

Military Health System (MHS) Service Helpdesk is an information technology (IT) tool that provides the Defense Health Agency (DHA) the ability to simplify and automate processes in all IT disciplines using a single system of action and a single user interface.

The tool helps to reduce the cost of IT delivery, infrastructure and sustainment by rationalizing processes and technology using integrated data to enable compliant, secure and timely delivery of IT services.

Background:

The DHA purchased the commercial-of-the-shelf (COTS) product, MHS Service Helpdesk, in July 2020. Deployment of the initial operating capability (IOC), Phase 1 to J-6 and MTF users is scheduled for May. 28. 2021, replacing the legacy system Remedy. IOC will support (but not limited to) the following capabilities: Problem Management, Incident Management, Change Management, Knowledge Management, Configuration Management, Request Management and the Service Catalog.



Key Features

- Enables a fully connected agency experience
- Retires antiquated and disparate systems
- Provides end-to-end user experience

Key Benefits

- Decreases time to resolution
- Offers self-service capabilities
- Ensures transparency for all stakeholders, including end users
- Allows multiple teams to work together and share information

Future Modules to Deploy for Added Capabilities

- IT Operations Management (ITOM)
- IT Business Management (ITBM)
- Customer Service Management (CSM)