



NSSC SP PLAN

NASA Shared Services Center	NSPLS-2800-0008 Revision 0005				
SUBJECT: Enterprise Service Desk & Enterprise Service Request System ITSM Application (Remedy) Interface Definition Specification (IDS)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center; border-bottom: 1px solid black;"><i>Number</i></td> <td style="width: 50%; text-align: center; border-bottom: 1px solid black;"><i>Rev.</i></td> </tr> <tr> <td style="border-bottom: 1px solid black;">Effective Date: 10/18/2011</td> <td style="border-bottom: 1px solid black;">Review Date: 10/18/2012</td> </tr> </table>	<i>Number</i>	<i>Rev.</i>	Effective Date: 10/18/2011	Review Date: 10/18/2012
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	Effective Date: 10/18/2011	Review Date: 10/18/2012			
Responsible Office: Information Technology Responsible Manager: Jim E. Seal Date:					

Please review the attached document and indicate your approval in the space provided below. Comments, corrections, and non-concurring statements should be sited on the original document or attached on a separate sheet and forwarded for revisions.

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1.0 Purpose

1.1 The Plan (formerly numbered NSSWI-1280-0105) provides a functional overview of the Web Services interface of the BMC Remedy 7.5 Information Technology (IT) Service Management (ITSM) system being deployed to support the National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) and its integrations with the IT Infrastructure Integration Program (I3P) Contractors.

1.1.1 Application subscribers need to provide the basic information required in the document, NSSC ITSM 7.5 Integration Application, which is distributed as part of the on-boarding documentation kit.

1.1.2 The interface specification describes the requisite dialog for accomplishing data exchange between the Enterprise Service Desk (ESD) Remedy and other target systems. The specification defines the specific technical requirements for integration of data elements, functional execution, error handling, business rules, validation, and the roles and responsibilities of the NSSC and interfacing organizations' representatives. This will be the baseline specification to be implemented by the NSSC.

1.2 Background:

1.2.1 An Interface Definition Specification (IDS) represents a grouping of definitions of application, database, protocol, and physical interfaces between two or more configurable items or between a configurable item and one or more external systems. The IDS does not include interfaces wholly contained within a single configurable item. An IDS is created by extracting information about interfaces from the various interface models in the model views and always represents the current and only official version of the interfaces. Other versions in development represent proposals only, until approved and included in the document.

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- 1.2.2 The document establishes the IDS for interfacing between the Remedy system used by the ESD ITSM system and other IT systems (also known as target systems). Examples of systems interfacing with the ESD are I3P contractor Tier 2 incident management systems and I3P contractor Tier 2 service request fulfillment systems. The ESD ITSM system is defined as Remedy 7.5.
- 1.2.3 The interface supports the exchange of information between the ESD ITSM and other systems through three different methods as defined below:
- a. Use of the Government provided Remedy system by I3P contracts. Each I3P contract would be set up within Remedy as a “company” allowing the “company” to establish its own set of business rules, work flows, and data definitions to support the I3P environment. No Interface is required for I3P contracts choosing to use the Government provided Remedy system.
 - b. Connection to/from the ESD Remedy to I3P contract Remedy systems using a Distributed Server Option (DSO) capability. The DSO transfer would be inherently different based on the specific Remedy application with which the DSO transfers are occurring. Specific data mappings and work would be required to support DSO.
 - c. Connection to/from the ESD Remedy System using bi-directional web services based Application Programming Interface (API).
 1. Alternately the I3P may elect to receive dispatch data ‘https push’.
 2. The data posted will represent a serialized version of the object normally passed over a web service call. It will be the I3P’s responsibility to convert the serialized object into the format required.

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1.2.5 The document defines the data mapping requirements, business rules, and validation rules between the source and target systems.

1.3 Requirements:

1.3.1 Both the NSSC and the I3P systems are identified as either source or target. The systems provide export and import facilities using the interfaces defined to produce error reports and interface summary reports as described in the specification (disputes or questions will be resolved by the ESD Service Executive and Office of the Chief Information Officer (CIO)).

2.0 Scope/Applicability

2.1 The application communication between the NSSC ESD/Enterprise Service Request System (ESRS) system and the I3P fulfillment system is intended for use by the application programmers at each I3P in developing the Web services integration with the NSSC application team.

3.0 Procedure:

3.1 Roles and Responsibilities:

3.1.1 The section outlines high-level roles and responsibilities of the NSSC and representatives from interfacing organizations.

a. The NSSC will be responsible for:

1. Delivering service layer abstraction in accordance with the specifications in the document.
2. Providing a Point-of-Contact (POC) to resolve technical and operational issues.
3. Providing assistance in resolving data specification discrepancies.
4. Approving modifications to the IDS.

