

National Aeronautics and  
Space Administration

**Headquarters**

Washington, DC 20546-0001



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Reply to Attn of: **Office of the Chief Information Officer**

To: Distribution

From: Deputy CIO for IT Security

Subject: NASA Security Operations Center Operations and NASIRC Transition

Starting on November 4, 2008, the NASA Incident Response Center (NASIRC) will begin transitioning its operations to the new NASA Security Operations Center (SOC). The first phase of this transition includes the implementation of a new IT Security Hotline, a new SOC e-mail address for incident reporting, and the implementation of a new SOC Incident Management System (IMS).

**IT Security Hotline:** All Centers should transition to the use of the new NASA SOC phone number, 877-NASA SEC (877-627-2732) on or shortly after November 4. This toll-free number should also be used as the Center's new "customer advertised" IT Security phone number. This new IT Security Hotline will provide 24 x 7 x 365 coverage across the Agency.

Although the two NASCIRC phone numbers will forward to the SOC and won't be discontinued until late March 2009, please use the new SOC phone number to report all new incidents.

**SOC E-mail Address:** All Centers are to transition to the use of the new SOC e-mail address ([soc@nasa.gov](mailto:soc@nasa.gov)) on or shortly after November 4. SOC e-mails will be monitored by the IT Security Hotline staff so users may benefit from the new 24 x 7 schedule and the staff's capability to quickly cross-reference issues identified by phone or e-mail.

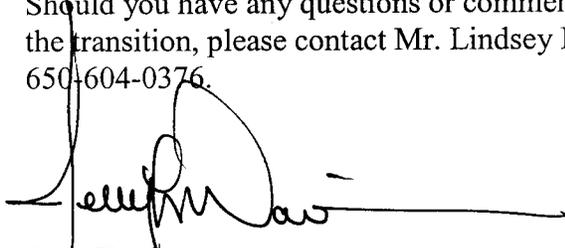
All correspondence sent to the current NASIRC e-mail address will be automatically forwarded to the NASA SOC at [soc@nasa.gov](mailto:soc@nasa.gov) for review and action by SOC personnel.

**A single SOC Incident Management System (IMS)** will also be implemented, starting November 4, for new incidents. IMS will be the primary tool used to store, identify, track, manage, and report on IT Security incidents at NASA. All new incident identification, tracking and management information shall be input into IMS. Both the IT Security Hotline and the new SOC e-mail will feed into the single, coordinated IMS to produce aggregated data, pattern tracking, and better overall visibility into Center and Agency-wide incidents. In addition, the new IMS will provide more insight into the

incident tracking process, identifying when issues are “mitigated” rather than solely reporting “closed” incidents.

Until Friday, December 5, existing open incidents will be managed on the NASIRC database. After December 5, all NASIRC open incidents will be moved to the IMS for tracking and management. All other data in the NASIRC system will be migrated to the IMS. All Centers are required to transition to and use the SOC IMS as their primary source for incident tracking and management and no longer use their local incident databases.

Should you have any questions or comments regarding the NASA SOC and this phase of the transition, please contact Mr. Lindsey Lack, SOC Operations Manager (Acting) at 650-604-0376.



Jerry Davis

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