

USDA.GOV/DISC

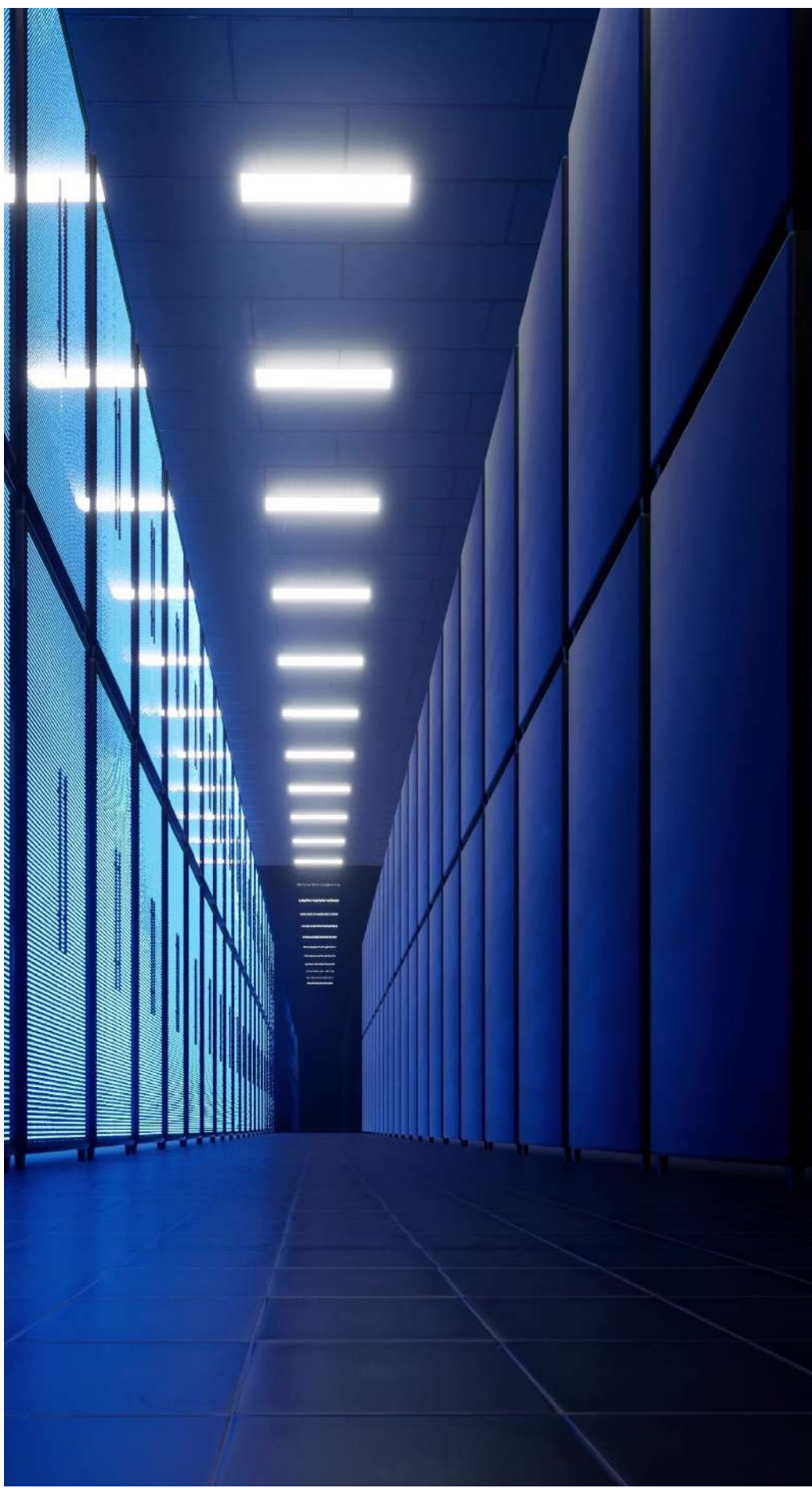
# Service Catalog

2024

DISC

# Digital Infrastructure Services Center (DISC)

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***Powering and innovating the programs, institutions, and missions of the Federal Government.***

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## About us

DISC has been providing services as a federated data center since 1973 and performing data center migrations since the 1980's. We cross-service 14 federal departments/bureaus while continuing to customize solutions for our partners.

DISC boosts productivity and continues to modernize the industry through comprehensive application development to infrastructure solutions through government-to-government agreements, leveraging inheritable enterprise standards in security, architecture and procurement.

Our competitive advantage lies in our ability to offer comprehensive solutions that leverage industry-leading security, architecture, and procurement standards. Unlike our competitors, we prioritize government-to-government agreements, which allow us to seamlessly integrate our solutions into existing systems.



## Strategic Goals

Moving beyond managing digital infrastructures, DISC is leading the charge in digital transformation, combining cutting edge technologies with our unique operational expertise to deliver superior, customer-focused solutions that redefine the concept of government service delivery.



As a departmental turnkey solutions provider, DISC offers cloud hosting, network services, and application development services. It has aligned its strategy and operational execution with the objectives outlined in the Strategic Plan to achieve excellence in the OCIO Strategic Initiatives.

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## Why DISC?



By leveraging inheritable enterprise standards, we ensure that our solutions are scalable, secure, and efficient.

This approach sets us apart from other service providers and enables us to deliver exceptional value to our customers. Furthermore, our deep expertise in serving government agencies gives us a unique understanding of their specific needs and challenges. We have tailored our products and services to address these requirements effectively.



# Digital Infrastructure Services Center (DISC)



## DISC MISSION

Deliver managed Digital Infrastructure Services that ensure reliable, secure, scalable, and cost-effective solutions, enhancing digital capabilities for USDA and various client programs.



## DISC VISION

Be the preferred Digital Infrastructure platform provider, driving the transition to digital and customer-centric systems for USDA and various clients.



