

**2026
DEFENSE HEALTH INFORMATION
TECHNOLOGY SYMPOSIUM**

AUGUST 11-13, 2026
HYATT REGENCY NEW ORLEANS
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DHA Global Service Center (DHAGSC) and Global Network Operations Center (GNOC) Highlights

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Mr. James (Mike) Effingham, Chief, DHA Global Service Center (DHAGSC)

LT Arion (Mac) McCartney, Chief, DHA Global Service Center (DHAGSC) Operations

Maj Jason Walker, Chief Information Officer, 59th Medical Wing



Agenda

- 1** Mission at a Glance: DHAGSC and IT Service Management (ITSM)
- 2** Behind the Mission: DHA Global Service Center (DHAGSC) and Global Network Operations Center (GNOC) Key Capabilities
- 3** Partners in Performance: DHAGSC and CIO Perspectives
- 4** Enablement, Training and Collaboration Network
- 5** Open Forum and Closing Remarks

Speaker Introduction



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**Maj Jason Walker,
Chief Information
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Medical Wing**

Information
Management/
Information Technology

Learning Objectives



Objective 1

The attendees will gain an understanding of the importance of ITSM through standardization and key capabilities of the DHA Global Service Center (DHAGSC) and Global Network Operations Center (GNOC).



Objective 2

The attendees will understand the benefits of partnering with the DHAGSC and gain insights from lessons learned through the 59th MDW CIO's experience.



Objective 3

The attendees will learn how to request training and how to locate available resources related to topics covered.

DHA Global Service Center (DHAGSC)

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Continual Service Improvement

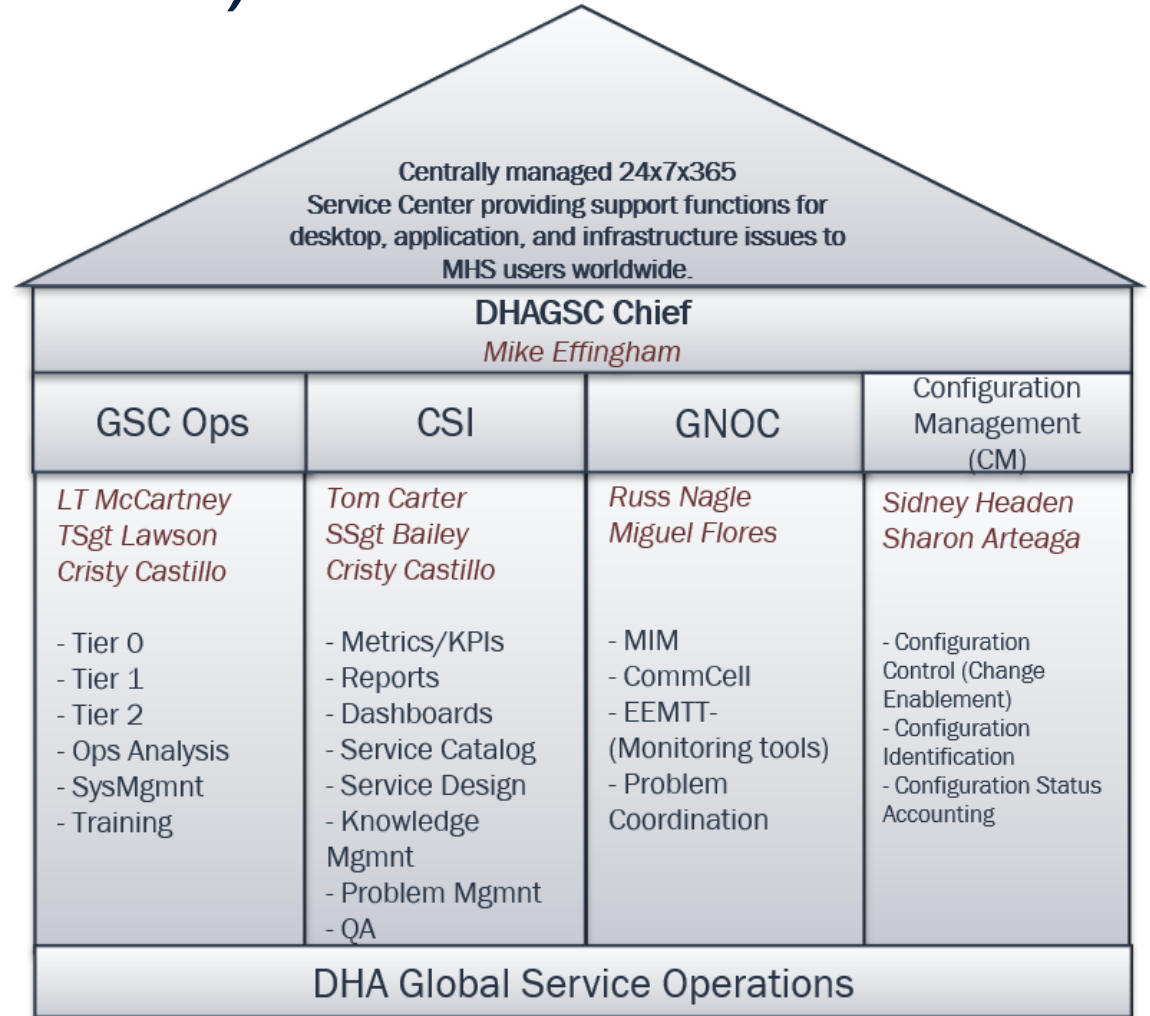
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DHAGSC and IT Service Management (ITSM) – It Matters

What is ITSM

- A structured, repeatable framework (ITIL-aligned) for how DHA designs, delivers, and improves IT services.
- Focuses on value delivery and continuous improvement.

