USDA

FY 2024

DIGITAL INFRASTRUCTURE SERVICES CENTER
ANNUAL REPORT

WELCOME FROM THE

Associate Chief Information Officer (ACIO), Digital Infrastructure Services Center (DISC), USDA Office of the Chief Information Officer (OCIO)

DAVID PETERS:

Fiscal year 2024 (FY24) was an incredibly important and industrious year for DISC, and I am grateful to have this opportunity to share our organization's substantial achievements. The amount of effort and focus that went into the realization of such aspirational initiatives has not gone unnoticed.

From the award of the STRATUS Pools to the significant progress on the USDANet modernization, as well as the many other critical programs and projects summarized in this report, DISC continues to deliver while maintaining high-reliability operations across our portfolio.

DISC continued its evolution through the execution of the 1010 Package and the further adoption of the DISC Operating Model (DOM) that were designed to integrate and align our Managed Service Provider (MSP) organization. Through these changes, DISC is moving away from silos of hierarchy toward a more matrixed structure where each of the lines of business leverage shared services, while building the capabilities we need to support our ongoing digital transformation as well as the complex solutions and capability enablement our customers require. We understand that evolution is not about reaching a destination, but rather a journey of continuous improvement driven by our customers and the Information Technology (IT) marketplace.

I am excited to be leading this dynamic organization. While reflecting on the successes of FY24, we keep leaning into the possibilities and promise of FY25 as we continue to provide excellent products and services in support of both the USDA Mission Areas and our external federal customers.

David Peters
Associate Chief Information Officer (ACIO), DISC

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CONTACT US:
DISC.marketing@usda.gov

DISC MISSION

Deliver managed Digital Infrastructure Services that ensure reliable, secure, scalable, and cost-effective solutions, enhancing digital capabilities for USDA and various client programs.

DISC VISION

Be the preferred Digital Infrastructure platform provider, driving the transition to digital and customer-centric systems for USDA and various clients.

DISC VALUES

CUSTOMER-CENTRIC FOCUS

We are committed to providing a customer experience which promotes delighted customers through active listening, seamless handoffs, and solutions developed based on customer need.

GRIT & INTEGRITY

DISC has dramatically shifted its business paradigm with the tenacity and determination to persevere and the courage and resilience to face challenges.

RESULTS & ACCOUNTABILITY

Everyone in DISC is focused on clearly defined performance targets and is accountable for highest quality service delivery to our customers.

TRUST & TRANSPARENCY

Leading through example, DISC operates with openness and honesty to build trust and welcomes feedback.

TEAMWORK & COLLABORATION

We work together to leverage each team member's strengths and hold each other accountable with kindness, empathy, and tolerance.

CREATIVITY THAT DRIVES GROWTH

Within a constantly evolving Federal Enterprise IT market, we reduce barriers and develop the optimal cultural environment that enables the creativity needed to propel growth.

WHO WE ARE... DISC

Associate Chief Information Officer DAVID PETERS

Chief Operating Officer, Deputy Associate CIO VICTORIA TURLEY

Human Capital Management BRYANT SMITH, SENIOR ADVISOR

Enterprise Architecture CASEY COOK, SENIOR ADVISOR

Innovation & Automation JOHN LOWELL, DIRECTOR

DIGITAL SERVICES CENTER DIVISION (DSCD)
Deb Choudhury, Director

ENTERPRISE HOSTING SOLUTIONS DIVISION (EHSD)
Jeff Claunch, Director

FINANCIAL OPERATIONS DIVISION (FOD)
David Gatliff, Director

STRATEGY MANAGEMENT & COMPLEX SOLUTIONS DIVISION (SMCSD)
David Grundy, Director

ENTERPRISE NETWORK SERVICES DIVISION (ENSD)
Marco Munoz, Director

ENTERPRISE APPLICATION SERVICES DIVISION (EASD)
Simone Rees, Director

SECURITY GOVERNANCE DIVISION (SGD)
Brandon Sifford, Director

DISC

OVERVIEW

While DISC has provided highly-reliable IT services since 1973, it has been executing an organizational transformation over the past three years. Understanding the evolving needs of our diverse customers, the how and why they consume rapidly changing technologies, informs the contours of the DISC portfolio. That understanding, combined with the need to increase efficiencies at every level, drives this transformation.

With the goal of being the IT infrastructure provider of choice in the federal marketplace, DISC has committed to modernizing not just our service offerings to be more scalable and multifaceted, but also the administrative mechanisms that enable the procurement of those services. We continue to invest in the maturation of the DOM as a process enabler, understanding that it underpins all of our customer projects as they are shepherded through its four phases: Engage, Plan, Execute, and Sustain.

In FY24 DISC launched the STRATUS Cloud Acquisition Vehicle; designed to quickly connect government to commercial IT services and solutions, maximize competition, enable collective buying power, improve enterprise data management, and elevate the customer experience.

Internally, as we recognize the interdependencies and efficiencies realized in the consolidation of shared services and development of complex solutions, a matrix begins to take shape and informs our organization of the partnerships we must continuously foster.

DISK MATRIXED ORGANIZATION		LINES OF BUSINESS			
		DSCD	EASD	EHSD	ENSD
SHARED SERVICES	FOD	●	●	●	●
	HCM	●	●	●	●
	SGD	●	●	●	●
	SMCSD	●	●	●	●

At those junctions are our people. DISC is investing in our people with an increased focus on Human Capital Management, organizational alignment, and reskilling to ensure that our team is prepared to support all of our customers and the IT solutions required for an efficient and effective government in the 21st century.

W H A T E DO...

At DISC, we provide a comprehensive digital infrastructure portfolio to transform, enable, and further develop value-added business applications for the federal community.

CLOUD SOLUTIONS
Including commercial cloud deployments, DevSecOps, cloud strategy, Platform as a Service (PaaS) and Software as a Service (SaaS) solutions.

APPLICATION SOLUTIONS
Along with custom applications and SaaS solutions, business process management tool sets to modernize and enhance compliance.

IT INFRASTRUCTURE
Hosting hybrid cloud infrastructure including government owned and commercial cloud allowing for near infinite capacity.

PROFESSIONAL SERVICES
In addition of architectural planning, design and engineering, migration and implementation, application development, system integration, database management and project management.

BUSINESS SERVICES
Together with contract management and procurement.