# TABLE OF CONTENTS



DISC MISSION & VISION	4
DISC PARTNERS	6
DISC LEADERSHIP	8
<hr/>	
DISC PORTFOLIO	9
CLOUD SERVICES	10
CLOUD SOLUTIONS	11
<hr/>	
STORAGE SOLUTIONS	14
NETWORK SOLUTIONS	17
COMPUTE SOLUTIONS	18
<hr/>	
APPLICATION DEV. SOLUTIONS	20
PROF. SERVICES SOLUTIONS	28
SECURITY SOLUTIONS	29
<hr/>	
DATA CENTER SOLUTIONS	30
BUSINESS SOLUTIONS	31
BUSINESS AUTOMATION SOLUTIONS	32
DATA SOLUTIONS	33
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# DISC'S PARTNERS

- Department of Agriculture (USDA)
- Department of Interior (DOI)
- EXIM Bank
- Federal Aviation Administration (FAA)
- Department of Homeland Security (DHS)/
- Federal Emergency Management Agency (FEMA)
- Food and Drug Administration (FDA)
- General Services Administration (GSA)
- Government Accountability Office (GAO)
- Office of Government Ethics (OGE)
- Office of Management and Budget (OMB)
- Railroad Retirement Board (RRB)
- The Defense Nuclear Facilities Safety Board (DNFSB)
- The Peace Corps
- The United States Agency for Global Media (USAGM)
- U.S. AbilityOne Commission
- U.S. Air Force (USAF)
- U.S. Army (USA)
- U.S. Department of Health & Human Services (HHS)
- U.S. Equal Employment Opportunity Commission (EEOC)



# SERVING OUR CUSTOMERS

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## EXPERIENCE

DISC has provided services as a federated data center since 1973 and has performed data center migrations since the 1980s. DISC cross-services 14 federal departments or bureaus.



## INNOVATION

DISC-managed Enterprise Data Center is a federally owned Cloud services provider offering agencies enterprise class infrastructure built from the ground up with market leading technologies. DISC continues to innovate with the introduction of new Cloud services and utilizes “green” industry best practices as much as possible to improve energy efficiency and reduce greenhouse gas emissio



## CUSTOMER SERVICE

DISC offers 24x7 monitoring and expert technical support to ensure customers can focus on their core business without worrying about IT infrastructure.

# DISC LEADERSHIP

OCIO will support achievement of USDA's diverse mission areas by offering agile, world-class technology solutions to its stakeholders and applying innovative approaches to recruiting and developing a highly skilled workforce. The USDA OCIO develops, delivers, and defends the business information technologies that empower every aspect of the USDA mission under the following leadership:

## Kim Jackson

Business Operations

Kim Jackson leads the Business Operations Division, that will perform cross-cutting business functions such as financial management, budgeting, contracting, portfolio/program/project management, business relationship management, and HR functions.

## David Peters

Associate Chief Information Officer

DISC USDA Office of the Chief Information Officer (OCIO)

David Peters was selected as Associate Chief Information Officer (ACIO) of USDA OCIO's DISC organization in October 2020. In this role, David leads all enterprise hosting, enterprise network and enterprise cloud/application solutions.

## Victoria Turley

Deputy ACIO

Victoria Turley provides leadership and direction for the day-to-day operations of the USDA DISC. Her functional responsibilities include cloud adoption, IT modernization, infrastructure optimization, network modernization, systems analysis, software engineering, systems engineering, and the secure hosting of IT infrastructure for the Mission Areas and Staff Offices of the USDA.

## Brandon Sifford

(Acting) Security Governance Division

## Jeff Claunch

Director, Enterprise Hosting Solutions Division

## John Donovan

Director, Enterprise Networking Services Division

## Simone Rees

Director, Enterprise Applications Services Division

## David Grundy

Strategy Management and Complex Solutions Division, SMCS

## David Gatliff

(Acting) Financial Operations Division

## Steve Sanders

Director, Shared Services Division

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Read the full bios at the link, by scanning the this QR code, or visiting the below link:

[usda.gov/disc/leadership](https://usda.gov/disc/leadership)





## DISC Portfolio

Services	Sub-products
Cloud Solutions	AgCloud (variety), Akamai, Compliance Automation as a Service (CAaaS)
Data Solutions	PaaS, Database Mgmt., Enterprise Content Mgmt. System, Database PaaS
Storage Solutions	SAN, NAS, Object, Vault, Backup
Network Solutions	Network Services
Compute Solutions	PaaS, Managed Hosting, Mainframe, Container Platform, Virtual Application Hosting (Citrix), Web Application Server, Web Portal
Application Development Solutions	.Net Services, AgLearn, Application Development, Altassian as a Services, Cloud Architecture Services, Cloud Broker Office, Database Mgmt., Digital Services Center (DSC), Geospatial, Mobile Computing, Operations and Maintenance, Section 508 Compliance Testing, Security and Compliance, SharePoint Solutions, Web Services
Professional Services Solutions	Application Integration Professional Services, ATO/Cont A&A Professional Services, Database Mgmt. Professional Services, Disaster Recovery Professional Services, Network Professional Services, Planning and Integration Professional Services, Project Mgmt. Professional Services, Security Professional Services, Standard Professional Services
Security Solutions	Central Authentication & Role-based Access Controls, Digital Certificates (PKI) Services, Information Systems & Network Security, Remote Access VPN Services, Security Governance, Security Token Services, Federation Services

Services	Sub-products
Data Center Solutions	Colocation as a Service, Space Rental
Business Solutions	Business Continuity Planning / Disaster Recovery, Business Mgmt.
Business Automation Solutions	Enterprise Application Integration (EAI), Robotic Process Automation (RPA)
DevSecOps Solutions	<i>* This sub-product is Pending Development</i>

- **Cloud solutions** including commercial cloud deployments, DevSecOps, cloud strategy, PaaS and SaaS solutions.
- Our **network infrastructure services** ensure secure and efficient IT operations.
- **Application solutions** along with custom applications and SaaS solutions, business process management tool sets to modernize and enhance compliance.
- **Hosting infrastructure** including on-premises hosting infrastructure, network and storage
- **Professional services** in addition of architectural planning, design and engineering, migration and implementation, application development, system integration, database management and project management.
- **Business services** together with contract management and procurement.
- **Security solutions** is a top priority for government agencies, and our comprehensive cybersecurity service provides them with the protection they need. We implement advanced security measures to safeguard against online threats, ensuring data privacy and maintaining the integrity of critical systems.
- Our **application development** services streamline processes and boost productivity.
- Our **cloud computing solutions** streamline infrastructure, enabling government agencies to work more efficiently.

# CLOUD SERVICES

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DISC offers a broad range of Cloud services using virtualized, multi-tenant operating environments to offer several Platform as a Service (PaaS) and Infrastructure as a Service (IaaS) services. DISC Cloud Solutions include:

- Rapid elasticity
- Scalable, pay-as-you-go pricing
- Monthly billing and predictable cost (PaaS)
- Hourly Metered Billing(IaaS)
- Periodic hardware refresh
- ≥ 99.9%availability
- Independent audits for OIG, A-123 and inheritable controls



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## Infrastructure as a Service (IaaS)



The DISC Infrastructure as a Service provides a virtual machine infrastructure which allows customers the option to maintain control of their operating and general support systems at the system level. Network, Facility and Operational Support Services are included with all IaaS offerings.

