

Prepare To Start **COMMUNICATING**

Like Never Before



Defense Information Systems Agency
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The Vision for Strengthened
Customer Service Commitment at the
Defense Information Systems Agency





DEFENSE INFORMATION SYSTEMS AGENCY

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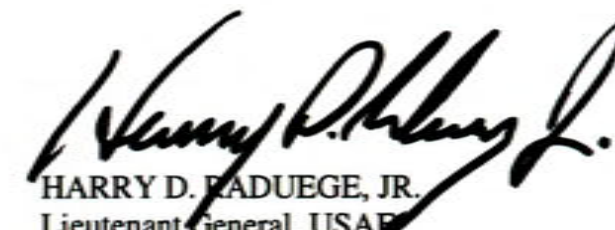
To DISN Customers Worldwide

The Defense Information System Network (DISN) is being reengineered from its very foundation, and we believe the rewards for you, our valued customers, will be substantial.

To improve service to our customers, we recently consolidated the functions of DISN into our new Principal Directorate for Network Services, an organization committed to one over-arching goal: *Supporting You*. Network Services is not simply in the business of "meeting your requirements," but they are charged with finding ways to *exceed your expectations*. They have already begun making that happen with a family of "quick success" and process improvement initiatives covering everything from improving the technical performance of our networks to reducing the time it takes for us to deliver service. You'll be hearing more about these initiatives soon.

This brochure describes our vision and strategy for making the DISN the network you look to first. I hope you find the contents informative and useful.

Please let us hear from you during this formative time of transition. Thank you in advance for your feedback and support.



HARRY D. RADUEGE, JR.
Lieutenant General, USAF
Director



There's a
NEW Way
of Doing
BUSINESS on
the **DISN**

And a new, stronger commitment to customer service. We're no longer content with achieving "customer satisfaction."

Instead, you, the customer, will soon find every aspect of what DISN provides: service, maintenance, and value, exceeds your expectations.

Exceeding your expectations for ease of provisioning. Using your new, single point of contact, discovering our total commitment to delivering cooperative and supportive service.

Exceeding your expectations at every point in the process.

Most of all, we want to exceed your expectations with our ability to communicate. To hear your needs. Respect your concerns. Learn from your feedback. And constantly respond to what you, our user, have to tell us.

So join us in relaying the message to every point of contact on today's rapidly changing Defense Information System Network:

Change is flashing through the network like never before.



DISA IS LISTENING.

Why CHANGE? Why NOW?

BECAUSE THE WORLD HAS CHANGED

We'll give it to you straight: the DISN is changing because network users like you demanded a new approach to how we do business.

Up until now, pockets of networking expertise had developed naturally throughout the various components of the Defense Information Systems Agency. Provisioning experts in Procurement and Logistics. Network engineers in Engineering and Interoperability. Network managers and maintenance personnel in Operations. And the like.

It worked, but it wasn't always easy to locate and contact the networking experts in each component of DISA, or even to determine which component was the appropriate solution-provider for your problem.

Not every expert you contacted had an understanding of your mission and your requirements...and when that was the case, there was no central point-of-contact to intercede on your behalf.



The challenges are growing...

Networks Are Expanding to Offer New Capabilities... Fast

Consider the fast-evolving needs of the warfighter...

Not long ago, a coordinated military assault required days of planning, extensive fragging, and methodical practice and preparation...all leading to maneuvers totally reliant on precarious, time-based synchronization.

Today, every single component of an attack force can be linked with all the others in instantaneous communication. CINCs, separated by thousands of miles, can have real-time, face-to-face interaction. Warfighters can work as one in an assault on the opponent...striking with a coordination never before possible.

Networks are now essential—and expanding—tools for today's warfighters.

And that's only one example of how, more and more, the DISN has become the critical electronic backbone of defense.

DISA's First
Promise to You

Changes That Will Mean the Most to You...Now!

Here are the four things we are doing right now to make a difference for DISA customers like you.

1. **Make it easier to identify and reach the right person in DISA.** We're doing this by appointing Customer Account Managers (CAM) to be your direct contact—and advocate—to Network Services.
2. **Speed up the acquisition process. And simplify it.** We are moving forward fast with automated provisioning capabilities and a new catalog system that will streamline the process like never before.
3. **Simplify pricing and keep it competitive.** Rates and pricing structures will soon be published, department-wide, in an easily understandable form.
4. **Keep up with what's coming and be ready to provide it.** The DISN should always deliver world-class performance. We're working to integrate customers right into the planning process, so that, together, we can set the proper course for innovation.