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5. Establishing a unique drop zone with proper access controls for file placement, where relevant.
 6. Establishing naming convention for file exchanges, where relevant.
 7. Establishing data archival and backup policies.
 8. Establishing re-run procedures including full refresh.
- b. The Representatives of interfacing organizations will be responsible for:
1. Complying with the data specifications as defined by the document.
 2. Providing a POC to support resolution of technical and operational issues.
 3. Providing necessary resources required to resolve data discrepancies.
 4. Reviewing and understanding the specifications and inherent requirements of the document.
 5. Complying with the NSSC's direction regarding data storage systems security and access requirements.
 6. Complying with applicable file system naming conventions, where relevant.
 7. Complying with data archival and backup policies.

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3.2 System Diagram - ESD to other systems and vice-versa.

Example:

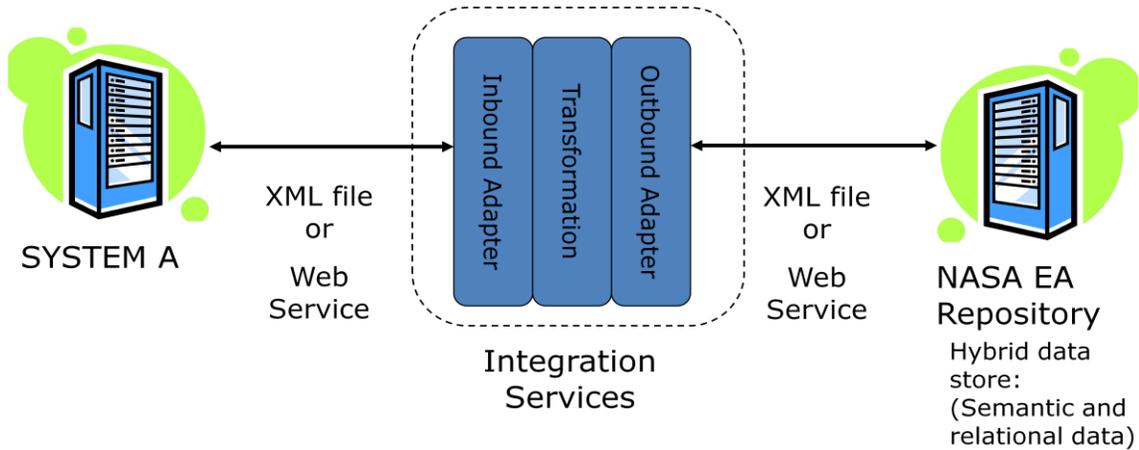


Figure 1. System Diagram

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3.3 I3P Interfaces – The following diagram and matrix gives a high-level view of anticipated Agency interfaces in the I3P environment.