- SAN Storage – Tier 1, Tier 2, Tier 3, Replication
- NAS Storage – Premium, Standard, Value
- Backup/Archive Storage – Onsite, Offsite, Replication

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## Platform as a Service (PaaS)

DISC PaaS offerings build upon IaaS offerings enables customers to select from secure, standardized Operating System images that are configured to meet actual processing requirement. Each PaaS offering is fully managed and maintained by DISC. In addition to the supported operating systems, DISC also provides PaaS offerings that include respective software licensing. By utilizing cost-effective platform solutions that are configured and licensed to meet actual application processing requirements, customers need only focus on the development and deployment of their business applications.



- Server – Linux™, Windows™, Solaris™, AIX™
- Mainframe – zOSTM
- Web Application & Web Portal Server – WebSphere™
- Database – MySQL™, MSSQL™, Oracle™
- Web Content & Document Management – Oracle WebCenter™
- Cloudvault – ownCloud
- CASP – Moved to cloud GSS
- Virtual Application Hosting – Citrix™

# CLOUD SOLUTIONS

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Ecosystem providing capabilities for enablement of Amazon AWS, Microsoft Azure, and Google GCP. DISC Complex Solution processes enable rehosting, replatforming, and refactoring driven by customer requirements and OCIO Community of Practice.

AgCloud is an ecosystem that is design to provide customers a manner in which they can realize the benefits of commercial cloud solutions and cloud native capabilities.

## **Portfolio Roadmap**

Multiple Cloud and hybrid solutions will be offered through the AgCloud portfolio. Each service component could have its own development roadmap based on customer requirements contributing to the platform. The AgCloud core solutions which include Network connectivity, firewall protection, DNS, and EDC Active Directory are required to consume additional al-la-carte AgCloud solutions. AgCloud Core was released as a managed service in November of 2021 based on requirements provided by FPAC, FNS, and ARS. This core model was built to be scalable across multiple government agencies. There are multiple development efforts, which are currently in flight, to built additional cloud functionality in the AgCloud ecosystem. These efforts are managed through a DISC Complex Solutioning process and are framed into an ITILv4 Service Management methodology to ensure resilient and scalable business functionality.

The following cloud providers are currently accessible through the AgCloud eco-system:

- o Microsoft Azure Government
- o Microsoft Azure Commercial
- o Amazon AWS Government
- o Amazon AWS Commercial

The following cloud providers are in development stages to be included in the AgCloud eco-system:

- o Google Cloud Platform

## **AgCloud**

AgCloud is not a single service, it is made up of multiple cloud services across multiple cloud providers. This highly scalable modern al-la-carte style ecosystem enables Amazon AWS, Google, Microsoft Azure, and DISC vCloud services to be consumed.

The AgCloud environment provides core services such as network connectivity, Domain Name System (DNS), firewall protection, and EDC active directory services to our customers. These core services allow customers to gain access to general support system functions that allow agencies to attain their FISMA, and FedRAMP compliance through DISC maintained processes. AgCloud provides mission areas with the ability to decide where they want to do business; vCloud (DISC PaaS), cloud native, colocation, or hybrid operating models are supported.

### **INCLUDES:**

AgCloud - Core,  
Network, Firewall  
& DNS  
RBAC-AD  
AgCloud Server  
PaaS  
Akamai  
Compliance  
Automation as a  
Service (CAaaS)



# CLOUD SOLUTIONS

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## AgCloud - RBAC-AD

The Central Authentication System (CAS) provides a highly available authentication and directory services solution for PaaS, IaaS, and Managed Hosting customers. This service enables authentication and Active Directory services to be consumed from the EDC domain on a cloud service providers platform.

### INCLUDED COMPONENTS

The primary focus of the CA-RBAC service is to establish Elevated Privilege (EP) controlled access into hosted resources. All infrastructure and hosted customer systems inside the DISC logical security boundaries use the system today. For servers and various other forms of resources which reside within the USDA UTN TIC such as IaaS or Managed Hosting, the CA-RBAC service can be extended into other boundaries for customers. If a domain trust is required to establish pass-through authentication services from a different credential store or identity provider, the DISC's CA-RBAC system can support that type of interconnectivity.

AgCloud is a decoupled service delivery model that enables consumption of cloud services from an approved list of cloud service providers. This eco-system has been built to enable government agencies to scale computing environments regardless of the functional and operational platform requirements. AWS, Azure, Google Cloud, as well as DISC vCloud components can all be deployed through this eco-system. AgCloud Service Management development is based on an iterative approach which focuses on customer needs and customer requirements. This approach governs net-new capabilities as well as production ready release dates.

DISC has implemented a hub spoke architecture in each cloud provider supported. The Cloud Service Provider (CSP) will have a DISC provided subscription containing network, firewall, and Active Directory servers. Customers must peer to this network to take advantage of services and inherit security controls.

## Options - Offerings and Packages

There are two options for subscribing to the RBAC-AD AgCloud solution.

- Fully Managed Option
- Self Managed Option

The Self-Managed option gives the customer the most flexibility in managing their assets in the EDC active directory domain. The customer will be required to comply with all Federal and USDA policies for their assets. ISC retains the right to remove any assets from the EDC.DSI.USDA.GOV domain that are out of compliance and/or could cause an immediate harm to the USDA.

The customer will use the role-based access control system to manage users, service accounts and roles in the EDC Active Directory. This includes creating users, adding users to roles, resetting user passwords, and creating service accounts

# CLOUD SOLUTIONS

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## AgCloud – Server – PaaS

Cloud managed server offering providing full server administration, certification, and accreditation (up to and including the Operating System), security controls, as well as many other benefits.

The AgCloud Server PaaS platform is a fully managed DISC platform that is designed to give the customer a fully managed, supported, secure way to the cloud including an ATO, security services, patching services, administration services, and so forth. Additionally, AgCloud Server PaaS can be thought of as an extension of the DISC data center into the cloud.



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### **Included Components**

Customer opting to participate in the AgCloud Server PaaS offering receive the benefits of full server administration, certification, and accreditation (up to and including the Operating System), security controls, as well as many other benefits.

**Cloud Security** – Inherited controls with full FISMA compliant Risk Management Framework and ATO

**Cloud Authentication** – Access, Identity Management, Automated compliance, and configuration management

**Cloud Technical Services:** Operating System, Network/Security, Support, Certification and Accreditation.

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The CASP service includes an automatically provisioned, hardened and managed operating system for customers to install database and applications workloads upon. Customers manage the installation and management of all applications, databases and custom software. When situations arise that require a modification to the environment or require DISC administrator action, customers may open a ticket with the DISC Service Desk to engage the appropriate DISC team(s). Services that are automatically included and managed on the customers behalf without intervention, include:

- Vulnerability scanning
- Virus/malware protection (on Windows)
- Operating System patching
- System monitoring
- Other services provided can be found in the Appendices of your customer agreement

In some instances, customers may require assistance with application software installation and support. The customer can request DISC Professional Services by contacting their DISC Business Relationship Manager, either directly or through the Service Desk.

