

National Aeronautics and Space Administration



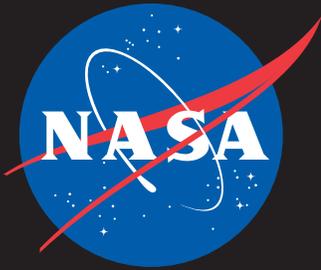
IT Talk

April - June 2013

Volume 3 • Issue 2

Information Technology Innovations at NASA CIO





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Farewell Message from the CIO

By Linda Cureton

As many of you know, after 34 years of Federal service, I have decided to retire. This doesn't mean that I will stop working and sit on a beach—though I was hopeful for a minute. But I'm starting a new chapter in my book of life.

With that said, I want to take a moment to reflect on the last 3½ years here at NASA. I must say, having the opportunity to help strengthen the technological infrastructure of one of the world's greatest agencies has been a highlight in my career.

I am very proud of a couple of key accomplishments. One of things we did early was with cloud computing. NASA took a risk, and we had a compelling solution. We also jumped out early with Nebula and turned it over to the community as Open Stack.

I could not have gotten the job done without many of you. I've had the pleasure of being surrounded by top-notch executives.

I will miss being tightly connected with the missions that citizens need. Being a part of the executive team has enabled me to have a front seat to some spectacular moments in NASA's history, like being at Kennedy Space Center to see a space shuttle launch. I really love solving problems and coming up with creative solutions.

But I know that as I move on to this next chapter of my life, you will be left in capable hands and NASA will continue to do great things.

—Linda



ITMB Face to Face Participants at Kennedy Space Center

International Space Apps Challenge: On Earth and In Space

By Sarah Rigdon, OCIO Communications Specialist

NASA is gearing up to lead the second International Space Apps Challenge, a two-day technology development event to be held on April 20 and 21, 2013. Participants from around the world will work together to solve current challenges that are relevant to improving life on Earth and in space.

The 55 curated challenges will be tackled by teams in 75 cities on all 7 continents—and in space. Challenges are grouped into four broad categories: open source software, open hardware, citizen science platforms, and data visualization.

In the spirit of transparency, collaboration, and open government, event judges require that all projects submitted for local judging or global recognition be licensed open source.

Anyone can participate in the International Space Apps Challenge. Registrants include engineers, technologists, scientists, designers, artists, educators, students, entrepreneurs, and many others.

Results from the 2012 International Space Apps Challenge include the Aurora Project, an app that shows aurora intensity, the International

Space Station's location, and space weather data using the WebGL globe platform; VICAR2PNG, an app that allows anyone to view, enjoy, and remix NASA's mission images from the Cassini mission; and the Pineapple Project, an app that identifies the optimal crop for a community by filtering a tropical crop database by location, rainfall, latitude, elevation, and pH.

Challenge descriptions for this year's event and a list of locations are available at <http://spaceappschallenge.org/>.

Data Privacy Day *By Valarie Burks, Deputy CIO for IT Security Division*

Data Privacy Day began in the United States and Canada in January 2008 as an extension of the Data Protection Day celebration in Europe. The day commemorates the 1981 signing of Convention 108, the first legally binding international treaty dealing with privacy and data protection. The U.S. Congress recognized this day by passing a resolution declaring Jan. 28 National Data Privacy Day. Each year, public and private organizations as well as universities celebrate this day by lending support and emphasizing the importance of data protection and privacy awareness.

NASA is actively engaged in supporting privacy data protection at all times. We continue to dedicate resources to ensuring overall protection of privacy information and a heightened awareness by our employees, contractors, and partners of the importance of privacy data protection.