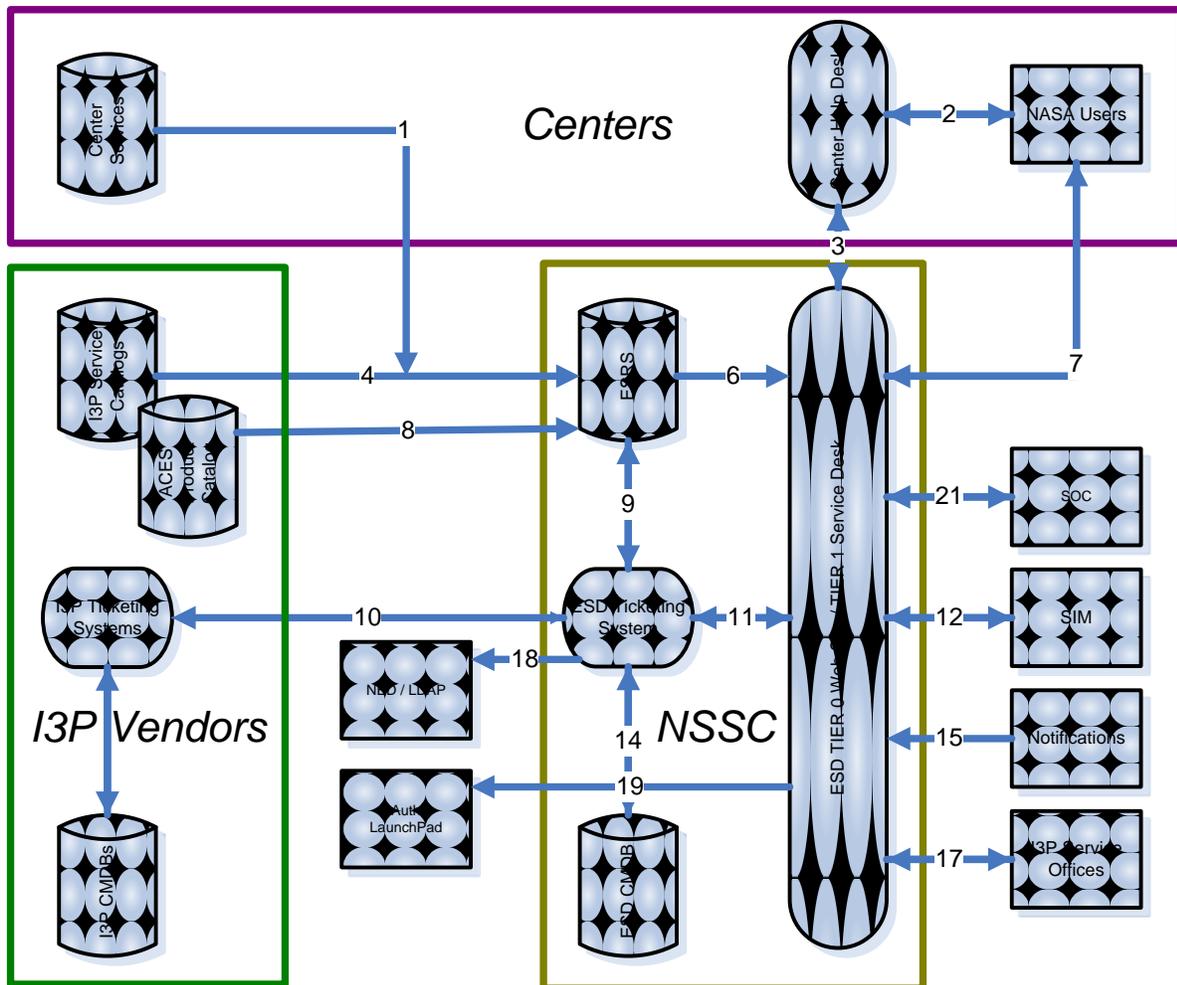


Figure 2. I3P Interface Diagram

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Interface Number	Interface Type											IDS				
	Hosted on NSSC	Remedy System	Remedy DSO	API	xml	Web Services	Tele-phone	Tier 0 Web Site	Remedy Work-flow	E-Mail	Remedy Mid-Tier Web	TBD	ESD IDS	Other IDS	BMC Config.	eAUTH
	1												x			
2												x				
3							x	x					x			x
4				x	x								x			
5																
6									x						x	
7							x	x		x						x
8												x				
9									x						x	
10	x	x	x	x	x								x		x	
11									x						x	
12											x					x
13																
14									x						x	
15								x								x
16																
17											x					x
18														x		
19														x		
20																
21							x	x								

Figure 3. Interface Matrix

3.4 Interface Summary Information:

- 3.4.1 The NSSC and other systems are required to produce a report nightly including the batch synchronization process information.
- 3.4.2 The report should include interface name, number of records processed, number of error records, processing time, number of retries, and any other related statistics.

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3.5 Security:

- 3.5.1 The data exchange will not include Privacy Act data (PII).
- 3.5.2 Data will be exchanged via secure protocols.
- 3.5.3 An access control list will be enforced at both the database and the integration services layer to restrict malicious access to data.
- 3.5.4 Only designated personnel will have access rights to the data stored in ESD system and ESD Configuration Management Database (CMDB).
- 3.5.5 Sensitive But Unclassified (SBU) data will be handled in accordance with NASA regulations.
- 3.5.6 All parties will use Client Certificates over Secure Socket Layer (SSL) to ensure accurate identity for the consumption of Web services.
- 3.5.7 Payment Card (P-Card) data, when transferred over the interfaces specified within the document, will be encrypted using a combination asymmetric and symmetric encryption algorithms.

3.6 Interface Specification:

- 3.6.1 Integration Components - The architecture for the integration consists of two distinct components:
 - a. BMC Remedy Action Request System (ARS):
 - 1. The BMC ARS will be version 7.5 with the latest patch level. The BMC Remedy ITSM 7.5, CMDB 7.5, Remedy Knowledge Management 7.5, and Service Request Management 7.6 complete the application services stack.