# CLOUD SOLUTIONS

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## Akamai

Akamai is an content delivery network (CDN), cybersecurity, and cloud service solution, providing web and Internet security services. Akamai's Intelligent Edge Platform is one of the world's largest distributed computing platforms in use today.

DISC can provide 3rd party Akamai Web Accelerator service to further enhance web application performance and availability as well as deliver static websites. Front end redundancy and geographically dispersed nodes for last loop efficiency are included.

This service is built upon Akamai's Edge Advantage™ platform and Akamai's Dynamic Site Accelerator™. The solution introduces intelligent content generation and comprehensive site delivery at the edge and provides E-businesses with the optimal solution for dynamic website availability, scalability, and performance.



# STORAGE SOLUTIONS

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Ecosystem providing capabilities for transactional and long-term storage. Enablement for file storage, block storage, object storage, and backup solutions.

A variety of primary, backup, bulk storage, on-premise, and cloud based options are available as part of the Digital Infrastructure Services Center (DISC) Storage Services. These enterprise-class solutions include periodic technology refreshes with the ability to provide customers with required capacity needs along with proper planning. Customers utilizing these shared services will realize economies of scale as all subscribers contribute to the overall install base and effective rates.

## SAN Storage

The DISC Storage Area Network (SAN) provides a robust disk storage infrastructure for Collocation, Managed Hosting, and Cloud Service customers. DISC exploits storage virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully managed disk storage cost and performance options.

## NAS Storage

The DISC Network Attached Storage (NAS) service provides a robust storage infrastructure for Collocation, Managed Hosting, and Cloud Service customers. DISC provides storage technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully managed storage cost/performance options.



# STORAGE SOLUTIONS

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## NAS Storage

DISC uses its portfolio of competitive storage services to cost effectively meet customer requirements. Using the major storage service building blocks, DISC can potentially work with customers to tailor storage services based on actual business application requirements.

- Enterprise Storage Arrays
  - High scalability
  - High performance
  - High availability
  - Robust data replication and disaster recovery features
  - Highly available NAS architecture
    - Uses virtualized disk architecture
  - Supports both NFS and CIFS file sharing
  - Integrated data snapshot technology, allowing customers to self-service data restores
  - Security of mission-critical data provided through management of access rights
  - Periodic technology refresh
  - Fully secured data access and inheritable controls
  - Proper disposal of failed data components
  - Data at Rest Encryption enabled for all NAS

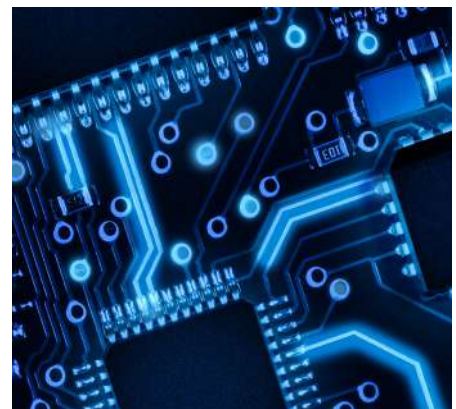
## Options - Offerings and Packages

- The Network Attached Storage (NAS) service provides file level access, to storage on a network, with:
  - Three NAS Performance Tiers:
    - Premium (8K IOPS per TB)
    - Standard (2k IOPS per TB)
    - Value (512 IOPS per TB)
  - Network connectivity
  - Optional geographically dispersed data replication
  - Connectivity support for NFS (Unix/Linux/Windows) and CIFS (Windows)

## Object Storage

A variety of primary, backup, and bulk storage options are available as part of the Digital Infrastructure Services Center (DISC) Storage Services.

These enterprise-class solutions include periodic technology refreshes with the ability to provide customers with required capacity needs along with proper planning. Customers utilizing these shared services will realize some economies of scale as all subscribers contribute to the overall install base and effective rates. All DISC storage services billing is based on allocated usage.



# STORAGE SOLUTIONS

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## Object Storage

Object Storage Service: The Object Storage service uses utilizes cost-effective storage technology consisting of:

- Unlimited data ingest and retrieval at no additional charge
- Geographically dispersed and/or global Multi-zone support
- Redundant, Erasure coding architecture available
- S3 protocol support



## Backup

The DISC Backup Storage service provides a robust combination of hardware and software technologies for Collocation, Managed Hosting, and Cloud Service customers' data protection and archive requirements. DISC exploits automation technologies to enable the delivery of cost-effective, fully managed data protection and data lifecycle storage solutions.

### INCLUDED COMPONENTS

- Both onsite and offsite data storage available
- Fully managed data protection and archive solutions
- Automated data protection software
  - Network and SAN client software
  - Optional database client software
- Automated archive management software
- Fully encrypted (at rest and in flight) with inheritable controls
- Proper disposal of failed data components
- Disaster recovery support for replicated data
- Customer Backups - Primary Backups Onsite and Replicated copy to Offsite for Disaster Recovery

## Cloud Vault

DISC can provide collaboration on the cloud through its secured cloud-based storage service. This cloud based remote storage capability is accessible from the Internet through mobile device, browser, or thick client which will provide agencies/organizations the capability to have their own private cloud storage. Users of cloud storage can share content with other cloud storage users within that domain.

Agency Role Managers are required to add/remove individual users using ICAM's Identity Management process. Content that is deleted is not recoverable. Users are discouraged from using CloudVault as part of a business process.

### INCLUDED COMPONENTS

- DISC PaaS and Storage Services
- Web based interface to securely upload and download files
- Version control
- Sharing of files with both registered and no- registered users
- Secure file sharing with password and expiration date
- Downloadable sync clients to sync from your desktop, laptop, or mobile devices

# NETWORK SOLUTIONS

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Ecosystem providing connectivity services for LAN and WAN functionality. The DISC Network Services include Local Area Network (LAN) connectivity for hosted systems and applications as well as connectivity to the USDA Wide Area Network (WAN) and the Internet. Secure connectivity to cloud provider enclaves is also supported through AgCloud services.

Network Services are comprised of two core programs, Network Infrastructure and Telecommunications, which create the backbone for all physical and logical connectivity within the data centers and the information systems connected to it. These programs integrate with each other to create a robust network environment that support federal information systems which reside on cloud and DISC hosting platforms.

Network infrastructure consists of best in class, industry standard networking gear. Associated components of the networking environment include LAN/WAN connectivity, Core Routing and Switching, Domain Name Service (DNS), Local/Global Load Balancing, and Network Time Protocol (NTP), as well as connectivity to cloud providers.

## **Portfolio Roadmap**

LAN connectivity services are provided and updated depending on customer requirements and demand. WAN services are provided in partnership with OCIO-ENS (Enterprise Network Services) to provide ongoing connectivity to cloud provider environments utilizing AT&T UTN services.