NETWORK SOLUTIONS
Components of the networking environment include Local Area Network (LAN)/ Wide Area Network (WAN) connectivity, Core Routing and Switching, Domain Name Service (DNS), Local/Global Load Balancing, and Network Time Protocol (NTP), as well as connectivity to cloud providers and integration and functionality in the Wide Area Network with Voice, Unified Communications (UC), Firewall Operations, International Services, LAN Management.

CYBERSECURITY SOLUTIONS
Serving up secure, stable and cost-effective platforms that are Federal Risk and Authorization Management Program (FedRAMP) Moderate, Federal Information Security Modernization Act (FISMA) High, DoD Impact Level 4, and Service and Organization Controls (SOC) 1 accredited Tier 3 data center with Tier 4 features.

DIGITAL SOLUTIONS
Offering technical advice and standardized DevOps services with an aim to maximize application reuse across agency lines, while ensuring information security, 508 compliance, and code scanning are built in.

WHO WE SERVE...

USDA MISSION AREAS

FARM PRODUCTION & CONSERVATION (FPAC)
- Farm Production & Conservation Business Center
- Farm Service Agency
- Natural Resources Conservation Service
- Risk Management Agency

FOOD SAFETY (FS)
- Food Safety Inspection Service

FOOD, NUTRITION, & CONSUMER SERVICES (FNCS)
- Food & Nutrition Service

MARKETING REGULATORY PROGRAMS (MRP)
- Agricultural Marketing Services
- Animal & Plant Health Inspection Service

NATURAL RESOURCES & ENVIRONMENT (NRE)
- Forest Service

RESEARCH, EDUCATION, & ECONOMICS (REE)
- Agriculture Research Service
- Economic Research Service
- National Agricultural Statistics Service
- National Institute of Food & Agriculture

RURAL DEVELOPMENT (RD)
- Rural Development

TRADE AND FOREIGN AGRICULTURAL AFFAIRS (TFAA)
- Foreign Agriculture Service
- Information Technology Division

WHO WE SERVE...

USDA STAFF OFFICES

- Departmental Administration
- Office of the Assistant Secretary for Civil Rights
- Office of Budget & Program Analysis
- Office of the Chief Economist
- Office of the Chief Financial Officer

  [FSS – FMS | HQ | NFC | WCF]*
- Office of the Chief Information Officer

  [CEC | CPOC | DAITO]**
- Office of Communications
- Office of Contracting & Procurement
- Office of Customer Experience
- Office of Ethics

- Office of the Executive Secretariat
- Office of the General Counsel
- Office of Hearings & Appeals
- Office of Homeland Security
- Office of Human Resource Management
- Office of Inspector General
- Office of Operations
- Office of Partnerships & Public Engagements
- Office of Property & Environmental Management
- Office of Safety, Security & Protection
- Office of the Secretary
- Office of Small & Disadvantaged Business Utilization

*FSS – FMS: Financial Shared Services - Financial Management Services
HQ   : Headquarters
NFC   : National Finance Center
WCF : Working Capital Fund

**CEC : Client Experience Center
CPOC : Cybersecurity and Privacy Operations Center
DAITO : Departmental Administration Information Technology Office

WHO WE SERVE...

EXTERNAL CUSTOMERS

U.S. AbilityOne Commission

U.S. Agency for Global Media

Defense Nuclear Facilities Safety Board

Depart. of Commerce

Department of Defense

Depart. of Education

Department of Energy

Equal Employment Opportunity Commission

Depart. of Health and Human Services

Department of Homeland Security

Depart. of Housing and Urban Development

Department of the Interior

Depart. of Justice

The Depart. of the Treasury

Depart. of Veterans Affairs

Enterprise Data Management Council

Executive Office of the President

Export-Import Bank of the United States

Federal Aviation Administration

Food and Drug Administration

General Services Administration

Government Accountability Office

Office of Personnel Management

United States Office of Government Ethics

Peace Corps

Railroad Retirement Board

Small Business Administration

WHAT OUR CUSTOMERS ARE SAYING...

"

SAM HULTZMAN
Federal Insurance Directorate
Resilience | FEMA
Department of Homeland Security (DHS)

The DISC Security Governance and Strategy Management and Complex Solutions Teams were a tremendous help to us at the Federal Emergency Management Agency (FEMA) Pivot program. They have been helping to build out new CI/CD pipelines in preparation for continuous deployments. The ability to release on demand for each of our twenty applications will allow us to rapidly roll out new enhancements to our customers and deliver a better product for flood insurance."

"

MARCIAL DELGADO
Supervisory IT Specialist
Forest Service
Chief Information Office, Operations Services and Delivery, Enterprise Operations Center

The DISC Enterprise Monitoring Team has successfully automated observability with Datadog, delivering essential insights into site and application health and performance while helping to elevate the monitoring skills of our technical staff. By implementing real user monitoring and application performance monitoring, they've empowered developers and program managers to make quick, data-driven decisions. Through real user monitoring, our leadership is also able to compare usage to allocated budget to better understand the return on investment of each monitored application.

Their observability stack, built and managed with Terraform automation and Python scripting, has also refined Continuous Deployment pipelines and advanced site reliability engineering—establishing a strong foundation for efficiency and reliability.

For any Platform as a Service (PaaS) aiming to offer robust observability solutions, the DISC Enterprise Monitoring Team is an ideal choice. Their expertise in automation and dedication to high standards make them a trusted partner for applications hosted in our environment."

"

USDA WBSCM MANAGEMENT TEAM

The USDA's Web-Based Supply Chain Management (WBSCM) is a mission critical supply chain system used to support domestic and international feeding programs, as well as programs supporting markets for American produced and processed food commodities. The WBSCM cloud migration project required the project team to craft innovative solutions to challenges, and to respond with agility to problems yet to be discovered. The project involved multiple stakeholders, and required expanding and automating DISC offerings, including new support tools required to automate our environment builds. It also required developing solutions to meet those requirements, including research, testing, and thinking outside the box. Moving a complex system like WBSCM to the cloud also required ensuring security requirements were met across the universe of changes that were implemented.

The WBSCM Management Team greatly appreciates the tireless efforts and attention to detail provided by the entire DISC team to ensure success. We attribute much of the success of the project to our close partnership with DISC, where the entire team took a mission-first focus throughout project execution. The WBSCM program is very fortunate to have such a partnership with DISC, who brings the skill, dedication, and mission focus to ensure successful delivery."