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b. Web Services for Interfacing with ESD:

1. The web services provide an interface enabling messages to be sent to and received from an application over a network, Internet or Intranet, using standard technologies. Web Services is the preferred integration method due to being relevant to operating systems, programming languages, and being software application independent.
2. The web services framework deployed is designed to operate over Hypertext Transfer Protocol Secure (HTTPS) and transfer data in Extensible Markup Language (XML) format. The Web Services framework will consist of methods hosted by the NSSC to be consumed by the I3P and methods hosted by the I3P to be consumed by the NSSC.
3. The NSSC side of the web services implementation is written in .Net (C#) and utilizes BMC AR System .NET dll's for communicating with the AR System server.
4. Published web service consumption will require both application authentication and a SSL certificate to invoke the methods described in the document.

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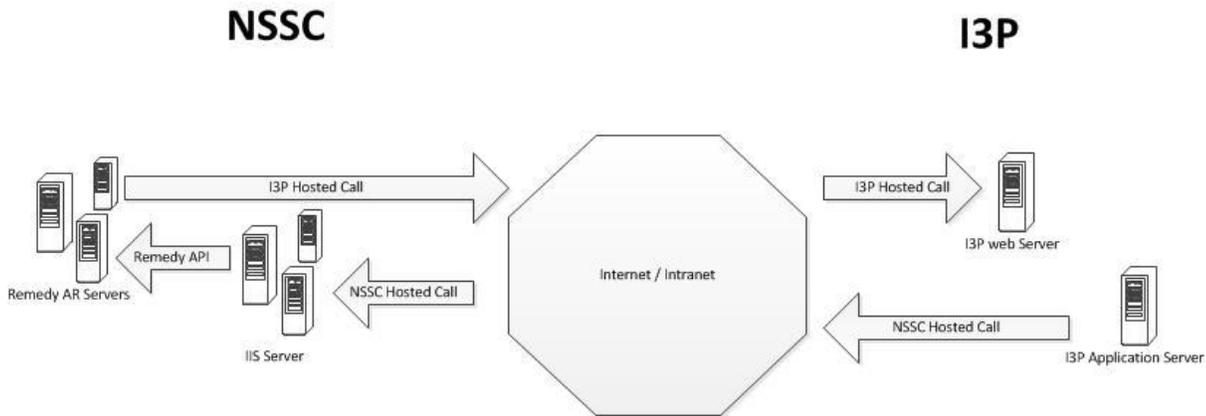


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3.6.2 Context Diagram:

3.6.2.1 The NSSC Web Services will run on a Microsoft Internet Information Server and communicate with the back-end AR System server using BMC AR System .NET dll's.



3.7 Incident Management:

3.7.1 Web Methods hosted by NASA at the NSSC.

Test Endpoint:

<https://ars-test.nssc.nasa.gov/websvc/incident.asmx>

Production Endpoint:

<to be released prior to go-live>

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3.7.2 Web Methods hosted by the NASA will return an object inherited from 'baseResponseObject' consisting at minimum the following properties:

Property Name	Data Type	Description
Success	boolean	True or False indicator of the success of the method call
Error	Error Object	Populated when Success = False with the parameters of the call and details of the error or exception encountered.

Figure 5. Incident Management Properties Table

3.7.3 Additional method calls may contain an additional property in to return method specific data.

CreateIncident:

Description: Allows I3P to create an incident in the NASA incident system.

Parameters: <incidentObject> incident detail object

Returns: <string> NASA ticket #

GetIncidentList:

Description: Returns an array of Incidents summaries currently assigned to the calling I3P

Parameters: <none>

Returns: <incidentSummaryList> array of incident summaries

GetIncidentDetail:

Description: Returns an incidentDetail object providing specific data about the specific Incident. Including information on Requestor, Contact, Categorization, Work Info Comments and associated CI's.

Parameters: <string> NASA Incident #

Returns: <incidentDetailObject> incident detail object

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ReassignIncident:

Description: Allows I3P to return an Incident to the NSSC. The incorrectAssignment parameter allows for indicating if the Incident never should have been assigned.

Parameters: <string> NASA Incident #
 <incidentCommentObject> comment
 <Boolean> incorrectAssignment

Returns: <booleanResponse> Boolean

AddIncidentComment:

Description: Allows I3P to add a comment to an Incident.

