

**RECOMMENDATION FOR DISA HONORARY AWARD  
SMC MECHANICSBURG**

**NOMINATION INFORMATION**

AWARD: George J. Hoffman Civilian Leadership Award  
PERIOD COVERED: 1 October 2008 – 30 September 2009  
PHOTO FILE:  
PHOTO DESCRIPTION:

**AWARD RECIPIENT**

FIRST NAME: John  
LAST NAME: Szwast  
ORG: CDB1  
POSITION TITLE: IT Specialist  
SERIES/GRADE: GS-2210-14

**NARRATIVE RECOMMENDATION**

- Mr. John Szwast is a committed leader with a passion for excellence.
- Via his untiring devotion to Information Assurance; he has championed the cause of the use of Access Security Configuration Control Service Solution (also known as Bladelogic), has fostered automation that creates standardized and enhanced validation of Windows Systems Administration settings, via the creation of the DISA Diamond Disk (D3), and has relentlessly pursued rapid response to Vulnerability Alerts across server and mainframe operating environments.
- Oversaw the implementation and stabilization of Multi-Host Internet Access Portal (MIAP) that currently support over 60, 000 DoD and non-DoD users mainframe users. This solution has helped secure mainframe interactive sessions.
- Relentlessly pursued a creative solution to secure and assure thousands of weekly file transfers among DoD and non-DoD partners via the Secure File Gateway solution.
- Oversaw complex database software upgrades in support of the Defense Logistics Agency's Distribution Standard System, an application that provides millions of items of supply in direct support of combat warfighters.
- Successfully ensured that several diverse technical refreshments of old legacy equipment were replaced by newer hardware, including servers, mainframes, and complex storage technologies.
- Used collaborative approaches to problem solving, bringing in any/all elements of Computing Services Directorate (CSD) staff to investigate, determine root cause, and effect solutions to a wide variety of problems and issues. Mr. Szwast gathered a cadre of professionals across the SMC, across CSD, and across Customer functional experts to examine evidence and brainstorm solutions.
- Has institutionalized the Information Technology Infrastructure Library (ITIL) Problem Management program at SMC Mechanicsburg. He has set standards for

problem identification and resolution and has established a program that tracks problems reporting at a management level on a recurring basis.

- Mr. Szwest's energy, enthusiasm, devotion, idealism, and thoroughness are inspirational to all of his coworkers at the SMC, across Computing Services Directorate, and across the various DoD Customer communities with which he has interacted.

### **NARRATIVE SUMMARY**

John Szwest is an indefatigable leader who provides technical guidance, personnel coaching, inspirational initiative and a "can-do" approach to SMC Mechanicsburg's diverse Technical Support organization. His passion for excellence, has exploited the use of Information Assurance Automation, has delivered an innovative solution that has increased the security of thousands of daily file transfers among DoD and non-DoD partners, has migrated over 60,000 DoD users to the secure Multi-Host Internet Access Portal (MIAP) solution, has overseen extremely vital database software upgrades supporting millions of logistics items critical to warfighter operations, has successfully migrated servers and mainframes to new hardware. Mr. Szwest is relentless in ensuring that technical solutions and system implementations exceed Customer expectations. He relentlessly pursues all alternatives to a given problem and decisively brings together the right cadre of staff across CSD to ensure any and all problems or issues are solved. To institutionalize this root cause approach, he has established and effectively promotes an ITIL-based Problem Management program.