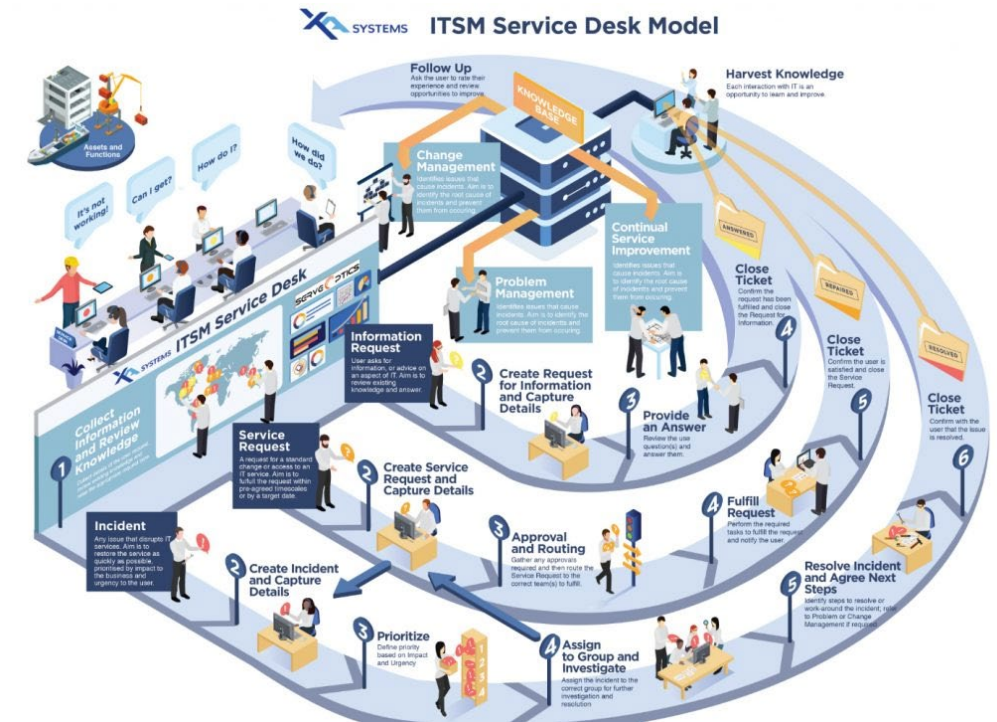


Why is ITSM Important

- ITSM simplifies processes for MTFs, ensuring efficiency and minimizing technical burdens for staff and patients.
- Standardizes workflows for incidents, requests, changes, and problems.

How DHAGSC & MTFs partner to advance ITSM

- DHAGSC provides enterprise processes & capabilities.
- MTFs provide local context and operational feedback.
- Together, we drive enterprise-wide ITSM maturity.



Behind the Mission: Key DHAGSC Capabilities

Knowledge Management – Why KM Matters



Local Site Challenges

Staff turnover

- Knowledge walks out the door when staff leaves.

Tickets routed to the wrong group

- Incomplete or outdated information leads to misrouted tickets.

Tickets arrive with missing information

- Incomplete details delay work and create back-and-forth

Agents can't find local procedures

- Hard to find information slows resolutions

SMEs answer the same questions repeatedly

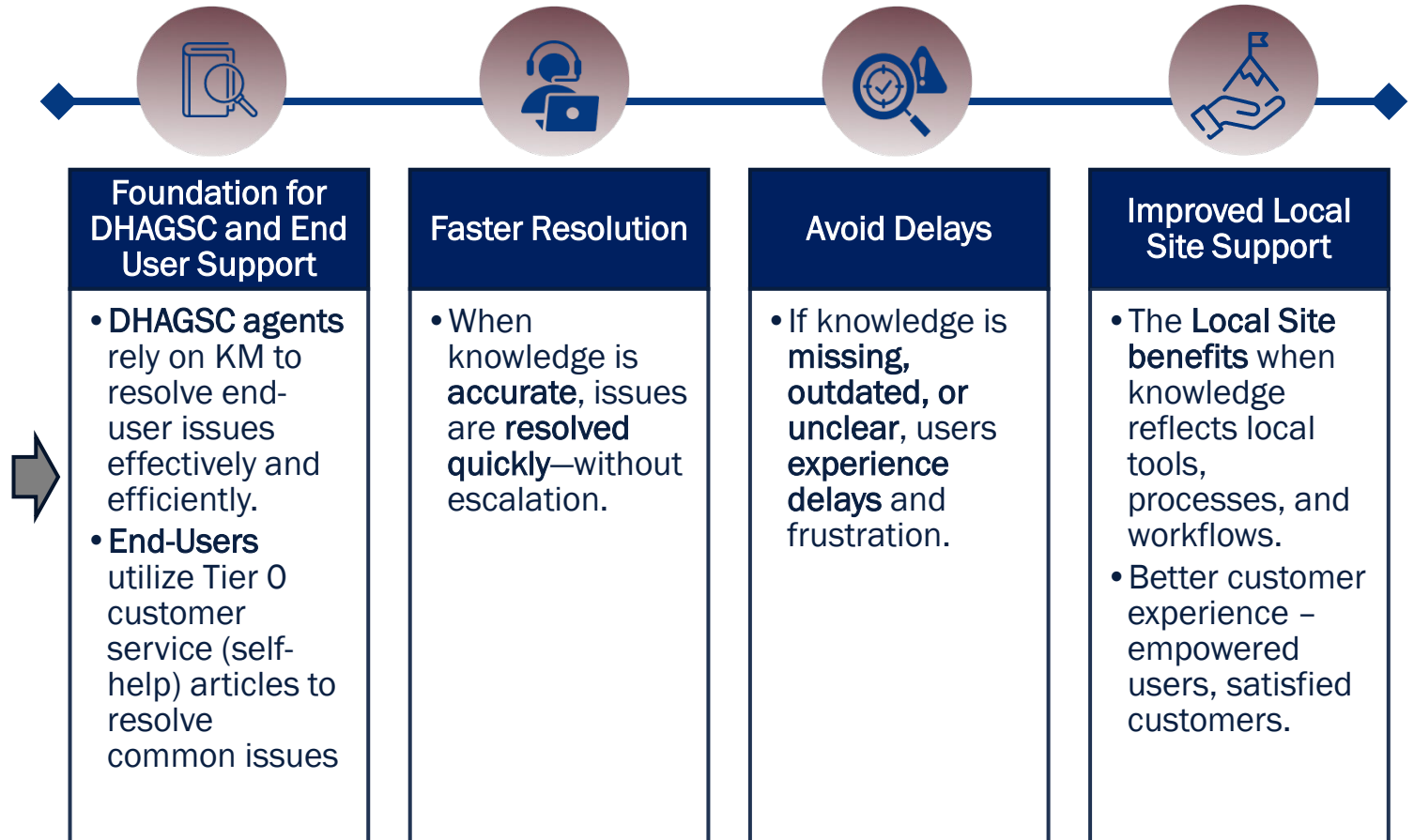
- Time is lost answering the same questions.

