquisition, Logistics, and Technology to determine whether to fund and proceed with the acquisition of the ASM. The development and implementation of a federated ASM would provide a centralized on-line location for authorized users to search, browse, view, download, and install widgets, web, mobile, and desktop applications.
- The **Common Operating Environment (COE)** initiative is developing cloud computing implementation to reduce costs while providing operational agility, burst capacity, continuity of operations, and support of legacy environments that comply with the COE Data Center/Cloud/Generating Force – Computing Environment (DC/C/GF-CE) Execution Plan and the Data Center Computing Environment Technical Reference Architecture. Under COE, PD EC is primarily charged with material development for the DC/C/GF-CE and serves as the sync point for multiple cloud efforts and working groups.

PD EC is a product directorate of Project Director, Enterprise Services (PD ES). Established in September 2012, PD ES delivers secure, modern, agile, effective, and efficient information technology enterprise services that enable end-to-end communication, collaboration, messaging, content management, and application hosting across the U.S. Army.



FACT SHEET

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ENTERPRISE COMPUTING AT A GLANCE

Leadership: Acting Product Director Keith Baylor

Established: October 2013

Location: Fort Belvoir, Va.

Mission: Develop, deliver, and sustain enterprise-level information technology (IT) services that enable end-to-end communication, collaboration, messaging, content management, and application hosting across the Army.

Vision: Lead transformation of the Army's legacy IT services to a shared enterprise services model that enables a seamless, integrated, front end for the Soldier on any trusted device, anywhere, anytime.

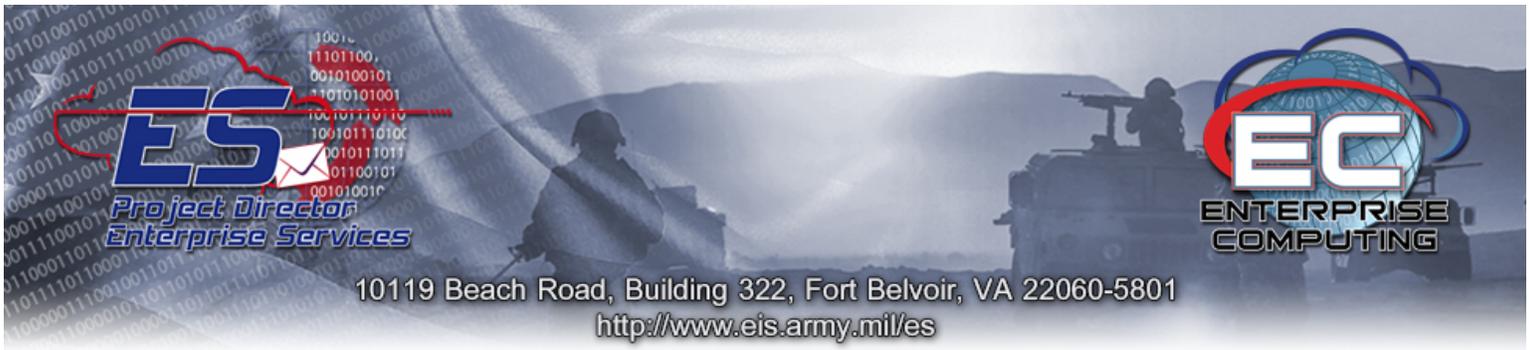
Product Director, Enterprise Computing (PD EC) develops, delivers, and sustains enterprise IT services under Project Director, Enterprise Services (PD ES). PD EC oversees a portfolio consisting of four primary initiatives

ENTERPRISE COMPUTING INITIATIVES

Army Data Center Consolidation Plan (ADCCP)

- ADCCP provides a standardized process to conduct data center discoveries and on-board Army applications into Department of Defense (DoD)-approved hosting environments. To support the overall ADCCP initiative, PD EC's ADCCP Team manages:
 - **Army Application Migration Business Office** has been identified as the single touch point for all Army application owners requesting assistance with migration. The office provides subject matter expertise to assist in the on-boarding process and performs engineering analysis to assist in right-sizing applications in accordance with the Department of the Army's Office of the Chief Information Officer (CIO/G6) guidance.





