



Department of Defense **INSTRUCTION**

NUMBER 8440.01
December 24, 2015

DoD CIO

SUBJECT: DoD Information Technology (IT) Service Management (ITSM)

References: See Enclosure 1

1. **PURPOSE.** Pursuant to the authority in DoD Directive (DoDD) 5144.02 (Reference (a)), this instruction:

- a. Establishes policy, assigns responsibilities, and provides procedures for ITSM in accordance with DoDD 8000.01 (Reference (b)) and DoD Instruction (DoDI) 8320.02 (Reference (c)).
- b. Provides a DoD-wide standard ITSM framework for the implementation and management of high quality IT services. This includes service management standards that enable conformance to objectives, integrated operations, audit, and capability assessment.
- c. Provides a standard service quality measurement model in the ITSM framework to support comparison, evaluation, and improvement of DoD IT services, as described in the DoD Enterprise Service Management Framework (DESMF) (Reference (d)).
- d. Provides for continual improvement of the DESMF leading to efficient integrated enterprise service management capabilities, improved IT service quality, and better IT investment decisions.
- e. Establishes the governance mechanisms required to develop DoD ITSM standards, to develop integrated capabilities, and to monitor conformance.

2. **APPLICABILITY**

- a. This instruction applies to OSD, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense (IG DoD), the Defense Agencies, the DoD Field Activities, and all other organizational entities within the DoD (referred to collectively in this instruction as the “DoD Components”).

b. Nothing in this instruction alters or supersedes the existing authorities and policies of the Director of National Intelligence regarding the protection of Sensitive Compartmented Information as directed by Executive Order 12333 (Reference (f)) and other laws and regulations.

3. POLICY. It is DoD policy that:

a. The DoD will promote the effective use of enterprise standards for the management of IT services across the DoD in accordance with the “Department of Defense (DoD) Information Technology (IT) Enterprise Strategy and Roadmap” (Reference (g)) and the DESMF.

b. Service quality and integrated service management capabilities for DoD IT services will be measured and evaluated based on DoD ITSM standards as articulated in the DESMF. The DoD ITSM standards will be developed and maintained within the DESMF.

c. IT services will be defined, categorized, published, and measured based on the DESMF.

d. DoD Components will conform to the DESMF at the conformance level prescribed by the Chief Information Officer of the Department of Defense (DoD CIO).

e. The DESMF describes the manner in which ITSM is to be performed in the Joint Information Environment (JIE) in accordance with the JIE White Paper (Reference (h)).


f. Conformance to DESMF should be considered in all portfolio management decisions by the portfolio owners identified in DoDI 8115.02 (Reference (i)).

4. RESPONSIBILITIES. See Enclosure 2.

5. PROCEDURES. See Enclosures 3 and 4.

6. RELEASABILITY. **Cleared for public release.** This instruction is available on the Internet from the DoD Issuances Website at <http://www.dtic.mil/whs/directives>.

7. EFFECTIVE DATE. This instruction is effective December 24, 2015.



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Enclosures

1. References
2. Responsibilities
3. DESMF Description
4. Procedures

Glossary

ENCLOSURE 1

REFERENCES

- (a) DoD Directive 5144.02, “DoD Chief Information Officer (DoD CIO),” November 21, 2014
- (b) DoD Directive 8000.01, “Management of the Department of Defense Information Enterprise,” February 10, 2009
- (c) DoD Instruction 8320.02, “Sharing Data, Information, and Information Technology (IT) Services in the Department of Defense,” August 5, 2013
- (d) Defense Enterprise Service Management Framework (DESMF) Edition II, April 8, 2015¹
- (e) General Services Administration, “Federal Procurement Data System Product and Services Codes Manual,” August 2011
- (f) Executive Order 12333, “United States Intelligence Activities,” December 4, 1981, as amended
- (g) DoD Chief Information Officer, “Department of Defense (DoD) Information Technology (IT) Enterprise Strategy and Roadmap,” September 6, 2011
- (h) Chairman of the Joint Chiefs of Staff, “Joint Information Environment (JIE) White Paper,” January 22, 2013
- (i) DoD Instruction 8115.02, “Information Technology Portfolio Management Implementation,” October 30, 2006
- (j) DoD Chief Information Officer Plan, “Department of Defense Enterprise Architecture (EA) Modernization Blueprint/Transition Plan,” February 25, 2011
- (k) Deputy Secretary of Defense Memorandum, “Department of Defense Information Technology Governance Process,” November 10, 2014