Outdated articles create confusion

- Customers and agents follow wrong processes.

Knowledge exists only in people's heads

- Critical knowledge isn't documented and can't be shared.



To request support: Search the Service Catalog for:
DHAGSC Knowledge Management Support

Behind the Mission: Key DHAGSC Capabilities

Knowledge Management – How it Works

Knowledge Management connects every level of support:

- **Customer Service KB (Tier 0/Self Service/End User Support)**
 - For End Users (all users).
 - Covers common issues and questions tailored for end-users
 - Promotes self-help and independence.
- **DHAGSC Tier 1 Enterprise Solutions KB**
 - Primarily for DHAGSC Tier 1 and 2 agents.
 - Focuses on enterprise-level applications and supporting them with standardized enterprise-wide solutions.
- **DHAGSC Tier 1 Local Site Solutions KB**
 - Primarily for DHAGSC Tier 1 agents.
 - Primary contributors are local site IMD
 - Customized for individual MTF locations.
 - Tailored to address local site-specific procedures, issues and escalations.

End-users access self-help articles through the MHS-SHD Customer Service portal to solve common issues independently.



Agents use internal Enterprise and Site-Specific articles to resolve or escalate issues correctly.



Articles drive resolution and routing logic. If needed tickets are escalated to site queues based on article guidance.

The screenshots illustrate the DHAGSC Knowledge Management system. The top screenshot shows the 'Welcome to Knowledge' page with a search bar and a 'Customer Service' link highlighted. The middle screenshot shows the 'GSC Tier 1 Knowledge Articles' page with a search bar and a 'GSC Tier 1 Enterprise Solutions' link highlighted. The bottom screenshot shows the 'GSC Tier 1 Local Site Solutions' page with a search bar and a 'GSC Tier 1 Local Site Solutions' link highlighted. Red arrows indicate the flow from the 'Customer Service' link to the 'GSC Tier 1 Enterprise Solutions' link, and from the 'GSC Tier 1 Enterprise Solutions' link to the 'GSC Tier 1 Local Site Solutions' link.

Behind the Mission: Key DHAGSC Capabilities

Service Request Management (SRM) - Why SRM Matters

What is Service Request Management?

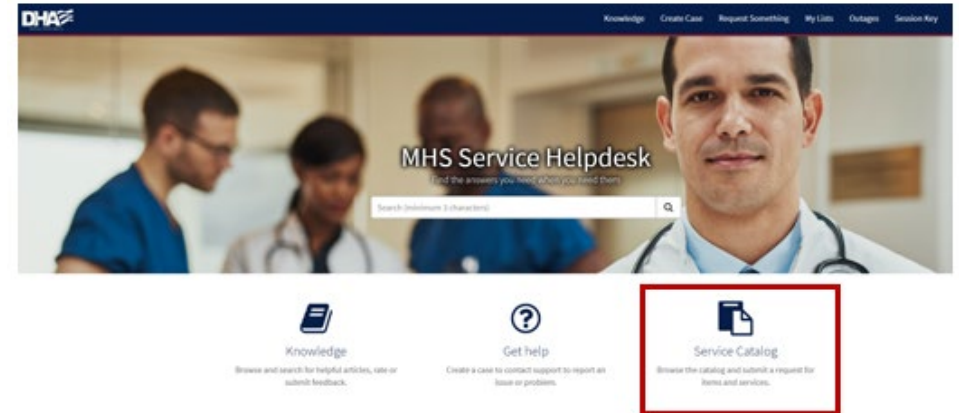
- Service request management (SRM) is a structured process in ITSM that organizes and fulfills routine service requests via the [Service Catalog](#).

Key Components

- The Service Catalog offers a listing of service requests through the MHS-SHD Customer Service portal.
- Catalog items are designed to [streamline ticket handling](#) by routing requests directly to the appropriate team for fulfillment.

Benefits

- SRM helps ensure that users have access to the resources they need when they need them ([Self-Help](#)).
- Optimize resources and [streamline service delivery processes](#).
- Enhances [user satisfaction](#).



Why misclassification of tickets breaks the system – not everything is a “break/fix”

- Inflates incident volume and artificially elevates urgency.
- Buries true service demand and disrupts automation and fulfillment workflows (manual workflows via phone calls, emails, walk-ins or spreadsheets).
- Longer fulfillment times – no standardized approvals or workflows.
- Inconsistent data distorts enterprise metrics used for readiness decisions.