By creating a united front across all of NASA in the protection, prevention, and preservation of information integrity and accuracy at NASA, privacy data will be appropriately protected as you perform your daily activities. These activities and actions are trending first steps:

- ◆ **Complete NASA's annual IT Security Awareness training.** This training is required for all federal and contractor employees—and for good reason. It covers the protection of your desktop and home computers, safeguarding your identity and the identity of those from whom you collect information, privacy best practices and procedures, incident reporting, and all other aspects for information protection developed by NASA. Be sure to complete this training as soon as you can; it's an important first step toward learning how to protect and safeguard information.
- ◆ **Reduce personally identifiable information (PII) collection (a White House initiative).** NASA employees should only collect the information that is necessary to support the accomplishment of tasks or missions on behalf of NASA. This is the first step in reducing the risk of a potential data loss.
- ◆ **Protect and limit disclosure of PII during daily use.** It is important to avoid leaving sensitive, personal information in clear view, such as on a printer, desk top, computer screen that can be viewed by passersby,

or in recycling bins or non-secured common trash cans. Also avoid sending it in an unsecured email to any distribution large or small, but especially large distribution lists.

- ◆ **Protect your own privacy. Remember to be conscious about how you protect and disclose your own personal information.** Do not hesitate to question an individual asking for your Social Security number (SSN) or any personal information about their reasons for collecting, intended protections, privacy policies, etc. Ask specifically for their privacy policies and where you can review them prior to providing your information. Avoid becoming a victim of a dumpster diver; use a shredder or some other means to ensure information is completely non-usable when disposing of documents containing your personal information.

Your support in this effort will help improve the protection of our information and our IT security posture. The more employees are aware, the more we can identify and take actions to mitigate information security risks across NASA. ◆

NASA Development Test Labs Provide for Real-Time Testing of New Software and Systems

By Emily Townsend, ACES Communications Lead

Hundreds of new software programs, systems, and patches are deployed to NASA's computer systems every year to help us work better, faster, and smarter. NASA's information technology (IT) organizations are charged with delivering these services with greater functionality and reliability and in less time.

One way that the Agency Consolidated End-User Services (ACES) Office helps to accomplish this is through the use of development test labs (DTLs) stationed at each NASA Center. These test labs provide application owners across NASA with the opportunity to test existing applications against new, soon-to-be-deployed software or systems to look for any compatibility

issues. This pretesting helps minimize IT risks for the Agency by identifying how new programs could potentially "break" existing programs and finding solutions before full deployment begins.

While testing is also facilitated through the NASA Enterprise Applications Competency Center (NEACC) for the most commonly used applications, additional testing is often needed for less common applications that are used by specific groups or in specific labs. The DTLs provide an opportunity to reach these other application owners.

Centers are putting a renewed emphasis on using their DTLs. Stennis Space Center (SSC), for example, recently reopened their

multifaceted DTL. Stennis's DTL supports its mission by providing users with the capability to regression-test and validate their applications with Center-specific requirements. The DTL provides the necessary testing environment for new ACES users, as well as ongoing support for established mission-critical applications. The SSC DTL is currently supporting the SSC voice-mail exchange (VMX) project by testing its capabilities and performance on a new platform.

If you are an application owner interested in helping to pretest through DTLs, please contact Roscoe Sheehy, the ACES Office operations manager, at roscoe.sheehy@nasa.gov to provide your name and contact information. ♦



Development test labs are available at the NEACC and all NASA Centers to test applications.

NASA's IT Innovations

A lot of great work is being done in the world of information technology (IT) innovations at NASA. In this issue, we'll explore a few of the IT trends and cutting-edge technologies at our NASA Centers. We'll also take a closer look at who is helping to make this technology news.

The NASA Office of the Chief Information Officer (OCIO) Communications Service Office (CSO) is responsible for end-to-end infrastructure in support of voice, video, and data communications services for the Agency. In order to deliver high-quality, high-value services to the NASA community, the CSO employs its Services Design and Development Lab (SDDL). The SDDL has three basic functions:

1. Investigate trends, troubleshoot issues, and stage equipment prior to deployment.
2. Develop new services and features.
3. Transition emerging technologies into production-quality services.

