Mission...

To provide interoperable, integrated, quality logistics data and enterprise IT solutions for joint warfighters, the Military Services, the Defense Department, other Federal agencies and international partners in order to optimize the effectiveness and efficiency of the DOD Supply Chain.
Defense Logistics Information Service (DLIS)

Business Profile

Federal Logistics Information System (FLIS)
Military Engineering Data Asset Locator System
Technology Mgmt- DLIS / DRMS / DLA-C (Networks / IA / CM / Testing)
Data Integration (LINK / AV / DESX / Meta Data / Master Data / IDE)
Environmental Initiatives (HMIRS / ERLS / EPRO)
Multi-media Information (CD/DVD / On-Line / Tailored Extracts)
DOD Cataloging & Provisioning Support
Software Development & Maintenance (Web / Legacy / Contemporary)
Data Quality
E-Solutions (CCR / CAGE / IUID / DOD EMALL)
US National Codification Bureau / NATO AC/135

Scope of Business

$601.9M DOD EMALL Sales
445,862 products distributed i.e. FEDLOG
150,930 accounts to online systems
11,714 extracts containing over 12.9B records
6.9M active NSNs in FLIS
42.1M technical data assets indexed in MEDALS
52 critical applications / 97 total applications
26 NATO and 29 “NCS sponsored” nations
344K contacts annually

Mission...

To provide interoperable, integrated, quality logistics data and enterprise IT solutions for joint warfighters, the Military Services, the Defense Department, other Federal agencies and national partners in order to optimize the effectiveness and efficiency of the DOD Supply Chain.
Our Customers

Combatant Commanders...

The Military Services...

Other Government Agencies

NATO

International

Contractors
Logistics Data... the DNA of the Supply Chain

Central Contractor Registration

Reference Data Environment RDE

Tailored Solutions

Customer Interaction Center
www.dla.mil/dlis
1-877-DLA-CALL

Unique Identification Registry
Leveraging Our Core Competencies = SYNERGY

EM锄EE PROFILE

• 43% Hold degrees / 61% Some college
• 48% Women
• 71% Over 10 years of service
• 13% Minorities
• 49 Average age

Core Competencies

Inter-agency Program Management
Enterprise Data Management
Integrated Logistics
Information Systems
Business Process Engineering

N = 963
Continuous Improvement and We’re Not Done Yet...

1952  Defense Cataloging Standardization Act
      1 Item = 1 NSN
1962  Cataloging Mission to DLA
1997  Cataloging Consolidation at DLIS

DOD Centralized from 14 Activities to 1 in 2000
      Ahead of Schedule and $104M in Savings

Federal & International Customer Base
Rapidly Expanding MILITARY SERVICES

FEDERAL AGENCIES
* FAA * GSA * NWS * NGA

INTERNATIONAL
55 Countries

Partnership with Industry-
They are adopting Our
“Global Best Practice”
Customer Benefits

- Lower Acquisition Costs
- Decreased Weapon System Fielding Time
- Eliminates Redundant Items and Associated Sustainment Costs
- Links Together Logistics Information for Life Cycle Support
- Increased Interoperability, Integration and Integrity

Warfighter Support - What our customers are saying...

“Thanks to DLIS efforts, we’re able to get a new system engaged in Global War on Terrorism.... that enables them to sustain enhanced capability... I can’t thank you enough ... ABSOLUTE PROFESSIONALS!”  
Quoted from Capt Richard Scott, WPAFB

“Great job...that’s the fastest NSN turnaround I’ve ever seen in my 25 years in technical!”  
Quoted from John Woloszyn, DSCP
International Cataloging

- NATO Codification System (NCS)
  - Based on US rules & standards
  - 55 nations
  - Key to logistics interoperability
  - Future is eOTD (ISO 22745/8000)
  - NATO Allied Committee 135 manages NCS

- DLIS Services Provided
  - US Codification Bureau
  - In-theater cataloging support/training
  - NCB College (8th year)
  - Cataloging pubs in 17 languages
Logistics Information Management

• Federal Catalog System (FCS)
  - Procedures, policy, tools
• Federal Logistics Information System (FLIS)
  - 6.9M NSNs and associated data elements
• eBusiness Systems
  - CCR / CAGE, FedReg, IUID
  - DOD EMALL
• Environmental Systems
  - Environmental Reporting Logistics System (ERLS)
  - Hazardous Materials Information Resource System (HMIRS)
DEMIL Coding

• Mission - Validate DEMIL Codes
• Functions
  – Review all new and existing NSNs
  – DEMIL Challenge Program
  – Special Projects: Department of State, Department of Commerce and Law Enforcement Agencies
• Metrics
  – 1-10 day response times
  – 2.7 Million NSNs reviewed
  – 99% DEMIL coding accuracy
• Customers
  – MOAs (DRMS, FAA, USPS, DLA ICPs, NATO, AF, Navy - MC Tentative)
    • Coding Permissions
    • Allows DLIS to change DEMIL Codes overnight - real time data
  – MOU: Army - DEMIL Codes Changed 10 days after DLIS Review
Data Quality Methodology

