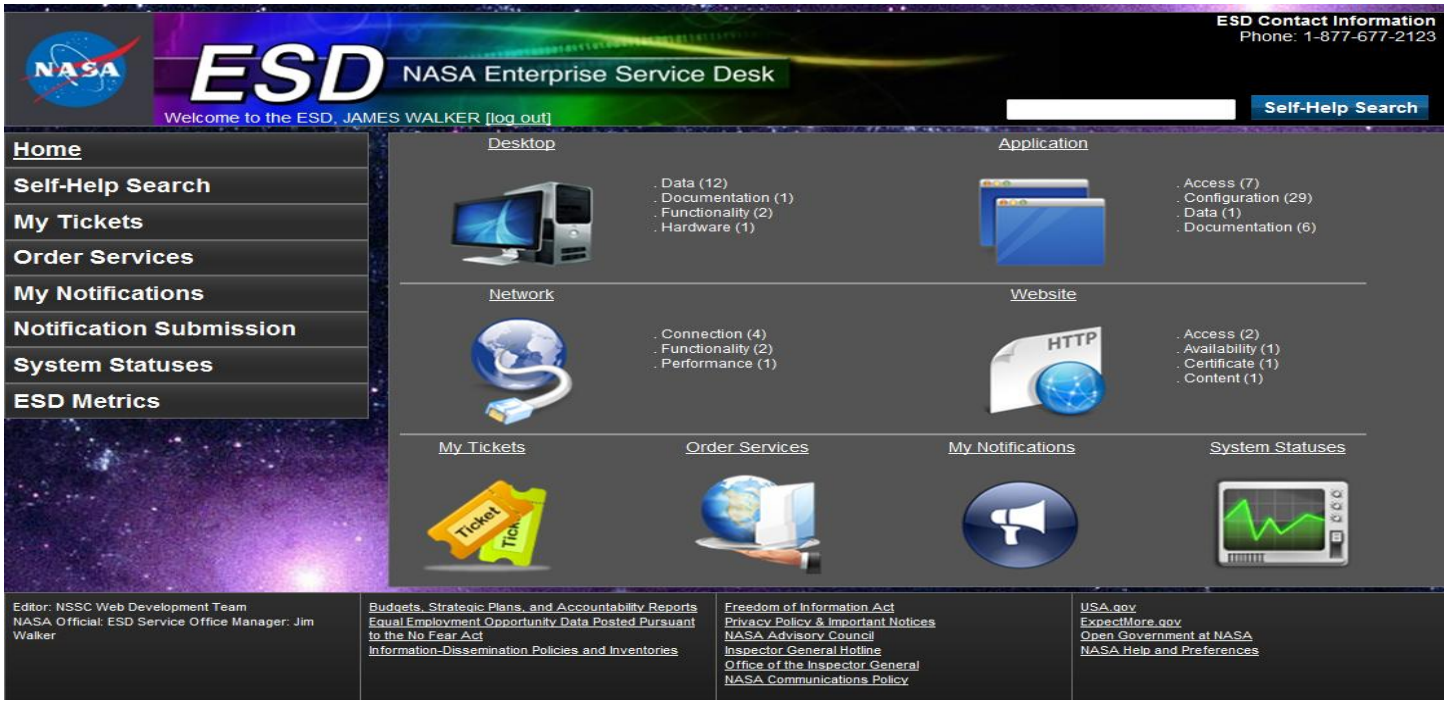
Enterprise Service Desk (ESD) Operational Readiness Review (ORR)



Jim Walker, NSSC Deputy CIO/ESD SOM

Paul Rydeen, Deputy ESD Deputy Service Office Manger

Art Askew, Manager, Enterprise Service Center (CSC)

Tony Lisotta, Manager, Enterprise Services (CSC)

Dan Mangieri, ESD/ACES Risk Manager

Tracy Patman, SOIL/CIL/SME

Melinda Jackson, ACES SETE

Jim Seal, Manager, IT (CSC)

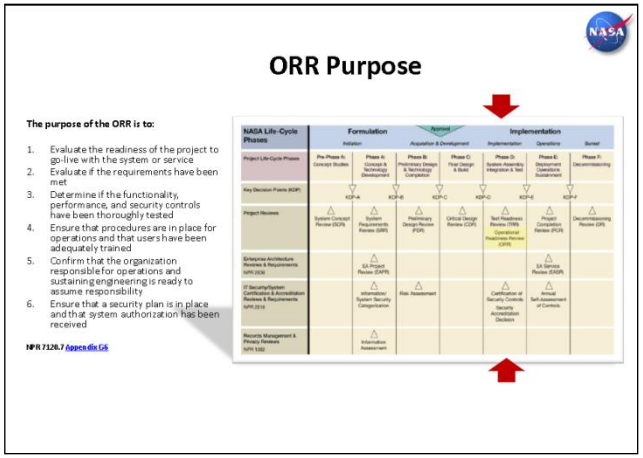
Mike Tubbs, OSC2

26OCT11

- ORR Purpose
  - OPERATIONAL READINESS REVIEW (ORR) OVERVIEW
  - PROJECT OVERVIEW
  - SYSTEM OVERVIEW
  - OPERATIONAL READINESS OVERVIEW
  - SUCCESS CRITERIA
  - SERVICE OFFICE READINESS REVIEW
  - SUMMARY
- System Engineering Review Team (SERT) and ORR Decision Authority
- Significant Changes Since the Last Review
- ORR Entry Criteria
- Review Item Discrepancy (RID) Overview

ORR OVERVIEW

Operational Readiness Review and Board Membership

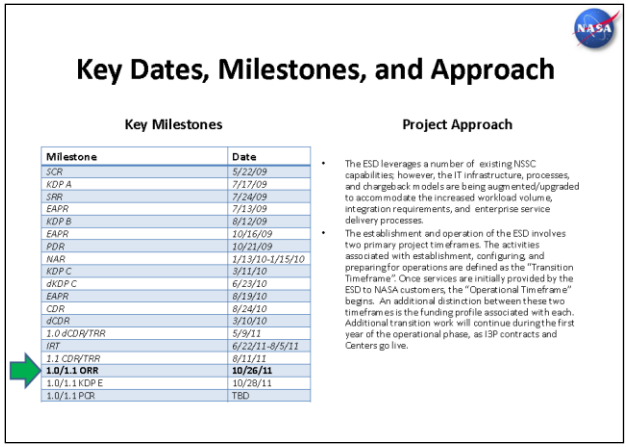


ORR Purpose

The purpose of the ORR is to:

1. Evaluate the readiness of the project to go-live with the system or service
2. Evaluate if the requirements have been met
3. Determine if the functionality, performance, and security controls have been thoroughly tested
4. Ensure that procedures are in place for operations and that users have been adequately trained
5. Confirm that the organization responsible for operations and sustaining engineering is ready to assume responsibility
6. Ensure that a security plan is in place and that system authorization has been received

NPR 7120.7 Appendix G6



Key Dates, Milestones, and Approach

Key Milestones

Milestone	Date
SCR	*5/22/09*
KDP A	*7/17/09*
SRR	*7/24/09*
EAPR	*7/13/09*
KDP B	*8/12/09*
EAPR	*10/16/09*
PDR	*10/21/09*
NAR	*1/13/10-1/15/10*
KDP C	*3/11/10*
dKDP C	*6/23/10*
EAPR	*8/19/10*
CDR	*8/24/10*
dCDR	*3/10/10*
1.0 dCDR/TRR	*5/9/11*
IRT	*6/22/11-8/5/11*
1.1 CDR/TRR	*8/11/11*
1.0/1.1 ORR	**10/26/11**
1.0/1.1 KDP E	10/28/11
1.0/1.1 PCR	TBD

Project Approach

- The ESD leverages a number of existing NSSC capabilities; however, the IT infrastructure, processes, and chargeback models are being augmented/upgraded to accommodate the increased workload volume, integration requirements, and enterprise service delivery processes.
- The establishment and operation of the ESD involves two primary project timeframes. The activities associated with establishment, configuring, and preparing for operations are defined as the "Transition Timeframe". Once services are initially provided by the ESD to NASA customers, the "Operational Timeframe" begins. An additional distinction between these two timeframes is the funding profile associated with each. Additional transition work will continue during the first year of the operational phase, as I3P contracts and Centers go live.

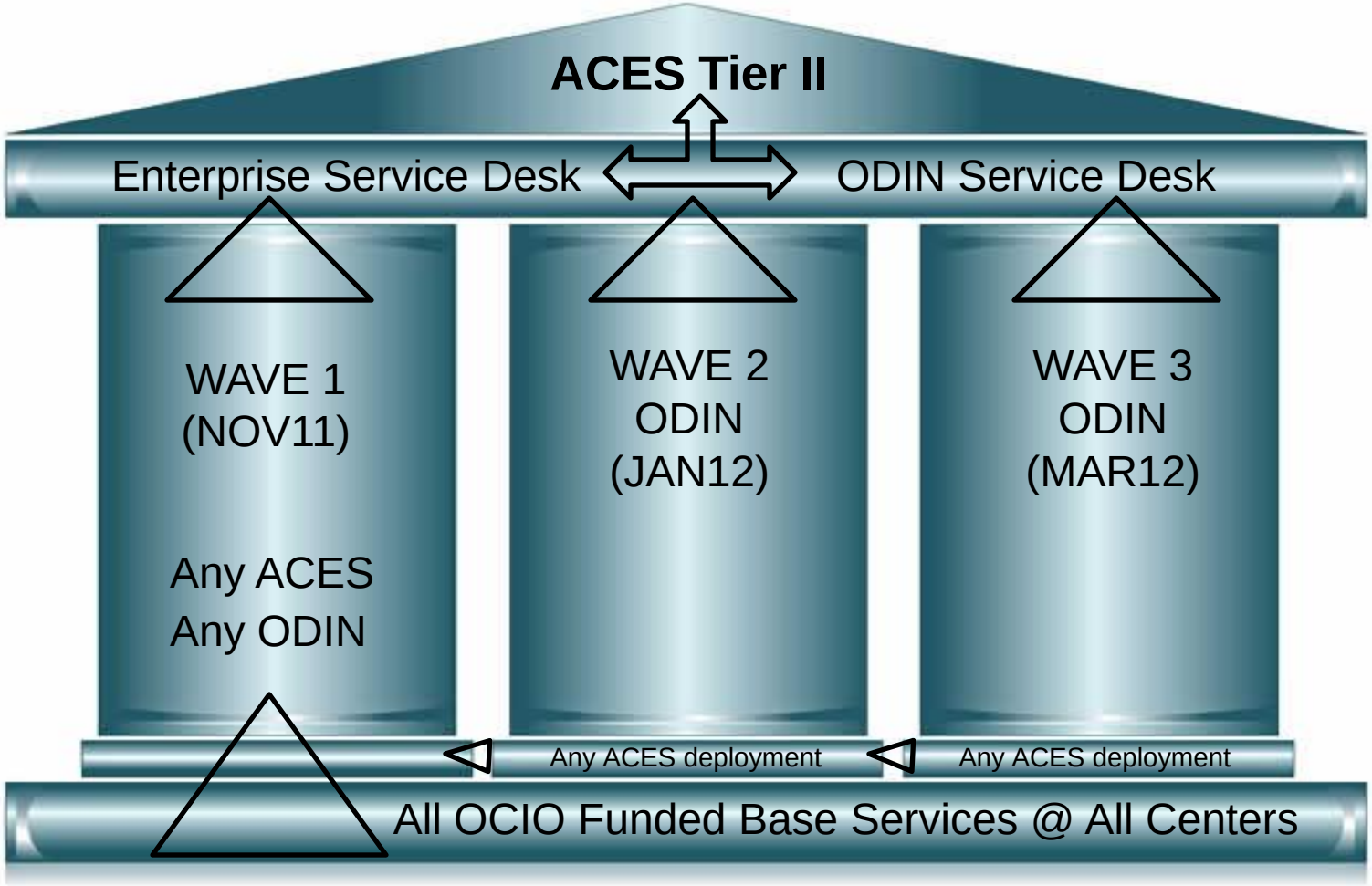
Name	Role	Organization
Michael Smith	Chair	NSSC
Linda Cureton	Co-Chair	OCIO
Saurabh Baveja	ESD Service Executive	OCIO
Bob Benedict	I3P Program Management Office	OCIO
Steve Collins	NSSC SP Program Manager	CSC
Gary Cox	I3P Program Manager	OCIO
Rebecca Dubuisson	Director, B&A	NSSC
J.C. Duh	Technical Integration Manager	OCIO
Kenneth Newton	Service Delivery Manager	NSSC
Bruce O'Dell	OCIO	NSSC
Jeff Seaton	SERT representative	LaRC
John Sprague	End User Services Service Executive	OCIO
Rob Holder	Account Manager	HPES

Significant Changes Since the Last Review

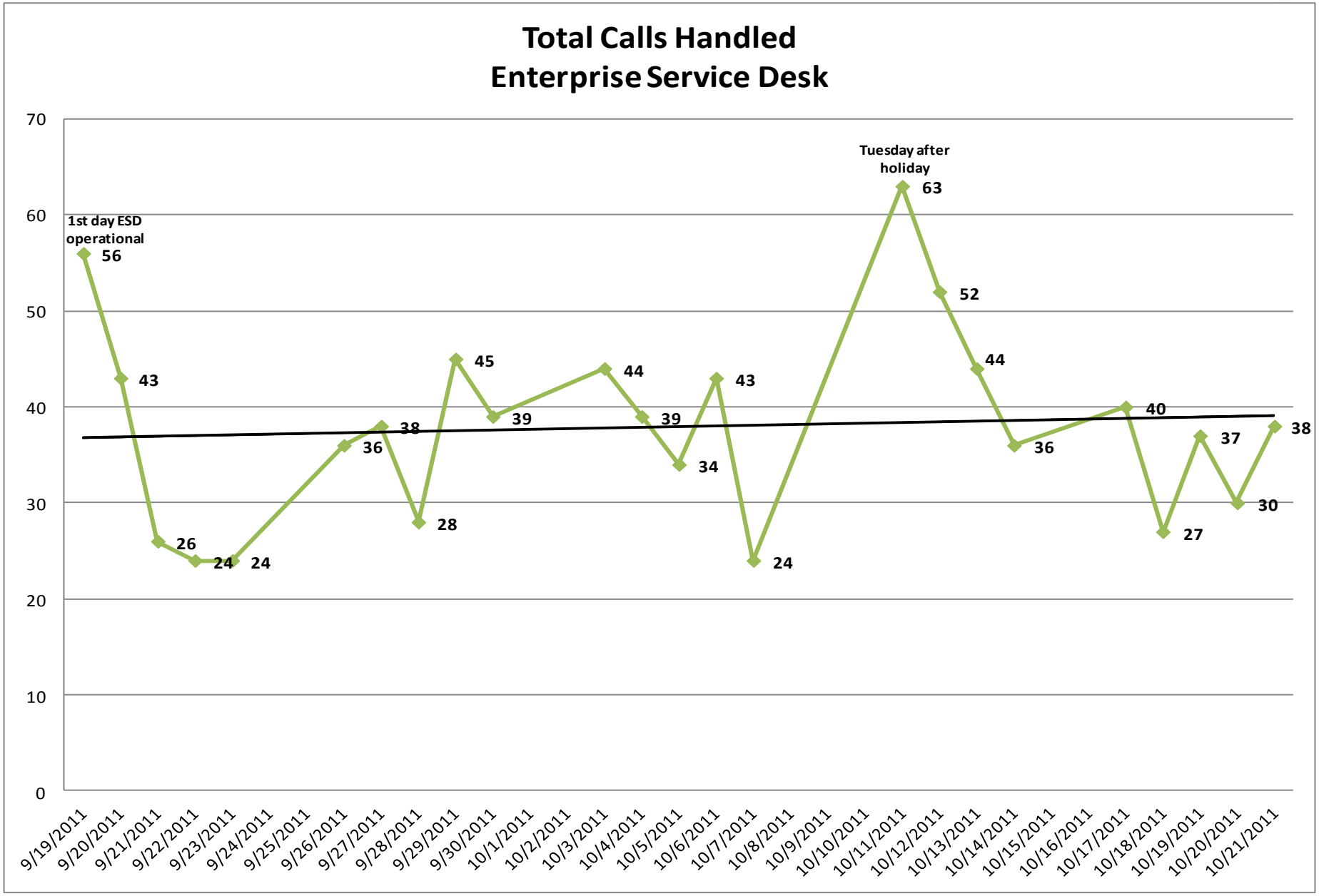
- Last review was the 1.1. CDR/TRR held 11AUG11.
  - Cost – no change.
  - Schedule
    - with uncertainty WRT ODIN/ACES SP was asked to onboard all ESD agents
    - revised schedule 12SEP11 (posted to EPMS and the DML)
  - Scope – no change
  - Requirements – no change although we have begun talking about ESD 1.2 requirements with the SE
  - Design – use of CLIN tables vice hard coding of prices
  - Management – onboard Pinar Moore (GOV).
  - Organization – ESO now coordinates both ESD and ACES projects, which has improved reporting and communications to OCIO and others.
- ESD operational pilots
  - Tier 1 operational 19SEP11 in support of ACES Early Deployment effort
    - currently M-F 6am-7pm CT (24/7 beginning 30OCT11)
    - handoffs to non-I3P contractors at Centers and FCR when possible
  - Knowledge Authoring Tool (deployed 26JUL11)
  - Service Definition Repository (deployed 15JUN11)
- ESD training
  - Customized training in coordination with Center SMEs
  - Four Centers, ~700 trained

ENTERPRISE SERVICE DESK

(TRANSITION APPROACH)