The SDDL enterprise lab is located at Marshall Space Flight Center (MSFC). This lab consists of 36 network equipment racks, a collaboration services lab (with end devices associated with integrated voice, video, and data services), and a meeting space for engineering, operations, and vendor collaboration.



The SDDL is extended to all NASA Centers via the CSO Prototyping Network (CPN), a virtual overlay across NASA's internal wide-area network. This configuration allows Centers to perform joint testing and discovery without impacting any production environment. It was used recently to research, develop, and stage NASA's Internet Protocol version 6 (IPv6) service, which has been used to meet the Office of

Management and Budget (OMB) IPv6 FY12 mandate. The SDDL will also be used to develop strategies for meeting the OMB IPv6 FY14 mandate, which requires that all NASA end devices be able to reach Internet sites via IPv6.

Research and development of emerging technologies related to communications services are led by the CSO's Communications Emerging Technologies (CET) lab at Ames Research Center (ARC). The CET lab participates in the CPN and is instrumental in identifying and vetting enabling technologies, which are then introduced into the production-oriented environment of the SDDL Enterprise lab before being delivered to the NASA user community.



Other projects are focused on the Information Technology Infrastructure Integration Program's (I3P's) goals of transforming the Agency's IT services to a more efficient enterprise model (e.g., Consolidated Network Operations Center), better supporting the collaboration requirements of NASA's missions (e.g., desktop mobile video), and securing the infrastructure (e.g., Agency perimeter firewalls).

To connect to the CPN environment, contact your Center's NICS customer service representative (CSR) (https://cso.nasa.gov/CSRs_Page). Your lab need not be a CSO or even an OCIO lab—any IT lab is encouraged to join. ♦

Key Personnel App

By Katie Poole, GSFC, and Jane Maples, MSFC

For over 20 years, the Goddard Space Flight Center's (GSFC's) Information Technology and Communications Directorate (ITCD) successfully managed the yearly production of the GSFC Key Personnel Directory. Formerly known as the "little white book," this hard-copy publication contained work and after-hours contact information for Goddard's civil servant management and supervisory staff.

While the document proved functional, maintenance of the directory proved to be an ineffective method of meeting GSFC's key personnel requirements. The printed book had its share of challenges: the meticulous task of soliciting contact information; continuous personnel changes, which often nullified recently obtained data; and, most significantly, the challenge of protecting personally identifiable information (PII).

In early 2012, ITCD initiated a task to investigate concepts to replace the existing book with an electronic version that would be readily accessible and adequately protect PII data.

Then, in February 2013, in collaboration with the Center for Internal Mobile Apps (CIMA)—located at the NASA Enterprise Application Competency Center (NEACC)—ITCD deployed the Key Personnel App (KPNA) mobile app in order to leverage Agency software development capabilities in a mature and secure hosting environment.

The CIMA design augments and enhances the existing "NASA Contacts" mobile app to meet GSFC KPNA requirements. This active integration with the NASA Enterprise Directory (NED) provides current employee data while reducing the need to maintain multiple databases. Key personnel and other designated users have access to a "Groups" tab that allows them to call, text, or e-mail from within the mobile app. This app is available on iPad, iPhone, Blackberry, and Android devices.

Team Members

GSFC—Katie Poole (Lead)
Tim Schauer
Shinetta Freeman

CIMA—Jane Maples (Lead)
Corey Baswell
Randall Johnson
Peter Cauwels
Kellie White

The IT Consumer's Connected Living Room Meets JPL's Conference Rooms

By Tom Soderstrom, IT Chief Technology Officer, Jet Propulsion Laboratory, California Institute of Technology

It is the job of information technology (IT) to create an environment that seeks out innovations and listens hard enough to recognize truly innovative ideas, wherever they come from...and then to implement them quickly.

Platitudes? Read on.

