

MISSION

Leidos makes the world safer, healthier, and more efficient through information technology, engineering, and science.

VISION

Become the global leader in the development and application of technology to solve our customers' most demanding challenges.

Engage, develop and empower our diverse and valued people to foster a culture of creativity and growth.

Strengthen our communities through volunteerism, sustainable operations, and the advancement of equality.

VALUES



INTEGRITY



INCLUSION



INNOVATION



AGILITY



COLLABORATION



COMMITMENT



Lessons Learned from COVID-19 - Government IT

Energy Facilities Contractors Group (EFCOG) Meeting

Tony Gehr, VP, CIO Digital Transformation - 30 Sep 2020



COVID-19 Technology Future Focus



COVID-19 New Normal Technology Themes

- 1 Drive pandemic situational awareness
- 2 Advance robust teleworking services
- 3 Improve remote collaboration tools
- 4 Educate end users for remote work
- 5 Secure distributed remote operations
- 6 Build confidence for return to work

- ▶ Expansion of teleconferencing
- ▶ VDI expansion
- ▶ Remote desktop as a service
- ▶ Occupancy dashboard
- ▶ Remote technology training and vignettes

- ▶ Develop secure desktop to enable distributed sensitive processing
- ▶ Establish telework managed services- metering, measuring, billing, reimbursing
- ▶ Enhance low-to-high software development
- ▶ Technology enabled social distancing

COVID-19 Technology Accomplishments



Initial focus on a smooth transition for the workforce to remote work

- ✓ Rebalance network traffic
- ✓ 10K+ machines on VPN
- ✓ COVID-19 Dashboard
- ✓ HR tracking tool
- ✓ Virtual PC for remote workers
- ✓ Persistent Chat
- ✓ PTO assistance
- ✓ Telework during COVID-19 Info Sources
- ✓ Safely printing from home
- ✓ Web conferencing capacity increase
- ✓ User Survey

The collage includes several key components:

- HR COVID-19 Dashboard:** A central dashboard with navigation tiles for 'Roster Tracker', 'HR Summary', 'PTO Assistance', and 'Telework'. It features a 'COVID-19 HR Summary' table with columns for 'Group', 'Authorized for Administrative Absence', 'Employees Furloughed', 'Available for Full-time Redeployment', and 'Employees with Negative PTO Balance'. A secondary table shows 'Subject to Support Alternative Work Schedule', 'No Impact', and 'Subject to Stop Work or Reduced Hours/Minimum Essential'. A bar chart below shows 'Average Administrative Absence Hours Used by Employee Individual Status'.
- Prism COVID-19 Information:** A section titled 'Prism COVID-19 Information' with sub-sections for 'Protection of Data While Teleworking', 'Cybersecurity Corner', 'How to Secure Your Skype Meetings', 'Printing from Home', and 'Need a Different Solution?'. It includes a 'Hardware and Access Overview' table and a 'Discussion Forum'.
- Telework During COVID-19:** A section titled 'Telework During COVID-19' with a 'Discussion Forum' and 'Coronavirus Resources'.
- Line Chart:** A line chart showing 'Telework During COVID-19' data from late March to late May 2020, with multiple colored lines representing different metrics.

Elements of Technology, Organization That Need to Be Ready (In Advance)

- Real-time Integrated Operational Intelligence and Knowledge Management for Critical Situational Awareness
- Software Defined Network Architecture for Dynamic, Efficient, Cost-effective Scalability
- Multi-cloud Elasticity
- Executive/Leader Continuous Communication with Employees
- Crisis Management Team That Has Practiced

The Operational Intelligence dashboard is divided into several functional areas:

- Situational Awareness:** Includes a map of the United States and various status indicators.
- Performance and Capacity Reporting:** Features line and bar charts showing network performance metrics.
- Common logging and forensic analytics:** Provides detailed logs and analysis tools.
- Service delivery reporting:** Displays service-level agreement (SLA) compliance and delivery metrics.
- Network Management:** Offers tools for monitoring and configuring network devices.
- Server Management:** Provides insights into server health and resource usage.
- Endpoint Management:** Tracks and manages network-connected devices.
- Application Management:** Monitors application performance and availability.
- ITSM Integration:** Links operational data with IT Service Management processes.

Key insights from the dashboard include:

- Network Protocol Usage (Early March 2020):** A callout box notes that integrated network management tools enable assessment of network traffic and optimization of network performance.
- Non-business priority traffic identified and restricted via network device configuration:** A callout box points to a table of application usage.

Application	Risk	Bytes	Sessions	Threats	Content	URLs	Items
Microsoft	28,100	12.28	0	0	0	1,268	1,268
Apple/iOS	28,100	75.48	0	0	0	6,465	6,465
Facebook	26,400	12.28	0	0	0	802	802
YouTube	25,448	26.48	0	0	0	1,268	1,268
Zoom	14,700	1.64	0	0	0	395	395
Amazon prime-video	11,000	1.04	0	0	0	389	389
Netflix	6,600	17.78	0	0	0	121	121
Amazon	3,800	6.48	0	0	0	1,268	1,268
Google	2,000	6.08	0	0	0	249	249
LinkedIn	1,400	27.7	0	0	0	81	81
Others	23,000	85.36	0	0	0	0	0

Network utilization charts show:

- Increasing Utilization of Telework:** A line chart showing a steady increase in telework traffic from March 1 to March 28.
- Load-Balancing Upgrade on March 28:** A vertical dashed line marks the date of the upgrade, after which traffic patterns shift.

A video player at the bottom right shows a recording titled "Leidos Update - COVID 19 - April 19, 2020" featuring Roger Krone, Chairman and CEO of Leidos.