WHO TO CONTACT FOR INCIDENT


Total Calls Handled
Enterprise Service Desk
70
60
50
40
30
20
10
0
1st day ESD operational
56
43
26
24
24
36
38
28
45
39
44
39
34
43
24
Tuesday after holiday
63
52
44
36
40
27
37
30
38
9/19/2011
9/20/2011
9/21/2011
9/22/2011
9/23/2011
9/24/2011
9/25/2011
9/26/2011
9/27/2011
9/28/2011
9/29/2011
9/30/2011
10/1/2011
10/2/2011
10/3/2011
10/4/2011
10/5/2011
10/6/2011
10/7/2011
10/8/2011
10/9/2011
10/10/2011
10/11/2011
10/12/2011
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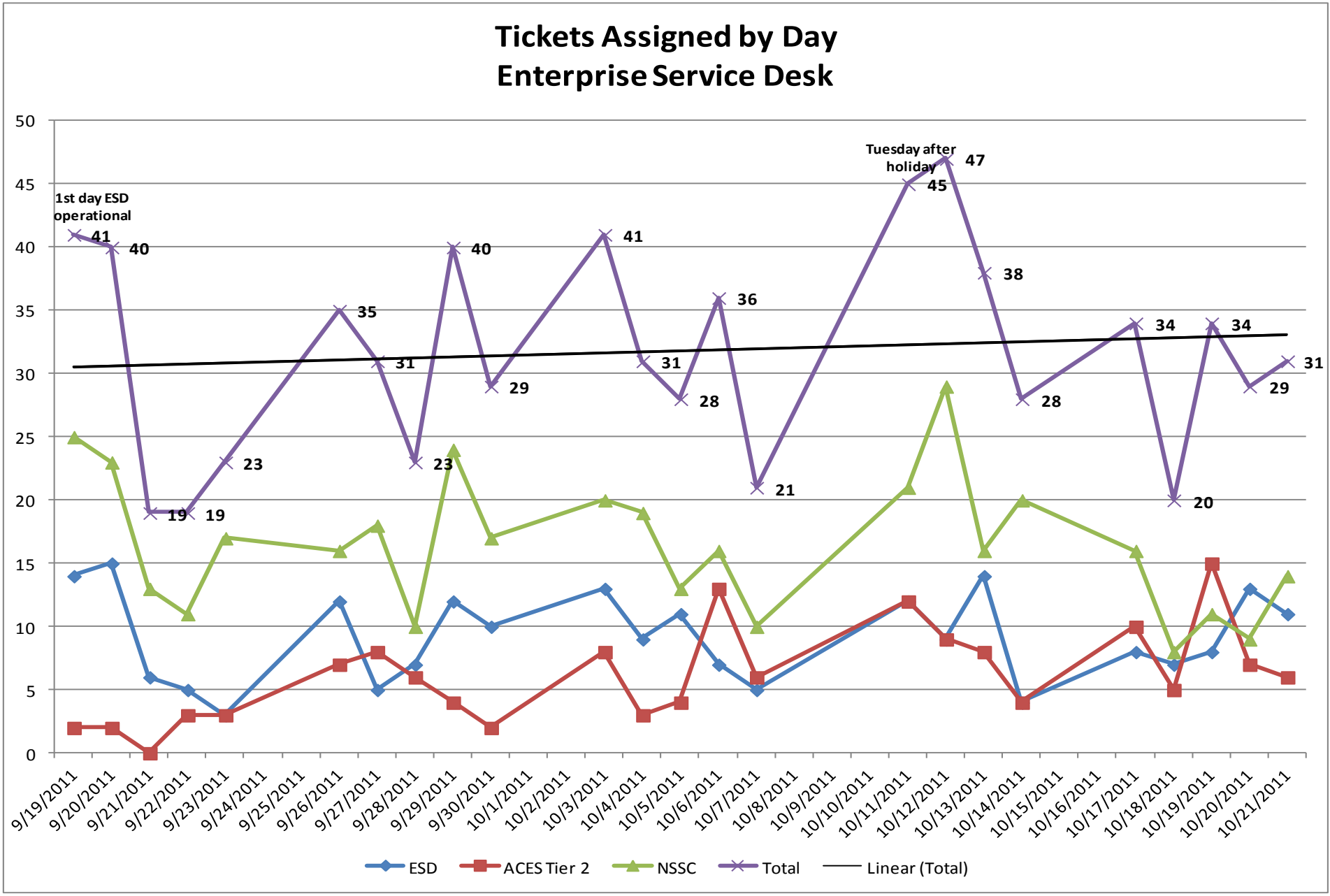
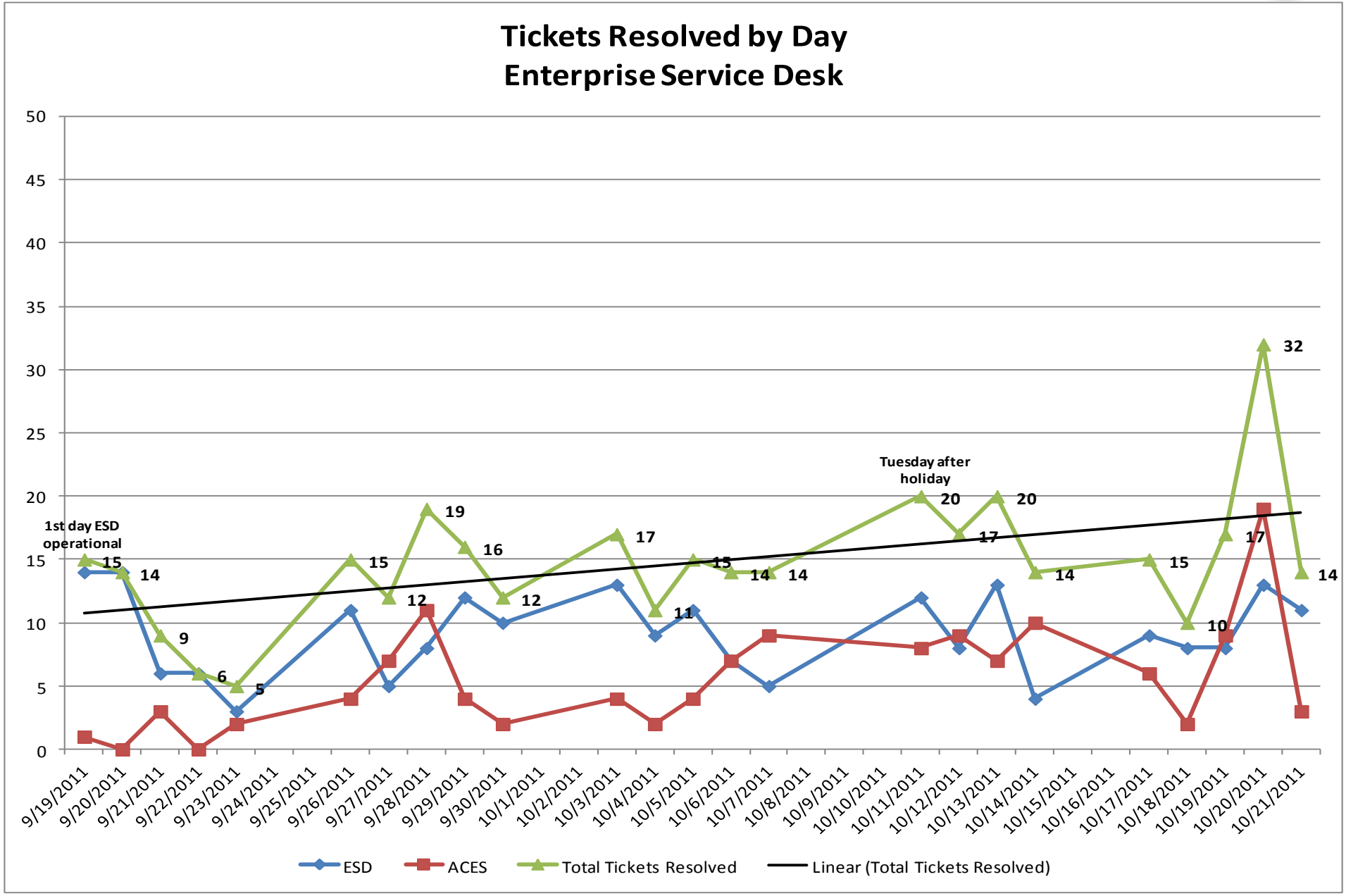
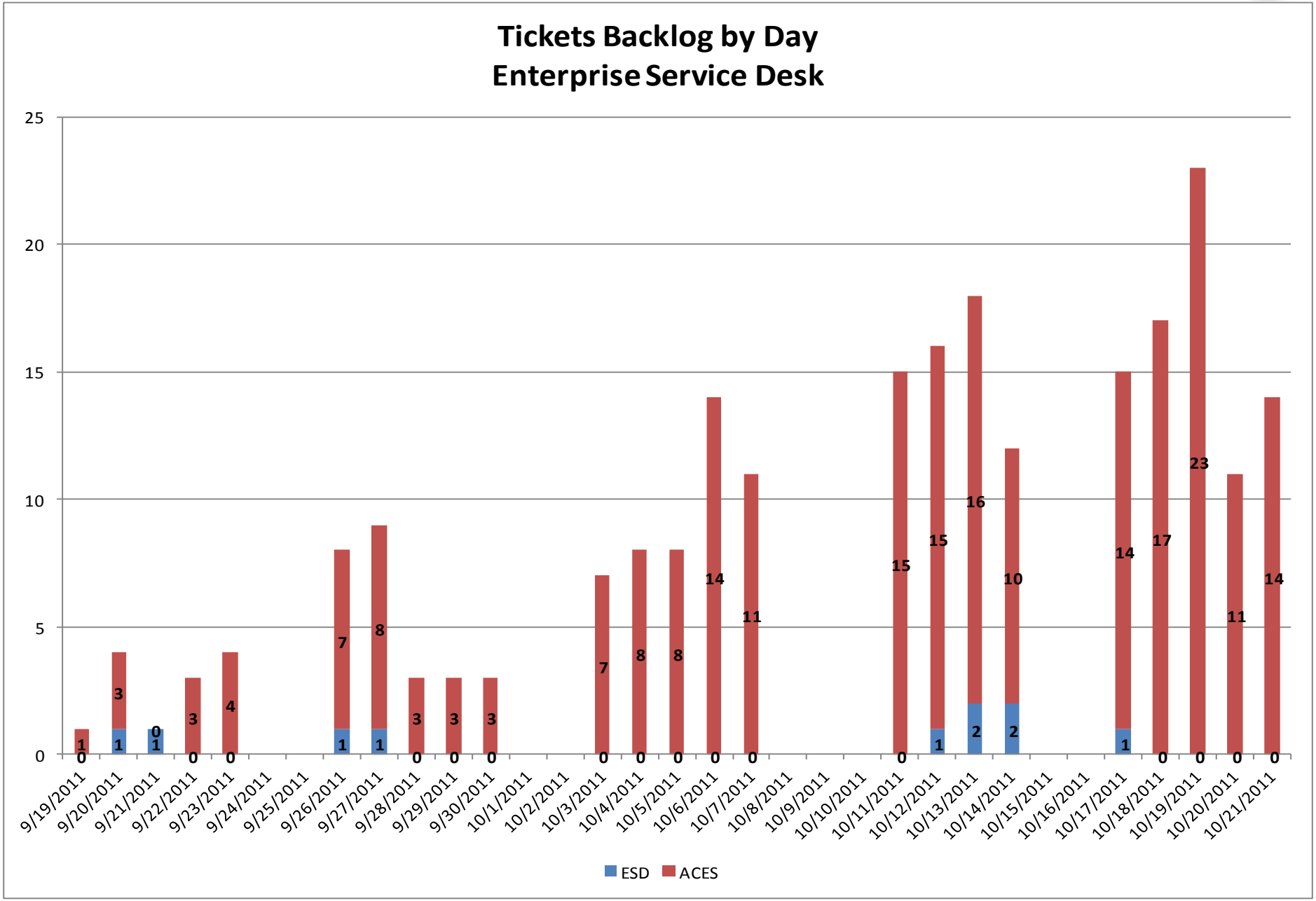
10/21/2011


Tickets Assigned by Day
Enterprise Service Desk
1st day ESD operational
Tuesday after holiday
ESD
ACES Tier 2
NSSC
Total
Linear (Total)


Tickets Resolved by Day
Enterprise Service Desk
50
45
40
35
30
25
20
15
10
5
0
1st day ESD operational
Tuesday after holiday
15
14
9
6
5
15
19
16
12
12
17
11
15
14
14
20
17
20
14
15
10
17
32
14
9/19/2011
9/20/2011
9/21/2011
9/22/2011
9/23/2011
9/24/2011
9/25/2011
9/26/2011
9/27/2011
9/28/2011
9/29/2011
9/30/2011
10/1/2011
10/2/2011
10/3/2011
10/4/2011
10/5/2011
10/6/2011
10/7/2011
10/8/2011
10/9/2011
10/10/2011
10/11/2011
10/12/2011
10/13/2011
10/14/2011
10/15/2011
10/16/2011
10/17/2011
10/18/2011
10/19/2011
10/20/2011
10/21/2011
ESD
ACES
Total Tickets Resolved
Linear (Total Tickets Resolved)


Tickets Backlog by Day
Enterprise Service Desk
25
20
15
10
5
0
9/19/2011
9/20/2011
9/21/2011
9/22/2011
9/23/2011
9/24/2011
9/25/2011
9/26/2011
9/27/2011
9/28/2011
9/29/2011
9/30/2011
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10/12/2011
10/13/2011
10/14/2011
10/15/2011
10/16/2011
10/17/2011
10/18/2011
10/19/2011
10/20/2011
10/21/2011
ESD
ACES

Knowledge Articles

ESD Knowledge Articl	9/12/2011	9/19/2011	9/26/2011	10/3/2011	10/11/2011	10/17/2011	10/24/2011	Total	Total Not Including RightAnswers
Submitted last week	16	76	54	9	19	71591	30	**72203**	**621**
Published last week	23	34	62	18	27	71627	66	**72044**	**462**
In Review	214	256	248	239	231	195	159		
Submitted by									
I3P ACES	28	74	52	4	11	6	20	280	
I3P NICS	0	0	0	0	0	0	0	0	
I3P EAST	0	0	0	0	0	0	0	0	
I3P WEST	0	0	0	0	0	0	0	0	
JSC CIL/SME	4	1	2	0	4	3	4	19	
KSC CIL/SME	0	0	0	0	4	0	0	5	
LaRC CIL/SME	0	1	0	0	0	0	0	2	
DFRC CIL/SME	0	0	0	0	0	0	0	1	
GRC CIL/SME	0	0	0	0	0	0	6		
HQ CIL/SME	0	0	0	0	0	0	0	1	
RightAnswers	0	0	0	0	0	71582	0	71582	Excluding duplicate knowledge and RightAnswers
Total non-ESD	**32**	**76**	**54**	**4**	**19**	**71591**	**30**	**71896**	**236**

Note: Duplicates will not be entered in the knowledge base. Duplicates include SATERN and How To articles for Microsoft applications such as Outlook, Word, etc.

- Executive Summary
- Project Organizational Structure
- Key Dates, Milestones, and Approach
- Top 5 Project Risks and Issues

PROJECT OVERVIEW

ORR NPR 7120.7 Entrance Criteria Status

Entrance Criteria	Complete?	Artifact of Evidence/Details	Responsible POC
Test failures and anomalies from validation testing have been resolved and the results incorporated into all supporting and enabling operational products.	✔ Y	• ESD 1.0: 7 Sev 1; 3 Sev 2; 1 Sev 3 • ESD 1.1: 2 Sev 1; 10 Sev 2; 6 Sev 3; 5 Sev 4's • ESD 1.1 SIT 3: 1 Sev 1; 3 Sev 2; 4 Sev 3; 2 n/a	Jim Seal
All operational supporting and enabling products (e.g., facilities, equipment, documents, maintenance, and updated databases) that are necessary for the nominal and contingency operations have been tested and delivered/installed at the site(s) necessary to support operations.	✔ Y	• SDR (15JUN11) • Knowledge Authoring Tool (26JUL11) • Tier 1 (19SEP) Operational Pilot	Jim Walker
Approved operations handbook.	✔ Y	• Service Delivery Guides (NSSDG-2401-0001, 0002, NSSDG-2800-0001, 0002, 0003); • User Guides (NSUG-1280-0001, 0002, NSUG-2800-0001, 0002, 0004) • Work Instructions (50+) are complete.	Lori Hatten
Training has been provided to the users and operators on the correct operational procedures for the system.	✔ Y	• Wave 1 Centers trained (DFRC, GSFC, HQ, KSC). • Wave 2 and 3 are being scheduled.	Mike Tubbs
Operational contingency planning has been accomplished, and all personnel have been trained.	✔ Y	• BCP under review, NCCIPS move and virtualization of Tier I and Tier II to MSFC being planned for FOC	Melinda Jackson
All validation testing has been completed.	ΔT	• FCaRT Phase 3 testing for Reconciliation (ECD NLT 15DEC11)	Pam Wolfe

✔ Y (Yes) ✘ N (No) ΔT (Tailored) N/A (Not Applicable)

Review Specific Questions

Questions	Response
1. Are all requirements traceable forward and backward and baselined?	✔ Yes
2. Is validation testing completed and have all requirements been verified?	✔ Yes
3. Have root causes been determined for all major problems uncovered in testing? Have workarounds or resolutions been determined for the major problems?	✔ Yes
4. Is all operational and user training complete?	✔ Yes
5. Is the IT security certification and accreditation complete?	✔ Yes
6. Has the Authority to Operate, ATO, been given?	✔ Yes
7. Are all configuration items (CIs) making up the system under configuration control?	✔ Yes
8. Are the databases populated and ready (or a plan to make ready in place)?	✔ Yes
9. Is the project ready to go-live with the system or service?	✔ Yes
10. Do all operational organization entities concur that they are ready for the system to go operational?	✔ Yes
11. Do the application support personnel agree the system is ready to go operational?	✔ Yes
12. Is a plan in place to decide if the system should stay in production and who will make final decision?	✔ Yes
13. Are all system components being backed up?	✔ Yes
14. Are back-out & recovery plans in place?	✔ Yes
15. Is the preparation of the As-built and As-deployed Hardware and Software Documentation in progress?	✔ Yes
16. Has the project reviewed the requirements of the Architecture Assessment (AA) checklist and complied with the AA Checklist requirements?	✔ Yes

Executive Summary

- *Enterprise Service Desk Responsibilities:*
  - **First voice -** ***"Hello NASA user how can we help".*** The ESD is the first person NASA users can talk with to resolve growing number of IT services across NASA. Not only will we speak for I3P services but we will become the de facto Center desk as users get comfortable with calling the ESD. Thus we become the Center's extended non I3P desk and as such have to closely coordinate with Center SME to best ensure we represent them where unique services or procedures are necessary.
  - **First eyes –** ***"Sometimes 2 + 2 = 5"*** The 24 x 7 x 365 nature of the ESD with the myriad of I3P and non I3P calls it is currently receiving and can expect to receive gives the ESD SP unique insight into the health and utility of the NASA IT infrastructure at both a Center , multi-center and Agency level.
  - **Unique Services –** leveraging the NSSC shared services tools Centers may see cost savings especially in the areas of services and Tier II support further consolidating IT to reduce cost and improve efficiencies that I3P brings to NASA.

ESD Functionality on 01NOV11

- **Incident management (My Tickets)**
  - Incidents On Behalf Of (IOBO)
  - 100% Customer Satisfaction Surveys – *1 ticket with 2 functions*
  - Warm Hand off
    - SEV 1 and NASA VIPs
    - As directed in Knowledge Articles – *caution it impacts ESD performance capabilities*
- **Service order management (Order Services)** in a catalog or from an approved commercial catalog
  - Orders On Behalf Of (OOBO)
  - 100% Customer Satisfaction Surveys - *1 ticket with 2 functions*
- **Dashboards & Analytics**
  - Centers get reports when, where and how they want them
  - Best of Breed reports rise to the top
  - OCIO gets metrics when, where and how they want them to inform agency decisions
  - Each I3P vendor has their data to make CSI and CPI
  - NASA users benefit from a single surveying process
- **Knowledge Article Authoring Tool**
  - Reviewing each with the author to ensure ESD provides the expected responses
  - TTL on each to ensure relevance
  - dB query capability will allow KA to help all I3P and ESD make training decisions and expose previously hidden "problems"
- **Self-help search (Tier 0) –** It's not American Airlines, it's Expedia
- **Enterprise Service Desk Notification Tool**
  - My Notifications
  - Notifications Submitter
- **System Statuses**
- **Service Definition Repository (SDR) –** it's a service for Centers and OCIO
- **Configuration Management**
- **Approvers Queue –** Org Approver, IT approver and RA/P-card approver
- **I3P Business Office support -** FCaRT (Funds Check and Accruals)
- **Bulk Upload –** heavy lifting at Centers yet still giving OCIO visibility

Executive Summary

Start/FAD Date: July 17, 2009 End/PCR Date: TBD (est. 2012)

Background

- NASA's strategic approach to the management of infrastructure is to treat cross-Center or cross-project infrastructures as a set of unified, enterprise-wide services throughout their life cycle from formulation to operation, to manage the remaining single-Center or project-specific infrastructure using the enterprise approach for formulation, and to use a federated model for implementation and operation.
- These infrastructure services have been defined into different portfolios: end-user services , network and communications services, enterprise applications, etc.
- Each of these portfolios includes I3P contracts which will provide a specific set of component services to be defined in the Enterprise Service Catalog (ESC). Common across these contracts is the requirement for a Tier 0/1 Enterprise Service Desk (ESD).

