Defense Health Agency

ADMINISTRATIVE INSTRUCTION

SUBJECT: Incident Management Tool of Choice

References: See Enclosure 1.

1. <u>PURPOSE</u>. This Defense Health Agency-Administrative Instruction (DHA-AI), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) and (d), establishes the Defense Health Agency's (DHA) procedures to standardize the use of Defense Health Agency Global Service Center (DHAGSC) Incident Management Tools for the DHA's centrally managed automated information systems. By making this information available to DHA users and support tiers system-wide, issues will be resolved more efficiently and at the lowest possible level. This DHA-AI is an update to Reference (d).

2. <u>APPLICABILITY</u>. This DHA-AI applies to the DHA to include: assigned, attached, allotted, or detailed personnel.

3. <u>POLICY IMPLEMENTATION</u>. It is the DHA's instruction pursuant to Reference (d) that all DHA central application developers, sustainment contractors, and organizations will use the DHA Incident Management Tool of Choice to enter work, record status updates, and resolve all incidents to include comprehensively documenting all resolution efforts and work-arounds.

4. <u>RESPONSIBILITIES</u>

   a. <u>DIRECTOR, DHA</u>. The DHA Director will oversee the DHA Components with the processes outlined in this publication to the Program Executive Office (PEO) Medical Systems, Chief Information Officer (CIO), Information Operations (J-6).

   b. <u>GLOBAL NETWORK OPERATIONS BRANCH (GNO-B) CHIEF</u>. The GNO-B Chief will oversee the activities described in this DHA-AI, review the DHA-AI on an annual basis, and conduct meetings with the parties and stakeholders described in this DHA-AI.

    c. <u>DHA PROGRAM MANAGERS (PM)</u>. The DHA PMs will:

        (1) Ensure the contract language identified in paragraphs a. and b. of Paragraph 5 below is included in all new, maintenance, and sustainment contracts.

        (2) Inform the DHA PM responsible for overseeing the DHAGSC contract when this language is included in contract awards and/or modification(s).

    d. <u>DHAGSC PMs</u>. The DHAGSC PMs will:

        (1) Ensure the DHA Incident Management Tool of Choice is sustained.

        (2) Establish and sustain the incident management process.

    e. <u>INCIDENT MANAGEMENT</u>. All DHA Components and personnel (as described in Paragraph 2) will use the DHA Incident Management Tool of Choice in accordance with established processes and procedures.

5. <u>PROCEDURES</u>

    a. Except for contracts covered by paragraph 5.b. below, DHA PMs will ensure the following clause is included in all new contracts where the contractor is responsible for providing assistance to the DHAGSC's resolution of reported problems, and discuss the possibility of inserting it into similar existing contracts with the responsible contracting officer: "The contractor will use the DHA Incident Management Tool of Choice to enter work, record status updates, and resolve all incidents to include comprehensively documenting all resolution efforts and workarounds to leverage the knowledge and lessons learned as Military Health System application issues are resolved and resolve them more efficiently at the lowest possible level."

    b. DHA PMs will ensure the following contract language is included in all new maintenance/sustainment vendor contracts where the contractor is responsible for providing assistance to the DHAGSC's resolution of reported problems and discuss the possibility of inserted it into similar existing contracts with the responsible contracting officer: "The government furnished DHA Incident Management Tool of Choice (currently Military Health System Help Desk) will be the only trouble ticket management tool used to enter, work, record status updates, and resolve Military Health System application and system incidents (also called trouble tickets) to include comprehensively documenting all resolution efforts and dispositions, including workarounds."

    c. PMs will inform the GNO-B Chief when this language is included in contract awards and/or modification(s).

6. <u>PROPONENT AND WAIVERS</u>. The proponent of this publication is the PEO Medical Systems/CIO, J-6. When Activities are unable to comply with this publication the activity may request a waiver that must include a justification, including an analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to the PEO Medical Systems/CIO, J-6 to determine if the waiver may be granted by the Director, DHA or their designee.

7. <u>RELEASABILITY</u>. **Not cleared for public release.** This DHA-AI is available to authorized users from the DHA SharePoint site at: https://info.health.mil/cos/admin/pubs/SitePages/Home.aspx.

8. <u>EFFECTIVE DATE</u>. This DHA-AI:

    a. Is effective upon signature.

    b. Will expire 10 years from the date of signature if it has not been reissued or canceled before this date in accordance with Reference (c).

9. <u>SUMMARY OF CHANGES.</u>

    a. Updated O&S titles to GNO-B Chief

    b. Updated Remedy to tool of choice Military Health System Help Desk

    c. Updated responsibilities under 4.(d) titled Incident Management

PLACE.RONALD.J
OSEPH.114682390
0

Digitally signed by
PLACE.RONALD.JOSEPH.11468
23900
Date: 2022.12.30 16:32:34 -05'00'

RONALD J. PLACE
LTG, MC, USA
Director

Enclosure
    References
Glossary

ENCLOSURE

REFERENCES

(a)   DoD Directive 5136.01, "Assistant Secretary of Defense for Health Affairs (ASD(HA))," September 30, 2013, as amended
(b)   DoD Directive 5136.13, "Defense Health Agency (DHA)," September 30, 2013, as amended
(c)   DHA Procedural Instruction 5025.01, "Publication System," April 1, 2022
(d)   DoD Chief Information Officer Memorandum, Office of the Chief Information Officer Policy Number 08-025, "Military Health System Incident Management Tool of Choice," January 12, 2009[1]

---

[1] This reference can be found by contacting: dha.jbsa.j-6.mbx.gsc-operations-workflow@health.mil

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

CI	Configuration Item
CIO	Chief Information Officer
DHA	Defense Health Agency
DHA-AI	Defense Health Agency Administrative Instruction
DHAGSC	Defense Health Agency Global Service Center
GNO-B	Global Network Operations Branch
IT	information technology
J-6	Information Operations
PEO	Program Executive Office
PM	Program Manager

PART II. DEFINITIONS

Configuration Item (CI). An aggregation of hardware, firmware, computer software, or any of their discrete portions, which satisfies an end use function and is designated by the government for separate configuration management. CIs may vary widely in complexity, size, and type.

component. Subsystem, assembly, subassembly, or other major element of an end item. The collection of programs and modules that perform a single identified technical or business function. Examples of components include the scheduler of an operating system or the parser of a compiler. Components that need to be managed should be CIs.

DHAGSC. Organization managed by the DHA that provides Tier I and II functional support for all systems of the Military Health System, centrally managed applications, and selected service legacy applications.

   a. Tier I and II support includes creating a trouble ticket describing issue with problem resolution attempts to date, resolving user's issue, or escalating trouble ticket to next higher support tier. Support includes answering questions about using the systems, resetting passwords, etc. Support does not include software coding changes or infrastructure performance issues.

   b. Note: Tier III refers to application software developers/integrators or to application host site organizations (e.g., Defense Information Systems Agency).

incident. An incident is defined as a failure of a CI, an unplanned interruption to an information technology (IT) service, or a reduction in the quality of an IT service.

incident management. The process for managing the lifecycle of all incidents. The primary objective of incident management is to restore the IT service to users as quickly as possible.

Incident Management Tool of Choice. IT service management software application used by the DHAGSC to manage incidents and their related trouble tickets.

IT. Any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. IT includes computers, network enclave, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources.

IT service. A service provided to one or more customer's using IT that supports the customer's business processes. An IT service is provided via a combination of people, processes, and technology.