Behind the Mission: Key DHAGSC Capabilities

Service Request Management – Catalog Items in Action

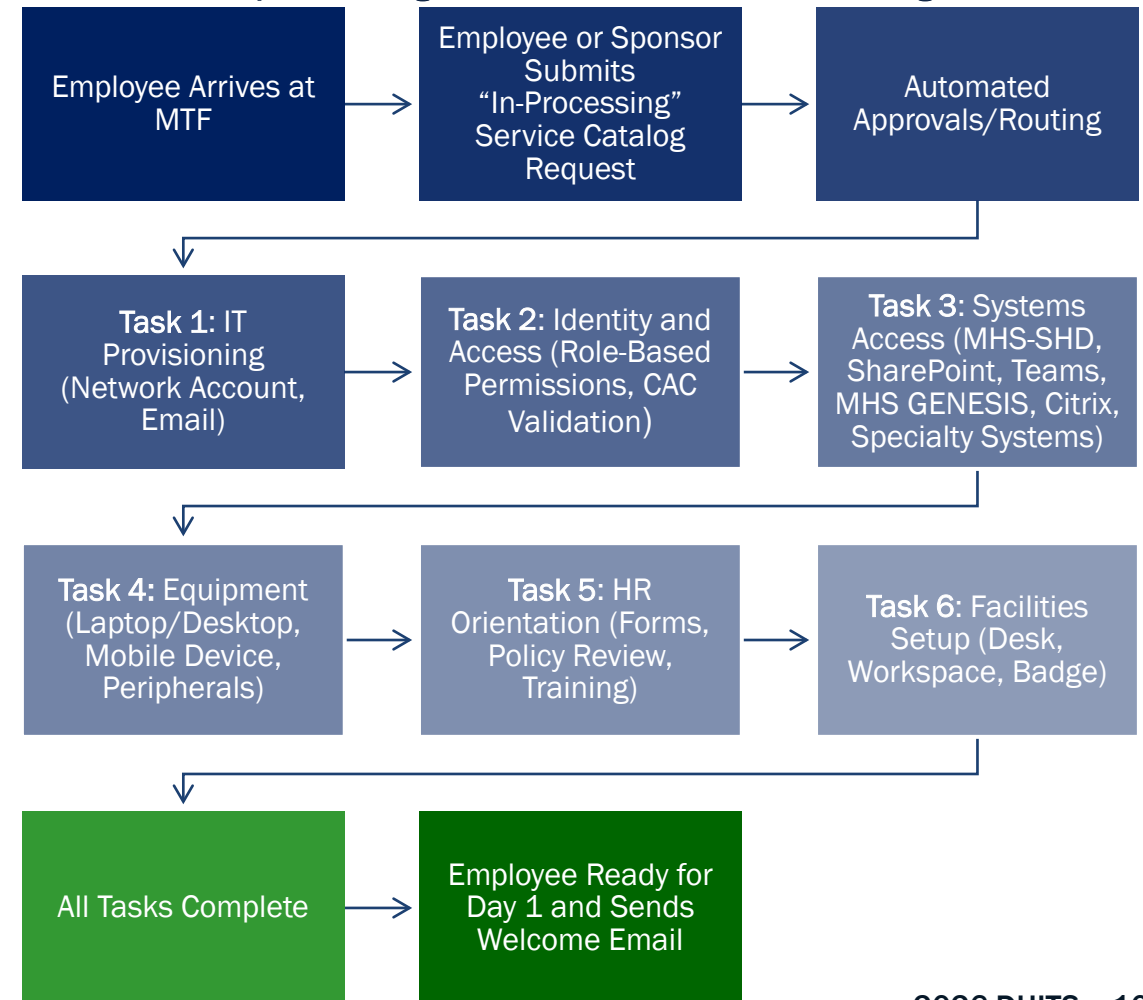
Catalog Items in MHS Service Helpdesk (MHS-SHD)

Current State	Future State
- Multiple emails and phone calls - Manual coordination - Limited visibility - Delays in account setup - Inconsistent onboarding - Higher administrative effort	- Single Service Catalog request - Automated workflow - Real-time tracking and status (Dashboard) - Parallel/serial task execution - Standardized enterprise process - Reduced manual work

Catalog Item Intake Form

To request support: Search the Service Catalog for:
MHS-SHD Service Catalog Item
Add/Modify/Disable

Sample Catalog Item Workflow for In-Processing



Behind the Mission: Key DHAGSC Capabilities

MTF Operational Summary Dashboard

The MTF Operational Summary Dashboard provides a centralized enterprise snapshot of key IT service performance indicators across DHA Military Treatment Facilities.

Key Characteristics

- Monthly snapshot of MHS-SHD operational data, by selected MTF
- Data captured by the third business day of each month (static dashboard).
- Designed for leadership-level situational awareness.

How to Think About This Dashboard

A monthly operational health snapshot, not a real-time ticket management tool.

Key Metrics

- Aging Tickets (Case, Incident and Request)
- Average Resolution and Resolution Rate
- Ticket Utilization (Created By)
- DHAGSC First Contact Resolution, Customer Satisfaction

Dashboard available on the DHAGSC Online Services Portal
<https://gsc.health.mil>



To request support: Search the Service Catalog for:
MHS-SHD - DHAGSC Report Request

Partners in Performance: DHAGSC and CIO Perspectives

The Value of Local Site Engagement

Roadmap to Effective Ticket Management

01 Assess current Tickets & Assignment Groups

What type of work are your teams managing today?

- Assess current list of tickets (incidents) and identify how many are incident (break/fix) vs request?

Review Assignment Groups

- Conduct a frequent review of your assignment groups for relevancy.
- Remove non-relevant assignment groups using the [MHS-SHD - Support Group Add/Update/Disable](#) request.
- Remove inactive members using the [MHS-SHD - Modify Support Account](#) request.

02 Assess Type of Work

Identify Routine Work

- Equipment provisioning
- Hardware installs
- Share Drive access
- New account request
- In-Processing and Out-Processing

Queue Management

- Align your processes to effectively management tickets in your assignment groups.
- Allocate your resources to effectively align with queue management.

03 Leverage Service Catalog

Begin to leverage the MHS Service Helpdesk Service Catalog

- The Service Catalog is an organized and curated collection of business and information technology services within the enterprise.
- In the Service Catalog, you will find many items such as request for access, hardware, resets, installs, modifications, training and more.