Project Purpose

- As part of the I3P strategy, NASA fulfills the role of service delivery integrator for the contractor-provided services in the I3P Program Office's portfolio. A foundational element for integration is the Enterprise Service Desk (ESD), providing NASA customers with a single interface for IT infrastructure services requests and incident reporting.

Dependencies:

- Dependency on ACES to develop service request interface final solution.
- Dependency on NICS to develop incident and service request final solutions.

Executive Summary (cont.)

Project Goal(s)

- Serve as the Single Point of Contact (SPOC) for Enterprise Services support and provide a unified interface between the customer and the I3P Contractors.
- Leverage existing NASA infrastructure to reduce costs.
- Manage customer expectations by identifying and communicating I3P services and SLA's to customers.
- Perform consistent process workflow, enabling service request escalations across disparate IT infrastructure (i.e., I3P contracts).
- Provide consistent and reliable communications for Enterprise Services outages (planned/unplanned).
- Collect performance metrics for the ESD and for I3P contracts.
- Perform Continuous Service Improvement (CSI) for the ESD.

Centers

- All Centers and Mission Directorates are affected.

Executive Summary

Total DME Cost: $8.67M
Expected Yearly Operational Cost:$11.1M

Funding Source:
- DME: OCIO, $2.62M; NSSC, $6.05M
- Operations: NSSC Working Capital Fund

Current ESD rating as of ORR

- G **Overall**
- G **Cost**
- G **Schedule**
- G **Technical**
- G **Programmatic**

High Level Assumptions & Constraints:

- The ESD will leverage existing Agency assets and capabilities already established at the NSSC, and with as-yet unidentified systems to be determined after the five I3P contracts are awarded.

- The ESD will initially provide Tier 0/1 services for specific services being offered in the ESRS and supported under the ACES, NICS, EAST and WEST contracts.

- The ESD will minimize disruption to end-user services during the transition from current Help Desks.

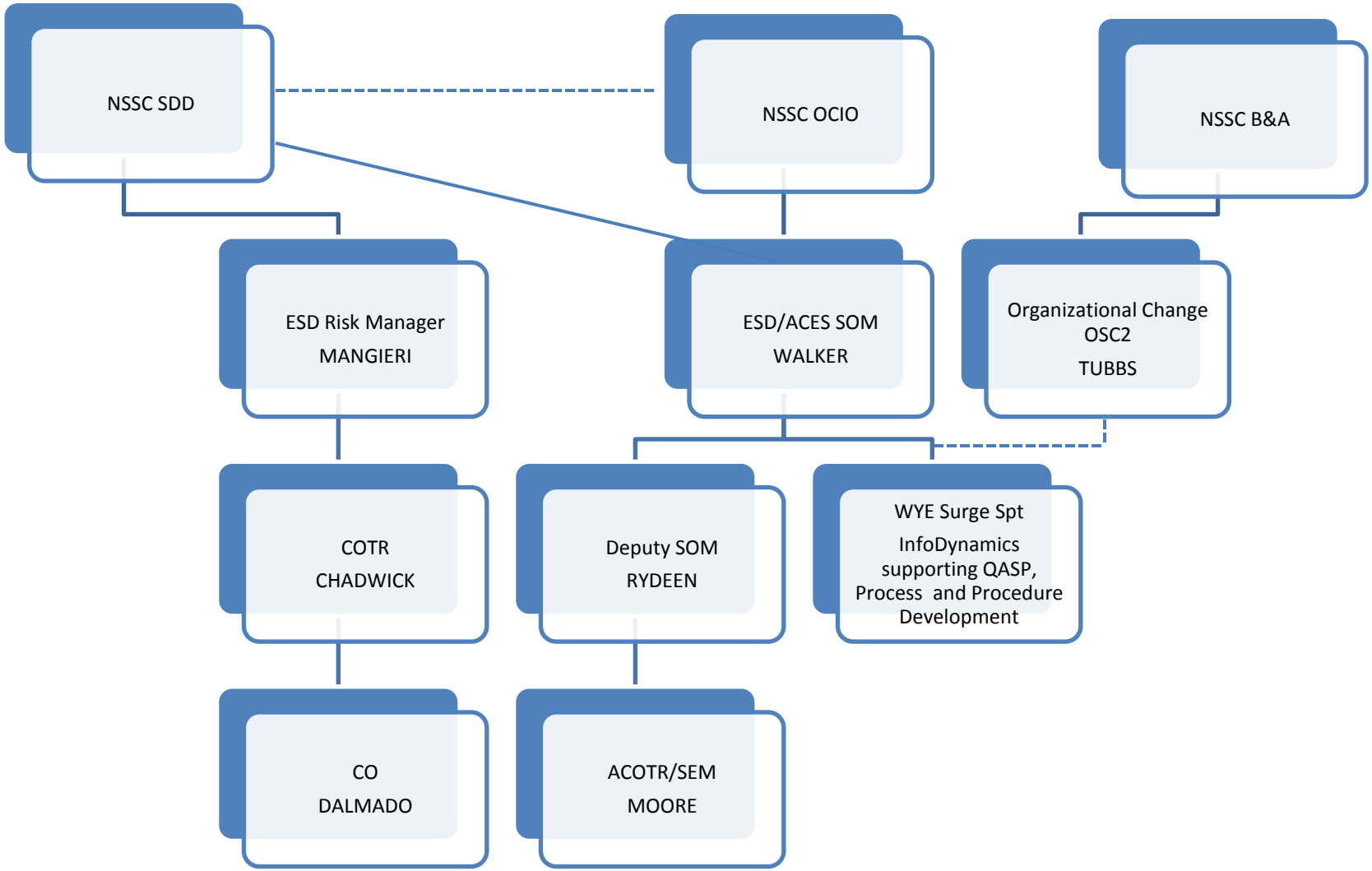
- The user community is identified as those NASA employees and NASA support contractors using I3P services.

- All Incidents will route through the ESD and its service management tool, the Remedy ITSM system.

- All Incidents, Problems, Change, and Service Requests to the ESD will require a Remedy ticket be created and updated with all relevant data from creation to closure of the request.

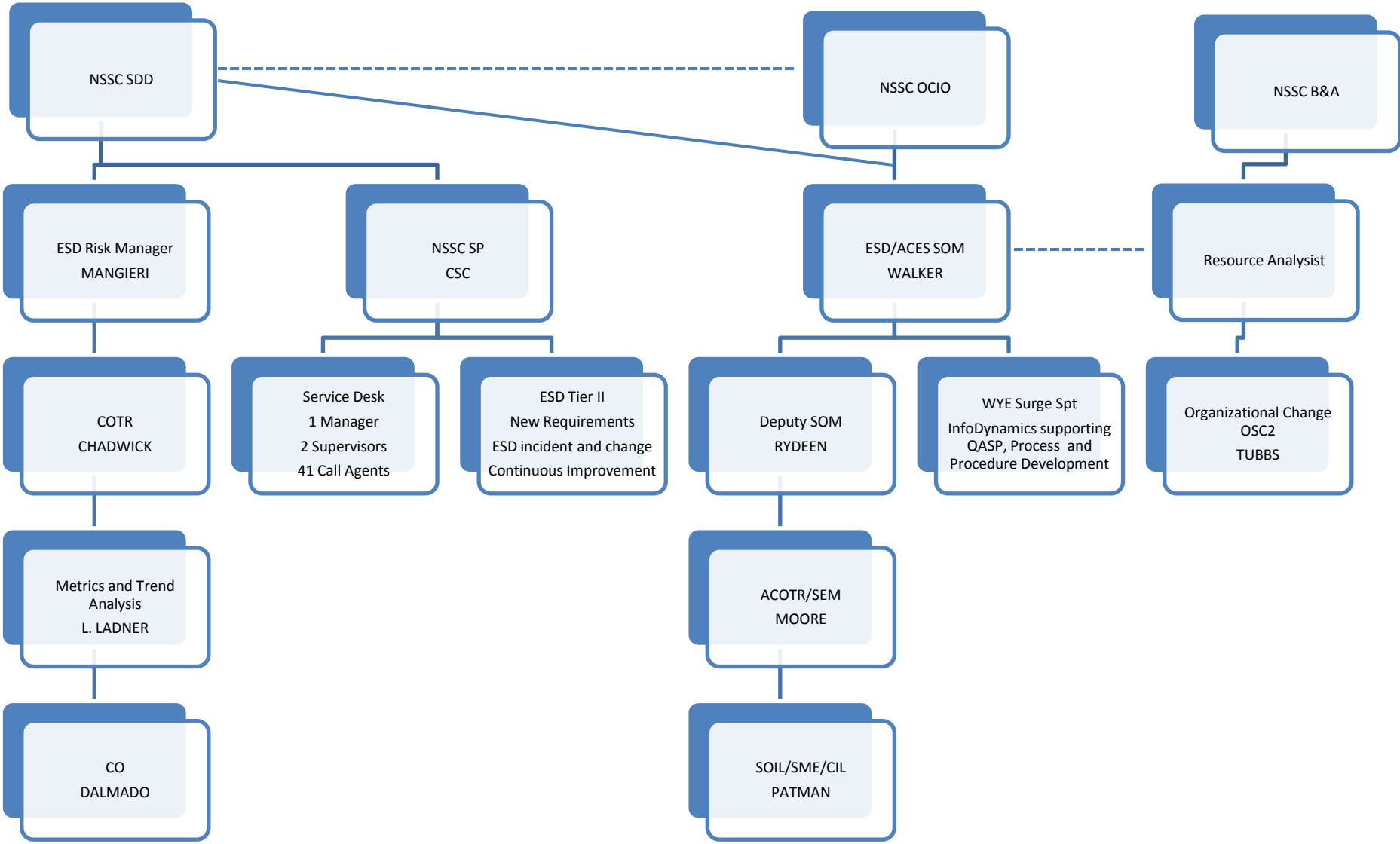
- The ESD will serve as the official system of record for all I3P incidents and service requests entered into the ESD ITSM.

Project Organizational Structure

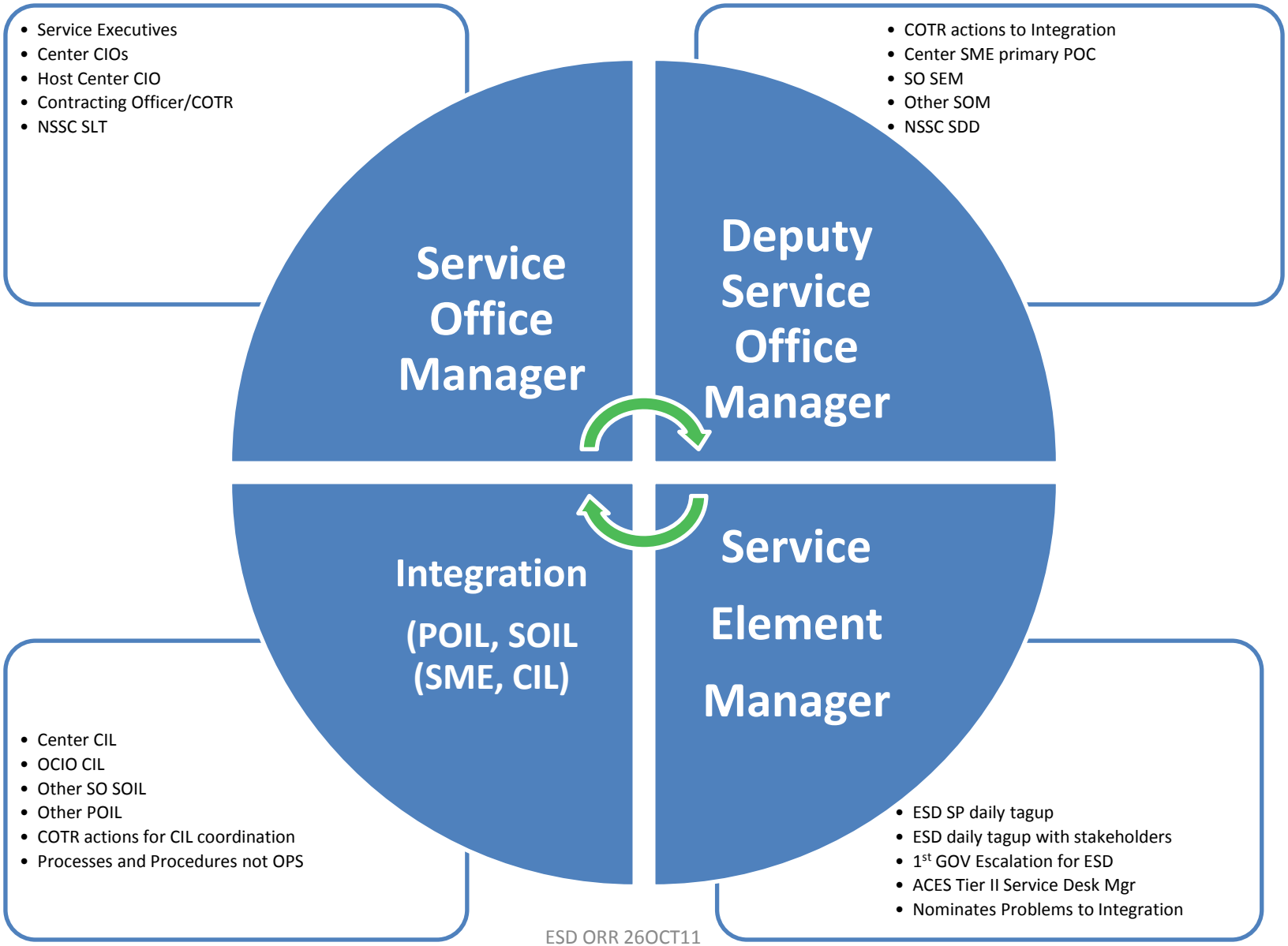


	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17
FTE	2.75	2.75	2.75	2.75	2.75	2.75

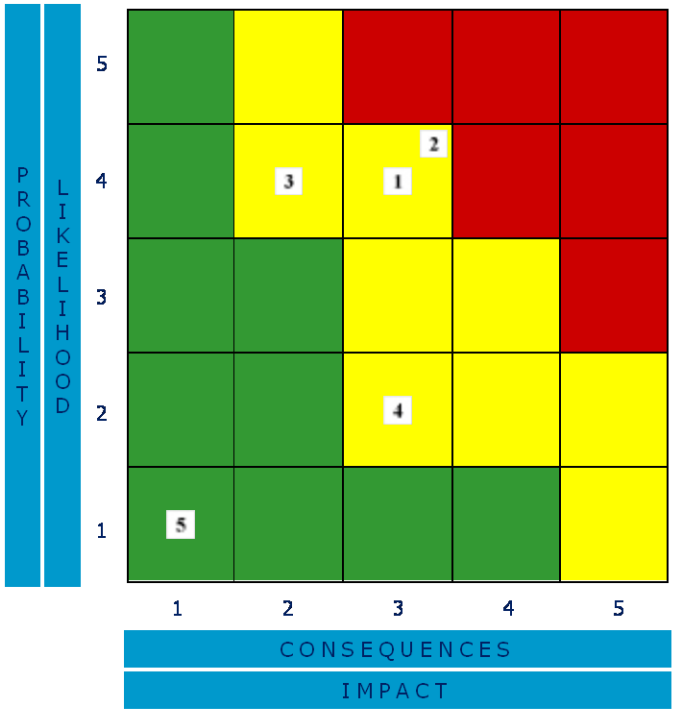
Functional Organizational Structure



ESD SO Communications Plan



Risk Profile



Rank	Trend	NASA Risk Number	Disposition (Approach)	Risk Name
1	⇨	ESD11491	M	ESD Transition Service Development for ACES (11491)
2	⇨	ESD11567	M	ESD Transition Service Development for NICS (11567)
3	⇩	ESD10400	M	ESRS Interface Build-Out (10400)
4	⇨	ESD06887	M	CMDB Data Integrity and Availability (6887)
5	⇨	ESD11457	W	Transition Contact Volume Forecast (11457)

Summary of All Risks							
	Total	A	M	W	R	E	Closed
High	0	0	0	0	0	0	0
Medium	17	0	4	0	0	0	13
Low	10	0	0	1	0	0	9

Webpart version: 1.0.0.0

Criticality	Criticality LxC Trend	Disposition (Approach)
High	⇩ Decreasing (Improving)	M - Mitigate
Medium	⇧ Increasing (Worsening)	W - Watch
Low	⇨ Unchanged	A - Accept
	▭ New Since Last Period	R - Research
		E - Elevate

Review Item Discrepancy (RID) Overview

- **SERT in the RID process**
  - Active participation vice passive. RIDs were nominated through all participants in the CDR to the Center SME who submitted to the SERT.
  - SERT conducted a review to ensure RIDs were not duplicated and were based on design of ESD not desires for new requirements or functionality.
  - SERT submitted a final list to ESD SOM for action.
- **ESD SO in the RID process**
  - SO reviewed all and coordinated action with ESD SP.
  - SO reviewed artifacts and provided to SERT and Decision Authority for consideration
  - SO conducted 2 or 3 reviews of RIDS with SERT and Decision Authority to recommend closure, request clarification or discuss strategy
- **Key milestones**
  - Only RIDs addressing issues within the scope of this review will be accepted by the SERT.
  - Centers will submit RIDs through their ESD SMEs. SMEs will review RIDs for applicability, compile as necessary, and forward to the SERT for consideration. RIDS are due to the SMEs by COB **04NOV11**.
  - RIDs must be submitted to the SERT using the RID template provided in the backup slides. All RIDS submitted to the SERT by COB **04NOV11** will be considered.
  - RIDs accepted by the SERT will be forwarded to the RID Review Team (RRT) by COB **23NOV11.**
  - All RIDS will be dispositioned by the RRT and full responses provided to the SERT on **06DEC11.**

