

Operational Highlight

Enterprise Information Technology Support Services

Modernizing, Securing, and Sustaining Warfighting Acquisition University (WarU)'s Nationwide Digital Ecosystem

The Core Challenge

Warfighting Acquisition University (WarU) serves more than one million learners, faculty, staff, and mission partners across a dispersed network of campuses, classrooms, remote environments, and virtual learning platforms. Its IT ecosystem underpins every aspect of WarU's mission supporting training delivery, collaboration, digital content, enterprise operations, and large-scale workforce development across the Department of Defense.

WarU's challenge is to maintain secure, reliable, fully integrated IT operations across all regions while modernizing legacy environments, adopting new technologies, strengthening cyber readiness, and delivering high-quality learning experiences without service interruptions.

Concept Plus' Role & Scope

Concept Plus provides enterprise-wide support across all major IT service areas required to operate WarU's modern digital environment via the EITSS BPA. We deliver program governance, performance tracking, transition-in/out support, and quality oversight to ensure seamless and predictable execution across the enterprise.

The EITSS BPA will allow for a robust set of support services that include:

- **Network & Infrastructure Operations**
Sustainment, modernization, and protection of WarU's network infrastructure, performing upgrades, maintenance, monitoring, performance tuning, and rapid resolution of network issues across all WarU locations.
- **Systems Administration & Cloud Engineering**
Management of servers, virtual environments, enterprise storage, and cloud workloads with an Azure-forward approach.
- **Cybersecurity Operations**
Cybersecurity engineering, continuous monitoring, vulnerability management, incident response, malware defense, SIPRNET support, and full lifecycle RMF support, strengthening WarU's overall security posture.
- **Unified Communications & Collaboration**
Support for voice, video, messaging, conferencing, and collaboration tools to ensure seamless communication across campuses and virtual learning environments.
- **Application Development & Web Services**
Design, development, securing, and maintaining WarU's internal and public web applications, workflows, databases, and enterprise platforms such as ServiceNow, helping WarU evolve its application ecosystem with modern standards.
- **Learning Technology & Digital Experience Innovation**
Evaluation and implementation of emerging instructional technologies, from interactive media and immersive concepts to AI-assisted tools, simulations, and next-generation content delivery systems.
- **Help Desk & Call Center Operations**
Tier 1–3 support across phone, chat, email, and onsite channels, ensuring responsive assistance for students, faculty, and staff across virtual classrooms, online training, and campus operations.

What Makes Our Approach Unique

- ✓ **Integrated Enterprise Coverage Across All Information Technology Domains**
We will unify network, cybersecurity, cloud, applications, multimedia, and end-user support into a single cohesive delivery structure. This model will reduce fragmentation, improve responsiveness, and create a seamless experience across WarU's IT environment.
- ✓ **A Long-Term, Incremental Path Toward Zero Trust Maturity**
We will follow a practical, phased approach to Zero Trust. Instead of promising an immediate end-state, we will strengthen identity controls, device security, network segmentation, data protections, and monitoring step by step. Each phase will help move WarU closer to a mature Zero Trust posture aligned with federal guidance and operational needs.
- ✓ **Azure-Forward Cloud Modernization**
We will prioritize modernization and workload transformation in Microsoft Azure. This roadmap will enable WarU to adopt scalable, automated, resilient cloud services and modern application architectures over time.
- ✓ **Mission-Focused Educational Technology Innovation**
We will help WarU identify and deploy technologies that meaningfully enhance learning. This will include interactive digital content, AI-enabled tools, immersive training concepts, and modern virtual learning capabilities that improve both student and instructor experiences.
- ✓ **Enterprise-Wide Service Desk Integration**
We will implement a multi-tier service desk model that delivers consistent, high-quality support across all WarU locations. As this model is rolled out, users will experience reliable, seamless support whether they are on campus, in a classroom, online, or remote.
- ✓ **Agile, Repeatable Delivery Framework**
We will apply an iterative, agile delivery framework across all service areas. This approach will increase delivery velocity, reduce operational risk, and ensure outcomes remain aligned with WarU's strategic priorities.

Mission Impact



A Secure, Modern, and High-Performing Digital Ecosystem for Acquisition Workforce Development
Through E-ITSS delivery, Concept Plus will help WarU strengthen cybersecurity defenses, maintain reliable networks, deliver seamless learning experiences, advance cloud adoption, enhance support operations, introduce innovative learning technologies, and sustain mission continuity across a national enterprise. Together, these outcomes will empower WarU to remain the premier training institution for the Defense Acquisition Workforce, supported by a resilient, modern, and secure IT foundation that keeps pace with mission demands.