BY THE NUMBERS, A YEAR IN REVIEW
FY24

A closer look at some of the big accomplishments from the past fiscal year.

Demonstrated significant progress with 166 of 278 awards going to Small and Disadvantaged Business, with 57.5% have contributed to USDA's socio-economic goal.

Data Audits show 100% of all system and application logs are capturing specific events and reporting to the USDA enterprise logging tool.

Vulnerability Management DISC tracks approximately 48,000 vulnerabilities, over 6900 unique IP addresses weekly and throughout any given month. Over 100 individual administrators work toward resolving those vulnerabilities in a timely manner.

DISC received an Unmodified Clean opinion from the Office of the Inspector General (OIG) on the FY24 SOC 1 Audit (best outcome).

Shared 13 of 22 hiring postings (59%) with minority serving institutions via Handshake (a communications company).

USDANet Accelerated Transition Plan in-progress:
On-track for orders (80% complete—4500+ sites). Site activations (3600 network connections delivered; 3200 routers delivered/configured). Core services are on-track in calendar year (CY) 24 (2,531 sites transitioned at the close of FY24).

Partnered with CPOC to transition USDA Cloud Authority to Operate (ATO) ownership to DISC and build a Continuous Monitoring strategy for Cloud Service Providers (CSPs), transitioning 35 boundaries in FY24.

STRATUS Basic Ordering Agreement (BOA) awarded and task order awards exceeding $75 million in the last 60 days of FY24 and more than $7 million in annualized savings based on transition of like services from prior vehicle.

Transformed DISC organization is using Complex Solutions intake and DISCO CRM Tool to support $45.7+ million in USDA customer requested proposals (exceeding annual goal of $35 million).

Partnered with Assistant Secretary for Administration (ASA) on Intelligent Automation initiative: Delivered the Citizen Development Enablement Program where 5,000 end users developed 1,300 bots/automations saving an estimated 9,600 hours or $600K.
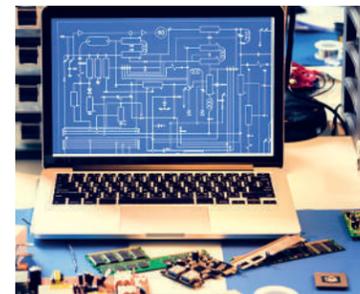
Delivered 23 bots/ and the ASA project, totaling an estimated savings of 360,000 hours or $20M per year.

DISC far exceeded the carbon footprint reduction goal of 7.5 tons in FY24 via elimination of redundant network sites/equipment/management resources/reduced commuting. USDANet Modernization efforts alone reduced 948+ metric tons of greenhouse gasses.

The Complex Hosting 24x7x365 operations support contract was successful renewed/awarded after 17 modifications, allowed the savings of $25M over 5 years while maintaining operations and reducing risk to the OCIO organization and its customers.

SUMMARY OF OUR SUCCESSES

Building on the transformations initiated in FY22 and the focus on the execution of solutions that dramatically modernized service delivery and improved customer experiences in FY23, DISC continued to drive the organizational change necessary to maintain and evolve our high-availability products and services in FY24.

AWARDS

EPEAT Purchaser Award - USDA received the 2024 Electronic Product Environmental Assessment Tool (EPEAT) Purchaser Award in 3 categories:
- ✅ Computers & Displays
- ✅ Imaging Equipment
- ✅ Mobile Phones

DISC is responsible for tracking and providing the mobile phone data for all of USDA. USDA purchased 4682 mobile phones in FY23. 100% were gold rated.

Fed 100 Award – Dave Grundy

For his leadership role in establishing the new Strategy Management and Complex Solutions Division supporting the USDA Enterprise and beyond, Dave Grundy was recognized with a Fed 100 Award in 2024. He also supported common cloud and application platforms through conceptualizing the new STRATUS contract vehicles with three pools for Hyperscale Cloud Service Providers, Integration and Development Support, and Software as a Service Resellers. Dave Grundy's unique background in business and ability to drive value from technology, based on his private sector and federal IT and Chief Financial Officer (CFO) experience, enables him to understand how federal customers and USDA Mission Area CIOs procure IT solutions and lead the movement towards enterprise platforms and away from singular IT solutions.

ACCOMPLISHMENTS

The FEMA Hermits' Peak Claims Office reach a milestone of $1Billion dollars in claims processed in FY24 - DISC completed full automation the program using Salesforce and DocuSign to assist FEMA in reaching this important milestone. DISC completed all official migrations from Office of Management and Budget (OMB) Max to the Connect.gov platform. The platform now enables over 60k users from more than 86 organizations and agencies to collaborate and exchange data in a FedRAMP Authorized environment.

Utilized the Kansas City Enterprise Data Center migration study and St. Louis Goodfellow lessons learned to create the commercial colocation data center service solicitations with hybrid/burstable cloud capabilities. Received funding in June for the migration of the KC data center from ward parkway to a new commercial hybrid cloud landing zone, expected to completed by the end 2027.

Established the DISC Architecture Review Board (ARB). Proposed initiatives that affect USDA digital infrastructure are submitted to the ARB for review and approval. The overarching goals of DISC ARB are to promote common practices, processes, and tools (both from a technical and strategic perspective); and develop strategies for clearer definition of processes, increased reusability of both code and process, and automation of processes.

SEE NEXT

ACCOMPLISHMENTS

USDA Enterprise Network "USDANet" Awarded to Lumen Technologies. In FY24 DISC facilitated the USDA award of an 11-year task order for a unified enterprise network service called USDANet to Lumen Technologies under the GSA's Enterprise Infrastructure Solutions (EIS) Contract. The task order is the largest IT award ever by USDA and the second largest civilian networking Task Order ever awarded in the Federal Government. The new USDANet will interconnect over 8,000 USDA endpoints in a standardized and secure manner, while using cutting-edge technology to answer the USDA's communication needs. The standardized, fully integrated business, network, and cybersecurity system will encompass voice, data, and video services.

SGD partnered with CPOC to develop and finalize the **Centralized Vulnerability Management (CVM)** Charter, defining a phased plan for a solution to ensure the oversight, compliance, and remediation of vulnerabilities identified within all technical environments supporting USDA business functions.

Maintaining Strategic Partnerships, DISC continued to lead or support multiple stakeholder groups including ServiceNow Users Group (SNUG), Salesforce Trailblazers, technical/architectural leadership of Cloud Working Group (CWG), and USDANet Customer Forum.