RID Review Team (RRT)
Tracy Patman, Lead
Paul Rydeen
Jim Walker
Lori Hatten

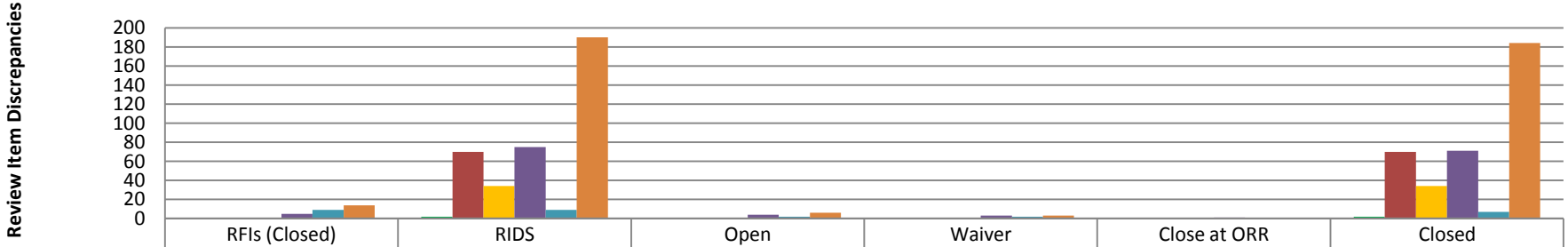
Systems Engineering Review Team (SERT)
J.C. Duh, Decision Authority
Jeff Seaton
Saurabh Baveja
Bob Neil
Vicky Essick

Review of Outstanding RIDs

(190 RIDS from 5 reviews)

Waiver	Title	SERT's direction	Reason for waiver
ESD-dCDR-RID-32	Agency Process Requirements	Provide a review to NASA of the External interfaces including the associated documentation.	Configuration of the problem and change management requires defined roles mapped to processes. Request submitted - ECD 31JAN12
ESD-v1.1dCDR/TRR-RID-5	ESD on Behalf of Search Screen	Return these attributes, at a minimum, to assist the user in selecting the correct person. (Attributes provided are listed with the attribute name from the NASA Enterprise Directory): Show only NASA users who are in an "Active" or "Onboarding" state, and do not show users who are in a "Inactive" State.	Employee state information has been added to search capability and additional fields to enhance search as requested: ECD 15NOV11
ESD-v1.1dCDR/TRR-RID-9	SR Process Issue	The ESRS and the associated SR process should be modified to enable an approver to have the ability to return the SR to a previous approver/originator or re-route the SR to another approver.	ESD SE recently directed this enhancement and the fully tested capability to edit and return a rejected service request will be delivered in ESD 1.2: ECD 01Mar12

RID Breakdown



	RFIs (Closed)	RIDS	Open	Waiver	Close at ORR	Closed
SRR	0	2	0		0	2
PDR	0	70	0		0	70
CDR	0	34	0		0	34
dCDR	5	75	4	3	1	71
dCDR/TRR	9	9	2	2	0	7
Total	14	190	6	3	0	184

Review of Outstanding RIDs

RID Number	Title	SERT's concern	Recommending closure at ORR
ESD-dCDR-RID-15	I3P Interfaces	What type of certificates are used to authenticate the interfaces and Who will be issuing and installing these individual user certificates for the users or on the machines that do not currently have them	The certificate requirements for all systems that interact with the ESD are outlined in the Interface Design Specification (IDS), NSPLS-2800-0008 Enterprise Service Desk & Enterprise Service Request System ITSM Application (Remedy) Interface Design Specifications (IDS).pdf - Need clarification on the webservices authentication between systems (are these VeriSign certificates etc).
ESD-dCDR2/TRR-01	ESD Architecture	There is no single hardware, software or functional architecture diagrams that identify all interfaces, dependencies, firewalls, ports , apps, etc. in ESD.	The architectural diagrams are complete and included with this RID update. Document attached: Remedy-ESD-ESRS Rev3.pdf - * 10/25/11 - Need to identify the system used in the manual pull and reflect in the diagram if it doesn't exist in the diagram. If exists, need to label in the diagram. The diagram also needs to address interfaces to Tier 2:
ESD-dCDR2/TRR-02	Change and Configuration Management of ESD and CMDB	Documentation/presentation of process of how ESD will perform Change Management and Configuration Management of the ESD system, including the CMDB was not presented.	ESD V1.1 addressed most of the concerns of this RID. Additional items will be covered in ESD ORR on 26 Oct 2011. If ORR satisfies requirement, RID will close with ORR.

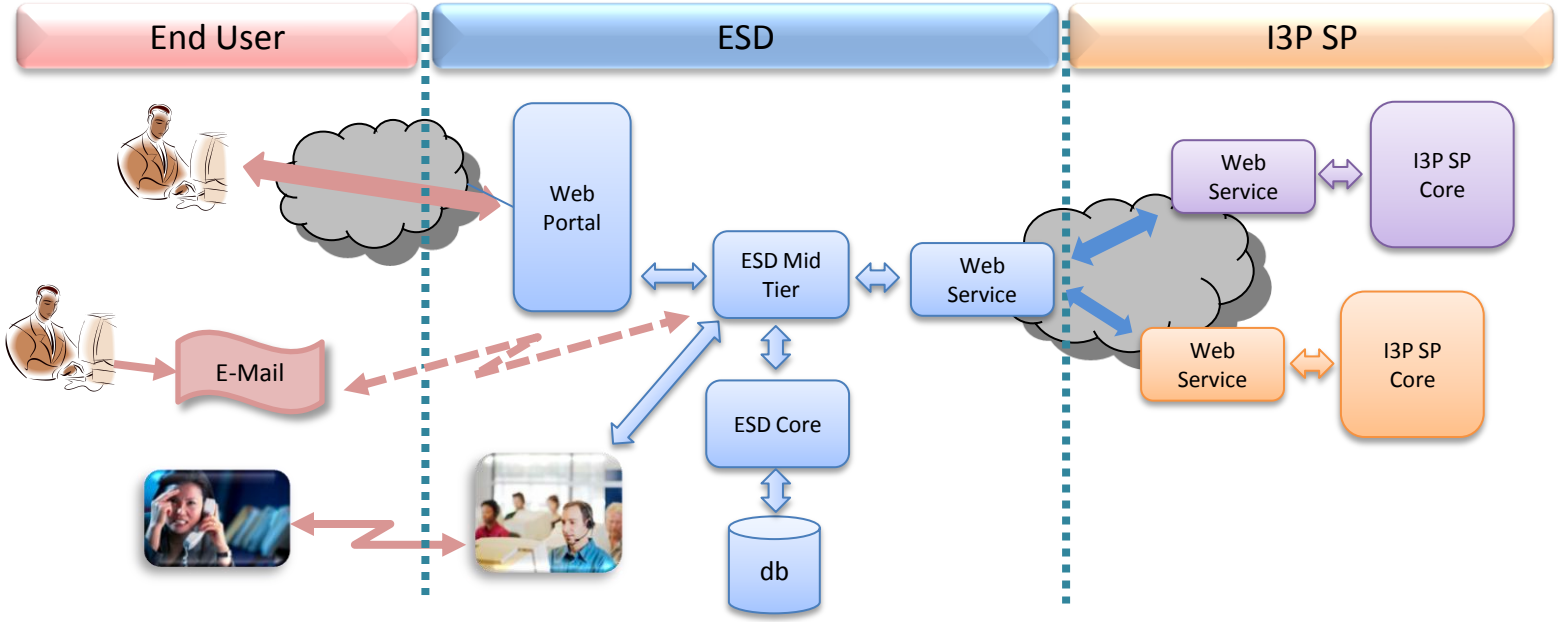
Today's presentation should allow these to close out

- System Concept
- System Description
- Final System
- Major System Interfaces

SYSTEM OVERVIEW

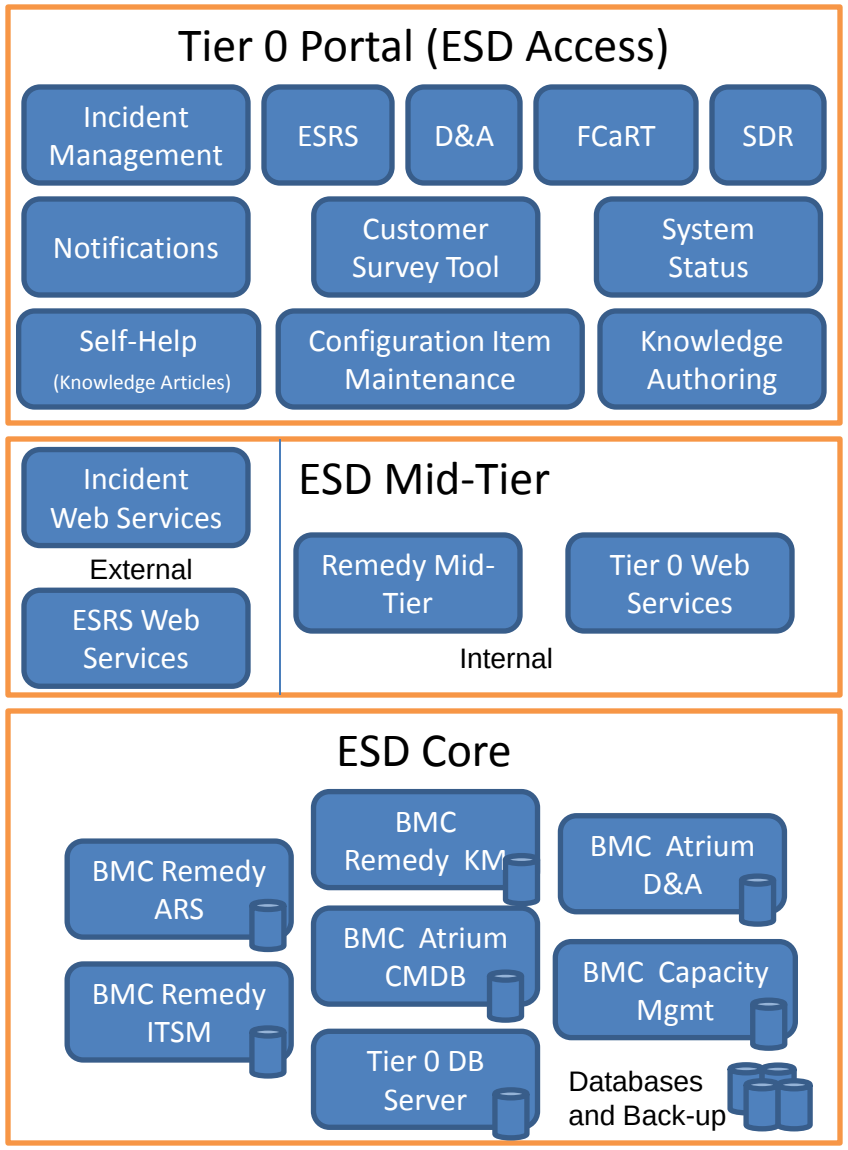
System Concept

- The Enterprise Service Desk (ESD) provides a single point for NASA's employee base to both report IT problems (incidents) and order IT services (service requests) with/from any of the I3P Service Providers
- ESD provides a web interface to all end-users that provides access to all of the ESD modules required to report an incident or order an IT service. In addition, this web environment provides service approvers with information necessary to approve an IT service request (e.g. funds availability)
- The ESD web environment utilizes NAMS and role based authorizations in order to manage which users have access to the various ESD modules
- ESD provides a single, robust, web service interface for both Incidents and Service Requests so that real-time two way communications is achieved between ESD and all of the I3P SPs and related vendors

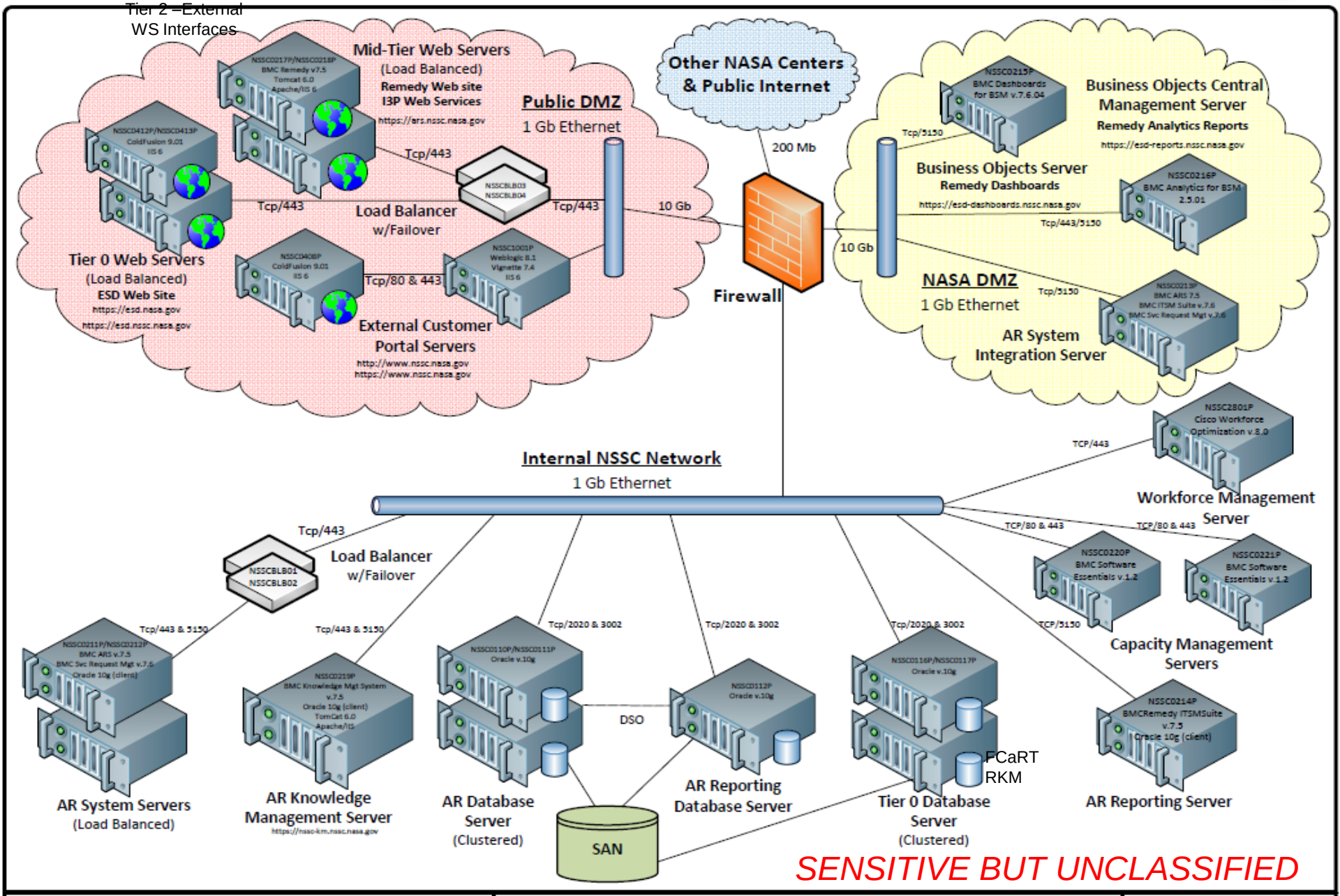


System Description

- Tier 0 Portal
  - Provides web access to all ESD applications
  - Modules in Tier 0 are either:
    - Remedy Web Forms presented by the Remedy Mid-Tier
    - Remedy web forms encapsulated within a module to enhance functionality. Presented via Remedy Mid Tier and may use Tier 0 web services
    - Standalone application to service a specific requirement. Utilizes Tier 0 Web Services within ESD Mid-tier
    - Basic web page presenting information
- ESD Mid-Tier
  - Hosts all web services
  - Contains 3 primary virtual environments
    - External web services are used by I3P SP to post and get data from ESD and for ESD to post and get data from the I3P SP
    - Remedy Mid-Tier is the out of the box remedy web service environment
    - Tier 0 web services support communications between ESD core applications that are not Remedy based
- ESD Core
  - Contains all core applications and databases used by the ESD applications