¹ Available at <http://dodcio.defense.gov/itsm/desmf>

ENCLOSURE 2

RESPONSIBILITIES

1. DoD CIO. The DoD CIO:

a. Monitors, evaluates, and coordinates ITSM activities across the DoD, including adjudication of issues across IT investment portfolios, authoritative bodies, mission areas, and communities of interest, in accordance with Reference (c), Reference (i), and this instruction.

b. Manages the DESMF to ensure it continually meets organizational needs as ITSM capabilities increase and the DoD moves towards full implementation of JIE.

c. Provides a DoD-level IT service catalog to provide an enterprise view of IT services across the DoD in a manner consistent with the DESMF.

d. Provides guidance to the DoD Components on how to identify and register IT services in the DoD-level IT service catalog.

e. Prescribes required conformance level standard to DoD Components, as described in Enclosure 3 of this instruction.

f. Monitors DoD Component conformance to the prescribed DESMF conformance level and adjudicates requests from DoD Components for exceptions.

g. Evaluates the ITSM capability and IT service quality throughout the DoD and recommends continuation, modification, consolidation, or termination of IT services.

h. Evaluates overall effectiveness of and conformance to the DESMF and ensures return on investment is maximized in accordance with Reference (i).

2. DIRECTOR, DISA. Under the authority, direction, and control of the DoD CIO and in addition to the responsibilities in section 4 of this enclosure, the Director DISA:

a. Establishes the appropriate mechanisms to liaise with industry and academia regarding best practices for ITSM, and presents these findings to the DoD CIO and DoD Components for incorporation into the DESMF.

b. Provides technical assistance as required to assist DoD Components to conform to the DESMF.

3. UNDER SECRETARY OF DEFENSE FOR ACQUISITION, TECHNOLOGY, AND LOGISTICS (USD(AT&L)). In coordination with the DoD CIO, the USD(AT&L):

a. Synchronizes and aligns Defense Acquisition System and other defense acquisition policies and procedures related to IT services, in accordance with this instruction.

b. Provides guidance to program managers and program executive officers to evaluate and approve system or program implementation of ITSM practices.

4. DoD COMPONENT HEADS. The DoD Component heads:

a. Plan for and allocate the appropriate resources required to comply with this instruction.

b. Provide input to and participate with DoD CIO in the collaborative development and annual review and update of the DESMF.

c. Develop a plan to conform to the DESMF at the conformance level identified by the DoD CIO.

d. Execute the DESMF conformance plan.

e. Measure IT service quality and service management capability at a minimum of annually or as additionally promulgated by the DoD CIO to enable an enterprise view on the delivery efficiency of IT services and ability to meet DoD mission and business enterprise requirements.

f. Identify and register all Component IT services in the designated DoD level service catalog pursuant to Reference (c).

ENCLOSURE 3

DESMF DESCRIPTION

The DESMF is the single service management framework for the DoD. The DESMF provides a service management reference model, objectively assessable service management practices, and conformance requirements for measuring service quality, together enabling an integrated service management capability in DoD.

a. The DESMF will include:

(1) A Defense Service Quality Model that provides measurement standards for service description, service categorization, and service quality.

(2) A Defense Service Management Process Reference Model containing standardized process descriptions to support implementation, audit, assessment, and organizational learning across the DoD.

(3) A Defense Service Management Process Assessment Model describing measureable and assessable levels of integrated service management capabilities.

(4) Supplemental Defense ITSM Guidance providing additional guidance to support DoD Components adopting ITSM best practices.

(5) Guidance that supports acquiring and contracting for ITSM efforts and capabilities across the DoD based on industry best practices.

b. The DESMF is reviewed and updated annually, at a minimum, by participants identified by the DoD CIO. All reviews will include representation from the appropriate DoD Components, as defined by the DoD CIO and the responsibilities identified within this instruction.

c. The DoD CIO will provide a requirements document further describing the required components of the DESMF. The requirements document is updated annually at a minimum by participants identified by the DoD CIO to ensure the DESMF remains aligned to DoD's ITSM requirements.

ENCLOSURE 4

PROCEDURES

1. DESMF CONFORMANCE

a. The DoD uses a tiered accountability, federation approach, as defined in the “DoD Enterprise Architecture (EA) Modernization Blueprint/Transition Plan” (Reference (j)), for implementing ITSM. Under this approach, there are tiered responsibilities for DESMF conformance assigned to different levels within the DoD.

(1) The DoD CIO is responsible for developing DoD enterprise ITSM policies and conformance requirements.

(2) Each DoD Component is responsible for producing a DoD Component-level ITSM plan that includes a service measurement and management capability improvement plan aligned to DoD enterprise IT policies and Reference (j).