AgLearn launched its Welcome to AgLearn Hub in April 2024. New users are assigned a dashboard to introduce them to AgLearn and its offerings. The Assistant Secretary for Administration conducted a New Hire Survey as part of its Departmental Onboarding Initiative. The Welcome to AgLearn hub received positive feedback from Departmental New Hire survey in May 2024.

Enabled the OCIO Service Delivery Modernization (SDM) initiative by providing funding, technical oversight, and working group engagement teams leading to SDM 1.0 development task order award, development timeline, and kickoff in 4Q FY24.

EHS facilitated the implementation of Oracle Cloud Infrastructure with the goal to reduce the need for expensive capital outlays associated with Oracle hardware purchases by shifting risk and resource management to managed cloud providers.

DISC completed the implementation of Enterprise Cloud Vendor Management in FY24. STRATUS Pool 1 initial operating capability pilots were completed in Q1, and Foundation Cloud Hosting Services (FCHS) has transitioned 100% to Microsoft, Amazon, and Google.

DISC collaborated with the NFC on a discovery effort for the General Ledger. They determine the scope and where that data resides to help NFC determine the level of effort and system requirements for a data warehouse solution.

SEE NEXT

CONTINUED
ACCOMPLISHMENTS

United States Airforce Contract Writing System (CON-IT). FY24 ended with a total of 75,245 contracts or modifications with $42.6B in contact assignments, representing an increase of $18.2B from FY23, and with 6,600 total users, an increase of 560 users from FY23. Successfully delivered Weapons capability eight months prior to Congressional expectations, enabling 3,000+ more users to migrate to CON-IT and accelerate sunsetting of legacy contract writing systems by or before FY27.

US Army Contract Writing System (ACWS). A total of 3,569 contracts or modifications with $41M in contact assignments in FY24, with zero contracts awarded in FY23.

Veterinary Services Trade Systems Modernization (VSTMS). Completed major discovery effort resulting in seven (7) deliverables ($837K); successful discovery expected to result in significant cost savings to customer and factual data to support modernization process; estimate for potential follow-on engagement for system implementation (phase 1) total $3.7M.

FEMA Open Hazus. Completed major discovery effort ($1.1M) resulting in nine (9) deliverables; enhanced functionality incorporates climate change impacts into damage models and to radically improve usability for all user types (FEMA, citizens, scientists, other gov orgs); successful discovery expected to result in significant cost savings to customer and factual data to support modernization process. This discovery processed saved FEMA over $14M in cost avoidance.
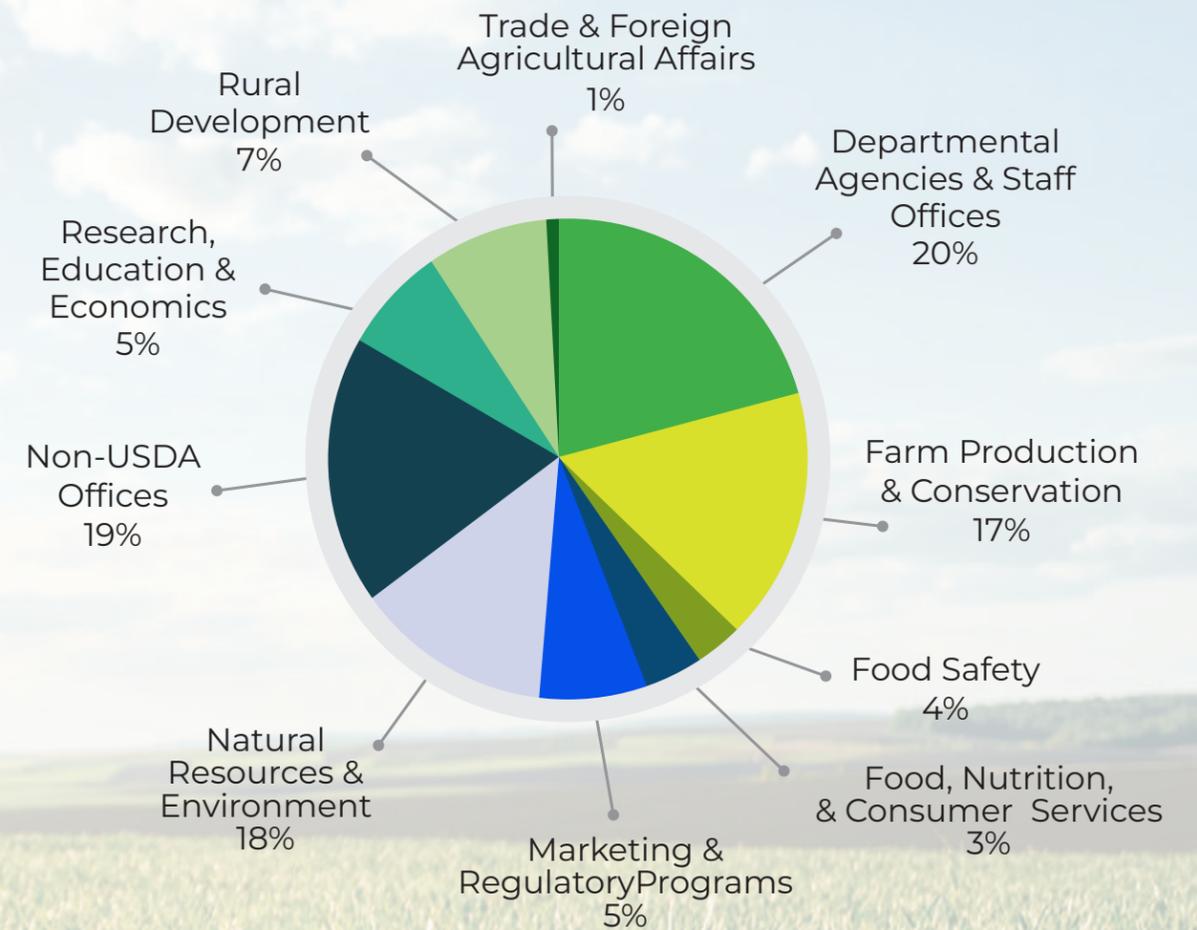
USDA Office Of SharePoint Development. Provided expertise and support to 34 USDA offices and mission areas (345 requests, 57 enhancements); released enhanced DISC web-to-lead form resulting in improved functionality and user experience, consistent with DOM; released automated approval workflow for the Office of Communications (OC) simplifying contract management process, reducing the time and effort required for manual review and approvals and enhancing transparency and accountability; established USDA Event Tracker solution for Office of Partnerships and Public Engagement (OPPE) resulting in improved event sponsorship, participation and communications of events within USDA.