04 Generic IT Request

Leverage the Generic IT Request Service Catalog Item (SCI)

- In the event there is not a Service Catalog Item (SCI) for the desired Request in the Service Catalog, leverage the **Generic IT Request SCI**.
- The purpose of the **Generic IT Request** is to allow ITIL users to submit a request for items/ services not currently found in the Service Catalog and to assign the task to a specific assignment group.

Improving Health and Building Readiness. Anytime, Anywhere — Always

- Mar 2025 – Dec 2025 – Collaboration between 59th MDW and the DHAGSC (CSI, Incident Manager, Knowledge Management, Service Catalog Development, and Training Team).
- **CSI, Training and Incident Management**
- Collaborate and initiate working sessions to discuss DHAGSC resources (reporting, service catalog and knowledge management)
- **Metrics & Reporting**
- Establish baseline – provided 90-Day report and aging incident analysis
- Leverage Enterprise Dashboards (Aged Incident, MTF Ticket Monitor and MTF Operational Dashboard)
- **Service Catalog Development**
- Developed two (2) new service catalog items:
- 59th MDW–Telephone Service Request
- 59th MDW–Cyber Security–SAAR DD 2875 Request
- **Knowledge Management**
- Access to KnM Dashboard – allowing for article review and updates
- Shared KM Resources & Guidance (step-by-step guidance for creating and updating content)

Partners in Performance: DHAGSC and CIO Perspectives

90-Day Ticket Volume Comparison

March 2025-May 2025				
	Case	Incident	Request	Total
Total tickets	724	7751	418	8893
Total tickets opened by 59th MDW	131	5760	398	6289
Total tickets opened by DHAGSC	566	1609	0	2175
Total tickets opened by DHA Enterprise/Misc. Groups	27	382	20	429

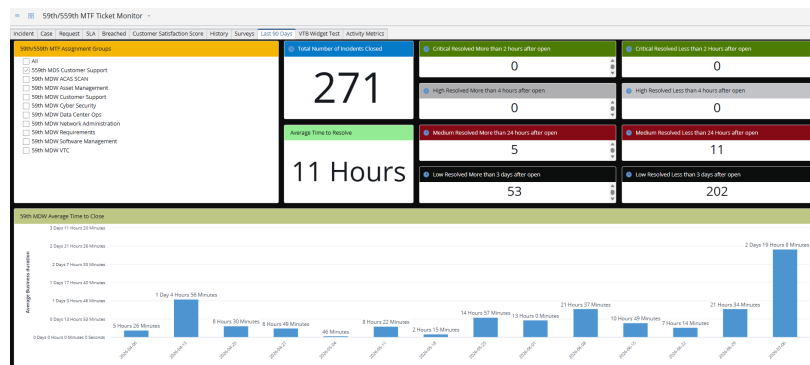
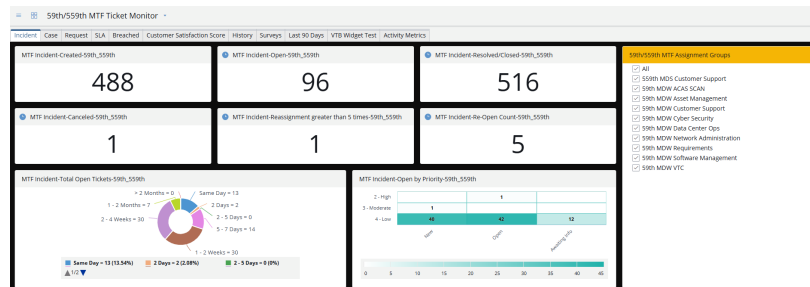
March 2026-May 2026				
	Case	Incident	Request	Total
Total tickets	1033	7850	1222 ↑	10105
Total tickets opened by 59th MDW	287	4906	1130 ↑	6323
Total tickets opened by DHAGSC	737 ↑	2437 ↑	17	3191
Total tickets opened by DHA Enterprise/Misc. Groups	9	507	75	591

- Comparing baseline ticket volumes (Mar 2025 – May 2025) to post engagement with the DHAGSC (Mar 2026 – May 2026):
 - Increase in requests from 59th MDW customers, signaling service catalog adoption.
 - Improvements in ticket handling have allowed the DHAGSC to handle more of the Case and Incident tickets for routine break/fix issues.

Partners in Performance: DHAGSC and CIO Perspectives

CIO Insights from the 59th MDW

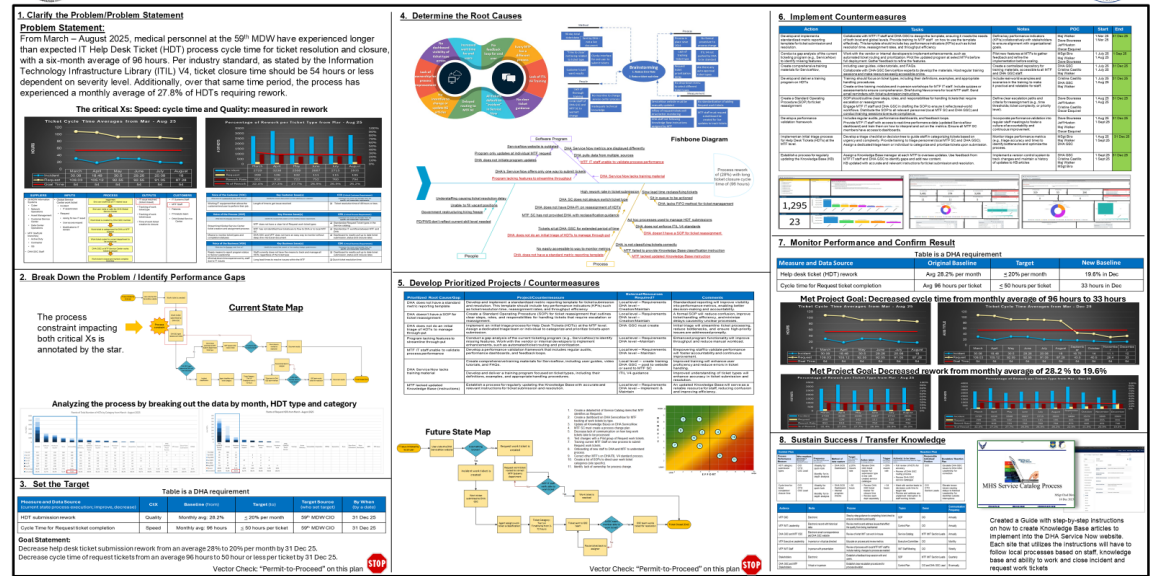
Past State	Current State after CPI
- Customers submitting work tickets one way (Incident) - Customers have extended wait times - Lack of Systems visibility - Metrics being tracked were skewed - Outdated Knowledge Base	- DHAGSC dashboard – now offers Incident and Request ticket types - Knowledge Base articles updated at DHAGSC - Customer wait time reduced - Full review of in-house capabilities - Better visibility of current ticket state