Parameters: <string> NASA Incident #
 <incidentCommentObject> comment

Returns: <booleanResponse> boolean

UpdateIncident:

Description: Allows I3P to update ticket values such as Status, Operational Categorization, Product Categorization, Status (In Progress/Pending), I3P Details (I3P ticket #, Assigned Group, Assigned Individual, I3P ticket status) and a Comment,

Parameter: <incidentUpdateObject> incident
 <incidentCommentObject> comment

Returns: <booleanResponse> boolean

RelateCIToIncident:

Description: Allows I3P to associate a Configuration Item to the Incident ticket

Parameters: <string> NASA Incident #
 <string> CI Id

Returns: <booleanResponse> Boolean

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RemoveCIFromIncident:

Description: Allows I3P to remove an associate CI from the Incident ticket

Parameters: <string> NASA Incident #
<string> CI Id

Returns: <booleanResponse> Boolean

GetCIDetail:

Description: Returns detailed information about requested CI

Parameters: <string> NASA Incident #
<string> CI Id

Returns: <CiDetail>

GetIncidentAttachment:

Description: Allows I3P to retrieve the content of a file attached to an Incident

Parameters: <string> attachment id

Returns: <fileResponse> file

ResolveIncident:

Description: Allows I3P to explicitly resolve the Incident and mark as completed

Parameters: <incidentResolveObject> resolution
<incidentCommentObject> comment

Returns: <booleanResponse> boolean

GetStatusReasons:

Description: Get list of Status Reasons that are valid for a Status value

Parameters: <string> Status

Returns: <stringArray> Array of Status Reason strings

GetOperationalCategories:

Description: Allows I3P to retrieve list of valid Operational Categorization values

Parameters: <none>

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Returns: <opCatReponse> Array of Operational Categories

GetProductCategories:

Description: Allows I3P to retrieve list of valid Product Categorization values

Parameters: <none>

Returns: <prodCatResponse> Array of Product Categories

GetResolutionCategories:

Description: Allows I3P to retrieve list of valid Resolution Categorization values

Parameters: <none>

Returns: <resCatResponse> Array of Resolution Categories

Web Methods hosted by the I3P:

Incident Namespace for I3P hosted methods: <https://i3p.nasa.gov>

Web Methods hosted by I3P's are expected to return the expected return type for a Successful call. In the event the method is not executed successfully the method should throw an Exception and return a SOAP Exception containing information as to why the call was not successful.

DispatchIncident:

Description: Allows NASA to dispatch an incident to the I3P service provider.

Parameters: <incidentDetailObject> incident

Returns: <string> I3P ticket #

CancelIncident:

Description: Allows NASA to cancel an incident previously dispatched to the I3P service provider

Parameters: <string> NASA Incident #

<incidenCommentObject> comment

Returns: Boolean

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AddIncidentComment:

Description: Allows NASA to post an additional comment to the I3P service provider

Parameters: <string> NASA Incident #
<incidentCcommentObject> comment

Returns: boolean

GetIncidentDetail:

Description: Allows NASA to request details of the I3P ticket related to a NASA Incident #

Parameters: <string> NASA Incident #

Returns: <VendorTicketDetail> vendor ticket

ReopenIncident:

Description: Allows NASA to reopen an Incident previously resolved by the I3P.

Parameters: <incidentObject> incident

Returns: Boolean

IncidentUpdateRequest:

Description: Allows NASA to request the I3P provide an update on a specific NASA Incident #

Parameters: <string> NASA Incident #
<commentObject> comment
<int> SLA Threshold

SLA Threshold is an integer against which one can apply bitwise logic to determine the Updated section of the Incident. Below is a table representing the bitmask.

Returns: Boolean

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UpdateIncidentDetail:

Description: Allows NASA to update the I3P if core Incident data is modified by NASA

Parameter: <incidentObject> <object to be detailed on completion of WSDL>
<int> Bitmask representation of area of ticket updated

Returns: Boolean

Area of Incident	Bitmask
Summary	1
Description	2
Impact	4
Urgency	8
Priority	16
Status	32
OperationalCategory	64
ProductCategory	128
CustomerInfo	256
ContactInfo	512

CloseIncident:

Description: Allows NASA to update the I3P when ticket has reached the end of its ITIL lifecycle

Parameter: <string> NASA Incident #

Returns: Boolean

3.8 Service Request Fulfillment:

3.8.1 Refer to the ESD Critical Design Review (CDR) presentation charts for the Service Request Fulfillment process flow.

3.8.2 Web Methods hosted by NASA at the NSSC will return an object inherited from 'baseResponseObject' consisting at minimum the following properties:

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Property Name	Data Type	Description
Success	boolean	True or False indicator of the success of the method call
Error	Error Object	Populated when Success = False with the parameters of the call and details of the error or exception encountered.