BUDGET & FINANCIALS

MISSION AREAS	FY20 Actuals	FY21 Actuals	FY22 Actuals	FY23 Actuals	FY24 Actuals	FY25 Appeal	FY26 Revised
Departmental Agencies & Staff Offices	49.9	75.7	80.2	106.1	123.6	83.6	83.1
Farm Production & Conservation	91.2	78.7	69.2	77.9	103.6	121.8	113.2
Food Safety	20.6	14.9	12.8	14.4	26.3	20.7	21.1
Food, Nutrition, & Consumer Services	10.0	5.9	6.4	15.6	16.0	14.5	14.7
Marketing & Regulatory Programs	28.4	40.0	26.5	33.8	40.0	32.7	31.5
Natural Resources & Environment	60.3	53.3	66.2	67.3	115.4	87.8	92.1
Non-USDA Offices	65.2	45.6	65.5	89.8	117.0	79.8	87.8
Research, Education & Economics	50.5	22.9	16.5	35.1	31.3	26.1	24.1
Rural Development	32.6	36.9	38.6	41.2	44.8	46.2	45.6
Trade & Foreign Agricultural Affairs	4.1	4.2	4.0	4.0	5.5	4.7	4.7
GRAND TOTAL	412.8	378.2	386.0	485.2	623.6	517.9	517.9

The charts are represented in millions of dollars.
Values based on 5% budget reduction to USDA component agencies.

FY24 ACTUALS

- Trade & Foreign Agricultural Affairs 1%
- Rural Development 7%
- Research, Education & Economics 5%
- Non-USDA Offices 19%
- Natural Resources & Environment 18%
- Marketing & Regulatory Programs 5%
- Food, Nutrition, & Consumer Services 3%
- Food Safety 4%
- Farm Production & Conservation 17%
- Departmental Agencies & Staff Offices 20%

BUDGET & FINANCIALS

PORTFOLIOS	FY20 Actuals	FY21 Actuals	FY22 Actuals	FY23 Actuals	FY24 Actuals	FY25 Appeal	FY26 Revised
Application Development Solutions	85.9	39	59.4	71.6	73.6	69.4	67.6
Cloud Solutions	88	15.1	13.6	77.5	73.5	33.3	33.3
Compute Solutions	62.4	75.6	81.5	75.2	78.5	89.2	89.2
Connect.gov	-	-	-	5.2	8.4	8.4	8.4
Data Center Solutions	12	25.3	11.9	8	13.5	6.6	6.6
Data Solutions	6.7	7.5	6.6	4.9	7.1	2.9	2.9
Enterprise SaaS Solutions	27.5	59.2	65.1	81.3	76.9	76.6	76.6
Learning Management Solutions	5.9	7.6	9.4	9.5	15.1	8.5	8.5
Legacy Network	25.9	24.3	23	12	-	-	-
Other	22.3	19.5	24.6	31.8	34	29.9	29.9
Storage Solutions	28.3	27.8	30.4	31.6	28.8	25.8	27.6
USDANet Agency Specific	19.8	25.3	27	46.9	156.6	105.7	130.8
USDANet Core	28.1	51.8	33.8	29.7	57.5	61.7	36.6
GRAND TOTAL	412.8	378	386.3	485.2	623.5	518	518

The charts are represented in millions of dollars.

DIGITAL SERVICES CENTER DIVISION

The Digital Services Center Division (DSCD) provides services related to SaaS platforms including the most common industry platform components supporting a wide range of business activities such as IT Business, Service, and Operations Management, Knowledge Management, Customer Service and Support, Application Performance Management, Collaboration Suite Tools, Human Resource Management, and Project Management. Related services include purchasing (licensing, acquisition support), implementation, integration, management, enterprise instance development, and enterprise incorporation of USDA standards (customer experience, security, others).

- The AgLearn Branch provides high-quality and cost-effective enterprise Learning Management solutions for USDA and other Federal Agencies.

- The Intelligent Automation (IA) Branch provides overall leadership, governance, and policy to the USDA for IA initiatives through the IA CoE.

- The Enterprise SaaS Branch supports platform solutions for specific operations support (e.g., Service Delivery) and for unique applications for specific business needs (e.g., Salesforce applications).

AgLearn	FY24 Target	FY24 Actual	FY25 Target
Support Requests Completed Within 3 Working Days	75%	87%	75%
Training Events Completed Within the Reporting Period	30,000	2,209,312*	120,000
Interagency Agreement (IAA) report Generated and Distributed by the Third Workday of the Month	80%	90%	90%
Conduct Quarterly AgLearn Shared Service Customer Requirements and Business Needs Assessment to Determine if the Investment is Meeting Customer Expectations	99%	99%	95%

*USDA users plus external customers Equal Employment Opportunity Commission (EEOC), U.S. Agency for Global Media (USAGM), Export-Import Bank of the United States (EXIM), Defense Nuclear Facilities Safety Board (DNFSB), and AbilityOne.

Intelligent Automation	FY24 Target	FY24 Actual	FY25 Target
Number of Enterprise Bots	15	15	15-20
Secure funding for USDA-Wide Citizen Developer Effort through ASA Initiative	100%	100%	100%
Automate Tracking Off of Bot Performance	15	15	All IA Bots

Software as a Service	FY24 Target	FY24 Actual	FY25 Target
Number of Services Transitioned to Sustain	3	4	2
Transition Tier 1 Help Desk Support to EHSD	0	0	50%

ENTERPRISE APPLICATION SERVICES DIVISION

The Enterprise Application Services Division (EASD) provides USDA Agencies and other federal customers with enterprise-wide application products, services, and innovative solutions. It provides full spectrum of professional services for developing, maintaining, and supporting enterprise-class business applications. The EASD provides expertise in the development, implementation, and operation of application products and services. It conducts feasibility studies, analyses of user requirements, and cost-benefit analyses for customers. The EASD assists and/or consults customers on ways to develop, modernize, and integrate their application systems. It performs needs analyses to define opportunities for new or improved business process solutions as they are expressed in IT applications.

