How SaaS implementations are speeding up the delivery of capabilities to the warfighter - Can it help solve audit issues?

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- Mr. John Johnston, CFO and Deputy Director, HQ USMC Manpower & Reserve Affairs
- Mr. John Koski, Director of Information Systems and Technology, SAF/FM CIO
- Moderator: Jim Palmisano, Regional Manager, Oracle America
Family and MWR Programs

IMCOM G9
Mr. Paul Burk, Director, G9

Mission:
IMCOM G9 integrates and delivers Family and Morale, Welfare, and Recreation programs and services enabling readiness and resilience for a globally-responsive Army

We are the Army’s Home
Army Priorities – Linkage to FMWR

Soldier and Family Programs enable Army Readiness by providing a wide-range of programs and services that support the Mental, Physical, Emotional, Behavioral and Spiritual Well-being of Soldiers and Families. Programs and services are designed to build Soldier and Family self-reliance and mitigate the challenges of the military lifestyle – especially during periods of operational deployment.
Family & MWR Programs – Enabling Readiness & QOL

**IMCOM Priorities**
- Soldier/Family Programs
- Infrastructure
- Protection
- Support to Training

**AMC Priorities**
- People
- Readiness
- Modernization
- Reform

**IMCOM Priorities**

*Focused Readiness Support:
- Fitness Centers
- Units Sports – Intramurals
- Libraries
- Community Events, Facilities & Programs (i.e., Bowling, Golf, Entertainment, Leisure Travel)
- Food & Beverage Operations / NBCD
- Rec Centers – Warrior Zones
- CYS
- ACS

*Pre-Deployment Support:
- Sports, Fitness & Aquatics (physical fitness, drown proofing)
- Mobilization & Deployment Training
- Master Resiliency Trainers
- Soldier and Family Readiness Group (SFRG) Training/Support
- Family Workshops
  - (CYS) – extended hours CYS services

*Redeployment Support:
- BOSS
- Community Rec / Events
- Intramurals
- Outdoor Rec – Warrior Adventure Quest
- Leisure Travel Services
- Armed Forces Recreation Centers

*Pre-Deployment Support:
- Support to Soldiers/Units
  - MWR at camps / FOBs
  - Strength and Cardiovascular equipment packages
  - Recreation Centers and Internet cafés
  - MWR Recreation Kits, library kits, online library resources (movies, TV, books, magazine, school support)

**Deployment Support**
- Support to Families
  - MWR Business & Recreation Activities
  - ACS
  - CYS

**Demographics**
- 24,343 Employees (1,160 APF & 23,183 NAF)
- ~$2.3B Total Revenue Managed Annually (average)
- 1,871 total front door operations
- 4 Armed Forces Recreation Centers (HI, FL, Korea, Germany)
- 17 Army Lodging locations (Europe, Japan, Korea, TJAG)

* not all inclusive of programs available
**FMWR Scope of Operations – FY20**

**MWR Major Construction**
- Active Projects in FY20
- 70 projects totaling $462.8M

**Centralized Management**
- Managed the execution of over 12,000 contract actions totaling $791M and 269,294 purchased cards transactions totaling $140M in FY20

**Named Brand Casual Dining**
- Chain Restaurants Provided to Installations Worldwide = 4
- Food & Beverage Operations Worldwide = 155

**Warrior Adventure Quest (WAQ) FY20**
- Participation
  - 17,019 Soldiers / 680 Platoon Units

**Bowling Centers**
- Managed / Operated Worldwide = 63

**Army Community Service Centers (ACS) Worldwide = 76**

**Soldier Family Assistance Centers (SFACs) = 9**

**Golf Courses**
- Managed / Operated Worldwide = 42

**Fitness Centers Operated / Managed Worldwide = 246**
- 166 in US
- 80 Overseas

**Armed Forces Recreation Centers (AFRCs)**
- Operated / Managed Worldwide = 4
- FY20 Income = $23.8M

**Named Brand Casual Dining Chain Restaurants Provided to Installations Worldwide = 4**

**Food & Beverage Operations Worldwide = 155**

**Camping & RV Parks, Outdoor Recreation Equipment Checkout Centers, Cabins, Marinas, Stables/Kennels, etc. = 248**

**Libraries Worldwide = 62**

**Children receiving care in CDCs = 40,930**

**School Age Centers (SACs) = 35,994**

**# of Children/Youth enrolled in Child, Youth & School programs 2020 = 150,768**

**Number of Child Development Centers (CDCs) Worldwide = 170**

**Number of School Activity & Youth Centers = 168**

**Total Revenue (Appropriated & Non-appropriated) Managed = $2.3B in FY20**

**Camping & RV Parks, Outdoor Recreation Equipment Checkout Centers, Cabins, Marinas, Stables/Kennels, etc. = 248**

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Manpower & Reserve Affairs
DAF Enterprise Audit Remediation Tools and ICAM

John Koski
SAF/FMFS
Audit Remediation Automated Tools = Permanent Death of NFRs

1. Access Management Solutions
   - Addresses access management in accordance with least privilege principles, need to know, and reduces the potential of unauthorized users and data breaches.

2. Security Information & Event Management Solutions
   - Provides visibility into system security violations to proactively address security risk analysis and mitigation.

3. Governance, Risk, & Compliance Solutions
   - Centralizes management of internal control processes including objectives, risks, controls, tests of controls, deficiencies, and corrective action plans.

4. Software Lifecycle Management Solutions
   - Tracking, approval, and management of changes to enterprise applications.

5. Security Management
   - Enables visibility and oversight of patch vulnerabilities and compliance with System Technical Implementation Guidance (STIG).

NFR Alignment:
- Access Management: 121
- Security Information & Event Management: 46
- Governance, Risk, & Compliance: 76
- Software Lifecycle Management: 37
- Security Management: 4

Integrity - Service - Excellence
Background: As of Oct 2020, DAF received over 150 audit findings related to access management/security – e.g., individuals escalating their own privileges, duty separation not tracked, user access/privileges not changed when position/location/contract changes – **Burning Platform Problem**

**Current State**

- Identities managed by each application of systems creating identity silos
- Poor account management:
  - Access granted based on manual process: access request generation, multiple manual approvals, and system admin manual operations
  - Non-standard access deletion process resulting in cyber security issues for personnel no longer requiring access
- More than 2875/577 workflow – privileges, SOD, privileged escalation, audits, etc.

**Recommendation**

- Establish a centralized identity platform that automatically manages user’s access to applications

**Benefits**

- **Enhanced User Experience**
  - Streamlined modern authentication experience
  - Bring Your Own Authenticator
- **Reduced Manual Operator Workload**
  - Minimize human account administration via process automation
  - Automate account management across the enterprise
- **Improved Cyber Security**
  - Address account management audit failures
  - Provide foundation for zero trust

**The Problem**

*Integrity - Service - Excellence*
The ICAM Iceberg

- Mobile Enablement
- User self access
- Centralized Authentication
- Separation of Duties
- Automated Provisioning\ De-provisioning
- Continuous Authentication
- Non-CAC eligible MFA support
- Centralized Enterprise Governance

I n t e g r i t y - S e r v i c e - E x c e l l e n c e
Future DAF ICAM Structure

ICAM SERVICES

✓ Modern Authentication
   ❖ Mobile Support
   ❖ PKI and non-PKI
   ❖ All user MFA solution

✓ Automated Act Mgmt
   ❖ 2875 Workflow
   ❖ Provision/Deprovision
   ❖ Audit/Remediation
   ❖ Entitlements
   ❖ SOD
   ❖ Privileged Escalation