The Process

People
Process
Technology

Establish Environment
Define
Measure/Baseline
Review
Organize
Implement
Report

Accuracy
Consistency
Currency
Completeness

Action Plan

Define - Identify Data Issues
Measure - Apply appropriate metrics.
Improvements - Address needed enhancements.
Implement - Initiate approved changes/corrections.
Monitor - Re-measure for effectiveness.
Report - Document

The Results

Accuracy
Consistency
Currency
Completeness

http://www.dlis.dia.mil/qdb
Order and Customer Statistics

Actual Cumulative Orders: May07 = 881K
Catalogs on DOD EMALL: May07 = 1,431
DOD EMALL Customers: May07 = 42,991
DOD EMALL Buyers: May07 = 20,304

DOD EMALL Order Value by Customer by Quarter Through MAY07

<table>
<thead>
<tr>
<th>Agency</th>
<th>FY06 Actual</th>
<th>FY07 Actual to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>MNSTC-I</td>
<td>$169.9</td>
<td>$6.5</td>
</tr>
<tr>
<td>Non-MNSTC-I</td>
<td>$432.1</td>
<td>$377.4</td>
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<tr>
<td>CLS</td>
<td>$131.1</td>
<td>$101.4</td>
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<tr>
<td>Other</td>
<td>$42.0</td>
<td>$22.2</td>
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<tr>
<td>DHS</td>
<td>$40.1</td>
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<tr>
<td>DLA</td>
<td>$3.9</td>
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<tr>
<td>USMC</td>
<td>$20.0</td>
<td>$30.6</td>
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<tr>
<td>NAVY</td>
<td>$79.7</td>
<td>$74.5</td>
</tr>
<tr>
<td>AIR FORCE</td>
<td>$15.7</td>
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<tr>
<td>ARMY</td>
<td>$99.4</td>
<td>$72.0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$601.9</td>
<td>$383.8</td>
</tr>
</tbody>
</table>
Customer Products and Services

- We manage and market DLIS programs/products
  - FED LOG...Federal Catalog of the inventory
  - DLA Map Catalog...Point & click ordering of world-wide maps
  - WebFLIS...On-line access to real time updates to FLIS via the Web
  - DEMIL...Bi-monthly CD product that links DEMIL code to NSN
  - MEDALS...Index of DOD tech drawings and storage locations
  - UDR...Commercial & DOD view of medical supplies
  - Tailored Data Products...customized products that meet the customers logistics informational needs

- We provide services that support all DLIS products
  - Customer Training...classroom, distributed learning, CBT, web-based
  - Battle Creek Customer Interaction Center responds to customer queries for all of DLA’s business processes...around the clock
DLA Map Catalog

- Map identification and ordering tool
- 6,000 catalogs to 4,000 military customers
- 1,200 classified catalogs to 900 military customers
- Supports all military operations
- Public Sale catalog available
- On-line Map Catalog deployed
The Federal Center’s CIC roots go back to the 1980s.

Started as a 24/7 operation right after 9/11.

Answers over 2,000 calls per day (M-F).

Receives 70% of DLA Enterprise calls worldwide.

Maintains World Class metrics:
- Average Speed to Answer...less than 30 seconds
- Service Level... 80% of calls answered in less than 30 seconds
- Abandon Rate....less than 2% hang-ups while waiting for service

Receives kudos from all Military Services, most Federal Agencies and hundreds of contractors.

CIC agents are Peckham contractors who place employees from the National Institute for the Severely Handicapped (NISH).
Logistics Initiatives

- Asset Visibility (AV)
- Defense Supply Expert (DESX)
- Logistics Information Network (LINK)
- Metadata / Data Management
- Master Data
- DLIS Reference Data Environment (RDE)
- DLA Integrated Data Environment (IDE) / Global Transportation Network (GTN)
- Convergence
Logistics Initiatives

Federal Logistics Information System (FLIS)
Transformation
Cataloging Reengineering System (CRS)

DLA Logistics Information Research (DLIR)

Reutilization Modernization Program (RMP)

Enterprise Resource Planning (ERP) Support
Enterprise Systems

Providing Best Value IT Solutions

Emerging Systems
Technical Advice & Oversight
Process Reengineering
Knowledge/Skill Development
Risk Mitigation

System Sustainment
System Changes & Enhancements
Problem Resolution
Customer Support/Assistance
Contractor Technical Oversight

eWP/CRM
FLIS/RDE
RMP
Technology Management

Providing Interoperable and Integrated IT Solutions

INFORMATION ASSURANCE

INFRASTRUCTURE

COMMUNICATIONS

DLA ENTERPRISE SUPPORT

IT HELP DESK

CONFIGURATION MANAGEMENT

TESTING

METRICS PBA MANAGEMENT

Defense Reutilization & Marketing Service
Support Of Contingency Operations

- Primary Service Provider (PSP) responsible for IT support solutions for DLA Contingency Operations Worldwide

- Broadband Satellite Communication (SATCOM) voice/data connectivity in the AOR

HDI FEDERAL CENTER BATTLE CREEK

FORWARD DEPLOYED OPERATIONS
Data is the DNA ...

Logistics Data

CATALOGING

ITEMS

SUPPLIERS

CUSTOMERS

INTEGRITY

DATA

INDUSTRY

INTEROPERABILITY

WARFIGHTING FORCES

CUSTOMERS