- 59th/559th MTF Ticket Monitor dashboard created in MHS-SHD to track metrics of all work tickets
- Dashboard provides breakdown of various metrics
- Metrics identifies high, medium, low categories to be used for process looks for where to focus efforts



Decrease Help Desk Ticket Rework and Cycle Time



- CPI project to look at entire ticketing process (submission to closure)
- Identified bottlenecks in process from ticket creation to resolution
- Implemented DHA guidance to use ITIL ticket types at creation of ticket and not after DHAGSC takes first look
- Reduced manually ticket type changes to have direct flow to local Systems shop instead of DHAGSC
- Overall ticket submission wait time reduced by 70 hours for request work tickets within 3 months of CPI changes

Behind the Mission: Key GNOC Capabilities

DHA Major Incident Management

Reporting service interruptions through the DHA Global Service Center is the most effective way to engage Major Incident Management for service impacting events. Using the established DHAGSC-to-MIM pathway ensures faster coordination, proper validation, and more efficient escalation.



DHA Global Service Center to MIM

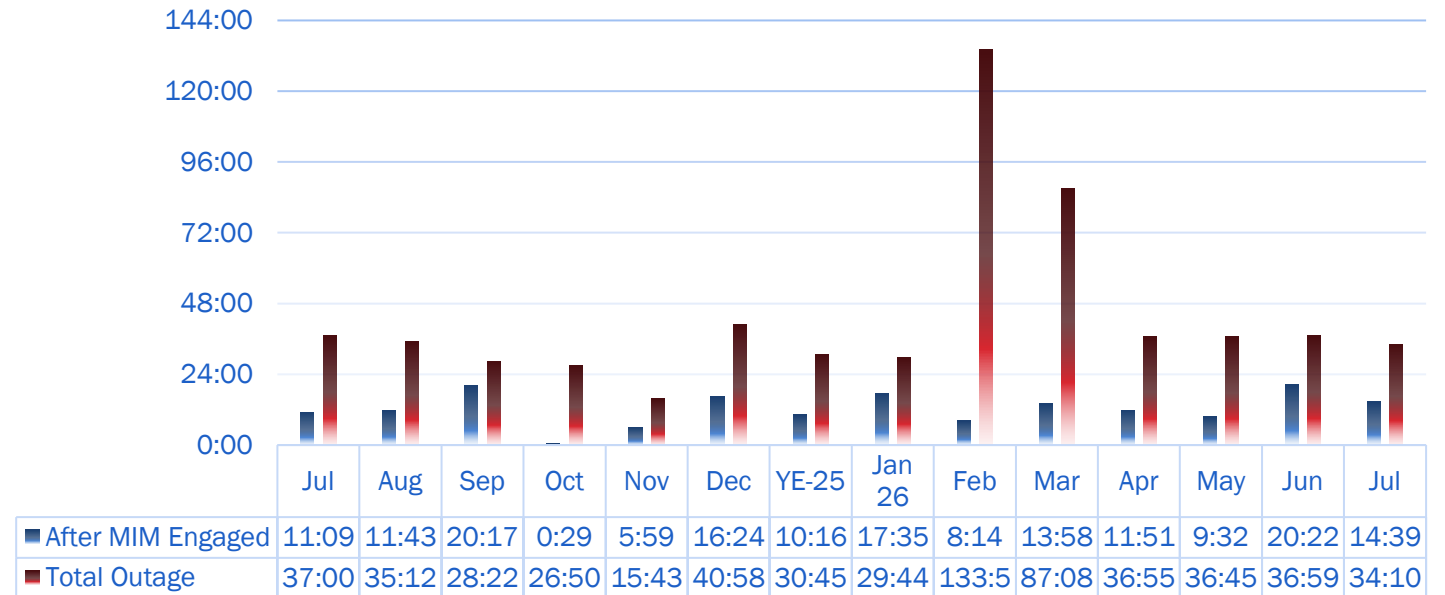
- Average to bridge ~35 min
- Resolution times: 33 hours