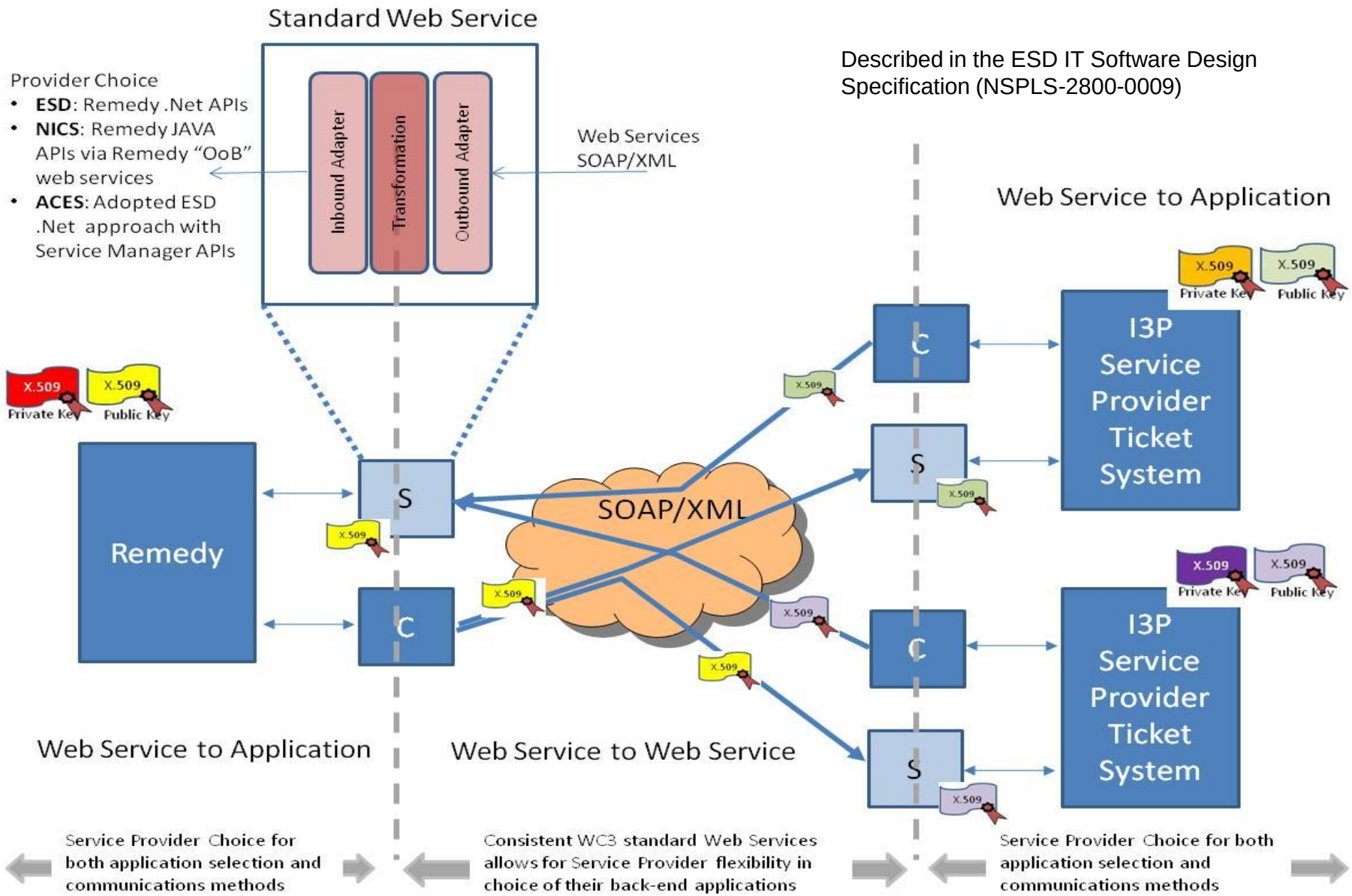


Final Hardware System

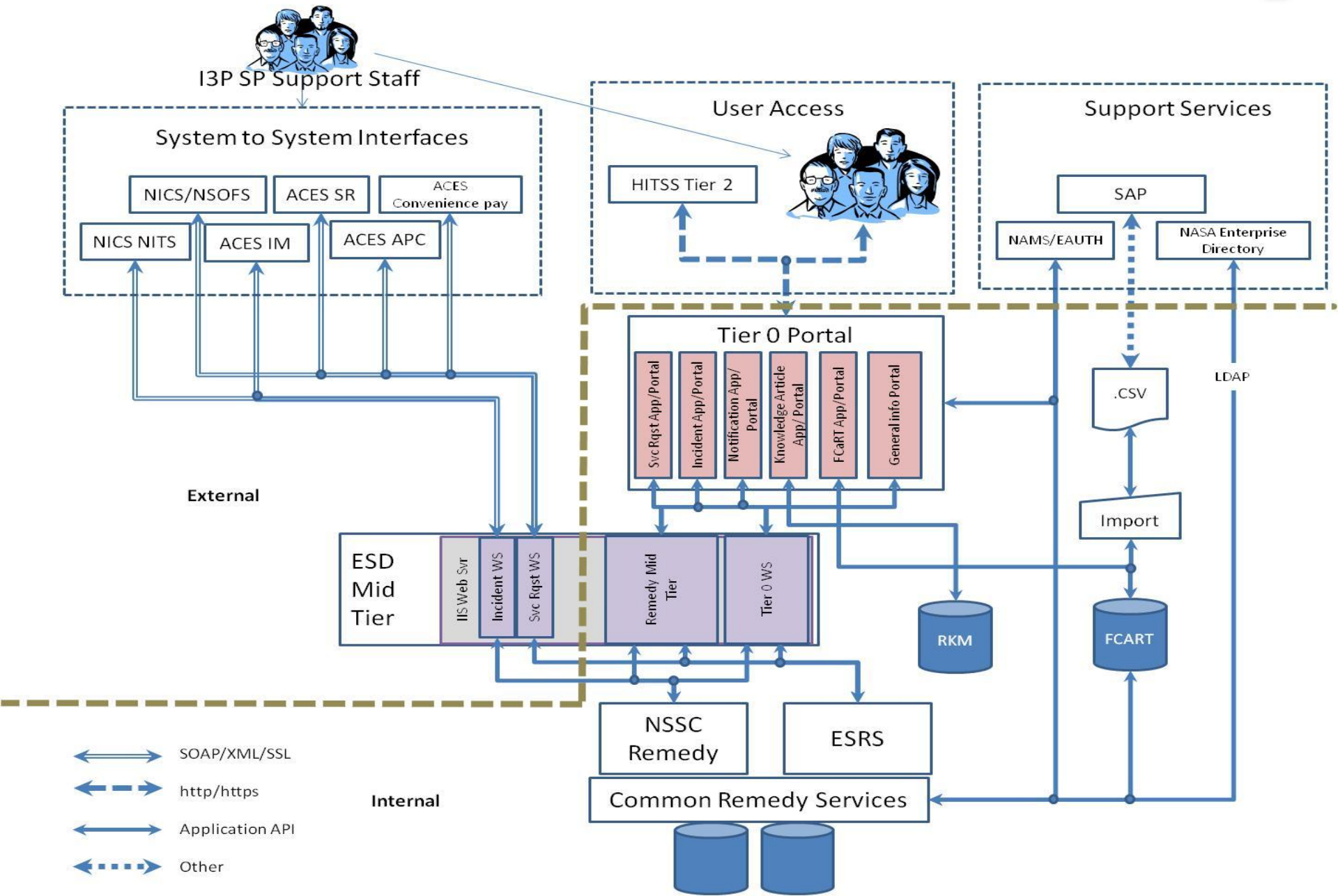


Interface Concept

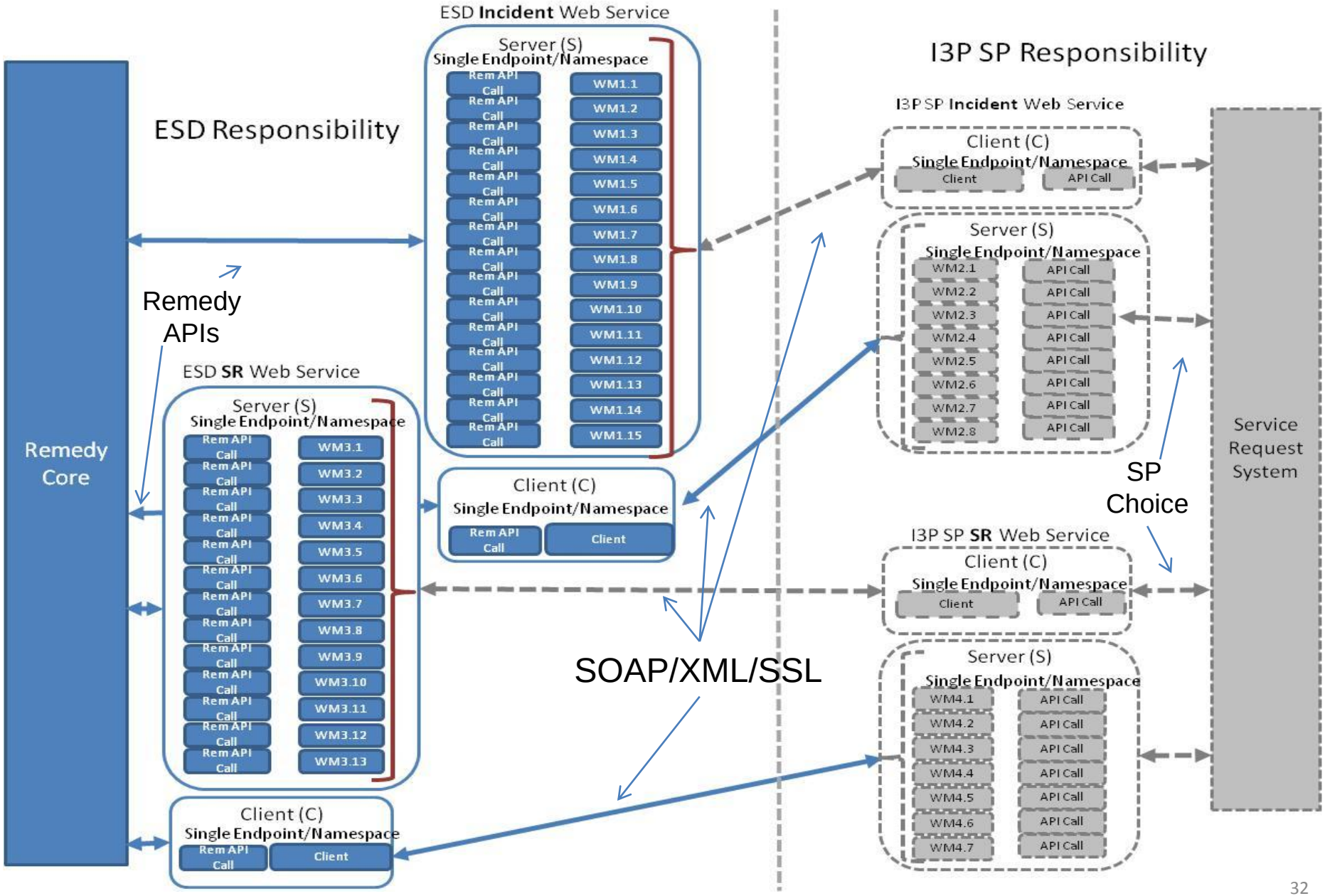
Described in the ESD IT Software Design Specification (NSPLS-2800-0009)



Major System Interfaces



Final Interface System



Interface Web Methods

- These methods are defined in the ESD Interface Design Specification (IDS) (NSPLS-2800-0008)

- Included in this document is also the Web Service Description Language (WSDL) that provides the XML fields and attributes.

ESD Hosted Methods

1 Incident Web Service Endpoint (S)
Namespace= https://ars.nssc.nasa.gov/pubsvc/incident.asmx
Hosted by: ESD

1.1 CreateIncident
1.2 GetIncidentList
1.3 GetIncidentDetail
1.4 ReassignIncident
1.5 AddIncidentComment
1.6 UpdateIncident
1.7 RelateCIToIncident
1.8 RemoveCIFromIncident
1.9 GetCIDetail
1.10 GetIncidentAttachment
1.11 ResolveIncident
1.12 GetStatusReasons
1.13 GetOperationalCategories
1.14 GetProductCategories
1.15 GetResoultionCategories

3 Service Request Web Service Endpoint (S) - ESD
Namespace: https://ars.nssc.nasa.gov/pubsvc/servicerequest.asmx
Hosted by: ESD

3.1 GetOrderList
3.2 GetOrderDetail
3.3 ReassignOrder
3.4 AddOrderComment
3.5 UpdateOrder
3.6 GetOrderAttachment
3.7 ResolveOrder
3.8 RelateCIToOrder
3.9 RemoveCIFromOrder
3.10 CreateCIOnOrder
3.11 ModifyCIOnOrder
3.12 GetOperationalCategories
3.13 GetProductCategories

I3P SP Hosted Methods

2 Incident Web Service Endpoint (S) – I3P SP
Namespace= https://i3p.nasa.gov/
Hosted by: I3P SP

2.1 DispatchIncident
2.2 CancelIncident
2.3 AddIncidentComment
2.4 GetIncidentDetail
2.5 ReopenIncident
2.6 IncidentUpdateRequest
2.7 UpdateIncidentDetail
2.8 CloseIncident

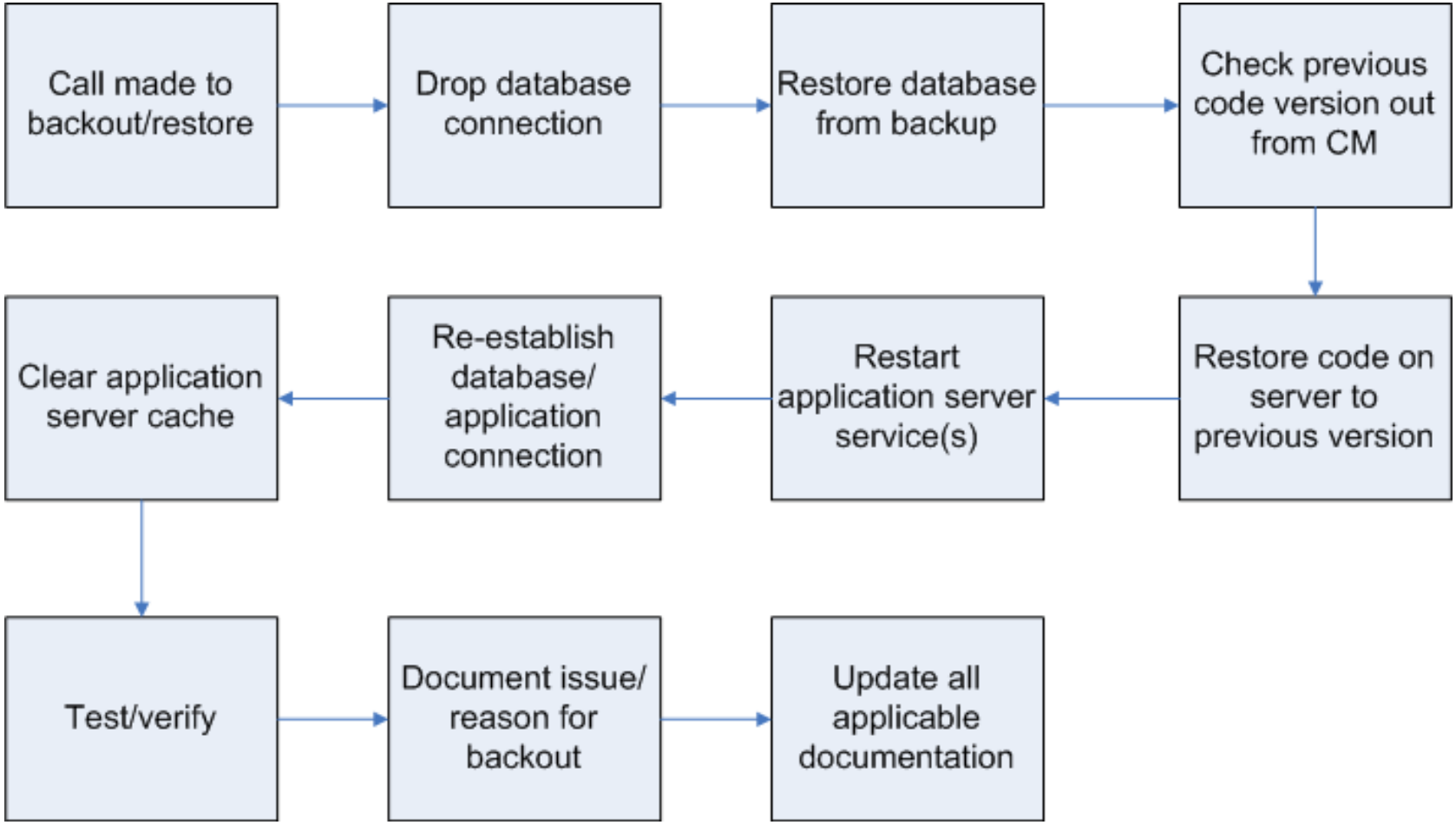
4 Service Request Web Service Endpoint (S) – I3P SP
Namespace: https://i3p.nasa.gov
Hosted by: I3P SP

4.1 DispatchOrder
4.2 CancelOrder
4.3 AddOrderComment
4.4 GetOrderDetail
4.5 ReopenOrder
4.6 OrderUpdateRequest
4.7 UpdateOrderDetail

Data Load/Configuration

- ESD developed a Configuration Item (CI) spreadsheet template to be used by ACES.
- ESD Developed a data ingest utility to pull the CI data from the spreadsheet template into the ESD Configuration Management Database (CMDB).
- Operational Categories and Product Categories for ACES tickets were established by a working group consisting of personnel from ESD and ACES and were then established within the ESD.
- Service definition data entered and approved via the Service Definition Repository configured within the ESRS.
- Continue the use of People Data updated nightly from LDAP.
- Daily SAP report loaded manually for FCaRT.
- Knowledge Article load from Right Answers (71,582).

Back-out & Recovery Plans



NSR000000261608 - EPTS v3.2 Release_09SEP11

Sample NSSC Notification

From: Brown, Charles B. (NSSC-NSSC)[Service Provider]
Sent: Wednesday, October 19, 2011 2:08 PM
To: NSSC-NASA; NSSC-SP; NSSC-OL-LEGACY
Subject: NSSC Scheduled Outage Notification - Wednesday, October 19, 2011

NSSC SCHEDULED OUTAGE NOTIFICATION

Please be advised that the NSSC Systems Administrators will conduct a routine maintenance activity which will affect applications hosted at the NSSC. Please see details below.

Point of Contact: Karen Ekey, 228.813.6422

Activity Window: Wednesday, October 19, 2011 - 7:20PM until 10:00PM

Outage: Approximately 10 minutes during the activity window

Purpose: Apply security patches and hotfixes as required by NASA

Testing: These patches and hotfixes have already been successfully deployed to our Development and Test environments

Users Affected: Anyone accessing these sites/applications including NSSC, all NASA users, and the general public

Sites/Applications Affected: All Network File Shares, Acart, ACI, Assistant Pro, Astronauts, AutoCR, AWMS, CIDT, CDS, Customer Service, Employee Orientation, EPTS, EPTS Admin, EPTS Filer, eTouch CMS, Hyperion, Inquisite, Internal web site, IT Security web site, KOFAX, NAAS, NAASTest, NASAJobs, NASAPeople, NBID, NCIP, NEBA, NOPS, NSCS, NSMS, ODIN web site, Public web site, Remedy, Retiree, RightFAX, SATERNInfo, SATERNProject, securefs.nssc.nasa.gov, Serena, StatSampling, TechDoc (All), Toolbox, TrainingPurchases, Travel Vouchers, and WICN

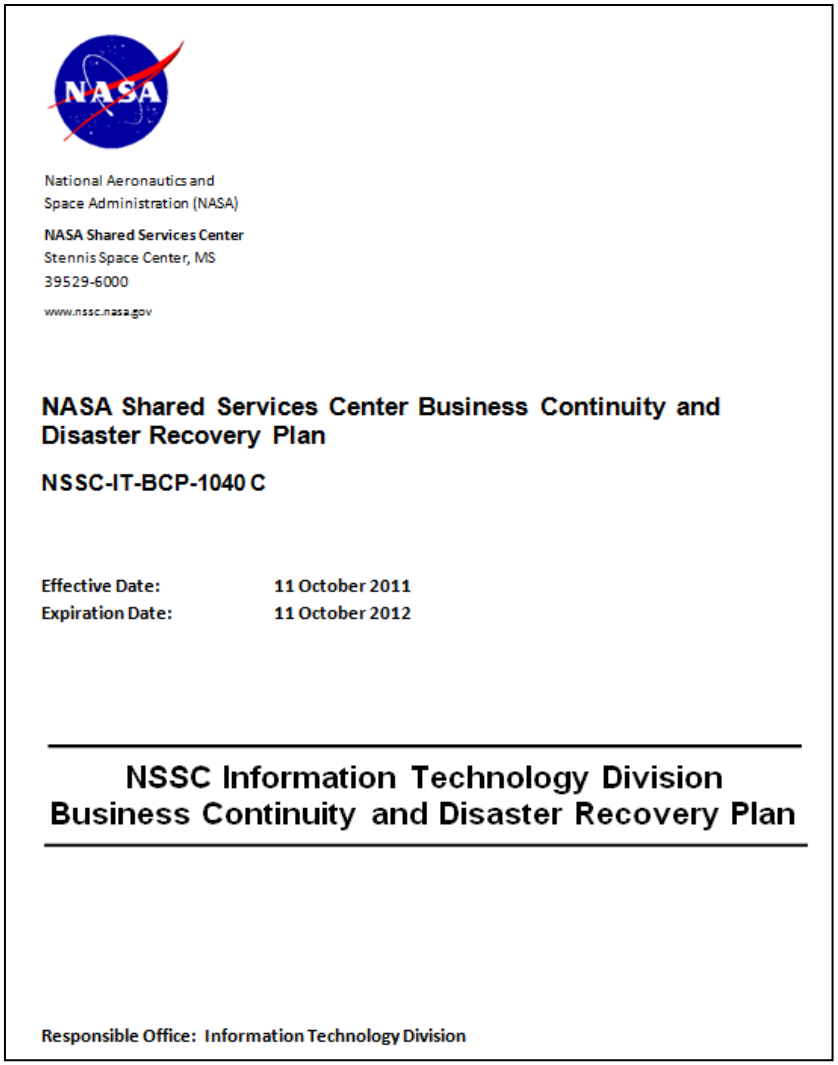
If you have any scheduling conflicts or questions please feel free to contact myself or the POC listed above.