☐ The Applications Engineering Branch develops IT applications for USDA Agencies and other federal customers, as specified in reimbursable agreements. The Branch provides advice and consultation relating to the development and implementation of the specified applications and systems.

☐ The Application Solutions Branch maintains and supports software applications for USDA Agencies and other federal customers, as specified in reimbursable agreements and focused on applications development for current external customers, limited to the applications tier.

App Dev	FY24 Target	FY24 Actual	FY25 Target
FISMA Compliance*	99%	100%	99%
Applicable Projects Using DevOps Continuous Integration	50%	70%	50%
Applicable Projects Using DevOps Continuous Delivery	50%	70.5%	50%
Help Desk Support Calls Resolved Within 3 Business Days (GSA-specific projects)	80%	95.53%	80%

*EAS is responsible for ensuring FISMA compliance for the EAS components of projects – both internal and external to DISC regardless of system ownership.

ENTERPRISE HOSTING SOLUTIONS DIVISION

The Enterprise Hosting Solutions Division (EHSD) operates on a 24x7x365 basis to implement, manage, and operate the secure, reliable, and cost-effective enterprise hybrid data center infrastructure, hybrid cloud hosting services, and application services. Services include on-premises infrastructure operations, AgCloud, applications hosting and development services, help desk and customer services, and other professional services. The Division provides multiple complex business solutions such as co-location, managed services, Infrastructure as a Service (IaaS), PaaS, and SaaS, resulting in cost-effective solutions to USDA and non-USDA customers.

- ☐ The Service Desk and Customer Experience (CX) Branch provides a single point of entry for all DISC services and help desk services, including service desk production support.

- ☐ The Infrastructure and Cloud Operations Branch manages the full lifecycle for infrastructure, operations, and support for all DISC infrastructure, products, and services, to include datacenter facilities, network services, storage services, virtualization services, cloud services, and related Tier 3 engineering support of all underlying products and services.

- ☐ The Application and Platform Services Branch manages the mainframe, Windows and Linux/Unix operating systems platform support activities, and database and middleware application services, to include Tier 3 engineering support of vendor and customer products within these environments.

- ☐ The DevOps and Automation Operations Branch oversees all internal and external tools used to create and support system and process automation The Branch leverages DevOps, IA, machine learning and DISC enterprise automation, and coding to improve and automate DISC services.

Hosting	FY24 Target	FY24 Actual	FY25 Target
Facilities Availability	99.95%	100%	99.95%
Network Availability	99.9%	100%	99.9%
PaaS Server Availability	99.9%	99.97%	99.9%
PaaS Mainframe Availability	99.9%	99.99%	99.9%
Storage Availability	99.9%	100%	99.9%
FISMA Compliance	100%	100%	100%
Invoices Paid Within 30 Days	97%	98.46%	97%
Time Resolution Targets for All Tickets	90%	94.9%	90%
Service Level Agreement (SLA) Efficiency - Service Level	99.9%	99.9%	99.9%
Monthly AgMax Investment Deliverables & Activities Completed	80%	100%	80%
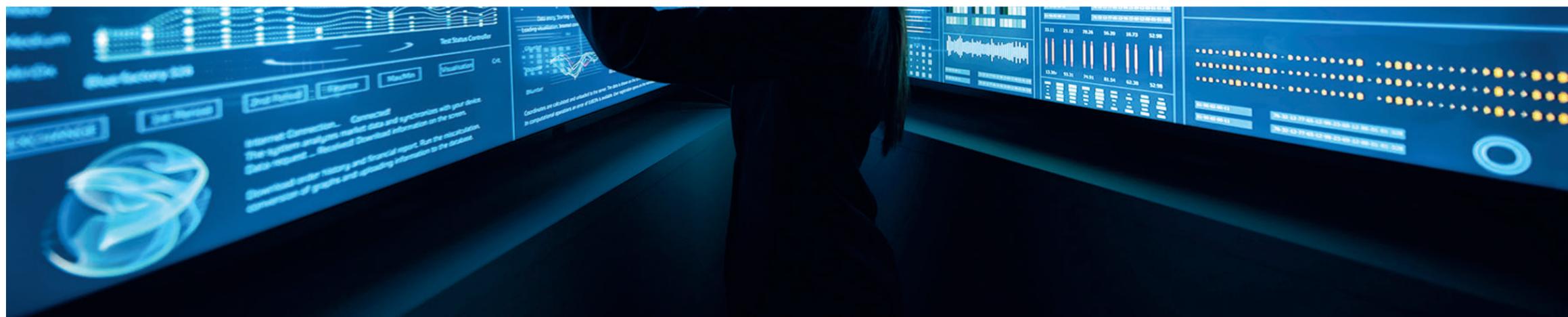
ENTERPRISE NETWORK SERVICES DIVISION

Enterprise Network Services Division (ENSD) manages the day-to-day operations of the USDA information backbone, wide-area network, as well as the legacy network and modernization efforts of the future network (USDANet). The ENSD oversees the network managed service provider, and authorizes planning, design, and implementation activities for network services.

ENSD manages ENS Governance & Portfolio Decision Review Board:

❑ Provides the selection, prioritization and control of the organizational products and programs aligned with the business strategic objectives and capacity (resource and financial planning) to deliver.

❑ Identifies and creates appropriate project requirements, acceptance criteria, risk assessments and Key Performance Indicators (KPIs) to ensure program success.

❑ Ensures successful integration of multiple initiatives and adjusts scope, timing, and budgets as needed, based on the needs of the business.

Network	FY24 Target	FY24 Actual	FY25 Target
Unified Telecommunications Network (UTN) Network availability measured as a percent of the time the network is "up" as a factor of the total time	99.9%	99.9%	99.9%*
Community Cloud Services (CCS) Network availability measured as a percent of time the network is "up" as a factor of the total time	99.9%	99.9%	99.9%*

*In FY25 UTN will be migrating to EIS and CCS will be Cloud Service Gateways.

FINANCIAL OPERATIONS DIVISION

The Financial Operations Division (FOD) oversees common financial support services spanning across the DISC and other OCIO customers for solutions provided to USDA and non-USDA federal customers.

The Division provides a single point for DISC-wide policy and procedures on budget, finance, and business relationship management with customers and stakeholders, while also coordinating and integrating budget, finance, business relationship, vendor management, and acquisition administrative operations across DISC internal offices/divisions.