Figure 6. Service Request Property Fulfillment Properties Table

3.8.3 Additionally method calls may contain an additional property in to return method specific data.

GetOrderList:

Description: Returns an array of Work Order summaries currently assigned to the calling I3P

Parameters: <none>

Returns: <orderSummaryList> Array of Work Order summaries

GetOrderDetail:

Description: Returns an order Detail object providing data about the specific Work Order. Including information on Requestor, Contact, Categorization, Work Info Comments and associated CI's. If 'P-CARD' data is included in an OrderDetail object, this property will be further encrypted per NASA IT Security policy. Details of encryption to follow.

Parameters: <string> NASA Work Order #

Returns: <orderDetailResponse> Details of the Work Order

ReassignOrder:

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Description: Allows I3P to return a Work Order to the NSSC. The incorrectAssignment parameter allows for indicating if the Incident never should have been assigned.

Parameters: <string> NASA Work Order #
<commentObject> Comment <detailed upon completion of WSDL>
<Boolean> incorrectAssignment

Returns: <booleanResponse> boolean

AddOrderComment:

Description: Allows I3P to add a comment to an Order.

Parameters: <string> NASA Work Order #
<commentObject> Comment <detailed upon completion of WSDL>

Returns: <booleanResponse> Boolean

UpdateOrder:

Description: Allows I3P to update Work Order values such as Status, Operational Categorization, Product Categorization, Status (In Progress/Pending), I3P Details (I3P ticket #, Assigned Group, Assigned Individual, I3P ticket status) and a Comment,

Parameter: <orderUpdateObject> order

Returns: <booleanResponse> boolean

GetOrderAttachment:

Description: Allows I3P to retrieve the content of a file attached to a Work Order

Parameters: <string> attachment id

Returns: <fileResponse> file object

ResolveOrder:

Description: Allows I3P to explicitly resolve the Work Order and mark as completed

Parameters: <string> NASA Work Order #

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Responsible Manager: Jim E. Seal	Date:

<resolutionObject> resolution <detailed upon completion of WSDL>

Returns: <booleanResponse> boolean

RelateCItoOrder:

Description: Allows I3P to associate a Configuration Item to the Order

Parameters: <string> NASA Work Order #
<string> CI Id

Returns: <booleanResponse> boolean

RemoveCIFromOrder:

Description: Allows I3P to remove an associated CI from the Order

Parameters: <string> NASA Incident #
<booleanResponse> boolean

Returns: <booleanResponse> boolean

CreateCIonOrder:

Description: Allows I3P to create a new CI in the CMDB and relate it to an Order

Parameters: <string> NASA Work Order #
<ciDetailObject> ci Detail

Returns: <ciDetailResponse> ci

ModifyCIonOrder:

Description: Allows I3P to modify an existing CI in the CMDB and relate it to an Order

Parameters: <string> NASA Work Order #
<ciDetailObject> ci Detail

Returns: <booleanResponse> Boolean

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GetCIDetail:

Description: Returns detailed information about requested CI

Parameters: <string> NASA Work Order #
<string> CI Id

Returns: <ciDetailResponse> ci

GetOperationalCategories:

Description: Allows I3P to retrieve list of valid Operational Categorization values specific to the Work Order module

Parameters: <none>

Returns: <opCatReponse> Array of Operational Categories

GetProductCategories:

Description: Allows I3P to retrieve list of valid Product Categorization values specific to the Work Order module

Parameters: <none>

Returns: <prodCatReponse> Array of Product Categories

Web Methods hosted by the I3P:

DispatchOrder:

Description: Allows the NSSC to dispatch a Work Order to the I3P service provider.

Parameters: <orderObject> <object to be detailed on completion of WSDL>
Will be similar or identical to the object returned from NSSC hosted GetOrderDetail. If 'P-CARD' data is included in an OrderDetail object, this property will be further encrypted per NASA IT Security policy. Details of encryption to follow.

Returns: <string> I3P Order #

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CancelOrder:

Description: Allows the NSSC to cancel an Order previously dispatched to the I3P service provider

Parameters: <string> NASA Work Order #
<commentObject> comment

Returns: boolean

AddOrderComment:

Description: Allows the NSSC to post an additional comment to the I3P service provider

Parameters: <string> NASA Work Order #
<commentObject> comment

Returns: boolean

GetOrderDetail:

Description: Allows the NSSC to request details of the I3P ticket related to a NASA Work Order #

Parameters: <string> NASA Work Order #

Returns: <return object to be detailed on completion of WSDL>

ReopenOrder:

Description: Allows the NSSC to reopen a Work Order previously resolved by the I3P.