The Jet Propulsion Laboratory (JPL) Chief Information Officer (CIO) Jim Rinaldi was so impressed with the way wireless projection is used in all of Apple Corporate's conference rooms that he wanted wireless projection in all of the conference rooms at JPL. Tasked with determining an optimal plan and method for implementation, Emerging IT specialist Gabriel

Rangel and I engaged the help of the JPL user community, CIO Technology Advisory Board members, scientists, engineers, TV operators, network technologists, and several JPL leaders with private conference rooms. It was clear that concurrent wireless projection would enable a new level of collaboration both inside JPL and beyond.

The question, though, was, how could we economically infuse inexpensive consumer technologies into the JPL enterprise on all devices? The solution was unexpected and (we hope) elegant: we standardized around Apple's Airplay protocol. Airplay simulators will be installed on the regular

conference room computers, and private offices can buy Apple TVs from JPL's IT catalog. JPL employees can buy and install recommended "Airplay-speaking apps" (ranging from free to a one-time charge of a few dollars) for their devices. All equipment purchases and installation will be coordinated via the normal JPL IT catalog and the JPL unified service desk.

The principle of "first do no harm" will apply. The existing capability to plug in the video graphics array cable will remain in place and will only be removed when the wireless projection capability has proven its value. And we expect that it will happen very quickly.

A JSC Innovator—Chad Parks *By Neesha Hosein, JSC Publicity Specialist*

Chad Parks believes innovation and its true value usually happen when there is a specific problem or situation that needs a solution, providing an opportunity for innovation.

Parks is the technical lead engineer for an Information Technology and Multimedia Services (ITAMS) contract project called Integrated Service Management (ISM). Parks and his team have found ways to streamline and consolidate service requests within their organization, which supports the Johnson Space Center's (JSC's) Information Resources Directorate (IRD). The IRD is headed by the JSC Chief Information Officer.

"The project scope goes even further than service request management," Parks said. "Its entire scope and goal is to see gains in the areas of incident and problem management, configuration and release management, and asset management and discovery. The ISM team has just completed phase I."

This has resulted in improved incident tracking, reporting, and promoting of business processes that are in alignment with the Information Technology Infrastructure Library (ITIL) v3 best practices.

Aside from the ISM project, Parks is also responsible for the daily operations and management of the IRD's Customer Support Center (CSC), JSC's Forms Department, and IRD's Engineering Drawing Control Center. He provides technical guidance, project management, business process improvement, and strategic planning, and he ensures that the products and services meet or exceed customer expectations, among other cross-Center and Agency initiatives.

Outside of work, Parks likes to "spend time with family and friends around a big pile of spicy crawfish," having grown up in Louisiana. He enjoys travelling, keeping up with mobile technology advances, playing video games, and being out with his wife, Katie.

"I really enjoy waking up every day and going to work to support one of the greatest agencies ever created in the history of this country," Parks said. "The folks I work with are some of the most dedicated and talented individuals I've met. It's a pleasure being part of their team."



Latest Mobile Application News from the Center for Internal Mobile Apps (CIMA)

Mobile App Developer Virtual Workshop on April 24, 2013

In an effort to continue collaboration across the Agency related to mobile application development, the Center for Internal Mobile Applications (CIMA) and the Emerging Technologies and Desktop Services (ETADS) organizations will be hosting a mobile app developer virtual workshop on April 24, 2013.

A variety of mobile app development topics related to public and enterprise-only apps will be discussed.

Development on various platforms (iOS, Android, BlackBerry)—both native and hybrid (HTML5), as well as analytical—will be among the topics discussed. Participation is open to anyone within the NASA community. For additional information, or if you are interested in participating, please contact us at msfc-cima@mail.nasa.gov.

Mobile Downloads. CIMA recently released new versions of NASA Contacts, which includes the new

BlackBerry version of the app. All versions (iOS, Android, and BlackBerry) are available for download from apps@NASA (<https://apps.nasa.gov>).

Coming soon to apps@NASA is the much-anticipated Android version of WebTADS Mobile (for time and attendance). All Android users out there who have been patiently waiting should watch for it on apps@NASA.