The Division also enables DISC's Enterprise Cloud Vendor Management program – an enabling set of tools supporting purchasing cost-reduction, increased visibility of cloud assets across the USDA, data analytics services to OCIO and Mission Area customers, and industry-class vendor management.

- ☐ The Budget Management Branch provides centralized leadership to budget formulation and execution across DISC Activity Centers, and support to other OCIO Activity Centers consuming budget services.

- ☐ The Financial Analysis Branch provides centralized leadership to analytically oriented financial functions and tools across DISC Activity Centers, for all shared and service portfolios.

- ☐ The Customer Operations Branch provides daily management of customer agreements and billing along with systems needed to administer, track, process, and report revenue for the DISC organization.

Sample Dashboard – Enterprise Cloud Vendor Management Capability
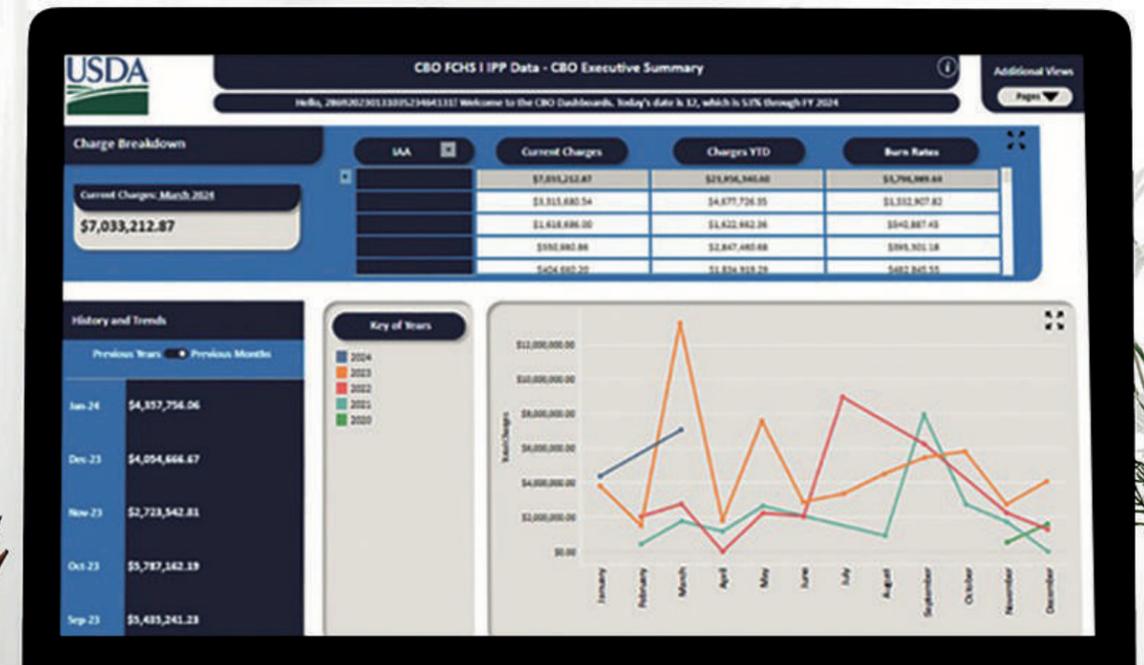
SECURITY GOVERNANCE DIVISION

The Security Governance Division (SGD) develops and implements DISC security directives and policies including application and infrastructure governance as well as executes the role of the DISC Information Systems Security Manager (ISSM). The Division specializes in ensuring compliance within DISC and throughout the DISC customer base by implementing FISMA, Federal Risk and Authorization Management Program (FedRAMP), Department of Defense Impact Level 4, NIST SP 800-53, Statements on Standards for Attestation Engagement-18 System and Organizational Controls (SOC) 1, OMB Circular A-123 internal controls, related DISC standards, and USDA IT security policies and standards.

☐ The Standards and Planning Branch (SPB) develops and implements DISC security directives, procedures, and plans for the DISC Enterprise Data Center (EDC) to ensure full compliance with government standards and requirements; develops, coordinates, and tracks the DISC security training program; coordinates two annual Disaster Recovery exercises and manages the DISC Continuity of Operations Plan (COOP).

☐ The Internal Audit Branch (IAB) coordinates Continuous Monitoring (ConMon) activities for all DISC FISMA boundaries, all USDA Enterprise Cloud ATO (FedRAMP approved) boundaries and the annual SOC 1 Type 2 Report that ensure the confidentiality, integrity, and availability of systems, networks, and data through all phases of continuous monitoring following Governmental requirements such as NIST 800-37 Rev2.

☐ The Risk Management Branch (RMB) ensures that managing information system-related security risks is consistent across all DISC environments and system boundaries, reflects organizational risk tolerance, and is considered along with other types of risks to ensure mission/business success. RMB manages the Patch and Vulnerability Group (PVG) and Plan of Action and Milestone (POA&M) processes for DISC.

SGD supports the DISC customer base by partnering with the CPOC to ensure USDA, NIST, and FedRAMP standards are applied throughout the lifecycle of a system boundary. The Division partners with customers to ensure control inheritance is available whether through Certified Software Asset Manage (CSAM) (for USDA customers) or the FedRAMP secure repository (for non-USDA customers). SGD can leverage different contract mechanisms to work with customers and ensure cybersecurity requirements can be implemented for ATO, Disaster Recovery (DR), and PVG activities.

Security	FY24 Target	FY24 Actual	FY25 Target
Compliance with CSAM requirements (28 of 28)	100%	100%	100%
Compliance with FedRAMP Continuous Monitoring Requirements (1 of 1)	100%	100%	100%
Compliance with DISA IL4 Requirements (1 of 1)	100%	100%	100%
Compliance with SOC Requirements (1 of 1)	100%	100%	100%
POAMs closed in required timeframe	100%	100%	100%

STRATEGY MANAGEMENT & COMPLEX SOLUTIONS DIVISION

The Strategy Management and Complex Solutions Division (SMCSD) orchestrates the key DISC functions of business development, solution identification architecture and design, delivery/execution, and sustainment, collectively; the DOM to enhance the value to the DISC organization and its customers.

☐ The Partner Management Branch manages and sustains business relationships with DISC's USDA and non-USDA customers. It develops understanding of customer's strategic direction and supports their business objectives.

☐ The Customer Engagement Branch is responsible for leads management, capture management, discovery and estimate, intake, and marketing and communications. It coordinates with DISC management and staff to identify target markets.

