



DoD Enterprise Service Management

The Department of Defense (DoD) continues to mature the DoD Enterprise Service Management Framework (DESMF) to improve Information Technology Service Management (ITSM) capabilities across the Department. AFNIC is piloting implementation of the DESMF Service Transition domain to lead the DoD and the U.S. Air Force to identify and eliminate service quality inefficiencies within the current ITSM framework.

DESMF Service Transition

Our core processes for Service Transition:

- Transition Planning and Support
- Configuration/Asset Management
- Change Management/Evaluation
- Knowledge Management
- Release and Deployment Management
- Service Validation and Testing

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Did you know?

DESMF was developed using ITIL:

- ITIL is the IT Infrastructure Library, a consolidation of commercial ITSM good practices created by the British in the 1980s. Processes in DESMF closely resemble ITIL and DESMF refers to ITIL for its vocabulary

DESMF is IT Service Management:

- IT Service Management is how the IT community presents services, both technical and business to operational users on behalf of the IT customer. The focus of DESMF is on the delivery of services to the customer

DESMF is Enterprise-Wide:

- Based on historical roles, AF organizations are acting as Champions leading DESMF process development teams creating AF best practices based on ITIL to improve IT Service Management
 - SAF/CIO (Service Strategy)
 - AFLCMC (Service Design)
 - AFNIC (Service Transition)
 - 24 AF (Service Operations)
 - AFSPC A2/3/6 (Continual Service Improvement)

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