V/r,

Charles B. Brown
Systems Administration Team Lead
NASA Shared Services Center
CSC
Room 106C, Building 1111, C Road, Stennis Space Center, MS 39529
p: 228.813.6324 | m: 228.253.8215 | f: 228.813.6004 | cbb@nssc.nasa.gov | www.nssc.nasa.gov

Continuity Management

- The IT BCP collects all information required to affect a continuity of operations, covering a wide range of threats or scenarios.
- The IT Division Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) are combined in this document designed to be a practical working tool to facilitate recovery of critical applications for the NASA Shared Services Center (NSSC). It provides general guidance and documentation upon which to base recovery efforts and is not a substitute for sound judgment to fit existing situations and/or conditions; nor is it a set of rigid rules to be followed without compromise or alteration.
- The Plan is applicable to all NSSC personnel maintaining any applications/systems within the NSSC. The recovery strategy for a disaster is dependent upon the systems and facilities that have been damaged or lost. Actions to be implemented immediately following the event include the possible establishment and maintenance of computing operations at a backup facility (SunGard Site). If the outage is long term, lasting more than four weeks, these procedures will provide for establishment of an alternate computing facility (Cold Site) at Marshall Space Flight Center (MSFC) in Alabama.



National Aeronautics and
Space Administration (NASA)

NASA Shared Services Center
Stennis Space Center, MS
39529-6000

www.nssc.nasa.gov

NASA Shared Services Center Business Continuity and Disaster Recovery Plan

NSSC-IT-BCP-1040 C

Effective Date: 11 October 2011
Expiration Date: 11 October 2012

NSSC Information Technology Division
Business Continuity and Disaster Recovery Plan

Responsible Office: Information Technology Division

Continuity Management

- The IT BCP collects all information required to affect a continuity of operations, covering a wide range of threats or scenarios.
- The IT Division Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) are combined in this document designed to be a practical working tool to facilitate recovery of critical applications for the NASA Shared Services Center (NSSC). It provides general guidance and documentation upon which to base recovery efforts and is not a substitute for sound judgment to fit existing situations and/or conditions; nor is it a set of rigid rules to be followed without compromise or alteration.

Threat Analysis Results

Level	Definition	SLT Response
3	• MAJOR DISRUPTION • Disastrous impact on operations, processes and/or agency reputation • Examples of disruptions include: act of terrorism, severe hurricane, flood, prolonged power outage, wide-spread pandemic, severe system failure	• BCP Director activates SLT members and alerts the Executive Director and/or a member of NASA HQ. • BCP Director will contact SLT members by cell or workphone within 15-30 minutes.
2	• MINOR DISRUPTION • Significant impact on operations, processes, and/or agency reputation. • Measurable impact on daily operations • Examples of disruptions include: critical system outage, power outage of significant duration, long-term evacuation of building.	• BCP Director notifies Executive Director and the SLT within 2-4 hours. • SLT members will stand by for potential activation as additional information is received.
1	• ROUTINE DISRUPTION (DAY-TO-DAY) • Minimal impact on critical business processes and/or agency reputation • No measurable impact on daily operations • Examples of disruptions include: non-critical system outage, limited power outage, temporary evacuation of building.	• No SLT activation or notification

Business Impact Analysis

- The NSSC has completed a Business Impact Analysis (BIA) of its functional areas. The objective of the BIA was to prioritize the critical services and activities and determine their respective recovery time objective (RTO).

Functional Area	Service	Activity	Desired RTO
Human Resources	Employee Benefits	Insurance Programs	5-10 Days
		Retirement Estimates/Counseling < 60 days	0-5 Days
		Death Benefit Counseling Cases	0-5 Days
		Administers Adv Sick Leave and Voluntary Leave Donor Program	0-5 Days
	Personnel Action Processing	Transaction Processing (Selected Actions)	0-5 Days
Financial Management	Payroll		0-5 Days
	Travel Payments	Foreign, Domestic, Change of Station	0-5 Days
	Payroll		0-5 Days
Procurement	Grants	Award Grants and Cooperative Agreements	0-5 Days
Cross-Cutting Support Service	Document Imaging	Scanning Services	0-5 Days
	Customer Call/Inquiry Processing	Inquiries	0-5 Days
Information Technology	Enterprise Service Desk	Customer Interface	0-5 Days

Mission Essential Equipment and Systems

- The NSSC's primary responsibility is to recover the Production [Environment] Operating Systems and Communications Network that comprise the programmatic/administrative framework of the NSSC.
- The IT Management Team will contact the designated deployed ERG functional Leads.
- There are contributing factors that must be taken into account when determining the priority with which specific systems/applications will be restored. Some of these factors are:
  - How long do we anticipate the NSSC to be out of commission?
  - Following an initial damage assessment, will the NSSC remain closed due to safety/health issues?

Application Title	Function / Purpose
ESD	Enterprise Service Desk
KOFAX	Document Imaging, Design, and Storage
MICS	CSC Metrics and Management
NAAS	NASA Automated Awards System
NetIQ	Server Monitoring
NRD	NASA Records Database
Patchlink	Virus Protection Patch Tool
Remedy®	Case Tracking
RightFAX	Fax Server Administration
TechDoc	Electronic Document Management
Veritas	Back Exec (Servers)
Web Sites	Customer Information / Interactive Sources

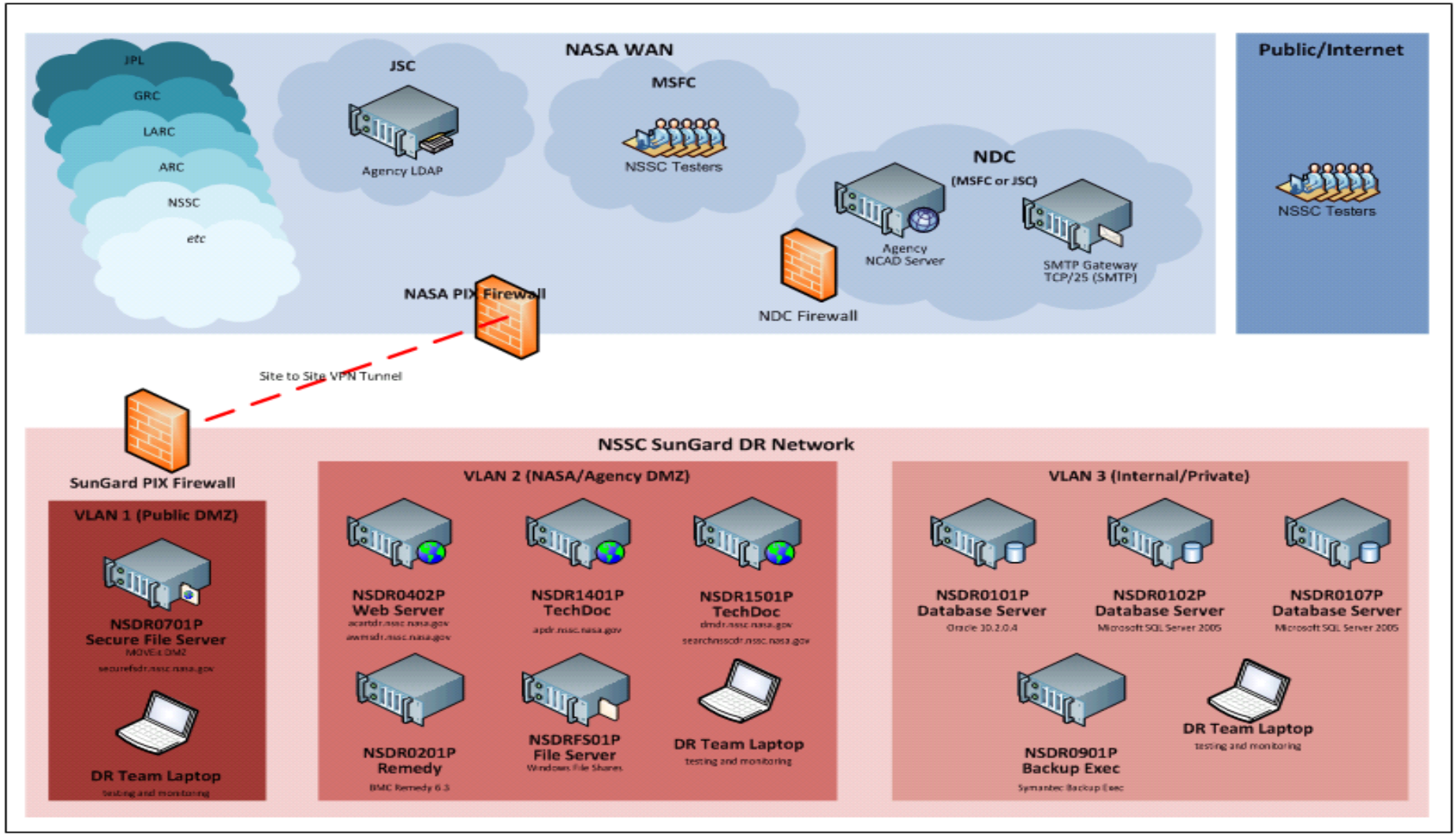
Description of Mission Critical Equipment	Unique / One-of-a-Kind Equipment? Y/N	Available at Alternate Facility? Y / N	Current Location / Building Number
Astor-Intecom ACD (for the CCC)	Y	N	1201

Mission Essential Equipment

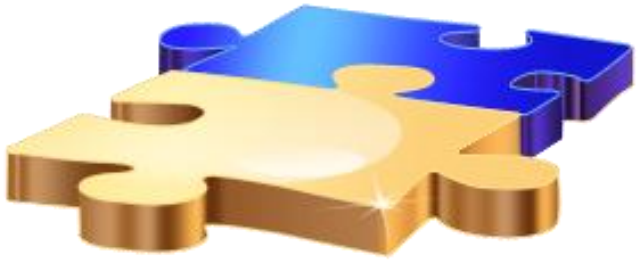
Cold Site Contingency & Activation

- **Cold Site Contingency**.
  - With the utilization of the SunGard Site, management can take time to appraise the disaster situation and decide upon the need for the Cold Site or not.
  - A MOU was developed with MSFC that provides floor space for the Cold Site and where responsibilities for Cold Site implementation are specified.
- **Cold Site Activation**.
  - Upon activation of the Cold Site, the NSSC's tapes, listings, manuals, and DR documentation are retrieved from the offsite storage facility.
  - Tapes are shipped or transported by NSSC personnel to the SunGard Site.
  - Personnel travel to a Business Recovery Center (BRC), which is an alternate work area with all the computer resources necessary to perform system recovery.
  - The specific BRC facilities are identified in Section 6.
  - Designated personnel will be deployed to both sites based upon direction by the NSSC Executive Director.
  - This group will configure, restore the systems and provide Emergency Relocation Group (ERG) support.
  - The SunGard Site will be available for customer usage within 48 hours following the call of the disaster.
  - The production systems are available within 72 hours after the DR team reaches the SunGard site.
  - The SunGard Site contract is for a period of 4 to 6 weeks.
  - If the decision that the processing cannot return to the NSSC within 6 weeks is made, the Cold Site transition will begin.
  - Hardware and software are secured.

Testing the Plan for Accuracy
(DR test topology)



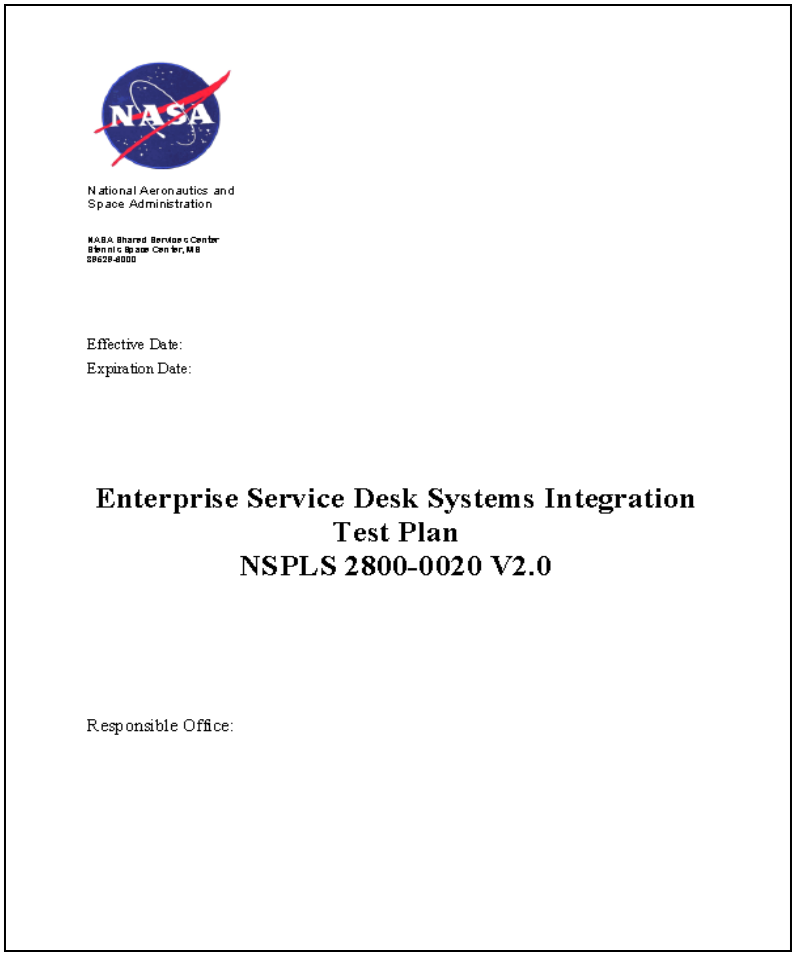
- Review Specific Questions
- Verification and Validation Testing Results
- Deployment Plan and Schedule
- Data Conversion
- Back-out and Recovery Plans
- Operational & User Training
- Help Desk, Outreach & Communications
- Support Organization Readiness Status



OPERATIONAL READINESS OVERVIEW

Verification & Validation

- **Verification**
  - Proof of compliance with specifications.
  - May be determined by a combination of **<u>test, analysis, demonstration</u>**, and inspection.



National Aeronautics and Space Administration

NASA Shared Services Center
Stennis Space Center, MS
39529-6000

Effective Date:

Expiration Date:

Enterprise Service Desk Systems Integration
Test Plan
NSPLS 2800-0020 V2.0

Responsible Office:

- **Validation**
  - Proof that the as-built product accomplishes the intended purpose.
  - May be determined by a combination of test, analysis, and demonstration.

Verification & Validation: Test Schedule

	MAY	JUN	JUL	AUG	SEP	OCT	NOV
ESD 1.0	SIT 1 and 2 508 Usability	SIT 2 cont SIT 2 outbrief	SIT3				
ESD 1.1			SIT 1	SSC team SIT 2 508/Usability	SIT2 Out brief	SIT 2 SIT 3 I3P BO FCaRT	I3P BO FCaRT
ACES			Incident Interface testing			Service Request Interface testing	
NICS				Interface testing			
Services						Began testing	

Verification & Validation: Testing

Total Number of Test Users by Center

	ARC	DFRC	GRC	GSFC	HQ	JSC	KSC	LaRC	MSFC	NSSC	SSC	OTHER
ESD 1.0 SIT 2	14	1	11	3	14	13	22	10	10	21	0	2
ESD 1.0 SIT 3										4		
ESD 1.1 SIT 2	9	2	10	6	10	25	9	8	6	25	4	0
ESD 1.1 SIT 3	3	1	2	2	5	5	4	2	3	0	1	0
I3P BO FCaRT SIT 2	3	0	1	3	2	2	6	0	3	4	3	0

Use cases and test cases

	Use cases	Test cases
ESD 1.0 SIT 2	68	102
ESD 1.0 SIT 3	NA	NA
ESD 1.1 SIT 2	28	68
ESD 1.1 SIT 3	2	13
I3P BO FCaRT SIT 2	2	5

Total # of hours available

	Days	Hours
ESD 1.0 SIT 2	7	162
ESD 1.0 SIT 3	2	48
ESD 1.1 SIT 2	4	96
ESD 1.1 SIT 3	3.5	78
I3P BO FCaRT SIT 2	3	20
SDR (72 users)	8	16

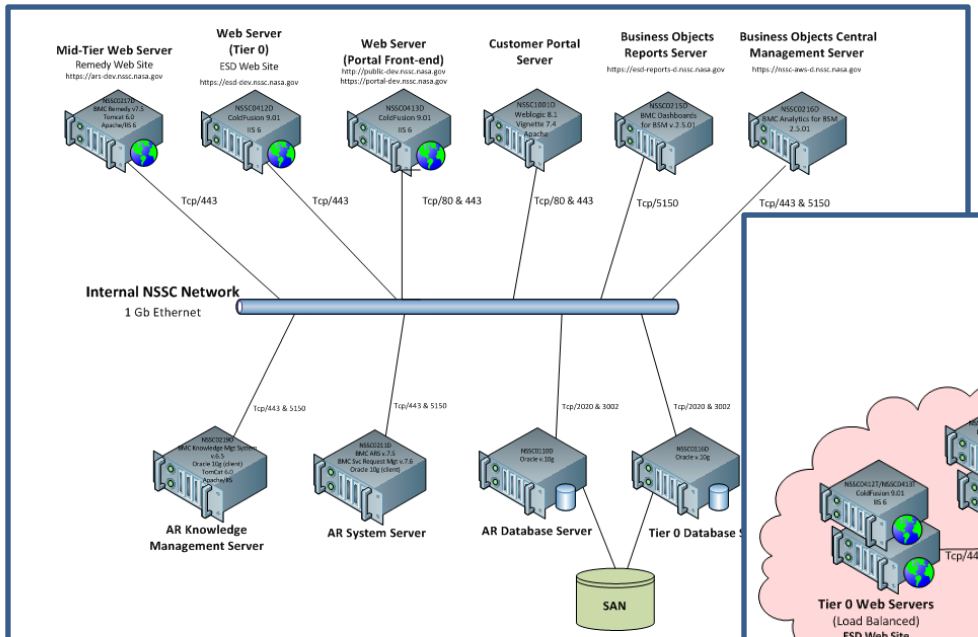
Verification & Validation: ESD Demonstrations

- Decision Authority and SERT at CDR 09 MAY 11
- Stennis Space Center IT Expo 21JUN11
- ITMB held at SSC 28 JUN 11
- AMES Research Center via WebEX 14 JUL 11
- NSSC BOD 04AUG11
- NASA IT Summit, 15-16AUG 11
- 3rd party independent validation by SSC ARTS contract prior to ESD 1.1 SIT 2
- 508/Usability study verified by InDyne and Validated by InfoDynamics

Verification & Validation: ESD 1.0 SIT 1 Plan (CSC's internal testing)

