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The Future of DISA Hosting and Compute

The DISA Hosting and Compute Center (HaCC) was formed in FY22 as the merger of the DISA's Data Center Ecosystem and Enterprise Cloud Portfolios into one organization providing a full range of hosting and compute capabilities from traditional capacity services, to private, hybrid, and commercial cloud. As part of the merger we are looking at how we can develop and deliver best value products and services to our customers and we need your feedback to get there. Let's build the future together.

Please do not include PII in any of your responses.

Please indicate your organization. [Select all that apply]

☐

Military Branch or Service (Army, Air Force/Space Force, Navy, Marine Corps)

☐

Combatant Command (CCMD)

☐

DoD 4th Estate Agency (Non-DISA)

☐

DISA

☐

Non-DoD Department or Agency

☐

Joint Staff

☐

Other

Please select your primary role in your organization.

Management

IT Administrator

IT Operations

Engineering

Cybersecurity

Developer

Integrator

Business Operations

Finance

Service Desk

Other

What factors influenced your decision to choose DISA to host your mission requirement?
[Select all that apply]

- ☐ Customer service
- ☐ Speedy delivery of engineered solutions
- ☐ DoD mandated use of DISA-provided enterprise services
- ☐ Lack of other government or industry service provider options
- ☐ Cost
- ☐ Range of product offerings
- ☐ Specific product offerings / product features
- ☐ Ability to customize solutions to meet customer requirements
- ☐ Overall reliability
- ☐ Ease-of-use
- ☐ Self-service support features
- ☐ Knowledge, skill, and qualifications of DISA support team
- ☐ Ease of ordering/funding/paying
- ☐ Meets Cyber Security requirements
- ☐ Disaster Recovery/Continuity of Operations (COOP)
- ☐ Meets DoD architecture requirements
- ☐ Other

What factors influenced or might influence your decision to LEAVE DISA HaCC?
[Select all that apply]

- ☐ Poor customer service
- ☐ Slow to deliver engineered solutions
- ☐ Availability of other government or industry service provider options
- ☐ Cost
- ☐ Range of product offerings
- ☐ Lack of specific product offerings / product features
- ☐ Inability to customize solutions to meet customer requirements
- ☐ Overall lack of reliability
- ☐ Not easy to use
- ☐ Lack of self-service support features
- ☐ Lack of DISA SME training proficiency
- ☐ Difficulty of ordering/funding/paying
- ☐ Does not meet Cyber Security requirements
- ☐ Disaster Recovery/COOP offerings
- ☐ Did not meet DoD architecture requirements
- ☐ Other

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Click on the products below that you currently use or have used in the past.
[Select all that apply]

☐ Stratus (DISA's private cloud environment)

☐ milCloud 1.0

☐ milCloud 2.0

☐ Infrastructure as Code (IaC) - cloud accelerator

☐ Mainframe (compute/processor/storage)

☐ Traditional Server Hosting (VM or physical server/processor/storage)

☐ Application Support (optional service offering)

☐ Web Administration (optional service offering)

☐ Database Administration (optional service offering)

☐ 24x7 Support (System Admin/App Support/Database Administration)

☐ Cloud Plus (managed cloud hosting support services)

☐ Secure Cloud Computing Architecture (Cloud Access Point (CAP) or
Virtual Datacenter Security Services (VDSS))

☐ Vulnerability Management Service (VMS) or VMS Cloud Extension
(VMSCE)

☐ Backup Services

☐ Other

How long have you been a DISA customer?

☐ Less than 1 year

☐ 1-3 years

☐ More than 3 years

Please tell us about your overall customer experience with the DISA product(s) you selected above.

Enter answer...



What capabilities do you need that we aren't currently providing?

Enter answer...



How would you describe the customer service you have received from the HaCC?

Enter answer...



Do you have a cloud-migration mandate? If so, where do you intend to migrate your workloads?
Do you have a requirement to keep some of your applications on-prem?

Enter answer...

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Please click Yes if you would like us to contact you to learn more about our new and future offerings.

Joint Warfighting Commercial Cloud (JWCC)

JWCC is a multi-vendor commercial cloud contract vehicle providing Unclassified, Secret, and TS cloud to the tactical edge.



Yes



No

Stratus

Stratus is a DoD private cloud built to meet unique mission partner requirements. Stratus provides a multi-tenant, self-service management capability for compute, storage, and network infrastructure. It delivers rapid elasticity, resource pooling, and broad network access through a self-service on-demand web-based portal where Mission Partners can manage their resources as needed.



Yes



No

Containers as a Service (CaaS)

Containers allow users to run an application and all its dependencies in isolated processes, resulting in code packages that have everything the app needs to run its software reliably in any environment. The packages allow for easy application lift-and-shift from one environment to another.



Yes



No

DoD Cloud Infrastructure as Code (IaC)

DoD Cloud IaC reduces design complexities inherent to standing up a cloud environment. Provides templates that build out cloud environments in minutes. Speeds the authorization process with inheritable common controls and the use of PaaS services which eliminate the need for STIGs, ACAS and HBSS.



Yes



No

Account Tracking and Automation Tool (ATAT)

Automated Cloud Provisioning Accelerator. ATAT is a web-based application that streamlines the cloud onboarding process for DoD and its Mission Partners.

✓ Yes

✗ No

Vulcan Software Factory

A Continuous Compliance Monitoring (CCM) system for all DoD Mission Partners that monitors and provides compliance enforcement and vulnerability scanning of DoD containerized applications, which cover all the DevSecOps pillars (Develop, Build, Test, Release & Deploy, and Runtime).

✓ Yes

✗ No

Cloud to Tactical Edge

Provide secure, reliable, and timely access to cloud resources to help military and emergency personnel carry out their mission at the tactical edge despite unreliable connectivity to the cloud.

✓ Yes

✗ No

OCONUS Cloud

Layering commercial and on-premise cloud in all our OCONUS data centers to provide forward-deployed mobility, surge capacity, and data sovereignty.

✓ Yes

✗ No

Cloud Migration-as-a-Service

Services to help migrate your workloads and applications to DISA's private cloud. For mission partners lacking technical skills who require the help of DISA SMEs.

✓ Yes

✗ No

Scheduling as a Service

Automates mass transaction scheduling, execution, and monitoring, providing real-time mission partner notifications.



Yes



No

Core Data Center Floor Space

Is your organization interested in leasing floor space in one of our core data centers?



Yes



No

What capability would you like to see HaCC provide that wasn't listed?

Enter up to 200 characters...

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Below we will ask about which Subject Matter Experts (SMEs) you've worked with in the past and ask you to provide feedback on the level of service you have received.

Have you worked with the HaCC's System Administrators in the past.

☐ Yes ☐ No

Answer Yes, if you have worked with the HaCC's Storage Administrators in the past.

☐ Yes ☐ No

Answer Yes, if you have worked with the HaCC's Network/Comm Engineers in the past.

☐ Yes ☐ No

Answer Yes, if you have worked with the HaCC's Implementations Project Leads / Project Managers in the past.

☐ Yes ☐ No

Answer Yes, if you have worked with the HaCC's Cyber Security Technicians in the past.

☐ Yes ☐ No

Answer Yes, if you have worked with the HaCC's Database Administrators in the past.

✓ Yes

✗ No

Answer Yes, if you have worked with the HaCC's Cloud Technicians in the past.
Cloud Technician

✓ Yes

✗ No

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