- **Data Center Discovery** teams effectively conducted 10 on-site discoveries at nine installations in the U.S. and generated 10 Installation Discovery Reports for CIO/G6, completing adjudication of stakeholder comments and getting all reports out for staffing and action.

Army Enterprise Service Desk (AESD)

- AESD is the single point of contact for all LandWarNet IT service requests, issues, and inquiries. To date, AESD has:
 - Supported 2.4 million users in providing tier 1 IT support for Continental United States installations and users of Army Enterprise Services such as DoD Enterprise Email, BlackBerry version 10, and DoD Mobility.
 - Improved the AESD First Call Resolution for 7th SC (T) customers, increasing from 8.5% to 14.1%
 - Established the AESD Federation construct with a global and diverse functional partnership of service desks

Army Software Marketplace (ASM)

- ASM team is developing a roadmap and cost estimate for an incremental acquisition of a marketplace for the Office of the Assistant Secretary of the Army for Acquisition, Logistics, and Technology to determine whether to fund and proceed with the acquisition. ASM has:
 - Conducting stakeholder analysis and performed a technical information exchange with several agencies including the Defense Advance Research Agency Transformative Apps, Training and Doctrine Command Capability Manager Mobile App development team, and Defense Information Systems Agency Enterprise Storefront
 - Synchronized efforts with the Common Operating Environment (COE) and developed a pre-decisional notional ASM baseline schedule
 - Recruited to be a member of the DoD Widget Working Group and Web Applications Shared Infrastructure Tiger Team

Common Operating Environment (COE)

- COE was established as an initiative of PD EC in July 2014. The initiative is developing cloud computing implementation to reduce costs while providing operational agility, burst capacity, continuity of operations and support of legacy environments that comply with the COE Data Center/Cloud/Generating Force – Computing Environment Execution Plan and the Data Center Computing Environment Technical Reference Architecture.



Mr. Keith Baylor
Acting Product Director
Enterprise Computing (PD EC)

Mr. Keith Baylor, is the Acting Product Director for Enterprise Computing (EC), an office within Project Director, Enterprise Services. In this capacity, he oversees EC's portfolio which consist of four primary initiatives: Army Data Center Consolidation Plan, Army Enterprise Service Desk, Army Software Marketplace, and Common Operating Environment. EC is also the home for the Army Application Migration Business Office. Army Cloud initiative and virtual end user environment initiative will be brought under PD EC as they are developed and mature to a point requiring program management support.



Mr. Baylor joined the PD EC team in June 2015 as the Deputy Product Director. His previous assignments include Product Director for the U.S. Army Rapid Equipping Force; Vice Chief of Staff initiative, in direct support to the Joint Improvised Explosive Device Defeat organization; and general support to the Army. He was responsible for the development and initial implementation of a product definition and acquisition strategy for each initiative with the intent of rapidly transitioning successful items to the appropriate PEO/PM designated for Army-wide fielding. He was also responsible for appropriate cost, schedule, performance, supportability decisions, and recommendations during system development and initial production.

Mr. Baylor has performed myriad acquisition-related assignments since 2004. He served as a Combat Developer under the Materiel Solutions Directorate of the then-Combined Arms Services Command (CASCOM). He was an Assistant Project Manager for the Installation Protection Program (IPP) and the Army Emergency First Responder Program (AEFRP) under the Joint Project Manager Guardian. Mr. Baylor was assigned as a Testing Officer at the Army Test and Evaluation Command (ATEC) supporting the Ballistics Missile Defense System-Operational Testing Authority (BMDS-OTA). He also served as a Contracting Specialist under the Mission Installation Contracting Command-Joint Base Lewis McChord (MICC-JBLM).

Mr. Baylor graduated from Morris College with a Bachelor of Science degree in Biology and earned a Master's degree in Business Administration with a focus on Project Management from Grantham University. He is Level III DAWIA-certified by the Defense Acquisition University in Program Management and a graduate of the Chemical Officers Basic Course, Chemical Officers Advance Course, Acquisition Corps Advance Course, Army Force Management School and Command and General Staff College-Intermediate Level Education (CGSC-ILE).

Mr. Baylor was selected and served as a Joint Service Intern for the Defense Advanced Research Projects Agency (DARPA) and inducted into The Ordnance Order of Samuel Sharpe.