ERM: How to (try to) do it better

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The Joint Staff Secretariat

What is The Joint Staff?

• Assists the Chairman, Joint Chiefs of Staff
• The Chairman is principal military advisor to:
  ▪ The President
  ▪ The Secretary of Defense
  ▪ The National Security Council
  ▪ The Homeland Security Council
• Provides for the **unified strategic direction** of the combatant forces; for their operation under unified command; and for their integration as an efficient team of land, naval and air forces.
• More here: http://www.jcs.mil

Who is The Joint Staff?

• Chairman is most senior US military officer by law
• How big is it?
  ▪ ~3,731 (Mar 2013)
    ▪ 36% military
    ▪ 28% civil servants
    ▪ 36% contractors
  ▪ 261 detailees from other organizations & 42 int’l detailees
Where is The Joint Staff?

- Pentagon, and
- Hampton Roads/Norfolk
- Other locations
  - “Chairman's Controlled Activities” (6)
  - Elements of former Joint Forces Command
- The nine combatant commands – “administrative oversight”

Our CEOs

The 1st – GEN Omar Bradley
The 18th – GEN Martin Dempsey

How we divide “the portfolio”

[Map of the world showing different military commands and headquarters elements exceeding 30,000 people]

Our “Theater of Operations”

- Includes all the water (on top of and under it)
- Sky above it
- Space
- Cyberspace

Our Customers

Everyone.

...which brings me to my next point
DoD RM Senior Agency Officials
(1+6 Governance Structure)

Senior Agency Officials (SAO)
Executive Secretary – DoD Records Officer

Assistant Secretary-Level

Component SAO, Air Force
Component SAO, Army
Component SAO, Navy
Component SAO, DOD (or PDD)
Component SAO, DoD (or PDD)
Component SAO, Additional Agencies

Records Officers
Chair – DoD Records Officer

Component SAO, Air Force
Component SAO, Navy
Component SAO, DOD (or PDD)

OSD Records Officer

DoD Records Officer

Army Records Officer

Navy Records Officer

Component Records Officer

***SAO, Records Officer has oversight for Component Command

Air Force

SAO Report
- Each Component SAO provide input
- Each Agency under Mr. DeVries as Component SAO provide input

*IC agencies included in OSD SAO Report

What is DISA?

- An enterprise service provided by the Defense Information Systems Agency (DISA)
- DISA – A combat support agency of DoD, composed of ~6,000 civilian employees; more than 1,500 active duty military personnel from the Services; ~7,500 defense contractors.
- Provides, operates, and assures command and control and information-sharing capabilities and a globally accessible enterprise information infrastructure in direct support to joint warfighters, national level leaders, and other mission and coalition partners across the full spectrum of military operations.
Defense Enterprise Email (DEE)

- Designed to support the deployment of email capability for 4.5 million users and a global address list (GAL) scaled to support 10 million objects (e.g., DoD common access card (CAC) personas and non-person entities (NPEs).
- Modular design has the capability to grow capacity to support the DoD. Infrastructure is located at strategic geographic locations around the globe.
- DISA replicates data between paired sites to facilitate continuity of operations (COOP) in the event of a catastrophic failure, which includes a 24/7 central service desk.
- More: http://www.disa.mil/Services/Enterprise-Services/Applications/DoD-Enterprise-Email

Question 2 RMSA. Management of Permanent and Temporary Email Records

Is your agency going to meet the Directive goal to manage both permanent and temporary email records in an accessible electronic format by December 31, 2016? (Goal 1.2)

- Most of the DoD Components responded that they are going to meet the Goal 1.2 by 31 December 2016
- "No" Respondents:
  - OSD*
  - USNORTHCOM
  - USSOUTHCOM
  - USTRANSCOM

* Notes:
  "Currently, there are no plans in place to implement an OSD wide policy and procedure for the management of email records outside of Outlook and the DEE environment. However, OSD components utilizing email platforms such as Outlook and SharePoint have implemented various methods and tools for the management of email as a record. The support of OSD components on how to best manage email as an electronic record includes using organizational or agency specific policies and procedures in addition to various other means such as VSAMs, modules, email journals, etc."
Interest across the Components for a single Capstone schedule (NARA draft GRS)

- No current guidance from DoD on Capstone
- New Capstone Working Group (Task Force?) likely:
  - "DoD is taking a serious look at Capstone for MilDep, OSD, and JS...and good chance for Independent Agencies"

Social Media – pick your battles

Text Search – Where’s our stuff?

Not an endorsement!

Virtual desktop

Collaborative portal

- FOIA, MDR, SR
- Ask-a-Researcher
- Discovery

shared drives...ugh
e-Discovery

- Growing line of business
- 50+ cases per year (joint community only...not all of DoD)
- "Electro-manual" – man hour intense
- Improving processes
- Seeking technology help
- Coordinator is a burn-out job

Part of a larger approach

Locally
- Task and Records Management
- SharePoint as a collaborative platform
- Business Intelligence / Data Analytics
- Search (including legal discovery)

Joint Information Environment (JIE)
- Three lines of operation: governance, operations, and technical synchronization

Questions?
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