Description of Service Roadmap, timelines, projects. Should be able to contain visual for development roadmap

Should contain roadmap images as well as links to Jira Plan. Jira project will need to be defined and a plan created off of that project. Views may be different for the different projects and service components. Some plans may be combined views and some will be singular projects.

## **Network Service**

The DISC Network Services include Local Area Network (LAN) connectivity for hosted systems and applications as well as connectivity to the USDA Wide Area Network (WAN) and the Internet.

### **INCLUDED COMPONENTS**

- Fully managed LAN infrastructure in each DISC Enterprise Data Center(EDC)
- Connectivity to the USDA Universal Telecommunications Network (UTN) WAN and Internet
- Network engineering and design consultation
- Network utilization monitoring and capacity planning
- Network load balancing and high availability solutions
- Fully integrated Network Security services

### **Hosting services included Network Services:**

- Platform as a Service
- Infrastructure as a Service
- Managed Hosting services



# COMPUTE SOLUTIONS

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Ecosystem providing virtual application hosting, server, managed hosting, and mainframe functionality. Enablement of automated deployment management and white glove managed services with ATO inheritance.



## Server PaaS

The DISC PaaS-Server Hosting Service offering includes robust hardware platforms that are virtualized for optimal cost efficiency and flexibility. The underlying hardware is coupled with DISC network, storage, security, and administrative services to provide a fully managed operating platform up to and including a supported operating system. By enforcing strict standards that streamline management efforts, the DISC PaaS-Server hosting offering provides a balance between performance and the most cost-effective server hosting option available. Not all business applications are an appropriate fit for a virtualized environment so while this service offering should certainly be explored first, it is possible some applications and workloads may not be an appropriate fit within the service parameters.

## Managed Hosting

DISC will manage customer-provided servers up through the Operating System (OS) in a secure operating environment including systems installation, engineering, administration, and support.

The DISC Other Hosting solutions include Midrange Managed Hosting and Collocation services. Within Collocation services, DISC also provides ON-NETWORK and OFF-NETWORK.

## Mainframe

The Mainframe Platform as a Service provides a robust, fully-managed enterprise datacenter infrastructure to enable rapid z/OS-based application development and deployment.

## Virtual Application Hosting (CITRIX)

The DISC Virtual Application Hosting service provides the technology necessary to enable the hosting of business applications remotely in the DISC Enterprise Data Center. Combined with other key enabling DISC cloud services, the Virtual Application Hosting service can provide a traditional end user experience for business applications.

## Web Portal

DISC provides an enterprise-class portal solution for web application hosting that allows aggregation of applications and content for delivery as a single, role-based application.

# COMPUTE SOLUTIONS

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## Container Platform

Multi-tenant container service built using RedHat's OpenShift Container Platform (OCP). Provides Docker based container hosting as well as DevOps workflow tools. Containers package software in a format that can run isolated on a shared operating system; they do not bundle a full operating system - only libraries and settings required to make the software work are needed. This makes for efficient, lightweight, self-contained systems and guarantees that software will run uniformly, regardless of where it's deployed.

**Lightweight:** Docker containers running on a single machine share that machine's operating system kernel; they start instantly and use less compute and RAM. Images are constructed from filesystem layers and share common files; minimizing disk usage and increasing image download speed. Standard: Docker containers are based on open standards and run on Linux distributions.

**Secure:** Containers isolate applications from one another and from the underlying infrastructure. Docker provides the strongest default isolation to limit app issues to a single container instead of the entire machine.

The ECP service is a multi-tenant, fully self-service platform for customer application administrators and developers who are looking to manage the complete lifecycle of their code in an automated container-based orchestration platform.

Based on industry standard open-source technologies such as Kubernetes, Docker containers and ETCD; the DISC Enterprise Container platform is a collection of proven technologies integrated to provide Docker container orchestration and code-based application delivery all from an automated AppDev centric, hosting environment. DISC is utilizing RedHat's OpenShift as our current container platform solution.

## Web Application Server

DISC provides an enterprise-class web application server environment for robust, fault-tolerant web application hosting based on Java 2 Platform Enterprise Edition (J2EE) that includes:

JDK, EJB, Servlet, JSP, JMS, JDBC, JAX-RPC, SAAJ, Web Services for J2EE, JAXR, Java Authorization Contract for Containers, J2EE Management, J2EE Deployment, and J2EE Connectors.



# APPLICATION DEVELOPMENT SOLUTIONS

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Complex Solutioning processes for enterprise class software development and management of government software solutions. Holistic approach for agreement, funding, requirements gathering, solutioning, delivery, and O&M driven by customer requirements.

DISC provides a full spectrum of innovative business and professional services for developing, maintaining and supporting enterprise class business applications to federal and non-federal agencies. Our goal is to be the number one choice for integrated enterprise applications, web services, custom desktop, mobile and geospatial applications, and security and compliance services.



The following services are provided through our application development teams and complex solutioning practice areas:



## APPLICATION DEVELOPMENT

Development and enhancements for enterprise class, large, medium and small applications and services. Your data and supporting applications securely integrated.



## SECTION 508 COMPLIANCE TESTING

Professional Section 508 compliance and accessibility testing for your application or website.



## DATABASE MANAGEMENT

Professional expertise to install, configure, operate and maintain industry standard database software.



## GEOSPATIAL

Map application development and integration. Geospatial data modeling and management. Desktop and web geospatial tools and services. Integration of COTS solutions. Mobile data collection.



## SECURITY AND COMPLIANCE

Security support, consulting, and ATO Assessment and Authorization services built into your application development project.



## **CLOUD BROKER OFFICE**

Provides a unified point of presence for the acquisition and delivery of all Cloud services and assets within the Department.



## **WEB SERVICES**

Professional expertise to create and maintain innovative web technology development.



## **OPERATIONS AND MAINTENANCE**

Access, availability, and reliability 24/7.



## **MOBILE COMPUTING**

Consulting and development services for Android, iOS and Mobile responsive web applications.



## **AGLEARN**

The Agriculture Learning (AgLearn) system is USDA's Department-wide system for managing training records and activity.



## **SHAREPOINT SERVICES**

Professional expertise to develop and manage your SharePoint site. Custom development services and support options.



## **DIGITAL SERVICES CENTER**

Services include Salesforce and ServiceNow. USDA license management. Customized apps and support.



## **CLOUD ARCHITECTURE SERVICES**

Design and planning for cloud and hosting related services. Cloud migration planning and execution.

### **PORTFOLIO ROADMAP**

DISC provides full stack application development services offered across cloud and on-premise applications. Our team ensures customer requirements are met from concept to delivery by spanning across business enclaves to deliver on requirements gathering, financial management, agreement management, and project management all contributing to modern application development.



