Lockheed Martin Converging Operations Of Defense Information Systems Network To Gain Efficiencies And Reduce Costs

HERNDON, Va., June 24, 2014 /PRNewswire/ -- Lockheed Martin (NYSE: LMT) is converging operations and technology centers for the Defense Information Systems Agency's (DISA) Defense Information Systems Network (DISN) to an enterprise level to optimize efficiency and reduce costs for one of the world's largest private networks.

Previously housed in regional field commands around the world, four DISN network operations centers are being consolidated into two locations. By consolidating regional centers, users of the network will benefit from consistency between tools, technology and procedures. These converging tools and tactics, estimated to be complete by this fall, create standardized processes for the network help desk, call centers and network upgrades.

"This convergence is a key example of the shared mission of the Global Services Management-Operations program team and DISA," said Angela Heise, vice president of Enterprise IT Solutions with Lockheed Martin Information Systems & Global Solutions. "Our goal is to streamline operations, reduce costs and improve the user experience — without compromising on network reliability or security."

Following the convergence of global network operation centers to the U.S., the gateway service desk, which handles DISA's user requests, will no longer be segregated between different tiers of support. It will transition into a combined service desk performing mission implementation to include request fulfilment, incident management, and day-to-day operations and sustainment for all mission sets globally. The convergence is done in a step-wise fashion and the remaining transport technologies are on schedule.

The Global Services Management-Operations contract was awarded to Lockheed Martin in 2012 and has since received a series of task orders to operate, maintain and secure the DISN. In 2013, the GSM-O team transitioned the four network operations centers and maintenance for 8,100 devices in more than 460 locations across 46,000 circuits worldwide.

Headquartered in Bethesda, Maryland, Lockheed Martin is a global security and aerospace company that employs approximately 113,000 people worldwide and is principally engaged in the research, design, development, manufacture, integration and sustainment of advanced technology systems, products and services. The Corporation's net sales for 2013 were $45.4 billion.

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