



DEPARTMENT OF THE ARMY  
OFFICE OF THE SECRETARY OF THE ARMY  
107 ARMY PENTAGON  
WASHINGTON DC 20310-0107

Office, Chief Information Officer/G-6

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MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army Enterprise Service Desk (AESD) Federation

1. References:

- a. Army Regulation 25-1, Army Information Technology, 25 June 2013.
- b. Department of the Army Pamphlet 25-1-1, Army Information Technology Implementation Instructions, 25 June 2013.

2. Purpose. This policy provides guidance to Army Commands, Combatant Commands for which the Army is the executive agent and information technology (IT) service desks regarding coordination and linking of operations to support IT enterprise services under a single Army enterprise IT service desk framework. This framework will federate Army IT service desks across the globe to perform common enterprise IT service desk functions, as well as unique command systems and application support. The Army Enterprise Service Desk (AESD) Federation is not an organization but regionally aligned resources, dedicated to performing an enterprise function.

3. Background. In March 2009, the Army began an initiative to develop better IT support to users across the enterprise by standardizing and centralizing IT service desk operations. By May 2012, the Army Enterprise Service Desk was declared an essential part of the Army IT infrastructure for providing effective and efficient IT customer support. The Army is now expanding the enterprise IT service desk construct by federating regional IT service desks.

4. Scope. This policy applies to enterprise IT services on the NIPRNet and SIPRNet. Specific enterprise IT services are identified in paragraph 5c.

5. Guidance.

- a. Tier 1 support for enterprise IT services is provided through a federated construct. The AESD Federation of IT service desks will consist of theater IT service desks in coordination with Regional Cyber Centers and selected command IT service desks currently in operation. The entities in the enclosure are designated members of the AESD Federation and have signed the AESD Federation Letter of Acknowledgement.

- b. Additional IT service desks supporting enterprise IT services on the NIPRNet and SIPRNet may be added to the AESD Federation as determined by the CIO/G-6 on a case-by-case basis.

SAIS-AOI

SUBJECT: Army Enterprise Service Desk (AESD) Federation

c. The AESD Federation is responsible for all or part of Tier 1 IT service desk support for the following enterprise IT services on the NIPRNet and SIPRNet: Army Knowledge Online, Defense Enterprise Email, Enterprise Content Management and Collaboration Services and mobile devices on the Mobile Device Manager.

d. Enterprise IT services on other networks provided by other IT service providers may be added as determined by the CIO/G-6.

e. AESD-Worldwide is the IT service desk that will represent the interests of the Federated AESD to the Defense Information Systems Agency (DISA), unless that coordination is otherwise delegated to specific service desks. The AESD Project Office is the coordinating element for requirements, processes and issues regarding Tier 1 support.

f. AESD-Worldwide will coordinate and/or act as overflow IT service desk support for end-user Tier 1 support on a 24 x 7 x 365 basis.

6. Operational Impact. Federating IT service desks will improve coordination among all IT support elements by establishing a network of available resources to: 1) reduce or shift IT support to align mission requirements; 2) leverage decentralized expertise at Network Enterprise Centers and with information management officers; 3) effectively manage compliance, customer satisfaction and IT service productivity concerns; 4) improve business value with federated IT support services; and 5) implement and leverage best practices for customer support that meet the increasing demand tied to mobility and globalization.

7. Policy compliance. The CIO/G-6 coordinated with DISA to implement and enforce this policy change for the Army. It is effective immediately upon receipt.

8. Policy expiration. This policy remains in effect until rescinded or superseded.

9. Way Ahead. The Army will codify enterprise IT service desk support in the Command, Control, Communications, Computers and Information Management Services List starting in FY17.

10. The CIO/G-6 point of contact for this action is LTC Guy DeWees: (703) 614-7287 (DSN 224), guy.m.deweese.mil@mail.mil or usarmy.pentagon.hqda-cio-g-6.mbx.sais-aoi@mail.mil.

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Encl

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Enclosure  
Army Enterprise Service Desk (AESD) Federation Members

1. AESD Project Office (AESD-PO).
2. AESD-Worldwide (AESD-W). This includes CONUS-based AESD supporting worldwide enterprise services and 7<sup>th</sup> Signal Command (Theater)/CONUS-based services.
3. AESD-Europe (AESD-E). This includes the 5<sup>th</sup> Signal Command (Theater)/Regional Cyber Center - Europe Service Desk.
4. AESD-Guard (AESD-G). This is the National Guard Bureau, which supports the Army National Guard.
5. AESD-ITA (AESD-I). This is the U.S. Army Information Technology Agency.
6. AESD-Korea (AESD-K). This includes the 1<sup>st</sup> Signal Brigade/Regional Cyber Center - Korea Service Desk.
7. AESD-MEDCOM (AESD-M). This supports U.S. Army Medical Command (MEDCOM) and the Defense Health Agency (DHA).
8. AESD-MEPCOM (AESD-MP). This supports Military Entrance Processing Command.
9. AESD-Pacific (AESD-P). This includes the 311<sup>th</sup> Signal Command (Theater)/Regional Cyber Command - Pacific Service Desk.
10. AESD-Reserve (AESD-R). This supports the U.S. Army Reserve.
11. AESD-Southwest Asia (AESD-S). This includes the 335<sup>th</sup> Signal Command (Theater) (Provisional)/Regional Cyber Center - Southwest Asia Service Desk.