



NGEN Industry Day

Industry White Papers



- **Industry Day held 8 Sep 2008**
- **Request for Information posted on 10 Sep 2008**
- **Industry requested to comment on:**
 - Notional Segmentation approach
 - Transition from NMCI to Segmented NGEN
 - Advantages / Disadvantages to Notional Segmentation
- **42 Responses received on 30 September**

- List of Respondents
- Statistics
- Common Themes
- Advantages/Disadvantages of Notional Segmentation
- Alternative Approaches
- Transition Approaches
- Other recommendations



Respondents

- Accenture
- ACS
- AmberPoint
- Applied Control Concepts
- APPTIS
- AT&T
- BAE
- Boeing
- CACI
- CGI
- Cisco
- Dell
- EADS
- EDS
- Ericsson
- Giga Trust
- Harris IT
- Hitachi Data Systems
- HP
- IBM
- L3 Communications
- LGS Innovations
- Lockheed Martin
- McAfee
- Microsoft
- Nortel
- Northrop Grumman
- OPNET
- Oracle
- Paradigm
- Raytheon
- Sabre Systems
- SGIS
- Sprint
- Stanley
- Sun Microsystems
- Symantec
- Tel Tech Plus
- Tellabs
- Verizon
- World Wide Technology
- Xerox

1. Information Assurance

- IA responsibility should be spread among segments instead of a stand alone
- IA policy should be consistent within every segment
- IA/Security Services should be a DON Retained function

2. Governance

- Creation of the governance structure a strong governance model is essential
- The SPO or other DON organization must provide strong leadership and direction on governance to manage segments

3. Service Coordinator/Integrator

- Service Coordinator role should be established before implementing segments
- Service Coordinator is recommended to manage the seams between segments

4. Adoption of an Industry best practice model

- Capitalize on industry best practices such as ITIL

5. Collaboration between Segments

- Establish an engineering council to provide engineering issue management

Type of Business	No. of Responses	Percentage
Service-disabled veteran owned	1	2.4%
Veteran-owned small business	0	0.0%
Large Business	35	83.3%
8(a)	1	2.4%
Women-owned small business	0	0.0%
Other	3	7.1%
Small disadvantaged business	2	4.8%
TOTALS	42	

- 42 responses received
- 25 of 42 Industry respondents agreed with the proposed notional segmentation approach
- 20 of 42 Industry respondents listed advantages/disadvantages to the proposed approach
- Some respondents recommended alternative approaches to segmentation



Advantages/Disadvantages of Notional Segmentation approach

Advantages

- Segment contracts provide greater flexibility, and increase competition
- Risk of poor contractor performance mitigated by breaking up the scope into multiple segments and multiple contractors
- Multiple segments increases competition thus allowing the opportunity for lower prices
- DON can have companies that are "Best of Breed" in a particular functional area competing for contracts which allows companies to align their strengths to acquisition strategy

Disadvantages

- Communication between contractors and DON will be more complex which will require greater effort, time, and resources on the part of DON
- Potential contract savings will be offset by total cost to the government and increased risk of segmentation
- Accountability among contractors become less clear regarding issues and actions that cross segments
- Segmentation to multiple contractors increases IA risk
- Executing an Enterprise Approach with multiple contractors and segments will create implementation and operational
- Segmentation may lead to finger pointing and confusion thereby obstructing the process of delivering seamless service
- DON bears the risk of non-performance due to seam disputes among contractors

- 25 of 42 Industry Respondents recommended alternative segmentation approaches that aligned to their specialty
- **Key Points**
 - Create a system integrator/coordinator segment
 - Create an Enterprise Service Delivery segment where all end user services are grouped and managed
 - IA should be included in all segments and not stand alone
 - LAN/BAN/WAN services should be maintained and managed as a single enterprise network under the management of a single service provider



Transition Approach

- 29% of the respondents discussed a transition approach.
- **Key Points**
 - Continue to run portions of NMCI in parallel with NGEN and then, phase out.
 - Transition blocks based upon user function
 - In-Theater (War fighter)
 - Mission Support Users
 - Administrative Users



Other Recommendations

- Provide data and content centric protection, not network centric
- Increase size and efficiency of data transfer
- Using multi source segmentation model will require the decomposition of per seat price to align the NMCI price structure with the proposed segmentation strategy
- Establish an engineering council to provide engineering issue management (PDR/CDR)
- Use a server based network printer management tool
- Increase the use of thin-client technology to increase reliability, to ease desktop management, to decrease the total cost of ownership, and to enhance security
- Increase cyber security measures
- Move Service Desk functions into the Touch Labor segment
- Use HAIPE 3.0.2 encryption technology – reduces manpower costs by requiring less operator control



Other Recommendations (Cont)

- Network Service Provider should manage the security hardware
- A Service Integration Management Segment is consistent with IT best practices and will ease the transition to NGEN
- Service Coordinator could be a stand alone contract or integrate with DON Retained Functions
- A down-select system developer should determine the number of service providers