(3) Program managers are responsible for developing program-level architectures and plans that align with the DoD IEA and DoD Component-level architectures. Additionally, each program manager will ensure that ITSM activities are incorporated into the program’s management and planning.

b. The DoD CIO provides specific standard guidance for IT service description, measurement, management process description, and ITSM capability assessment. The DoD CIO provides the necessary oversight to verify that centrally managed capabilities meet the mission needs of the DoD Components.

c. Conformance requirements are phased as described in Table 1, DESMF Conformance, with Phase 1 beginning on the effective date of this instruction. The DoD CIO will determine the milestones necessary for a program or DoD Component to advance to the next conformance phase based on organizational capability.

d. Conformance is assessed by DoD Components against the reporting requirements established within the latest approved DESMF baseline. Conformance is assessed annually unless specific programs within the DoD Component are identified by the DoD CIO for more frequent assessment.

Table 1. DESMF Conformance

Service Type	Phase 1 Conformance	Phase 2 Conformance	Phase 3 Conformance
Enterprise IT services or shared IT services	Services and processes conform or service provider: Explains why non-conforming, provides current conformance level description, and provides specific recommendations for DESMF improvement that could be conformed to if implemented.	Services and processes Conform or service provider: Gains approval for exception by DoD CIO, provides current conformance level description, provides specific recommendations for DESMF improvement that would be conformed to if implemented, and agrees to DESMF improvements conformed to after the update.	Service quality and service management capability are measured and evaluated on conformance to the DESMF.
IT services offered to a single DoD Component	Services and processes conform or service provider: Evaluates DESMF to inform internal service measurement and management capability planning and provides specific recommendations for DESMF improvements.	Services and processes conform or service provider: Develops plan for prioritizing and adopting DESMF practices, provides current conformance level description, and provides recommendations for DESMF improvements.	Services and processes conform or service provider: Gains exception approval, provides current conformance level description, provides specific recommendations for DESMF improvement that would be conformed to if implemented, and agrees to conform to DESMF improvements after the update.

2. DESMF CONTROL PROCEDURES. Changes to the DESMF baseline will be controlled through the DoD CIO-led Enterprise Architecture and Services Board (EASB) in accordance with Deputy Secretary of Defense Memorandum (Reference (k)). The Enterprise Services and Data Panel (ESDP), a subordinate board to the EASB, will be the primary forum for receiving, adjudicating, and incorporating changes into the DESMF.

a. On a continuous basis, the ESDP will solicit and accept proposed changes to the DESMF baseline through a working group.

b. The ESDP will adjudicate the proposed changes to the baseline and once developed, submit a new baseline for approval by the EASB.

- c. Once the DESMF is approved by the EASB, the DESMF will remain as the standard baseline for ITSM oversight activities and ITSM conformance reporting until the EASB approves a replacement baseline.
- d. Concurrent with each release of the DESMF, the DoD CIO will translate DESMF content into specific ITSM conformance reporting requirements.
- e. The DoD CIO will publish the DoD the current and prior DESMF baselines.

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

DCMO	Deputy Chief Management Officer of the Department of Defense
DESMF	DoD Enterprise Service Management Framework
DISA	Defense Information Systems Agency
DoD CIO	Chief Information Officer of the Department of Defense
DoDD	DoD Directive
DoDI	DoD Instruction
IG DoD	Inspector General of the Department of Defense
IT	information technology
ITSM	information technology service management
JIE	Joint Information Environment
USD(AT&L)	Under Secretary of Defense for Acquisition, Technology, and Logistics

PART II. DEFINITIONS

These terms and their definitions are for the purposes of this instruction.

DESMF. The DoD ITSM framework that provides standards for service description, service categories, service quality measurements, service management process descriptions, and service management capability assessment as well as provides ITSM guidance.

IT Enterprise Service. A service that is offered on a communications network by a single provider to all entities in the DoD Enterprise and is characterized by function performed, service provider, specific-service offering, and scope of the enterprise served.

IT service. Engagement of the time and effort of a service provider, through the use of IT, whose primary purpose is to perform an identifiable task, or tasks, rather than provide an end item of supply.

IT service management. A set of specialized organizational capabilities to manage IT services through a set of defined, repeatable, measurable, implemented and integrated processes that control the quality, performance and reliability of IT services.

service. Engagement of the time and effort of a service provider whose primary purpose is to perform an identifiable task, or tasks, rather than furnish an end item of supply.

shared IT service. An IT service that is consumed by more than one DoD Component or another federal agency.