

BMC HELIX ITSM NOW IMPACT LEVEL 5 (IL-5) AUTHORIZED FOR DOD AGENCIES



David Sims, AVP of our U.S. Federal team, and I are thrilled to share that BMC Software achieved Impact Level 5 (IL-5) Provisional Authorization for [BMC Helix ITSM](#) and [BMC Helix Digital Workplace](#). With this achievement, BMC now offers both Impact Level 4 (IL-4) and IL-5 environments running in AWS GovCloud. Importantly, this environment has been NIPRnet connected directly through the DoD Cloud Access Point (CAP) since early 2022 and is available for (and being consumed by) our Department of Defense (DoD) customers today.

For readers that may not have the Federal context: Impact Level is managed by the Defense Information Systems Agency (DISA) and designates what kind of information can be processed and/or stored in the certified system. IL-4 deals with unclassified types of information while IL-5 deals with national security-related material.

Because the IL-5 authorization applies to our SaaS-based offering (as opposed to a containerized offering) of BMC Helix ITSM and BMC Helix Digital Workplace, DoD customers can deploy immediately without needing to seek authorization for their specific instance. We want to make it as easy as possible to support our customers' mission.

Coming Soon

We're not stopping here. The following capabilities will be available in the IL-4 and IL-5 environments very soon:

- **Project portfolio management**—Seamlessly connects project and portfolio management with

idea sourcing, idea management, and demand generation to spur innovation.

- **AI-powered IT operations management (AIOps)**—Use artificial intelligence (AI) to enhance IT operations from simple monitoring to observability with service-centric monitoring, advanced event management, root cause isolation, and intelligent automation to improve performance for faster issue resolution with greater cost savings.
- **Continuous optimization**—Predictive analytics to manage IT resources in the cloud with support for Kubernetes and pods, microservices, and containers allowing for increased efficiencies across the organization.
- **Dynamic service modeling**—Discovery and dependency modeling that delivers instant visibility into hardware, software, and services across cloud, hybrid, and on-premises environments for greater compliance and assurance.

These milestones will align our DoD IL-4 and IL-5 environments to the same set of capabilities that are available to FedRAMP/civilian agencies today. BMC is committed to serving our DoD customers with a truly integrated SaaS platform that delivers comprehensive IT service and operations management. The BMC Helix platform is specifically designed to be easy to purchase, easy to authorize, and easy to go live. Activate today to deliver world-class performance for your warfighters tomorrow.