# APPLICATION DEVELOPMENT SOLUTIONS

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## .Net

.Net software development services, 508 compliance, and operational support.

### NARRATIVE

DISC Enterprise Application Development (DISC-EAS) provides .Net development, security and compliance, business automation, section 508 compliance, testing & remediation, annual support services.

## Options – Offerings and Packages

### Application Development

- Trained professionals create and maintain cutting edge web technology solutions tailored to customer requirements
- Integrated applications and responsive web design
- Interoperability with outside applications
- Advanced security features
- Cutting edge memory management and performance features
- Simplified deployment processes
- Robust security and integrity
- eAuth single sign-on and permissions integrations



## AgLearn

AgLearn is the official system of record for all training in the USDA.

### NARRATIVE

AgLearn is USDA's enterprise training and workforce development system. AgLearn is a full-service operation that provides comprehensive solutions to meet the highly diverse training requirement of USDA's offices and agencies.

As the official training data repository for USDA, AgLearn also provides a central source of reports and information to managers and executives on the status of training activities and the associated value of those activities. Tracks and records completed training for more than 140,000+ USDA employees, contractors, interns, partners, and external customers. AgLearn provides robust learning management and training tools that can save your organization significant funds, time, and effort.

## AgLearn

We are committed to providing a high-quality user learning experience delivered anywhere in the world on a wide variety of devices whenever the user wants it.

Our goal is to provide learners with more than just mandatory training. AgLearn was created to do so much more by providing access to world-class content by industry leaders such as Rosetta Stone, LinkedIn Learning, Skillsoft and DMason Financial.

AgLearn is a collaborative workforce solution backed by an experienced and dedicated team for ongoing support. The environment is constantly evolving to provide the latest in content and capabilities so that your organization stays up to date and modernized.

- Personalized – Branded theme, role specific courses, and resources
- Responsive Design – Access learning across a variety of desktop and mobile devices.
- OPM EHRI Reporting – Completed training gets reported directly to the OPM EHRI database.
- WCAG and 508 Ready – Supports Web Content Accessibility Guidelines (WCAG) and Section 508.
- Extensive Support – Comprehensive admin and course creation support and training.
- SF182 Support – Embedded right into the system.
- Access to Learning Partners
  - Skillsoft
  - Dmason Financial
  - LinkedIn Learning
  - Rosetta Stone

\*Not all agencies provide federal employee access to these partners. Contact your AgLearn agency point of contact for more info.

### INCLUDED COMPONENTS

- Mandated Training – to include the creation, delivery, and monitoring of mandatory training as dictated by law, regulation, or executive mandate.
- Classroom Management – to include registration, provisioning, coaching, and delivering of online and offline training to over 25,000 participants each year.
- External Training Management – including an online SF-182 form for automatically requesting, reviewing, and approving/disapproving external training.
- Library of Common Work Resources for Federal employees – including thousands of in-house courses, and over 14,000 courses and videos from Skillsoft and LinkedIn Learning; 15,000+ books from Skillsoft, and the suite of Dmason Financial courses. AgLearn offers optional access to the Rosetta Stone portfolio of language learning resources. These resources are available across a wide spectrum of development activities and learning modes, including mobile.
- Mission-specific Online Courses – which includes over 100 custom courses a year to support the training needs of the many programs, services, and systems in USDA.
- Talent/Competency Management – to include individual development activities, leadership development initiatives, and workforce management planning.

# APPLICATION DEVELOPMENT SOLUTIONS

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## AgLearn

- Full learning management service:
  - Course development software and expertise
  - Dedicated Section 508 and WCAG compliance experts
  - Highly trained, dedicated support teams
  - Official System of Records for all USDA training and reporting
  - Tier 0: Ask AgLearn Now Answers
  - Tier 1: help desk support for users via email and/or phone
  - Tier 2: support for agency AgLearn lead administrators.

## **Options – Offerings and Packages**

**LMS HOSTING AND SUPPORT** – Operations and maintenance for Production and environments, AWS GovCloud infrastructure and support, monitoring of database, content servers, and backing up of production data and database.

**SOFTWARE LICENSES** – Procure and distribute LMS licenses to users. Central point of contact for LMS software vendor.

**HELP DESK SUPPORT** – Create, publish and manage frequently asked questions for both users and administrators on AgLearn website (Ask AgLearn Now). Manage inquiries from users and administrators.

**VENDOR COURSE CONTENT** – Procure course content libraries. Central point of contact for e-learning course libraries.

**CUSTOM COURSE DEVELOPMENT AND SECTION 508 TESTING** – Design, development, implementation and evaluation of mission-specific courses, Federal mandated courses and other courses. Perform Section 508 for courses to ensure they meet Section 508 compliance.

## **Atlassian as a Service**

Atlassian is a suite of integrated applications useful for all stages of development and collaboration. It is particularly beneficial in an Agile environment. Not only does EAS offer this as a service, EAS also uses the Atlassian suite to manage and deliver on customer projects.

Some of the primary Atlassian modules are:

- **Jira** – Plan, Track, and Release Software
- **Confluence** – Team workspace where knowledge and collaboration meet
- **Bitbucket** – Code repository management solution designed for professional teams
- **Bamboo** – Continuous integration, deployment, and delivery
- **Service Desk** – Flexible and collaborative IT Service Management (ITSM) solution

# APPLICATION DEVELOPMENT SOLUTIONS

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## Cloud Architecture Services

DISC Enterprise Application Services Cloud Architecture Branch (DISC-EAS-CAB) provides architecture solutions for government customers. DISC-CAB has experienced cloud architects to aid clients in enabling the adoption of cloud services. DISC-CAB can help with the analysis of on-premise systems, evaluate cost factors for cloud migration, architect and build cloud solutions, ensure security controls are maintained, and deliver solutions up to operational support.



### INCLUDED COMPONENTS

- Provides direction, design, and planning for cloud and hosting related services
- Cloud migration planning and execution
- Leads the development of plans, policies, standards and programs in the areas of secure multi-tenant cloud hosting services
- Ensures all designs and implementations include proven and comprehensive security methods and controls

## Digital Services Center (DSC)

The Digital Services Center (DSC) is a division within the USDA/OCIO/DISC/Enterprise Application Services (EAS) that provides direct support to agencies that have applications residing in SaaS based cloud solutions, or want to develop applications in one of these SaaS based cloud environments. We offer a full spectrum of professional services such as project planning, architecture reviews, agile development, release management, security support, and on-going operations and maintenance for applications residing in SaaS based cloud platforms such as Salesforce and ServiceNow.