Development Center (Dev Center). There are several new “how to” videos available to assist developers with getting started in developing a mobile app on Dev Center. Dev Center is a provisioned application, and access can be requested by submitting an online NASA Account Management System (NAMS) request. You will need to request access to the CIMA NASA Developer as the new application. Simply search

for “CIMA” when you are in NAMS.

How do I access Dev Center once I have been notified that my account has been provisioned?

1. Open your Internet browser and type in the following url: <https://apps.nasa.gov>.
2. Once the website is displayed, select the “Sign In” link next to the search field in the upper right corner of the page.
3. Once you have authenticated into the website you will be able to select the tab labeled “Dev Center.”

For additional information pertaining to CIMA’s mobile service offering, please visit <https://cima.nasa.gov>. ♦



IT Labs: Improving Information Infrastructure



By Chatwin Lansdowne, Lead for IEEE Standards Association, Project 1877

When you are a long way from home in space, one little, overlooked defect can cause a loss of a mission and kick off a high-profile investigation. A NASA program can easily spend more than 25 percent of its budget carefully testing, analyzing, and documenting the performance of components, subsystems, individual systems, and systems of systems.

An IT Labs-funded project is now producing a plug-and-play modular approach to test automation. Institute of Electrical and Electronics Engineers (IEEE) Standards Association Project 1877 will define a Web/XML test orchestration interface that will enable discovery of modular assets; summary control and status data and metadata;

and behaviors, requirements, hardware interfaces, and other descriptive information in a standardized machine-interpretable information format.

The IEEE 1877 standard is built on an interface that was developed at the Johnson Space Center (JSC) through demonstration activities in a half-dozen JSC engineering laboratories. The interface has been adopted by Training Systems 21st Century, which will become the Space Station training facility. Called mREST, the interface combines plug-and-play and Web-services protocols with automatic test markup language (ATML). ATML is an IEEE information framework standard. The mREST prototype

emerged from a Constellation-funded study that was defined by Chatwin Lansdowne and executed by METECS software engineers.

ATML was initiated by the U.S. Department of Defense in 2002, and it seeks to make test capabilities agile by separately describing each piece of equipment, linkage, test article, interface, and requirement. With the team’s ingenuity and support from IT Labs, a new aerospace industry standard is emerging that can transition ATML into products.

More information may be found in this article under IEEE copyright at http://ieeexplore.ieee.org/xpls/abs_all.jsp?arnumber=6058728 (sign-in required). ♦

NASA's 2013 Federal 100 Award Winners

By Sarah Rigdon, OCIO Communications Specialist

Congratulations to 2013 Federal 100 Award winners, Dr. Sasi Kumar Pillay, NASA Chief Technology Officer for IT, Tom Soderstrom, IT Chief Technology Officer at Jet Propulsion Laboratory, Tony Facca, Project Manager for Emerging Technology and Desktop Standards (ETADS) at Glenn, and Jeanne Holm, Chief Knowledge Architect at the Jet Propulsion Laboratory as well as Data.gov Evangelist at the General Services Administration (via Intergovernmental Personnel Act). *Federal Computer Week*, a Federal technology and business news publication, recently honored the winners at a gala at the Grand Hyatt in Washington, D.C.

Facca, Pillay, Soderstrom, and Holm all say they were surprised and honored by their nominations and wins, and pleased for the Agency's representation in a highly regarded spotlight on work in Federal IT. Soderstrom said NASA's presence in the award "should tell us that we need to keep innovating and to redouble our efforts to make a difference with IT in people's lives." Pillay said the award is "a testimony of the wonderful work we do at NASA," and Facca concurs with the feeling of community. "It's a chance for the entire federal IT community to feel proud of our accomplishments and a few of the people that helped."



This year's winners were chosen by a select panel of government and industry leaders. Twenty-two winners came from industry, two from academia, one from state government and 75 from the federal government—with 56 in civilian agencies, 15 in the defense sector and four from Capitol Hill.

