

Jacobs' Team Experience – Zentex

Zentex Overview

Zenetex currently supports the US Navy's Next Generation Enterprise Network (NGEN) Program Management Office (PMO) with support services to provide process development support to help insure the reliability of the NGEN when it is deployed across the Navy Enterprise. This process development support requires special expertise in Information Technology Infrastructure Library V3 (ITIL v3) Foundations as well as ISO 20000 in order to assist the NGEN PMO and SPAWAR Systems Center Atlantic in developing a comprehensive Information Technology Service Management (ITSM) approach to NGEN deployment integrated across all Early Transition Activities (ETAs) and consistent with existing and/or mandated acquisition, logistics, engineering and operational frameworks or methodologies.

Zenetex utilizes the ITIL v3 and other frameworks to develop ITSM processes that will enable the government to manage the NGEN with a high degree of reliability and availability. In support of that, Zenetex works with the NGEN ITSM Center of Excellence (COE), process owners and their support personnel (government and other contractor support), managers, and all stakeholders as appropriate to ensure proper integration of roles and responsibilities across the various processes. Currently, the main ITSM Processes and support functions in scope for this on-going effort including: Change Management, Release and Deployment Management, Service Validation and Testing, Transition Planning and Support, Supplier Management, and Evaluation Management.

In addition to process development roles (architect, integrator and engineering), Zenetex also provides strategic level support to the NGEN ITSM COE to support the overall integration across all ITSM processes being developed by NGEN (Navy and Marine Corps) as well as integration support for Enterprise Tools as they relate to all ITSM processes and support in the Integration Architecture. This includes supporting other ITSM process development teams where integration is necessary and required. Tasks performed under the COE support role include ITSM program development beyond just individual process development and include:

- Preparing Navy for the organizational changes and impacts for successful ITSM programs
- Ensuring tactical initiatives are planned and achieve that deliver near term value while pursuing long term strategies
- Performing ongoing continuous service improvement of existing service management activities and processes during the NMCI to NGEN transition period to include the period of the COSC.
- Preparing NGEN and stakeholder leadership personnel for increased governance role under NGEN
- Providing the development of an ITSM governance structure and formalization of essential roles within the existing organization and functions
- Ensuring ITSM program is developed within the constraints and frameworks of existing Navy NetOps, DOD Acquisition and SPAWAR engineering programs.

Tasks performed under the SPAWAR Systems Center Atlantic support role includes:

- Ensuring SPAWAR Atlantic personnel supporting NGEN ETA's are cognizant of their team's role within the greater ITSM initiative to include interfaces, challenges and possible leverage points.
- Ensuring SPAWAR technical authorities and technical managers are informed that the ITIL-based NGEN ITSM framework includes relevant engineering and acquisitions methodologies and compliance to related policies.

The primary objective of the Navy NGEN ITSM effort is to increase network Command and Control (C2) by Government employees. Zenetex is assisting the Navy in realizing that is achieved through government ownership of the infrastructure, proprietary software and operational data as well as through direction and control of NGEN IT management activities. By doing so, the end state of the Navy NGEN ITSM effort will be effective, efficient and adaptable management capabilities to direct and control NGEN IT services. In support of that, Zenetex is ensuring that the Navy NGEN ITSM processes are designed based on DoD and DON requirements, SPAWAR instructions and industry accepted standards and practices including ITIL®, ISO/IEC and IEEE standards, COBIT™, and other common industry leveraged practices.