### TECHNOLOGY SUPPORTED

- |              |            |
|--------------|------------|
| • Salesforce | • Tableau  |
| • ServiceNow | • DocuSign |
| • MuleSoft   | • OneSpan  |

## Mobile Computing

DISC provides a full spectrum of innovative business and professional services for developing, maintaining and supporting enterprise class business applications to federal and non-federal agencies. Our goal is to be the number one choice for integrated enterprise applications, web services, custom desktop, mobile and geospatial applications, and security and compliance services.



# APPLICATION DEVELOPMENT SOLUTIONS

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## Section 508 Compliance Testing

DISC Enterprise Application Services (DISC-EAS) complies with 26 US Code § 794 (d) for Section 508 compliance. Involving Section 508 standards from the start of an IT project and testing during the development process will ensure that most potential Section 508 problems are already remediated by the time the project is ready for deployment. Creating accessible electronic documents, including Word, PDF, Excel, and PowerPoint, saves time and dramatically reduces the need for Section 508 remediation.

For anyone new to Section 508 requirements, creating accessible electronic documents can be a daunting task. The General Services Administration's **Section508.gov, Create Accessible Electronic Documents** lists accessibility guidance, checklists, and testing information for Microsoft Word, Portable Document Format (PDF), scanned PDFs, Microsoft Excel, and Microsoft PowerPoint formats.

DISC-EAS Section 508 Team works closely with the USDA Section 508 Program Office to ensure quality and continuity in our testing efforts. We use the **USDA Product Testing Template** as a guide to determine and validate whether or not Section 508 requirements and accessibility are met. Additionally, we are experienced in testing and remediation of electronic documents in a variety of formats, including MS WORD, PDF and PowerPoint.

## SharePoint Solutions

For customers requiring a customized SharePoint solution, EAS has trained professionals to create cutting edge solutions. The EAS SharePoint development team provides development services to deliver user-friendly, feature rich modern applications that leverage new out-of-the box SharePoint functionality coupled with customization for your business needs.

Guided by our customer's requirements, we build custom SharePoint sites and if required, migrate your data from pre-existing applications. We work closely with you throughout the process to ensure the final product meets your business needs.

### INCLUDED COMPONENTS

- Professional management and support of your SharePoint site.
- Modern and responsive sites using the SharePoint Online modern experience. That means our solutions work on any device.
- Custom form and application development using Microsoft Power Apps.
- Business automation development using Microsoft Power Automate.
- Section 508 Compliance
- Monthly educational presentations on different features and functions offered to customers as a value-add.

# APPLICATION DEVELOPMENT SOLUTIONS

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## SharePoint Solutions

### OPTIONS - OFFERINGS AND PACKAGES

- New site build and configuration
- Existing USDA Office 365 Cloud Environment configuration and support
- Existing SharePoint site migration



# PROFESSIONAL SERVICES SOLUTIONS

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Consulting solutions to aid customers with business and technical requirements. Multiple expertise options delivered directly by DISC, a DISC managed vendor solution, or coordinated through a OCIO partner. Organizations can quickly grind to a halt and become technically stagnant without a team of experienced business and technical advisors.

DISC has the resources, contractual agreements, and IT Services strategy to provide for the future. Our Professional Services aid in establishing a customer roadmap from supplementing large system projects to smaller definitive sprints.

## INCLUDES:

- Application Integration Professional Services
- ATO/Cont A&A Professional Services
- Database Mgmt Professional Services
- Disaster Recovery Professional Services
- Network Professional Services
- Planning and Integration Professional Services
- Project Mgmt Professional Services
- Security Professional Services
- Standard Professional Services

# SECURITY SOLUTIONS

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Integrated Information Technology Governance Framework directed solutions to ensure IT Security, FedRAMP compliance, and ATO standards. Includes firewall, PKI certificates, VPN, and security governance.

DISC provides Information Systems and Network Security services that provide safe network access, security administration, monitoring, and assessment to meet data security management requirements. Security governance services are provided to safe guard DISC and its customers in maintaining a solid security posture and complying to federal government Authorization to Operate (ATO) standards.

DISC has employed a layered approach to system documentation in the CSAM tool. The approach starts with the systems and sites that provide a foundation used by all DISC systems: Internal Services, the Data Center, the Telecommunications Network, and Auxiliary Support Systems. Those foundational systems support the DISC general support systems: the Midrange Systems, Mainframe, and Enterprise Services.

# SECURITY SOLUTIONS

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## INCLUDES:

- Central Authentication & Role-based Access Controls
- Digital Certificates (PKI) Services
- Information Systems & Network Security
- Remote Access VPN Services
- Security Governance
- Security Token Services
- Federation Services

## Central Authentication & Role-Based Access Controls



The Central Authentication service uses a Microsoft Active Directory domain installed on Windows servers leveraging virtual machine infrastructure dispersed among multiple data center locations for high availability and fault tolerance.

The Central Authentication System (CAS) provides a highly available authentication and directory services solution for PaaS, IaaS, and Managed Hosting customers.

## Digital Certificates (PKI) Services

Digital certificate issuing service offers customers the ability to leverage Public Key Infrastructure (PKI) and establish trustworthy connections for their application requirements.

## Information Systems & Network Security (Firewall)

DISC provides Information Systems and Network Security services that provide safe network access, security administration, monitoring, and assessment to meet data security management requirements.

## Remote Access VPN Services

The Remote Access Virtual Private Network (RA VPN) service securely connects customer Elevated Privilege (EP) users to their server and applications in DISC's PaaS, IaaS, Managed Hosting, and other cloud and hosting services.

## Security Governance

DISC maintains a FedRAMP Moderate security control baseline, the USDA DISC has implemented FISMA High security controls for all service offerings and FedRAMP+ DoD Impact Level 4 (IL4) controls within the Midrange PaaS service offering.



# SECURITY SOLUTIONS

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## Security Token Services

The DISC Token service enables multi-factor authentication services and can integrate with data center infrastructure, DISC hosted servers, or applications, and external systems or applications.

## Federation Services

DISC's Federation Services (FDS) provides Microsoft or Open System users with credential access to web systems and applications located across organizational boundaries.

# DATA CENTER SOLUTIONS

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### INCLUDES:

- Colocation as a Service
- Space Rental

DISC government certified IL-IV datacenter solutions for colocation, hardware services, and government facility space leases.

The DISC Enterprise Solutions are developed utilizing government and industry standards and best practices. Our Level IV data center facilities utilize state-of-the-art, enterprise class infrastructure technologies to deliver optimal yet cost-effective solutions. DISC has a diverse and dedicated staff of Information Technology professionals who are proficient in systems architecture and integration, infrastructure management and operation, and disaster recovery.

They work with customers to deliver secure and highly available solutions. The DISC secure IT infrastructure consists of virtualized mainframe and midrange platforms as well as virtualized network and storage infrastructure. The systems and applications managed by DISC are national in scope, mission critical, and essential for the operations of the United States government throughout the Sec/Dev/Ops lifecycle.