Congratulations to this year's winners for representing the Agency in government IT excellence. For more information, visit <http://fcw.com/articles/2013/01/30/fed-100-winners.aspx>. ♦

NASA Leads Federal Forum

By Kathy Rice, IS01, NEACC Project Management Office

The Systems Application Product's (SAP's) Federal Forum was formalized in 2007 to enable collaboration among Federal agencies that had deployed SAP. It began as a "grassroots" effort to build a coalition of U.S. Federal SAP clients to share experiences and become "one voice" to influence product development for the benefit of all. Since then, LaTonya Powell has embraced the forum as her major focus. Powell coordinates and hosts quarterly conference calls to answer questions and discuss upcoming regulatory changes. She said, "The Federal Forum is a group that you can count on! We are a reliable presence in the IT industry."

In 2010, Powell planned the first face-to-face (F2F) workshop for all Federal agency participants and key SAP representatives. The annual F2F workshop was held January 29–30, 2013, at NASA Headquarters in Washington, DC. This year's agenda was developed with the goal of increasing participation by broadening the focus areas to include budget formulation and reporting. Several agencies shared recent successes, such as DOI's implementation of the U.S. Department of the Treasury's electronic invoicing solution and

business objects, and the U.S. Department of Agriculture's public budget formulation solution. SAP presented the latest innovations related to budget formulation, reporting, and performance improvements when working with extremely large volumes of data, which are challenges to all agencies. The face-to-face workshop provides an opportunity for SAP to give insight into their timeline for developing the system changes and making them available to their customers. Having SAP's implementation timeline allows for better internal planning, which is critical to the efficiency of implementation under budget constraints.

When asked to elaborate on her role, Powell said, "I'm not just a facilitator because I understand the system. I am a subject matter expert and a leader. It's rewarding when attendees express their appreciation to me for not only planning the face-to-face, but everything leading up to it."

Participation for the workshop began with approximately 50 onsite attendees and has grown to this year's onsite total attendance of 126, the highest onsite attendance ever, with over 100 people connecting via WebEx and



teleconference. Powell said, "NASA has benefited greatly from the SAP Federal Forum and we will continue in the leadership role to maintain the momentum that we've worked hard to build over the last five years. We'll continue to be successful in our efforts by maintaining continuity, keeping those areas most important in the forefront for discussion and collaboration and continuing to provide a conduit for open communication with each other and with SAP." ♦

Information Technology Infrastructure Integration Program (I3P) Update

Communications Services Office (CSO)/NASA Integrated Communications Services (NICS)

CSO is continuing to develop a voice over Internet Protocol (VoIP) plan to determine the best method for the expansion of VoIP services to replace aging NASA telephone services. The NICS contractor has awarded a contract to Force3/ Cisco for an indefinite delivery/ indefinite quantity (IDIQ) contract for Unified Communication Infrastructure Equipment that will support the VoIP implementations. Hardware, software, system licenses, end-user licenses, handsets, and maintenance are included with this contract. Additionally, voice-mail and E911 services may be added. This contract will allow for better pricing for the VoIP equipment and will be used for all procurements of future VoIP requirements. CSO/NICS continued to work with the Chief Information Officer (CIO) and the Chief Technologist to communicate the plans and service direction to the service's stakeholders by briefing the Information Technology Management for Business (ITMB) in February regarding the status of the project.

On February 22, 2013, CSO and the Enterprise Service Desk (ESD) rolled out the desktop mobile videoconferencing (DMV) pilot service. The DMV service, based on the Vidyo product, will provide videoconferencing from Center conference rooms (Polycom and Lifesize) to desktop (MAC, Linux, and PC) and/or mobile (iPads, iPhones, and Androids) devices. The DMV service will expand the ability to work from anywhere and with almost any device. The DMV pilot service

is available to order via the ESD under "Collaboration Services."