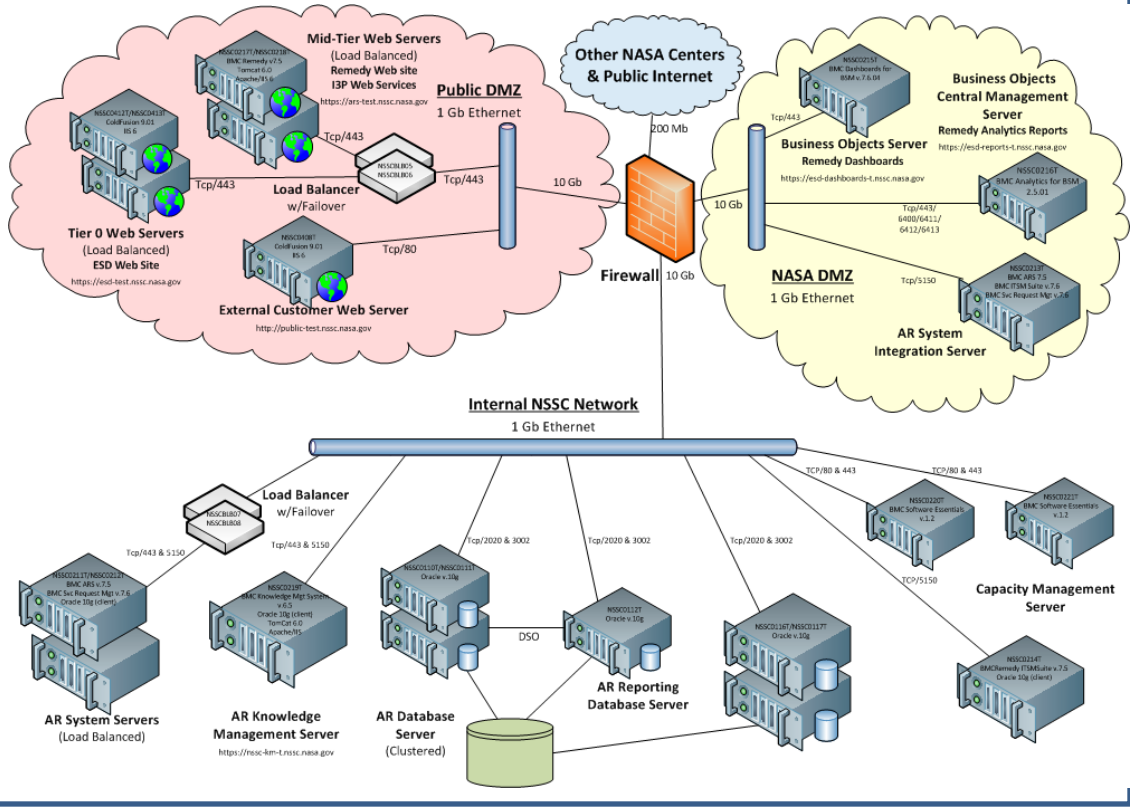
- Scope: System Hardware and Software
- Test Areas/Tests:
  - Systems
    - Development environment installation and configuration
    - Test environment installation and configuration
    - Capacity/demand management
    - Development and Test of the Test Tracker Tool
    - Development and Test environment security
  - Independent Testing
    - Testing independently performed by individuals not associated with the development of the ESD platform at the NSSC
  - Processes/Documentation
    - Promote changes from Development environment to Test environment
    - Separate Test Plans were developed and approved for ESD 1.0 SIT2 & SIT3 - as well as SIT2 and SIT3 for 1.1 (1.1 includes Phase 1 and 2 of FCaRT).

Verification & Validation: Test Environment



Development Environment

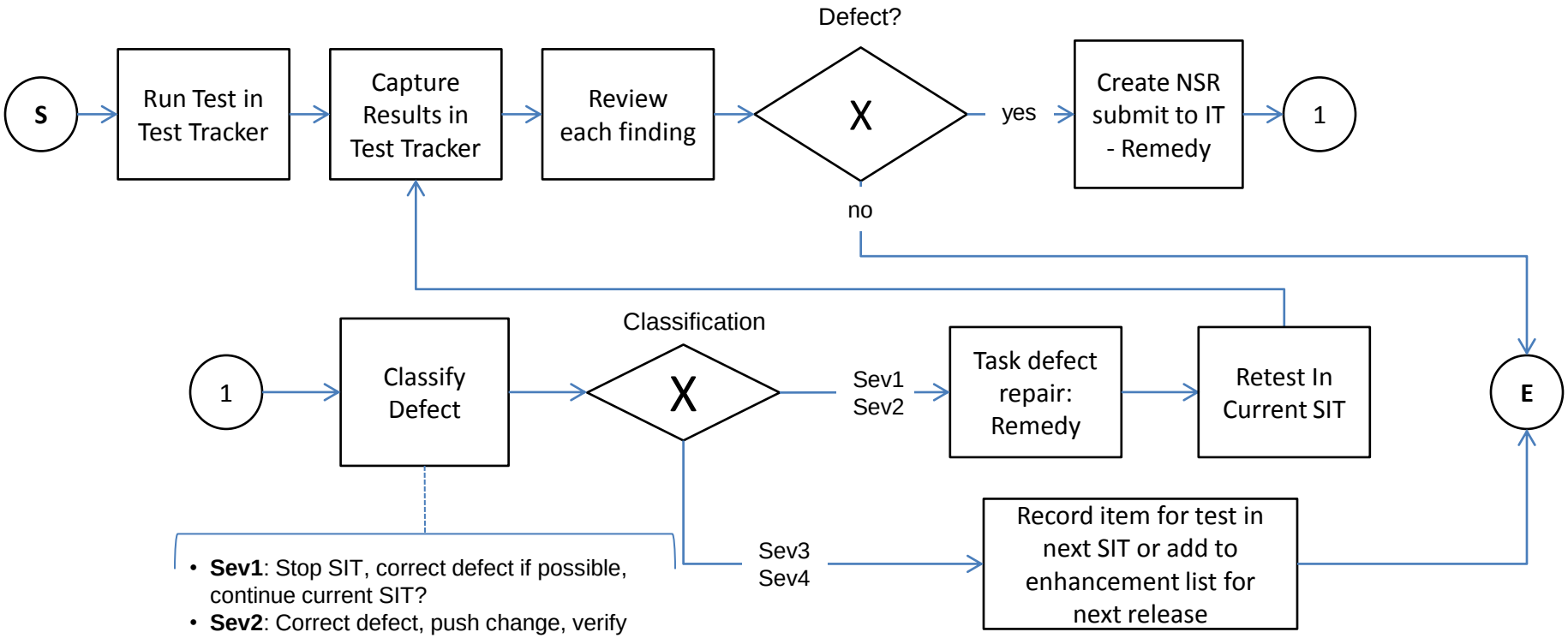
Test Environment – Replicates Production Environment



SENSITIVE BUT UNCLASSIFIED

Verification & Validation: ESD Defect Management

Process: Defect Management
Purpose: ID defects, assess severity and fix potential, execute fix if appropriate
Scope: Used during SIT



- **Sev1**: Stop SIT, correct defect if possible, continue current SIT?
- **Sev2**: Correct defect, push change, verify change in current SIT, continue current SIT?
- **Sev3**: Defect to be corrected and tested in next SIT or prior to prod?
- **Sev4**: Enhancement for future release?

Validation and Verification (V&V) will use the NSSC Test Tracker and the NSSC Service Request Module in Remedy to manage test cases and track defects.

Verification & Validation: NSR as a result of testing

NSR	Test Case	Severity	Description	Comments / Solution
NSR000000264454	All	1	E-Auth Down	Resolved at the NEACC
NSR000000126523	SIT 1 Find	2	ESD Tier 0 My Ticket Creation OBO - On ESD Tier 0 My Ticket Creation for the On the Behalf of select user, there is now way to tell the differentce between Users with the same Last Name, First Name. See attached Picture.	Added Center and auid
NSR000000129821	SIT 1 Find	2	Tier 0 ESD 1.1 Testing - On Behalf Of User Search -Trying to search for a OBO user under my tickets. Ex. ST GERMAIN, DONALD - NSSC - dstgerma The text box does not allow for a space therefore you can only put in "ST". Search results still find the users it just takes longer.	8/31/11 - This has been corrected
NSR000000262041	ESD_1.1_V1_014, 16 - 19	2	You do not have write license (ARERR 8932) You do not have write access (at create time) to field : 600005011 (ARERR 332) You do not have write license (ARERR 8932) You do not have write access (at create time) to field : 680005001 (ARERR 332) You do not have write license (ARERR 8932) You do not have write access (at create time) to field : 680005002 (ARERR 332)	***This issue was corrected on 8/24/11 by replacing his Read license with a Floating License
NSR000000262419	ESD_1.1_V1_021	2	remedy slow to respond for ordering and creating tickets. this ticket is being generated to triage the data from test tracker. Please provide a cause and corrective action and document accordingly	recycled app pool for webservices/prisvc
NSR000000262428	Prereq_V1_004	2	ESD 1.1 Tier 0 Service Request - User (Lemon, Susan J. (LARC-B7)) goes to the ESD Tier 0 portal and selects Order Services and she is getting an error stating, "Caught exception: unable to get value of the property 'getAttribute': object is Null or undefined" See attachment.	working with user to resolve
NSR000000263902	ESD_1.1_V1_020 - 25, 28	2	ESD 1.1 SIT2 - Approvers Queue - User (dlentz) is getting an error when trying to approve a service order through the resource approver state. Receive error when I click approve: "You do not have write license (ARERR 8932)	Removed her user id and permissions and added them back. Confirmed with Mat Stiegler that Denise is no longer receiving the write error; resolving case.
NSR000000264011	ESD_1.1_V1_024b	2	Receive the following error when I try to reject the request ' "You do not have write license (ARERR 8932)	duplicate of NSR000000263902

Verification & Validation: ESD 1.0 SIT 2 Plan

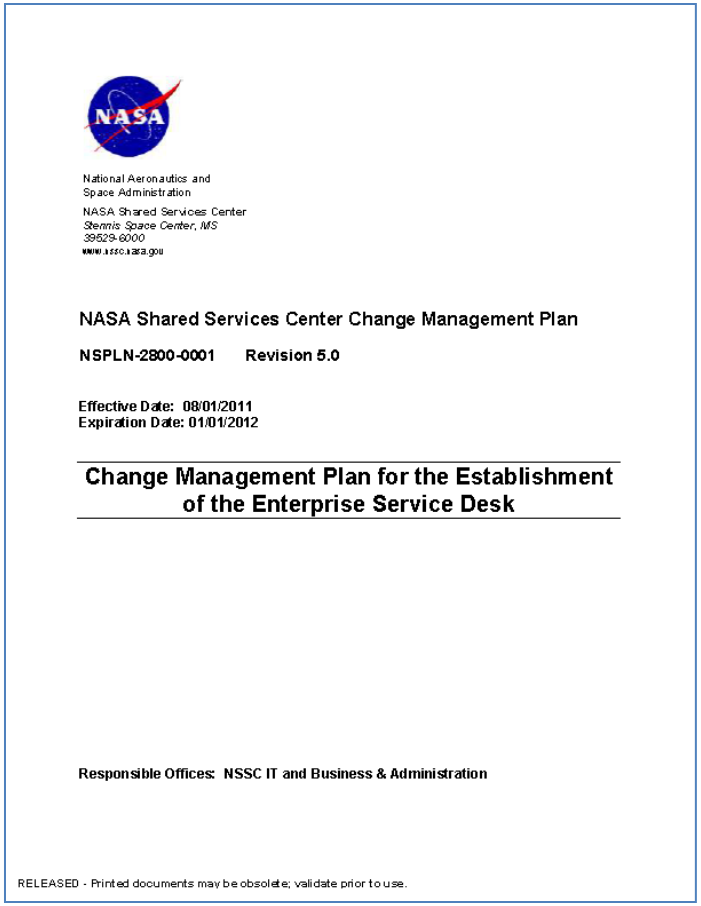
- Objective
  - Attain a 90% pass rate on ESD 1.0 and ESD 1.1 Requirement based test cases
  - No Severity 1's and 2' NSR's remain in a pending/ working disposition
    - "all blocking" discrepancies have been resolved and all root causes and fixes have been clearly identified
    - ESD 1.0 - 13 Severity 1's and 5 Severity 2's – All resolved
    - ESD 1.1 - 2 Severity 1's and 12 Severity 2's – All resolved
  - Verify and validate ESD Version 1.0 and 1.1 functions
  - Allow Center users access to ESD functionality
- ESD 1.0 testing performance achieved a 93.30% passing score
  - ESD 1.0 System Integration Plan
  - Testing period May / June 2011
    - 335 Registered Testers / 121 unique testers - 102 Individual test cases
- Independent Verification and Validation testing performed before the ESD 1.1
  - Testing period – August 2011
    - 3 Independent Testers from SSC

Verification & Validation: ESD 1.1 SIT 2 PLAN

- ESD 1.1 testing performance achieved a 97.46% passing score
  - ESD 1.1 System Integration Plan
  - Testing period August / October 2011
    - SIT2: 137 Registered Testers / 81 Unique Testers - 68 Individual Test cases
    - SIT3: 28 Registered Testers / 28 Unique Testers - 13 Individual Test cases
  - Independent (NASA SME) evaluation of the unabridged testing data
- Funds Check and Reconciliation Tool (FCaRT) System Integration
  - FCaRT Testing – Phase I and Phase II (Funds Check Accruals / Allocation Methods)
  - Objectives:
    - Attain a 90% pass rate on FCaRT Phase I and Phase II based test cases
    - No Severity 1's and 2' NSR's remain in a pending/ working disposition
      - "all blocking" discrepancies have been resolved and all root causes and fixes have been clearly identified
  - FCaRT Phase I & II testing performance achieved 97.98% passing score
    - Testing Period Oct 12 – 14, 2011
    - No Severity 1's and 1 - Severity or 2 - Status: resolved

Service Desk Outreach & Communications

- The ESD Communication Plan has been in place for over a year
- Stakeholder outreach has included: monthly eNewsletters, Web resources, FAQs with subscription capability, Social Media, blogs, articles, site visits, tradeshow displays, brochures, posters, and frequent meetings via telecon, Web-Ex and face-to-face
- OSC2 members, along with the CILs, have been entrusted with sending e-mail messages (when appropriate) to Center populations; no Agency-wide ESD messages have been sent due to the complexity of transitions and Center-unique scope that exists for ESD; this approach has been recommended by HQ and Center CIO leadership



National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Change Management Plan

NSPLN-2800-0001 Revision 5.0

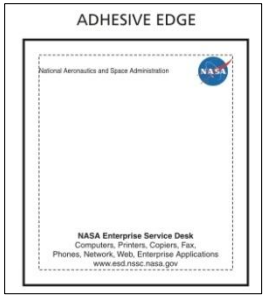
Effective Date: 08/01/2011
Expiration Date: 01/01/2012

Change Management Plan for the Establishment of the Enterprise Service Desk

Responsible Offices: NSSC IT and Business & Administration

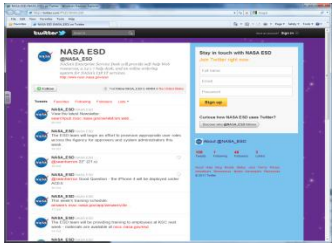
RELEASED - Printed documents may be obsolete; validate prior to use.

Service Desk Outreach & Communications



1,000 ESD post-it notes

Blog



>100 tweets
to 50 followers

ESD YouTube
videos viewed 328 times

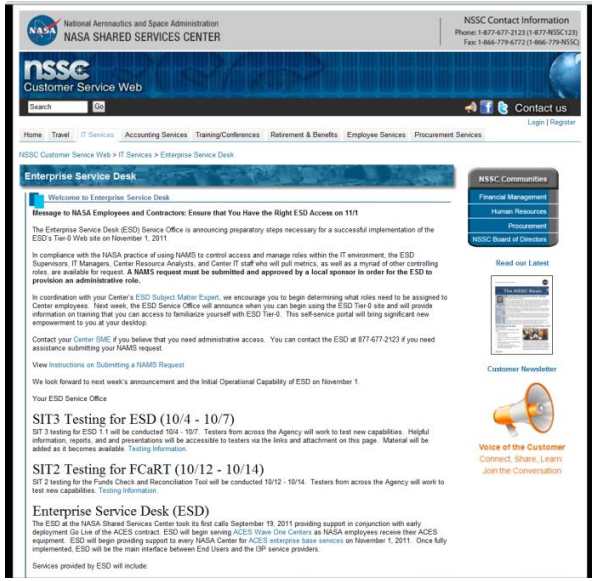
ESD Tier 0 web site

9 monthly newsletters

Posters customized to Centers

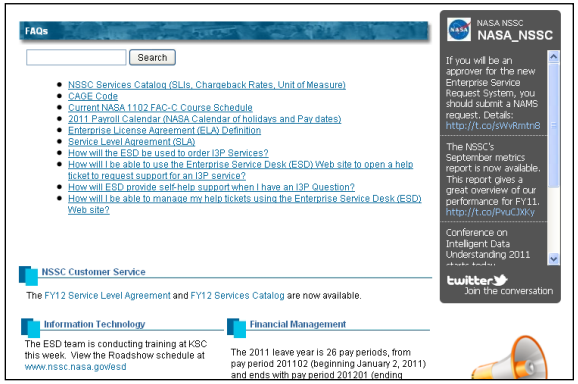
•2,000 tri-folds

ESD Web FAQs viewed 8,837 times



Service Desk, Outreach & Communications

- Leveraged NSSC, CIO, and I3P communications to deliver ESD messages



I3P Contracts *Hover over the image on the left to find out more about the contracts. Click for more detailed information pages. [Text Only]*

I3P is NASA's IT Infrastructure Integration Program which will transform NASA's IT Infrastructure services from a Center-based model to an enterprise-based management and provisioning model. The scope of I3P is broad, entailing consolidation and central management of IT services in the areas of Tier 1 service desk and ordering, web services and technologies, enterprise business and management applications, integrated network/ communications services, end user services, and data center services.

- Leveraged NSSC Communication resources to deliver ESD Messages including the NSSC Customer Service Portal homepage, NSSC Facebook page, NSSC on Twitter, and the NSSC News Customer Newsletter
- Leveraged CIO Communication resources to deliver ESD messages including the CIO Inside NASA ESD Web page, Agency I3P posters and brochures, IT Talk newsletter, and full use of the I3P Communications Survey
- Leveraged ACES and I3P communications to deliver ESD messages including the ACES Web environment, I3P FAQs, and ACES end user messages

Operational & User Training

- Designed a curriculum that is comprised of four core courses targeted at different audiences
  - The ESD End User course familiarizes customers with the Tier 0 site, ordering system, and policies and procedures; Center SMEs assisted in localizing these courses
  - The Approvers course teaches approvers how to make approvals, and populate the necessary fields to ensure requests are properly routed through the Center
  - The Authorship course teaches personnel to draft knowledge articles and notifications with the Tier 0 site
  - The Funding I3P course, delivered by the business office, teaches center resources personnel how to send funds to the WCF
- Face-to-face training has been conducted at each Wave One Center.
- Materials for each Wave One Center are available online
- Wave Two Centers and JSC are scheduled to receive training in November
- LaRC and ARC have deferred receiving training until January
- After transitions are complete, materials will be loaded into SATERN so they can be accessed by employees in the future

Center	Number trained
DFRC	187
HQ	60
GSFC	300
KSC	146

ESD SERVICE READINESS REVIEW

The ESD Service Readiness assessment will ensure that the component systems including ESRS are positioned to support the individual I3P Service Areas and I^3P as a whole.