## Colocation as a Service

DISC's Colocation Service provides customers with facilities (always equals space, cooling, power) and physical security safeguards.

# BUSINESS SOLUTIONS

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Business operations development driven by DISC complex solutioning process to aid in navigating the complexities of government Information Technology. Business Continuity Planning and Disaster Recovery are also included in this portfolio.

DISC provides business services to focus on customer needs in advancing IT requirements. Applicable needs of a Mission Areas objectives can be cumbersome to navigate, time consuming to understand, and technically complex to deliver.

Our “For Government, by Government” approach aids in streamlining the management aspects of people, process, and technology to foster IT relationships. DISC not only architects, engineers, and operates IT systems for government agencies but also helps customers manage vendor provided technology offerings.

## Portfolio Roadmap

Business Relationship Managers (BRM) dramatically enhance the overall DISC customer experience by assisting with the translation of business needs into technical capability requirements and by providing an escalation point for customer service issues. Our Agile based complex solutioning process driven by a “OneDISC” focus enables customers to navigate the complexities of IT Service Delivery. This process is more than providing a point of contact, more than providing design and build services, it drives alignment of technical requirements through budget, authority, need, and timing. Openly communicating long term operational steady-state delivery allows DISC to provide technology services through partner members while controlling long term operational cost.

### INCLUDES:

- Business Continuity Planning / Disaster Recovery
- Business Mgmt.

## Business Continuity Planning / Disaster Recovery

DISC provides assistance to customers with their Disaster Recovery (DR) planning, coordination, and incident response based on the Customer’s Business Impact Analysis (BIA), Recover Point Objectives (RPO), Recovery Time Objectives (RTO), and overall recovery priority.

## Business Management

Business Relationship Managers (BRM) dramatically enhance the overall DISC customer experience by assisting with the translation of business application needs into technical hosting requirements and by providing an escalation point for customer services issues.

# BUSINESS AUTOMATION SOLUTIONS

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Our innovative Business Automation and Integration services add more agility, security, and reliability to your business drivers. The main benefits of system integration and automation techniques are to streamline your business processes and reduce the number of systems people need to interact with. DISC offers customers various methods for automation and integration of business processes. We have the systems and knowledge to connect data, applications, infrastructure, and security to aid government Mission Areas in accommodating business evolution.

The concept of business automation is not to replace the people aspect of a government Mission Area, its purpose is to decouple a workforce from repeatable manual tasks that tie them down. Business automation and integration allows a company to get a more accurate understanding of what is happening in their environment. This is accomplished with a mix of open collaboration, business analysis, automation infrastructure, workflow engines, analytics, and Application Programming Interfaces (API).

Implementing a business solution automation mindset and capabilities can be a challenging task. Many times a hybrid approach to business automation is required. DISC provides business and technology solutions based on both Enterprise Application Integration (EAI) and Robotic Process Automation (RPA) to address your needs.

## Portfolio Roadmap

Should be able to contain visual for development roadmap. Should contain roadmap images as well as links to Jira Plan. Jira project will need to be defined and a plan created off of that project. Views may be different for the different projects and service components. Some plans may be combined views and some will be singular projects.

### INCLUDES:

- Enterprise Application Integration (EAI)
- Robotic Process Automation (RPA)

## Enterprise Application Integration (EAI)

Enterprise Application Integration (EAI) is a platform designed to help businesses connect data, applications, and devices across computing environments. EAI offers an on-premises option and a cloud computing environment option.

## Robotic Process Automation (RPA)

Technology that allows customers to configure computer software, or a “robot” to emulate and integrate the actions of a human interacting within digital systems.

# DATA SOLUTIONS

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Ecosystem providing enterprise class data system platforms and content management solutions including cloud-based data lakes, Microsoft SQL, MySQL, and Oracle.

DISC provides data and content management services across multiple aspects of technology and business needs. Whether a Mission Area needs to provide information for decision support, host massive amounts of geospatial data, utilize traditional database functionality, or broker data access, we have the business and technology to make it happen. Our focus is on data regardless of where a Mission Area needs it. Our data experts and vendor partners can facilitate massive amounts of data management across cloud and on-premises services delivered in a relational, semi-structured, unstructured, and binary format.

The Data Services Portfolio also includes data system hosting capabilities from cloud-based platforms, as well as on-premises Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) options. Microsoft SQL, MySQL, Oracle, and data lake functionality.

Database management services are also offered as a professional services support contract or project engagement scenario.

## INCLUDES:

- Business Continuity Planning / Disaster Recovery
- Business Mgmt.

## Database Management – Pro Services

DISC Database Management services can provide the necessary professional expertise to install, configure, operate, and maintain industry standard database software.

## Database – PaaS

The DISC Database Platform as a Service (PaaS-DB) offering provides a fully managed platform solution for use as an integral part of an overall customer application hosting environment. PaaS-DB provides scalable database services that provide required performance, reliability, and functionality while also providing cost savings associated with the overall ease of management and the economies of scale associated with a common, standardized solution.

## Enterprise Content Management System

The DISC Enterprise Content Management System (ECMS) enables all authorized users within an organization to create, capture, workflow, store, manage, publish, view, search, and archive all types of digital content, as well as providing the ability to support the entire content management lifecycle.

# DISC SERVICE DESK

The DISC Service Desk is your single Point of Contact (POC) for managing incidents to resolution. The Service Desk facilitates the restoration of normal operational service to minimize business impact to the customer. The Service Desk is available 24 hours a day, 7 days a week, and utilizes Information Technology Service Management (ITSM) best practices to record, route, and manage the timely response to all service requests.

DISC offers dedicated account teams and 24x7 monitoring and expert technical support to ensure customers can focus on their core business without worrying about IT infrastructure.

## THE DISC SERVICE DESK SUPPORTS CUSTOMERS DAILY WITH:

- Incident management
- Problem management
- Information requests
- Service requests
- Password resets
- Account permissions
- Connectivity issues
- Remote access
- Lost equipment notification

## THE DISC ITIL-BASED ITSM PRACTICES PROVIDE:

- Configuration Management Database (CMDB)
- Asset Management
- Configuration Management
- Release Management
- Change Management
- Incident Management

## WHEN CONTACTING THE SERVICE DESK FOR ASSISTANCE:

- Be prepared to provide required information
- Contact information
- Relevant agency and system information
- Information related to request
- Provide appropriate authorization for service requests
- Utilize optional email template

## CONTACT INFO

**Email:** [DISC.marketing@usda.gov](mailto:DISC.marketing@usda.gov)

**Contact the DISC Service Desk at:** [DISC.ServiceDesk@usda.gov](mailto:DISC.ServiceDesk@usda.gov)

**Phone:** 888-873-6482