The MORE You DEPEND on Networks, the MORE DISA Will RISE TO THE CHALLENGE

There is nothing simple about networked communications.

That is why DISA made the decision to put all of its network people in one place, under one leader...

When you have questions or need service, you don't need to understand the network. You don't need to connect with a dozen specialists, trying to track down the right person at the right level in the right geographic area. You don't need to play "he said, she said."

You need one single point of contact at Network Services who can get your job done.

And you need it *now*.

Introducing the DISN Customer Account Manager:

The Expert Advocate You've Been Waiting for

Throughout the Department of Defense, customers call DISA when their base needs to make a SIPRNET connection. When video conferencing is down. When the most remote warfighter requires the most advanced communications capabilities.



And when an entire service requires worldwide systems solutions.

In every case, no matter how simple or complex, DISA is determined to provide you with a CAM who serves as your advocate to our own vast team of experts.

Not every engineer will know your needs or understand your mission. Not every technician can grasp your requirement of coordinating DISN crews with those of other contractors.

Not every provisioning specialist will be ready to look beyond the "business case" of your request to see the overriding strategic sense.

That's why your CAM will be there, day in and day out, learning more and more about your mission, plans, operations and objectives, and stepping up to represent your needs.

Every day, you are relying on networks more and more.

Starting today, you can rely on your DISN CAM to guarantee that you stay connected to the network...and in touch with the experts who keep them up and running.

DISA's Second
Promise to You

**To Guarantee You an Open Line
of Communications...**

...to all of our networking capabilities and the vast teams of experts behind them.

Whether you need to expand your global phone service fast...wire video conferencing into a remote location...provide connectivity to a deployed Joint Task Force...or simply learn about security options for a network server...the last thing you need is "the old runaround."

In the past, admittedly, that may have happened, simply because few of the individuals in the process had a clear, overarching view of each situation. They represented their part of the total team solution, but only their part.

You needed a contact on your end that would also be a leader on our end. A DISA insider who could pull the right team together and start them advancing toward your objective, and then report back to you on every phase of progress.

**That's what you can expect from your CAM—
a strong and ready ally who is always just a
phone call away and a step ahead in meeting
all your networking needs.**



SERVICE

Your TECHNOLOGY Needs are CHANGING Every Day

DISA IS RESPONDING

There is no way around it, the state-of-the-art network communications technologies of just three years ago are the anachronisms of today.

As a result, you can expect Network Services to be continually evaluating the real value of new technologies, and making the tough decisions that will ensure you are always receiving optimum and lasting value from every network investment.

Community of Interest Network Solutions

Time was, DISA could do its job most efficiently by concentrating on its three core services: voice, data and video. The technology of the day led us to focus on meeting the greatest needs of the greatest markets, while special transport needs were handled on a waiver-required, case-by-case basis.

No more. Thanks to a major DISA policy change and massive advances in the capabilities of base-level delivery nodes, DISA is prepared to provide extremely efficient Community of Interest network solutions.

Whether your goal is to network 20 bases, create a more efficient local phone network, or achieve the most efficient service-specific or point-to-point transmissions system, Network Services stands ready to deliver.



And be assured: Every solution we craft for you will meet the core standards of security, interoperability and best value that have been established for all DISN services.

Fast and Easy Online Ordering

At DISA, we've been hearing that our provisioning process is more complex than our customers would like. Quite a bit more, in fact.

That's why we are reworking our pricing guide to make it easier for you to understand our expanded product offerings and to provide the best value service for your money.

Additionally, we are putting the entire streamlined provisioning process online, so that you can order the basic services on your own at your convenience, and even request prices on your unique needs.

This is just a glimpse of the changes that are on the way. At DISA, we are currently evaluating the potential of many new technologies. Because we are committed to delivering the very highest levels of service—and the best value—possible.

DISA's Third Promise to You

To Recognize the Possibilities...

...and to act on the potential.