Direct Input

- Average to bridge ~47 min
- Resolution times: 62 hours



TOTAL OUTAGE TIME VS AFTER MIM ENGAGED OUTAGE TIME

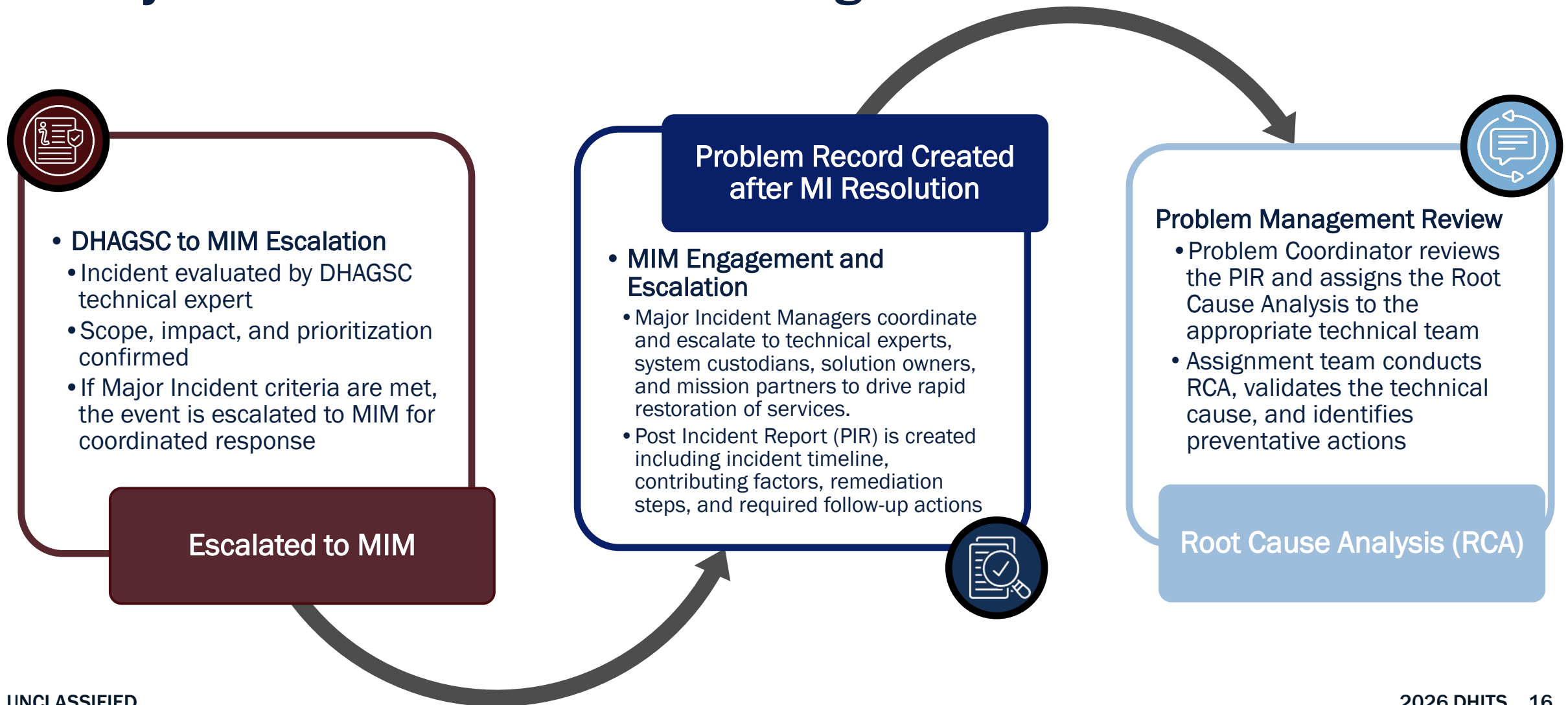


Engaging specialized support teams for outages such as NSOC or CONOPS directly can delay resolution of broader or non-specific issues. The MIM Team accelerates response by quickly establishing the right collaboration channels, enabling teams to assess, communicate, and act efficiently.

- Issues may circulate between groups without reaching the MIM Team when MIM is not engaged through the standard process.
- The GSC-to-MIM workflow is an established path for validation, communication, and risk mitigation that ensures issues are captured and escalated appropriately.

Behind the Mission: Key GNOC Capabilities

Major Incident to Problem Management Handoff



Behind the Mission: Key GNOC Capabilities

Enterprise Value Through EMIO and Problem Management



Enterprise Major Incident Outages (EMIO)

- Centralized record of all Major Incidents, including outage details, business impact, duration, and affected services.
- Integrates Problem Management cause codes (I, II, III), enabling accurate classification of specific failure mechanism.
- Creates a standardized dataset supporting enterprise-wide analysis of service-impacting events.



Problem Management Value

- Uses cause code data to identify recurring technical issues and systemic patterns across DHA systems.
- Enables trending of Cause Code I (Category), II (Sub-Category), and III (Specific Failure) to support long-term stability and modernization planning.
- Produces actionable insights for engineering teams to prioritize remediation, reduce repeat outages, and improve service availability.