Parameters: <string> NASA Work Order #
<orderObject> <object to be detailed on completion of WSDL>

Returns: boolean

OrderUpdateRequest:

Description: Allows the NSSC to request the I3P provide an update on a specific NASA Work Order #

Parameters: <string> NASA Work Order #

Returns: Boolean

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UpdateOrderDetail:

Description: Allows the NSSC to update the I3P if core Work Order data is modified by NASA

Parameter: <orderObject> <object to be detailed on completion of WSDL>

Returns: Boolean

3.9 Electronic Check Book

3.9.1 Web Methods hosted by NASA:

SubmitInvoiceData

Description: Allows I3P to submit electronic invoice data for automatic reconciliation process. This is NOT the method used to submit for payment.

Parameters: <detailed upon completion of WSDL>

Returns: boolean

Web Methods hosted by the I3P

No web methods are required on the I3P to support Electronic Check Book.

3.10 Web Service Objects:

3.10.1 Common Objects

Product Category

Type	Name
string	Tier1
string	Tier2
string	Tier3
string	Name
string	Model
string	Manufacturer

ProductCategoryCollection

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Array of ProductCategory

OperationalCategory

Type	Name
string	Tier1
string	Tier2
string	Tier3

OperationCategoryCollection

Array of OperationalCategory

ResolutionCategory

Type	Name
string	Tier1
string	Tier2
string	Tier3

ResolutionCategoryCollection

Array of ResolutionCategory

SiteDetail

Type	Name
string	SiteID
string	Site
string	StreetAddress
string	City
string	State
string	Country
string	ZipCode
string	TimeZone

PersonDetail

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Type	Name
string	PersonId
string	Auid
string	UUPIC
string	First Name
string	Middle Name
string	Last Name
string	Phone
string	Email
string	Organization
string	Department
string	DeskLocation
string	MailStop
string	VIP
SiteDetail	Site

VendorTicketStatus (enum)
 Assigned
 InProgress
 Completed

VendorTicketDetail

Type	Name
string	TicketNumber
string	Group
DateTime	ReportedDate
DateTime	RespondedDate
DateTime	CompletedDate

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string	ContactFirstName
string	ContactLastName
string	ContactPhone
<u>VendorTicketStatus</u>	Status

Comment

Type	Name
string	CommentType
string	Summary
string	Detail
string	Submitter
String	CommentId
DateTime	CreateDate

CommentCollection

Array of [Comment](#)

ConfigurationItem

Type	Name
string	Name
string	Cild
string	ClassName

ConfigurationItemCollection

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Array of [ConfigurationItem](#)

Attachment

Type	Name
string	Name
int	Size
string	FileId

AttachmentCollection
Array of [Attachment](#)

File

Type	Name
string	Name
int	Size
Byte[]	Content

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3.10.2 Incident Objects

IncidentDetail

Type	Name
string	Incident_Number
string	Status
string	StatusReason
string	Urgency
string	Impact
string	Priority
string	Summary
string	Description
OperationalCategory	OpCat
ProductCategory	ProdCat
PersonDetail	Customer
PersonDetail	Contact
VendorTicketDetail	VendorInfo
string	Resolution
String	Assigned_Group
String	Assignee
String	Service_Type
String	Reported_Source
DateTime	Submit_Date
DateTime	Last_Modified_Date
ConfigurationItemCollection	ConfigurationItems
CommentCollection	Comments
AttachmentCollection	Attachments

Incident.CommentType (enum)

CustomerCommunication
 CustomerFollowUp
 CustomerStatusUpdate
 ClosureFollowUp
 DetailClarification
 GeneralInformation

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ResolutionCommunication
 SatisfactionSurvey
 StatusUpdate
 IncidentTaskAction
 ProblemScript
 WorkingLog
 EmailSystem
 PagingSystem
 BMCImpactManagerUpdate
 InitialSummary
 ChangedSummary
 ChangedNotes

IncidentComment

Type	Name
Incident.CommentType	CommentType
string	Detail
string	Submitter
File	Attachment

Incident.Status (enum)

InProgress
 Pending
 Resolved

IncidentUpdate

Type	Name
string	IncidentNumber
Incident.Status	Status
string	StatusReason
OperationalCategory	OpCat
ProductCategory	ProdCat
VendorTicketDetail	VendorInfo