☐ The Service Development and Service Management Branch (SDSMB) manages comprehensive service development and management resources across DISC business lines and the DISC service portfolio. SDSMB ensures the delivery and tracking of complex solutions in alignment with the DISC Operating Model.

☐ The Business Intelligence Branch (BIB) is responsible for collecting, analyzing, and leveraging data to support decision-making and strategic planning.

☐ The STRATUS Program Office (SPO) Branch manages the program effectiveness of the USDA Departments Cloud Acquisition Contract Vehicle: STRATUS. The CBO Branch manages the use, performance, and delivery of cloud hyperscaler-based services to DISC customers.

☐ The Enablement and Architecture (E&A) Branch facilitates and accelerates complex solutions and cloud adoption across USDA and other federal customers through the creation of definition and design artifacts required to support Delivery and Engineering. It also facilitates and accelerates complex solutions and cloud adoption across USDA and with other federal customers by serving as enterprise-wide CoE.
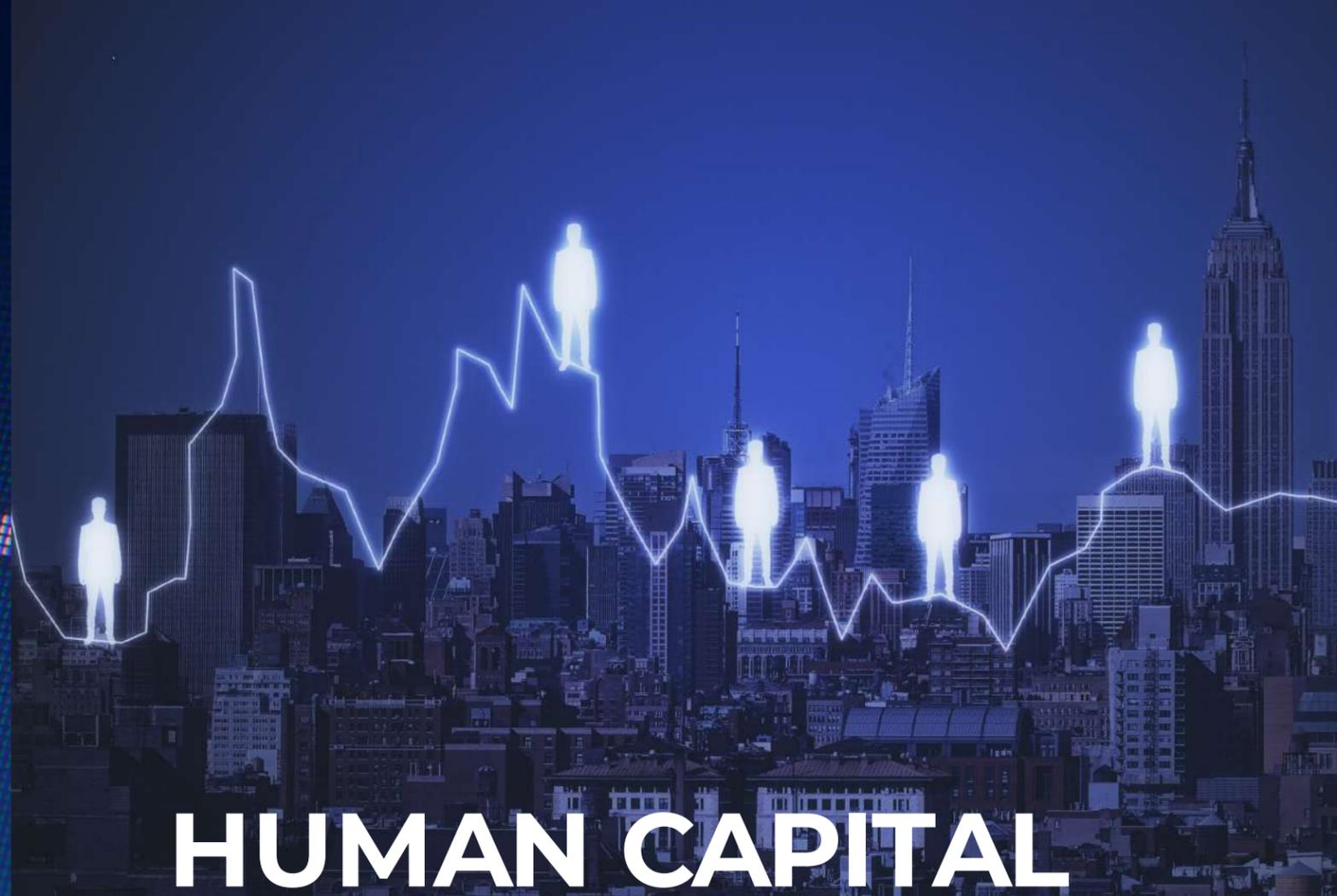
HUMAN CAPITAL MANAGEMENT

The DISC Human Capital Management (HCM) capability supports the hiring of the right people and managing the DISC workforce effectively to optimize customer value. The HCM team support DISC, and by extension its customers and partners, by:

☐ Maintaining the DISC Human Capital Plan and the DISC Training Plan which include a framework of policies, programs, and practices to achieve a shared vision that remains integrated with the DISC Strategic Business Plan as needs evolve.

☐ Partnering with OCIO and USDA counterparts as well as Office of Personnel Management (OPM) to ensure program consistency and adherence to all standards.

☐ Supporting and monitoring the engagement with Minority-Serving Institutions to increase diversity within the DISC workforce.

☐ Tracking the Human Capital contributions to DISC carbon footprint reduction efforts.

LEANING INTO FY25

With each year building on the last, the DISC organization continues its transformation to ensure we are well-positioned to support and grow our portfolio of services to meet the expanding needs of our USDA Mission Area and external federal partners. To ensure our efforts are focused in the right areas, we have identified the four top priorities for FY25:

- ☐ USDANet Transition

- ☐ STRATUS

- ☐ Service Delivery Modernization

- ☐ Human Capital Management

It will take an all-hands-on DISC approach to realize our full potential in these areas, while also propelling many other internal and customer-driven projects and sustaining the operational excellence we are known for. Our further development and implementation of the DOM will help guide this work.

DISC will continue to evolve to support the changing IT landscape and to deliver the complex solutions and service reliability our customers have come to expect from this committed team.

DISC Operating Model

STRATUS

USDANET

DISC FY25 Priorities

HCM

SDM