Enterprise Impact

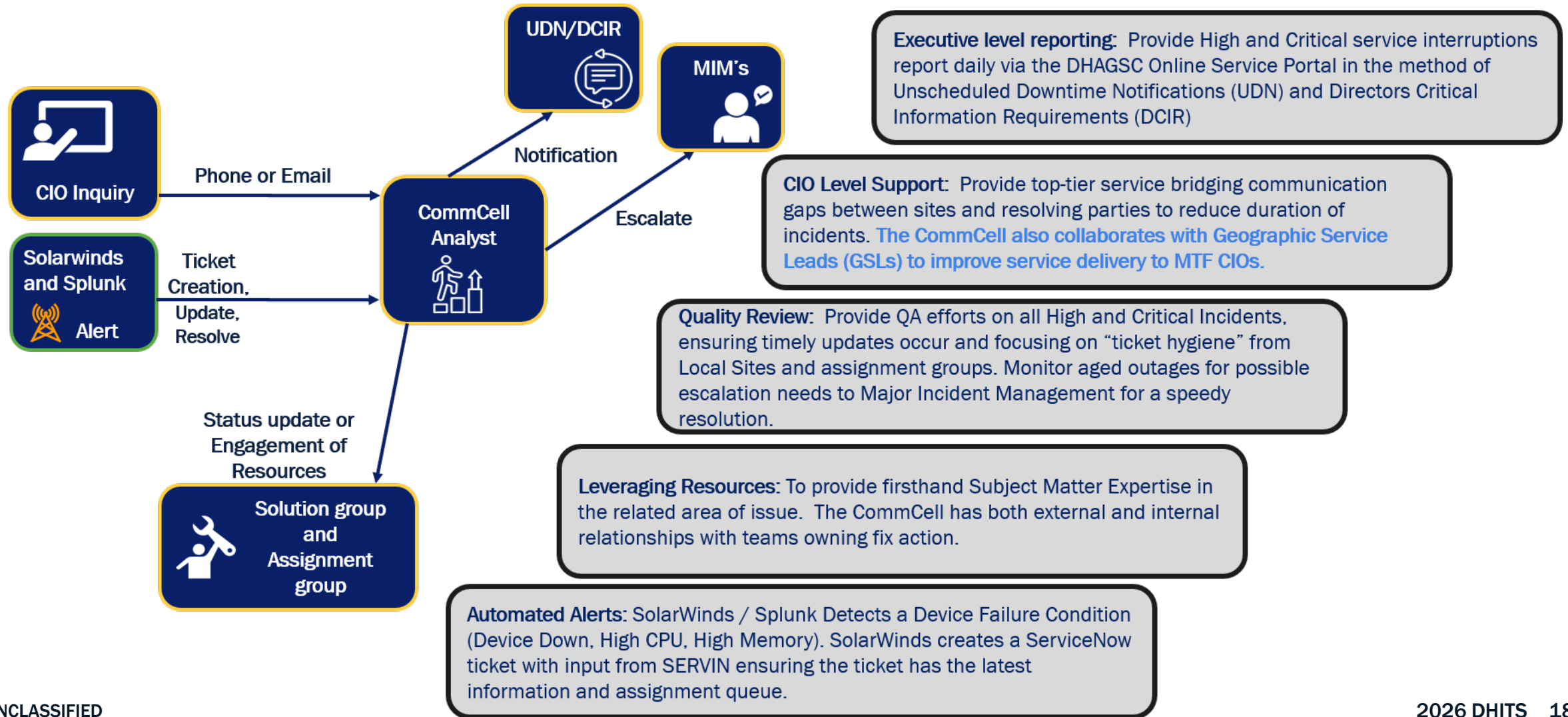
- Strengthens data-driven decision-making by giving leadership visibility into trends and high-risk failure areas.
- Improves reliability and operational continuity through targeted corrective actions.
- Creates a closed-loop improvement cycle between Major Incident response and root-cause remediation.

Turning Cause Codes Into Insight: A Data-Driven Approach

- **Environment**
 - Power/Electrical
 - Utility Power Outage
- **Hardware**
 - Server
 - Storage Drive (HDD/SDD)
- **Network**
 - Circuit/ISP
 - Carrier Drop/ISP Circuit Down
- **People/User**
 - Procedural Error
 - Workflow Error/Lack of Documentation
- **Process**
 - Change Management
 - Inadequate Testing/Validation Phase

Behind the Mission: Key GNOC Capabilities

GNOC Communications Cell (CommCell)



Behind the Mission: Key GNOC Capabilities

Executive Level Notifications and Reporting

[illegible][illegible]

DHA Global Service Center Portal
<https://gsc.health.mil>

End-users access the DHAGSC portal for Notification Board or Scheduled Changes/Maintenance reports
<https://gsc.health.mil>



- > *Notification* tab
- > *Notification Board (Active Service Interruptions)*
- > Option to register/unregister for email alerts



- > *Notifications* tab
- > *Scheduled Changes/ Maintenance*
- > Select appropriate date ranges to populate maintenance report

Notification Board (Active Service Interruptions - Unscheduled Downtime Notification)

- Centralized view of site-specific outages and service disruptions
- Executive-level summaries for rapid situational awareness
- Direct linkage to incident records for efficient triage and coordination
- Standardized, enterprise-wide communication format

Maintenance Schedules & Reporting

- Comprehensive listing of scheduled maintenance events
- Clear visibility into affected systems and expected downtime
- Support for correlating maintenance actions with observed impacts
- Enterprise-standard reporting to ensure consistent communication

Enablement, Training and Collaboration Network

1

Enablement First (Self-Help)

Tier 0 KB Articles

- Articles designed to help users solve basic issues independently, without the need to contact the DHAGSC helpdesk or local site IMD.



Virtual Assistant/Live Agent Chat

- Virtual Assistant (Self-Help) through Tier 0 KB Articles
- Chat with a Live Agent
- Accessible via the MHS-SHD Customer Service portal

2

Training and End User Support



MHS-SHD Fundamentals Training

- For IT Support Personnel Only, this training highlights the basic functions of MHS-SHD (2.5-hour session).

End User Training

- Provides an overview of the MHS-SHD Customer Service Portal (1-hour session)
- To request support, search the Service Catalog for:

**DHAGSC - MHS Service Helpdesk -
Training Request and Inquiries**

3

Collaboration Network

GNOC Communication Cell (CommCell)

- Responsible for managing communications and reporting for IT service interruptions and serves as the primary POC for DHA and MTF CIOs.



DHA CIO Mission Support

- Led by Mr. Daniel Winske, the DHAGSC collaborates with **Geographic Service Leads (GSLs)** to improve service delivery for MTF CIOs and DHA CIO stakeholders.

Contacts

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Mr. Sidney Headen	Chief, Infrastructure Configuration Management	sidney.i.headen.civ@health.mil

Contacting the DHA Global Service Center



Call the DHAGSC

Dial (800) 600-9332 to Speak
with a DHAGSC Agent

1-800-600-9332



Chat with an Agent

Start a Chat Support Session
(Click on the chat icon when redirected to the
MHS-SHD CSM Portal - current mJAD users only)

<https://gsc.health.mil>



Service Catalog

Browse the Catalog and Submit
a Request for Items & Services

<https://gsc.health.mil>



Knowledge Search

Search the Knowledge Base
for Quick Help & Guidance

<https://gsc.health.mil>

For CIOs:

1. Report a critical issue, call 1-800-600-9332, state “CIO” to get ahead in the queue.
2. To follow up on an existing critical/high issue, contact Communications Cell

Toll free: 1-833-764-3606

DSN: 1-312-421-3001, extension 536-7781

Email: DHA JB San Antonio J-6 Mailbox GNOC Communications
(dha.jbsa.j-6.mbx.gnoc-communications@health.mil)

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Thank You!



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