1.0 Service Request Management

#	Criteria	Status/Description	Rating (G/Y/R)	Need Corrective Action? (Y/N)
1.1	Service Management Procedures	Draft procedures with process flows exist for lifecycle management of all service requests Roles and responsibilities are clearly defined and communicated Personnel are trained	G	N
1.2	Escalation	Draft procedures with process flows exist for escalation of all service requests Roles and responsibilities are clearly defined and communicated Personnel are trained	G	N
1.3	Metrics Reporting	Metrics reports and report content and production schedule are drafted for prototyping (pilot testing) Data is tracked and reporting for basic call center functions, e.g. call volumes by service area; range of time to resolve parameters, are reported to the I^3P Program on a monthly basis	G	N
	Category Rating		G	

2.0 Configuration Management

#	Criteria	Status/Description	Rating (G/Y/R)	Need Corrective Action? (Y/N)
2.1	CMDB	Draft documents exist for the Configuration Management Data Base (CMDB) maintenance/management procedures Roles and responsibilities are clearly defined and communicated Personnel are trained	G	N
2.2	Configuration Items (CIs)	All CIs specified for the service and provided by the SE are defined in the CMDB CIs have been validated/verified by the SO Manager and the SE Procedures to request, add, modify and delete a CI are drafted Workflow is drafted Initial set of reports is available to stakeholders and users and licenses to support IOC are provisioned	G	N
2.3	Service Items	Services are loaded into ESRS Service load is validated by SE and SOM Service initiator roles are provisioned, tested and validated Service approver roles are provisioned, tested and validated	Y	Process is understood by all stakeholders. 11 are past testing and pending approval
2.4	Interface Configuration	Interface between Tier 0 and 1 is transparent, real-time requiring no re-entry to data Interface between Tier 1 and Tier 2 for each service has been configured, tested and validated.	Y	NICS – interim solution HP – incident 01NOV11 HP - SR ECD 16DEC
	Category Rating		Y	

3.0 Incident Management

#	Criteria	Status/Description	Rating (G/Y/R)	Need Corrective Action? (Y/N)
3.1	Incident Management Procedures	Draft procedures exist for detection, classification, recording and initial support for incidents Roles and responsibilities are clearly defined and communicated Personnel are trained	G	N
3.2	Incident Prioritization	Draft procedures and criteria exist for prioritizing incidents based on impact and severity Operations, Product and Resolution (OPR) categories are loaded and validated Escalation procedures are drafted Roles and responsibilities are clearly defined and communicated Personnel are trained	G	N
3.3	Incident Ownership	Draft procedures and criteria exist for assigning incident ownership and/or change in incident ownership Roles and responsibilities are clearly defined and communicated Personnel are trained	G	N
3.4	Knowledge Management	Knowledge articles from the service area, contractors and/or Centers have been approved, entered and validated A draft procedure for maintaining knowledge articles is complete and available to support staff and to Center personnel (CIL/SME) who create/maintain Knowledge Articles, e.g., Center Help Desk Information Support staff are trained in the use of knowledge articles	G	N
	Category Rating		G	

4.0 Problem Management

#	Criteria	Status/Description	Rating (G/Y/R)	Need Corrective Action? (Y/N)
4.1	Problem Management Procedures	Problems are identified and managed separate from incidents (although linked) Trend analysis of incidents to identify underlying problems	Y	Continue working with SIM
4.2	Known Error Procedures	Fully diagnosed and understood problems are redefined as Known Errors Known Errors are tracked and reported using draft procedures	G	N
4.3	RFC Generation	Requests For Changes (RFCs) are generated to resolve problems and errors using the draft Problem Reporting Procedure	G	N
4.4	Problem Reports	Problem Reports are documented and managed through disposition	G	N
	Category Rating		Y	

5.0 Change Management

#	Criteria	Status/Description	Rating (G/Y/R)	Need Corrective Action? (Y/N)
5.1	Change Management Procedures	Draft procedures exist for accepting, recording, authorizing, planning, testing, implementing and reviewing Requests For Change (RFCs)	G	N
5.2	Reports	Reports of changes to the infrastructure are provided in draft form	G	N
5.3	CMDB Integration	There is a change management database supporting the change management activities, the operational capability of the Change Management Database has been tested and validated Procedure(s) for processing change requests exist as draft(s) and include the integration with the Configuration Management Database (CMDB)	G	N
	Category Rating		G	

6.0 Notifications

#	Criteria	Status/Description	Rating (G/Y/R)	Need Corrective Action? (Y/N)
6.1	Outage Notifications	Outage notices pertaining to the new service have been tested Draft formats have preliminary approval, distribution lists have been created Notification approver roles have been provisioned, tested and validated	G	N
	Category Rating		G	

7.0 Continuity Management

#	Criteria	Status/Description	Rating (G/Y/R)	Need Corrective Action? (Y/N)
7.1	Asset Threat Analysis	Assets are identified and threats, and their levels of vulnerabilities, are understood	G	N
7.2	ESD Continuity Plan	A Continuity Plan is drafted for review	G	Y – draft needs additional revision to update short-term continuity plans
	Category Rating		G	

8.0 Release Management

#	Criteria	Status/Description	Rating (G/Y/R)	Need Corrective Action? (Y/N)
8.1	Definitive Software Library (DSL) and Hardware Store (DHS)	A software library and a hardware store capability exist and have been tested/validated	G	N
8.2	DSL/DHS Reporting	Basic reporting capabilities are operational	G	N
	Category Rating		G	

9.0 Surveys

#	Criteria	Status/Description	Rating (G/Y/R)	Need Corrective Action? (Y/N)
9.1	Customer Satisfaction Surveys	Customer satisfaction surveys are sent as required, survey results are analyzed and reported and results are used to identify needed improvements	G	N
	Category Rating		G	

10.0 Performance Measurement

#	Criteria	Status/Description	Rating (G/Y/R)	Need Corrective Action? (Y/N)
10.1	Performance Measurement	Draft Performance Metrics are defined and documented SO staff understand the requirements for performance reporting and will be able to meet the reporting schedule requirements	G	N
	Category Rating		G	

- Lessons Learned
- Conclusion
- Request for Approval

SUMMARY

ORR NPR 7120.7 and ES&I RR Success Criteria

Cat. #	Category	Category Overall Rating (G/Y/R)	
1.0	Service Request Management	G	
2.0	Configuration Management	Y	
3.0	Incident Management	G	
4.0	Problem Management	Y	
5.0	Change Management	G	
6.0	Notifications	G	
7.0	Continuity Management	G	Draft BCP needs additional revision to update short-term continuity plans
8.0	Release Management	G	
9.0	Surveys	G	
10.0	Performance Measurement	G	
1.	The system, including any enabling products, is determined to be ready to be placed in an operational status.	G	
2.	All applicable lessons learned for organizational improvement and systems operations have been captured.	G	
3.	All waivers and anomalies have been closed.	NA	• SERT review not complete; coordinating
4.	Systems hardware, software, personnel, and procedures are in place to support operations	G	• Operational since 19SEP11. Procedures in place as of 21OCT11 and uploaded to DML.

The Quarter Ahead

- **ESD functionality is being deployed as a series of releases, making the right capabilities available to Center users at the right time.**
  - Post 01NOV11
    - Continue to build-out services
    - Service Request interface complete (~16DEC11)
    - FCaRT Invoice Reconciliation (Phase III) (NLT 15DEC11)
    - NICS onboard to ESD (~01DEC11)
    - ESD 1.2 (FOC release) Spring/Summer 2012
    - Support CIO funded base services across NASA
    - Support to all Wave 1 Centers regardless of hardware seats

Lessons Learned

- Iterative sessions with the SERT allowed for informed decisions to be made during the Project's lifecycle
  - Recommending resolution and acceptance ensured OCIO requirements were met
  - When recommendation was not accepted the clarification by the SERT reduced rework of a solution
- Requirements process improved
  - Process of signing requirements reduced communication issues historically associated with the Project
  - SE now responsible for developing a well crafted requirement complete with use cases and reporting requirements. Reduced time from idea to contract action by months.
- Testing
  - Value added having SSC test team look at the release prior to SIT 2
  - 100 testers, 24x7, hot-wash all seem to be right for this level of testing
- Project management
  - Single stakeholder needed to expedite decisions
  - CRADLE as system of record enhanced project management

Conclusion

- All entrance criteria have been met.
- All success criteria for the ORR are satisfied.
- Communications with stakeholders has been exceptional leading up to ORR
- All necessary infrastructure is operationally ready
- Performance of ODIN/ESD/ACES Service Desk since 19SEP11 clearly indicate readiness

Request for Approval

- The Project team requests authorization to proceed to
  KDP-E (28OCT11) and Operations Sustainment (01NOV11) Sustainment

- **Concurrence:**
  - Steve Collins
  - Rob Holder
  - Saurabh Baveja
  - John Sprague
  - Gary Cox
  - Rebecca Dubuisson
  - Bob Benedict
  - J.C. Duh
  - Bruce O'Dell
  - Jeff Seaton
  - Kenneth Newton

- **Approval:**
  - Linda Cureton
  - Michael Smith

BACK UP

I3P ESD Risk Review

NASA Risk Number: ESD11491	**Status:** (1) Active **as of:** 10/24/2011	**ECD:** 11/1/2011
Short Title: ESD Transition Service Development for ACES (11491)	M	**Owner:** WALKER, JIM (NS

Risk Statement:
R-ESD-11491. If the ESD service build-out is not complete in support of the I3Ps' go-live, then timely service and customer satisfaction may be impacted.

Probability: 4
Impact: 3

Category: Schedule
Risk Disposition: Mitigate
Close Date:

Comment:
111024 DM First service moved to SIM and approved, probability reduced to 4 resulting in yellow status
111013 DM Updated Action Plan
111007 DM Updated Mitigations
110930 DM Several services have been moved into the test environment and daily reports are being generated so management can review progress.
110923 DM Additional mitigation steps are being researched at this time

Mitigation:
1. I3Ps to upload their services to the Service Definition Repository (SDR).
2. Staff up IT for surge.
3. Meet with I3P vendor and discuss SDR workflow
4. Daily update to OCIO/NSSC Leadership reporting status of each service

Action Plan:
1. Ensure SDR readiness, Actionee - Hatten. ECD 6/1/11. Resulting Pxl 0x0. Success Criteria: SDR successfully tested and moved to Production environment.
2. Engage additional IT expertise to support SDR effort, Actionee - Seal. ACD 4/15/11. Resulting Pxl 4x4. Success Criteria: One or more IT staff added to SDR team.
3. CSC and HP to have technical discussions and brief govt. Actionee - G. Smith, ECD 9/15/11, Resulting Pxl 4x3, Success Criteria is govt. outbrief
4. CSC to document with I3P vendor a medium that describes SDR workflow. Actionee - G. Smith, ECD 9/6/11, Resulting Pxl 3x3; Success criteria is acknowledgement of process by I3P vendor
5. Creation of a generic service that depicts I3P services. Actionee - G. Smith, ECD 11/01/11. Resulting Pxl 2x2

I3P ESD Risk Review

NASA Risk Number: ESD11567	**Status:** (1) Active **as of:** 10/24/2011	**ECD:** 12/1/2011
Short Title: ESD Transition Service Development for NICS (11567)	M	**Owner:** WALKER, JIM (NS

Risk Statement:
R-ESD-11567. If the ESD Service Buildout is not complete in support of the I3Ps go-live, then timely service and customer satisfaction may be impacted.

Probability: 4
Impact: 3

Category: Schedule
Risk Disposition: Mitigate
Close Date:

Comment:
111024 DM Based on additional month (12/1/11 deadline) for NICS and acknowledgement that services began moving to SIM, probability reduced to 4 resulting in yellow
111013 DM Updated Action Plan, changed Probability to 5 (similar to ESD11491)
111007 DM Updated Mitigations
110930 DM Still no sevices at ESD for development, monitoring progress.
110923 DM Some services are in the SDR, but none have been delivered for buildout

Mitigation:
1. I3Ps to upload their services to the Service Delivery Repository (SDR)
2. Staff up for IT surge
3. Additional 30 days of development time since deadline is December 1.
4. Daily update to OCIO/NSSC Leadership reporting status of each service

Action Plan:
1.. Engage additional IT expertise to support SDR effort, Actionee - Seal. ACD 4/15/11. Resulting Pxl 4x4. Success Criteria: One or more IT staff added to SDR team.
2.. CSC and SAIC to have technical discussions and brief govt. Actionee - G. Smith, ECD 9/15/11, Resulting Pxl 4x3, Success Criteria is govt. outbrief
3. Daily updates to OCIO through October.
4. Creation of a generic service that depicts I3P services. Actionee - G. Smith, ECD 11/01/11. Resulting Pxl 2x2

I3P ESD Risk Review

NASA Risk Number: ESD10400	**Status:** (1) Active **as of:** 10/24/2011	**ECD:** 12/16/2011
Short Title: ESRS Interface Build-Out (10400)	M	**Owner:** WALKER, JIM (NS

Risk Statement:
R-ESD-10400. If the interfaces to the I3P contractors are not fully functional at go-live, then we will have to manually escalate tickets to Tier 2.

Probability: 4
Impact: 2
Lack of a functional interface to Tier 2 fulfillment systems in time for go-live.
Category: Technical
Risk Disposition: Mitigate
Close Date:

Comment:
111024 DM Based on agreement of polling model for interface, and fact that we are on schedule for 11/21/11 testing and 12/16/11 implementation, probability reduced to 4
111013 DM Add NICS to this Risk; Unable to agree on design (increase Probability to 5)
111007 DM Updated Mitigations and Action Plan
110930 DM No change.
110923 DM Tier 2 Remedy was tested as part of ESD SIT2 and successfully demonstrates the approach that HP will use for swivel seats. Impact reduced from 3 to 2 as a result.

Mitigation:
1. Early Interface build-out
2. Interface Definition Specification
3. New Integration technical WYE applied this week with authority to change, modify or add interface specifications or resources
4. NICS and ESD unable to agree on the interface; Service scheduling an I3P meeting

Action Plan:
1. Develop interface prior to contract transition period where existing systems are to be used, Actionee - Raines. OBE.
2. Publish final IDS in conjunction with I3P awards, Actionee - Seal. ECD 7/1/11.
3. Implementation of Swivel Seat Solution, Actionee - Cy Howells, ECD 10/15/11, Pxl 2x2
4. Schedule phases for Incident ECD 11/01/11 and Service Request 12/16/11
5. Have an OCIO decision on interface designs of NICS and ESD, ECD 10/21/11. Pxl 4x2

I3P ESD Risk Review

NASA Risk Number: ESD06887	**Status:** (1) Active **as of:** 10/24/2011	**ECD:** 11/1/2011
Short Title: CMDB Data Integrity and Availability (6887)	M	**Owner:** WALKER, JIM (NS

Risk Statement:
R-ESD-6887. Given that the ESD will utilize the CMDB information to triage incidents and support customer requests, issues with CMDB data integrity and availability will impact effective operations of the ESD and ESRS.

Probability: 2
Impact: 3

Category: Technical
Risk Disposition: Mitigate
Close Date:

Comment:
111024 DM Work instruction completed, however ODIN data availability is an issue, along with conversion of the data into a format to be ingested
111013 DM CMDB finalized and for signature with SIM
111007 DM Updated Mitigations and Action Plan
110930 DM CSC and HP-SP will reassess risk by next week.
110919 SB: No updates by NSSC.

Mitigation:
1. Review CF-PWS to enhance requirements for asset information.
2. Meet with I3P PDT leads and OCIO to coordinate effort.
3. Meet with each Service Offices to determine the type of Configuration Items needed for contract management.
4. Review with BMC and CSC the most efficient way for Remedy to ingest a flat file

Action Plan:
1. Review CF-PWS and provide suggested edits to SIM, Actionee - Rydeen. ACD 12/1/09.
2. Attend weekly PDT telecons and F2Fs as scheduled, Actionee - Rydeen. ACD 12/1/09.
3. Schedule periodic meetings with I3P Service Office transition staff, Actionee - Rydeen. ACD 1/1/10.
4. Completion of Wave 1 Bulk Upload, Actionee - Tracy Patman, ECD 10/15/11, Pxl 1x2
5. Gap analysis that accounts for acquisition of ODIN assets by HP. Actionee - Jim Walker, ECD 10/20/11- complete
6. ACES provides ESD a flat file for import into CMDB, ECD 11/1/11

I3P ESD Risk Review

NASA Risk Number: ESD11457 **Status:** (1) Active **as of:** 10/24/2011 **ECD:** 11/1/2011

Short Title: Transition Contact Volume Forecast (11457) L **Owner:** WALKER, JIM (NS

Risk Statement:
R-ESD-11457. If transition call volume significantly exceeds historical call volume, then ESD may be understaffed, metrics may be missed, and customer satisfaction may decrease.

Probability: 1
Impact: 1

Category: Programmatic
Risk Disposition: Watch
Close Date:

Comment:
111013 DM All actions completed, infrastructure in place, and additional staff being hired (Pxl adjusted to 1x1)
110930 DM No change.
110919 SB: No updates by NSSC.
110912 SB: No updates by NSSC.
110906 SB: No updates by NSSC.

Mitigation:
1. Increase staff (ESD call agents) from 38 to 41
2. Increase change management efforts.
3. Utilize Service Monitoring Team staff ("Guardians").for surge in support of high volumes
4. ACES contractor's triage team on-site during transition.
5. Metrics collection to identify agent utilization and call volume by hour and by agent, should be presented every 2 weeks
6. Direct CSC to begin hiring remaining call agents on 01Nov11 (14 agents)

Action Plan:
1. Begin recruitment of call agents four months prior to first I3P go-live date, Actionee - G. Smith. ECD 8/1/11. Resulting Pxl 5x3. Success Criteria: Recruitment officially begun (job announcements posted).
2. Contact sub-contractors regarding recruitment of call agents, Actionee - G. Smith. ECD 6/15/11. Resulting Pxl 5x3. Success Criteria: Recruitment begun by one or more sub-contractors.
3. Confirm ACES contractor's approach regarding the proposed triage team during ACES transition, Actionee - Walker. ECD 8/1/11. Resulting Pxl 2x3. Success Criteria: Official position of ACES vendor determined regarding proposed triage team during transition.
4. Review proposed metrics calculations with SP, Actionee - G. Smith. ECD 10/1/11. Resulting Pxl 2x2. Success Criteria: Agree to metrics
5. Collect metrics over transition period and present every 2 weeks. Actionee - G. Smith. ECD 3/1/12. Resulting Pxl 1x1. Success Criteria: Timely presentation
6. Issue TDL to both ACES and ESD to propose a COOP plan for a virtual service desk of tier 1 and tier 2 at MSFC. Actionee - Jim Walker, ECD 10/14/11
7. Revisit on 3/1/12