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IncidentResolve

Type	Name
string	IncidentNumber
string	Resolution
OperationalCategory	OpCat
ProductCategory	ProdCat
VendorTicketDetail	VendorInfo
ResolutionCategory	ResCat

3.11 Service Request Management

3.11.1 Web Services Definition Language (WSDL) Specification- In progress.

3.12 Incident Management:

3.12.1 WSDL Specification-In progress.

3.12.2 Message Format To Be Determined (TBD).

3.13 Electronic Checkbook:

3.13.1 WSDL Specification

3.13.2 Message Format

4.0 References:

4.1 BMC Remedy Action Request System (AR System) Guide

5.0 Terms

5.1 Definitions

5.1.1 None

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5.2 Acronyms

API	Application Programming Interface
ARS	Action Request System
CDR	Critical Design Review
CIO	Chief Information Officer
CMDB	Configuration Management Database
DSO	Distributed Server Option
ESD	Enterprise Service Desk
ESRS	Enterprise Service Request System
HTTPS	Hypertext Transfer Protocol Service
IDS	Interface Design Specifications
IT	Information Technology
ITSM	IT Service Management
I3P	IT Infrastructure Integration Program
NASA	National Aeronautics and Space Administration
NSSC	NASA Shared Services Center
P-Card	Payment Card
PII	Personally Design Review
POC	Point of Contact
SBU	Sensitive But Unclassified
SSL	Secure Socket Layer
TBD	To Be Determined
WSDL	Web Services Definition Language
XML	Extensible Markup Language

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6.0 Appendices

6.1 None

7.0 Attachments

7.1 None

8.0 Records:

8.1 CSC Records (Identified by Quality Management Office)

8.1.1 None

8.2 a. **NASA/NSSC Official Federal Records** (Recorded information, regardless of media or format, in the custody and control of NASA/NSSC or its contractors, and created or acquired by NASA/NSSC or its contractors as part of official duties and in the conduct of government business. Access at [https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1133710&rev=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=1133710&rev=$latest) for further instruction on identifying Official Federal Records)

b. List Official Federal Records Series pertinent to the process described in the Plan as follows:

1. The Official Federal Records as listed on Functional Area Master Records Index (MRI) should be included.
2. New Official Federal Records identified or created in carrying out the procedures described in the Plan should also be listed. The records must be confirmed as Official Federal Records by the Functional Area Records Liaison Officer (RLO), NSSC Records Manager, or NSSC Records Management staff and added to the MRI.
3. Indicate "None" if Official Federal Records are not created or acquired in the process relevant to the Plan.

8.2.1 None

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9.0 Change Log

Status/Change /Revision	Change Date	Originator/Phone	Description
Basic	05/02/2011	Jim E. Seal IT Manager (Acting) 228-813-6350 Diane Fulton IT Application Manager 228-813-6423	Basic
Revision 0001	05/05/2011	Jim E. Seal IT Manager (Acting) 228-813-6350 Diane Fulton IT Application Manager 228-813-6423	Added content to 3.7 and 3.8
Revision 0002		Jim E. Seal IT Manager (Acting) 228-813-6350 Diane Fulton IT Application Manager 228-813-6423	Corrected Section 3.5.1 and Section 3.5.3.2
Revision 0003	7/13/2011	Jim E. Seal IT Manager 228-813-6350 Diane Fulton IT Application Manager 228-813-6423	<ul style="list-style-type: none"> Replaced old WI number with new Plan number Updated for delta CDR

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Revision 0004		<p style="text-align: center;">Jim E. Seal IT Manager 228-813-6350</p> <p style="text-align: center;">Diane Fulton IT Application Manager 228-813-6423</p>	<ul style="list-style-type: none"> • Updated for delta CDR • Significant modification of content • Significant modification of content • Added Knowledge Management • Added Electronic Checkbook • Added additional Web Methods for Status Reason • Corrected references from NSSC to NASA where relevant. Refined Web method parameters. Added CreateIncident hosted by NASA • Changed Title
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Revision 0005	10/18/2011	<p style="text-align: center;">Jim E. Seal IT Manager 228-813-6350</p> <p style="text-align: center;">Diane Fulton IT Application Manager 228-813-6423</p>	<ul style="list-style-type: none"> • Added namespace for I3P hosted Incident methods • Added 'CommentId' attribute to Common.Comment object • Added detail on I3P throwing SOAP Exception on unsuccessful call to I3P hosted method • Added information about encryption of P-CARD data
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