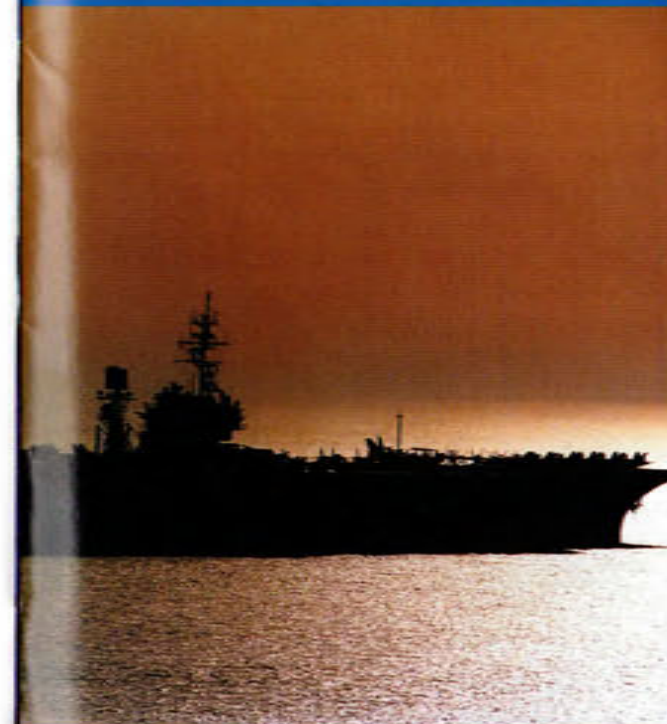
Technology is changing daily, offering us the opportunity to act, to grasp strategic advantages in communications...or to fail to act and lose the technological high ground.

Today, when you turn to DISA, you are turning to a team that is totally committed to:

- ▶ **Constantly evaluating new technologies**
- ▶ **Adopting and implementing technologies that best enhance our customers' ability to perform.**

The bottom line: your CAM will not only know your needs, concerns and goals in implementing communications technologies, he or she will know what is possible and practical for you to consider...

...and know what is on the horizon, near and far.



EVOLUTION

What is it ALL Going to COST?

THAT'S THE BEST NEWS OF ALL

You have a budget, and you have to make it work.

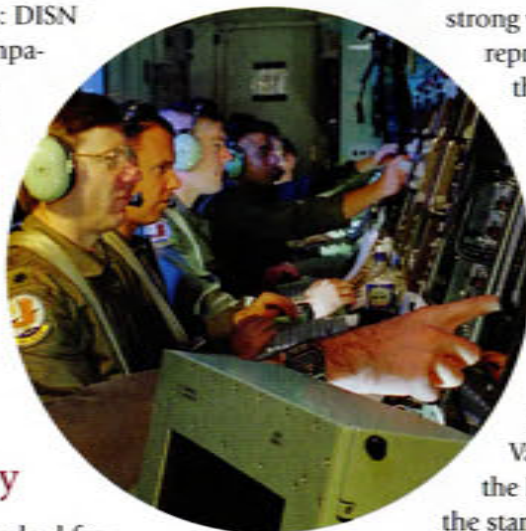
At DISA, we understand that. To keep you on-budget—and totally in-touch with DISN expenses—we are committed to delivering:

- ▶ Pricing for DISN products and services presented in an easy-to-use catalog form as well as online
- ▶ No billing surprises. You will be able to call your CAM to request updates on how your ongoing long distance, internet and video charges are adding up...allowing you to adjust your budget or usage accordingly
- ▶ DISN value-added savings: DISN pricing will always be comparable to the rates of other top telecommunications providers, but far better value when you consider the value-added features of the network.

With DISN's Value-Added Features,

**You Always Get
More for the Money**

DISN products come with standard features and capabilities that, together, add up to extraordinary value for you.



SECURITY—Security is a fundamental feature of every component of the DISN, built in from the earliest design stages. It is what distinguishes the DISN, because the DISN is engineered to be secure. Because we support warfighters. And we understand their needs.

INTEROPERABILITY—Every component of the DISN, throughout every service, at every level, must interface reliably with every other networked component. Innovations like the Global Command and Control System are now eliminating redundancies, to ensure comprehensive access to information network-wide.

BEST VALUE—The DISN is not only a strong value for its customers, it also represents the very best value for the Department of Defense. And that value will continue to increase with every additional expansion of product lines, consolidation of systems operations and coordinated implementation of new, more efficient technologies.

Security. Interoperability. Best Value. In these areas and more, the Department of Defense sets the standard. DISA delivers. And you receive a quality of service that is unequalled at any price!



The KEY to DISA's Dynamic New Approach: PARTNERSHIP

Your DISN Customer Account Manager will be there with you, learning exactly what you must have from DISA to fully support your warfighters and to fulfill your mission.

When objectives are established, your CAM will reach back into the vast resources and expertise of DISA...and call up and lead the best team possible to meet your needs.

No matter the scope of your networking challenges, you will always have that one dependable and accessible point of contact—reaching back to the world's most powerful force in secured, interoperable, and best value in networking solutions for the warfighter.

Consult with your DISN Customer Account Manager often.

And advance on the future of telecommunications with vision, purpose, and confidence.

Communicate with confidence.



DISA IS LISTENING.