Additionally, the Information Technology Infrastructure Library (ITIL) training has been made available to NICS and CSO. As ITIL processes are being rolled out by I3P programs, NICS has initiated a contract-wide, Web-based training program. This continual service improvement will help ensure that ITIL is ingrained in the everyday Tier-2 processes.

The first five ITIL processes that have been developed and are available as audio/video files are incident management, problem management, request fulfillment, change management, and service asset and configuration management. Additional training materials available as of April 1, 2013, are being developed for the ITIL processes of portfolio management, strategy management, catalog management, service-level management, capacity management, supplier management, release and deployment management, and continual service improvement.

Agency Consolidated End-User Services (ACES)

NASA DAR Update: Data-At-Rest (DAR) encryption is complete on 99 percent of NASA laptops. Each Center has now identified desktop systems with sensitive data that require DAR encryption. Of those systems identified, over 60 percent are now encrypted with DAR. If you have a DAR desktop with sensitive data that require encryption, please submit a service request through the ESD/ESRS system, which is accessible on the Enterprise Service Desk website at <https://esd.nasa.gov/secure/main.cfm>.

Microsoft Exchange 2010 Migration and Mailbox Size Increase:

NASA's email will be upgraded to Microsoft Exchange 2010 between July 3 and August 28, 2013. As part of this upgrade, NASA Operational Messaging and Directory (NOMAD) mailbox sizes will be increased. Most users will receive a mailbox size increase from 400 megabytes to 1 gigabyte. After migration to Exchange 2010, temporary mailbox size increases will no longer occur. Please visit ACES's website for additional information.

Internet Explorer 9 (IE9)

Deployment: IE9, Microsoft's enhanced browser that was planned for deployment to ACES computers on March 12, 2013, has been delayed due to compatibility issues with the ACES Product Catalog (APC). The new browser will now be installed sometime in April, following the resolution of this issue. An updated date and time will be provided in future communication.

New ACES Personnel: New people supporting the ACES contract include Mr. Kyle Cossey, a program analyst supporting the End-User Services Office (EUSO) as a contractor with Al Razaq Computing Services. He is based at the Marshall Space Flight Center EUSO, in Huntsville, AL.

Enterprise Applications Service Office/NASA Enterprise Applications Competency Center (EASO/NEACC):

A modification to the Enterprise Applications Service Technology (EAST) contract was successfully completed and issued to end the EAST stabilization period and implement full terms and

conditions of the EAST contract. An additional modification was issued to exercise the option to extend the period of performance for the contract to run from February 1, 2013, through January 31, 2015. The ICE-COOP task order was extended through December 31, 2013, in support of the Human Exploration Operations (HEO) Mission Directorate.

The Office of Education completed the user-acceptance testing. Training for users will include participants within and outside of NASA (many at universities and colleges that participate in NASA Education programs). The SAP WebGUI was decommissioned on March 15, 2013, and replaced with XenApp Citrix access, providing Web access via Citrix to all three Centers facing SAP clients. The NEACC is developing and finalizing the NEACC service-level standards (SLS), NEACC satisfaction survey process, and schedule. This will consist of up to five strategic focus areas (SFAs). The first evaluation period for the SLS 1.1 SFAs will last 3 months and run from May 1 through July 31, 2013. All subsequent evaluation periods will last 6 months.

Enterprise Service Desk

The ESD Enhancements Project consists of enhancement requests that contain desired updates to ESD functionality based on customer feedback and lessons learned from production use. Several aspects of the tool have been modified during this project, including interface design data exchanged with the I3P contracts, notifications and availability features, and information displayed

on the ESD Tier-0 website. These enhancements will:

- ◆ Grant Tier-2 providers the ability to generate help tickets, even in cases when a single customer is not identified. This will be especially helpful to the NICS team, who frequently work tickets generated from a system, not a person. Automation will be built into the process so that the tickets are quickly routed to where they need to go.
- ◆ Allow individuals placing On Behalf Of orders to find new hires earlier in the on-boarding process. Those departing the Agency will be left in the system for On Behalf Of orders for a short time following separation. An individual's status will be displayed when placing an On Behalf Of order.
- ◆ Allow Centers the opportunity to create specific groups for approving orders at the IT and Resource levels. When changes are implemented, this can prevent every approver from receiving emails for every request and allow each Center to develop the workflow that is most appropriate for their approvers.
- ◆ Allow end users to edit a service request as it works its way through the approval cycle; requests that are edited will need to be re-approved.
- ◆ Allow users to subscribe to receive notifications in the system, but suppress notification emails.
- ◆ Ensure that customers and contacts will receive notification emails when orders are approved or rejected.

- ◆ Ensure that knowledge articles and help tickets are print-friendly; help tickets will have an easy email option allowing end users to share an open ticket with a POC.
- ◆ Grant knowledge article authors new searching capabilities within the knowledge article library that will assist them in managing content they have created.

The ESD enhancements project went into production in April 2013.

Web Enterprises Services and Technology (WESTPRIME)

The latest I3P acquisition, WESTPRIME, has been awarded to InfoZen to provide NASA's cloud-based Web-hosting solutions across all Centers. WESTPRIME services will be fully integrated with the other I3P initiatives to provide seamless, complete, and cost-effective services and solutions for NASA IT requirements.

WESTPRIME will enable NASA to leverage the opportunities and benefits of cloud computing, which include the following:

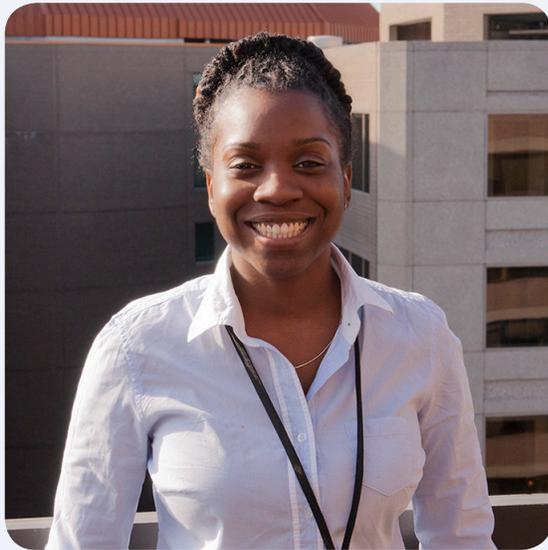
Rapid server provisioning times;

- ◆ Automatic scaling of server instances and bandwidth;
- ◆ Automatic backups;
- ◆ Improved security;
- ◆ Greater transparency;
- ◆ Improved search functions
- ◆ Ongoing and proactive customer outreach that includes training, support, and help; and
- ◆ Ongoing cloud innovation and solutions.

The Year Up Program and the OCIO

By Sarah Rigdon, OCIO Communications Specialist

Nationwide, one program brings big-name organizations and young adults in major cities together for a year of learning and growth: the Year Up Program. A 501(c)(3) with a mission to engage low-income young adults in a “high support, high expectation model that combines marketable job skills,



stipends, internships and college credits,” the education and workforce development benefits corporate and federal partners as well as youth aged 18 to 24. Preshana Simmons, a new face at the OCIO, is currently the second Year Up intern at the office. She says one benefit of the program is the help and support throughout. “What makes Year Up different are its core values as well as feedback. Every Friday Year Up takes part in an activity called Friday feedback, where feedback is given and received. We are taught that feedback is constructive criticism and a way to grow. NASA gives Year Up associates the opportunity to practice learning and development skills learned at Year Up.” She can attest to the rigorous application process for the program, which is “purposely made difficult to see how persistent you will be.” She says she’s enjoying the program and has learned a lot so far, from configuring computers to professional skills.

Welcome Preshana to the OCIO!
For more information on Year Up,
see www.yearup.org . ♦

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