



**DRYDEN
POLICY
DIRECTIVE**

Directive: DPD-2800.2-001, Revision A-2
Effective Date: February 26, 2010
Expiration Date: February 26, 2015

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Compliance is mandatory.

RESPONSIBLE OFFICE: MI/Chief Information Officer

SUBJECT: Managing Information Technology (IT)

1. POLICY

a. The Office of the Chief Information Officer (CIO) is chartered as the primary source of the information systems, products, and services that comprise the Center's IT infrastructure. The DFRC IT infrastructure is the combined set of networks, data centers, hardware and software systems, applications, processes, and services that support the management of the life cycle for technical and management information. This life cycle includes information capture, collection, organization, presentations, disseminations, protection, archival, and retrieval.

1) All DFRC Information Technology (IT) systems, products, and services shall be acquired and managed in compliance with established NASA policies.

2) Specific functional areas comprising the IT infrastructure are listed in Enclosure A. All DFRC mission and mission support organizations shall engage the Office of the CIO to provide services to satisfy such requirements.

3) All DFRC organizations and projects shall use only existing Agency and/or Center IT contracts (Enclosure B) to acquire any IT systems, products, or services to the extent that those contracts can meet organization requirements and have been approved by the CIO to meet those requirements. In the event that a requirement cannot be met using an existing IT contract, a CIO waiver will be required before acquiring through an alternate source.

4) All DFRC organizations and projects shall coordinate IT investments with the Office of the CIO in order to ensure the required investment reviews are conducted and reported to the Agency and OMB.

2. SCOPE AND APPLICABILITY

a. This Dryden Policy Directive (DPD) is applicable to the Dryden Flight Research Center, the Dryden Aircraft Operations Facility, the AERO Institute, and on-site contractors, grant recipients, and other partners to the extent specified in their contracts or agreements.

3. AUTHORITY

a. NPD 1000.3, The NASA Organization

b. NPD 2800.1, Managing Information Technology

c. NPD 2810.1, NASA Information Security Policy

4. APPLICABLE DOCUMENTS

- a. DCP-V-017, Obtaining Approval for IT Purchases

5. RESPONSIBILITY

- a. The DFRC Chief Information Officer will ensure that Center IT policy and related procedures and guidance are established and maintained consistent with Agency issuances and be the sole approver of any waivers to this policy.
- b. The Office of the CIO will manage the Center's IT Security Program and ensure compliance with Agency policy; be responsible for developing, implementing, and maintaining IT infrastructure systems and services at DFRC; and ensure that each IT system is documented with Certification and Accreditation (C&A) package and approved Authorization to Operate (ATO) prior to operation.
- c. The Office of Acquisition Management will halt the purchase of items and services not in compliance with this policy, and ensure the requirements for all new on-site contracts whose execution requires access to the DFRC IT infrastructure include the requirement for compliance with this policy.
- d. Government Credit Card Holders and Contractor Procurement Agents will ensure that items with the scope of this policy are purchase only after Office of the CIO review per the process defined in DCP-V-017.
- e. Project Managers and Organizational Managers will ensure that any IT investments are reviewed and approved by the Office of the CIO prior to implementation; ensure that IT investments are reported to the Office of the CIO for the annual Strategic Investment Business Case (SIBC) reviews with the Agency CIO; ensure that highly specialized IT systems are documented with a Certification and Accreditation (C&A) package and approved Authority to Operate (ATO) prior to operation; and ensure that the Office of the CIO is included in the reviews of highly specialized IT and infrastructure IT proposals and projects.
- f. DFRC Employees and Contractors will take annual IT Security training as required by their work assignments and contract specifications; adhere to Federal, Agency, and Center IT policies and procedures; report questionable activity to the Center IT Security Manager; and report any loss of IT assets or data within the hour to the Security Operation Center (SOC).

6. DELEGATION OF AUTHORITY

None

7. MEASUREMENTS

- a. The Center IT Security Manager and staff will perform periodic audits to ensure all Center IT Systems are in compliance with this policy.

8. CANCELLATION

DPD 2800.2, Managing Information Technology (IT), effective November 18, 2004

David McBride or Delegated Official

ENCLOSURES:

Attachment A: DFRC IT Infrastructure Services

Attachment B: Center IT Contracts

Attachment C: Reference Documents

DISTRIBUTION:

- IDMS
- System Administrator Meetings
- Staff Meetings
- CIO Home Page
- DM3

Attachment A: DFRC IT Infrastructure Services

Communication Services

- Cable Plant Services
- Data Services
 - Routed Data
 - Custom Data
- Network Services
 - IP Address Management
 - Remote Access Services
- Network Infrastructure
 - Wireless Connectivity
 - Wired Connectivity
- Video Delivery
 - Video over IP (ViIP) Services
 - Video Portal
- Voice Services
 - Voice over IP (VoIP) Services
 - Emergency Responder Services
 - Secure Telephone Services
 - Analog Voice Services
 - Calling Cards
 - Radio Network Services
 - Switched Voice Services

Data Center Services

- Data Center Management and Operations
- Hosting Services
 - Computing Services
 - Virtualized (VMWare)
 - Dedicated Platforms
 - Data Management/Delivery
 - Flight Data Delivery
 - Loading and Archiving
 - Data Recovery
 - Data Storage Services
 - System Administration
 - Unix/Linux
 - Windows Server
- Housing Services
 - Disaster Recovery Services
 - Network Services
 - Facilities Services
- Value Added Services
 - Print Services
 - Forms Management

End User Services

- End User Education and Training
- Handheld/Mobile Devices
- Hardware/Software Accessories (IT Catalog)
- Hardware Disposal Services
- Voice Services
 - Cellular Services
- Desktop Services

Infrastructure Support Services

- Content Management
 - Document Management
 - Forms Management
 - Records Management
 - Web Services
 - Web Development Services
 - Web Content Management
- Security Management Services
 - Certification and Accreditation (C&A) Services
 - Identity and Access Management
 - Incident Response Services
 - IT Security Consulting Services
 - Security Engineering Services
 - Security Monitoring
 - Threat and Vulnerability Management
- Physical Security
 - Access Control
 - Alarm System

IT Business Services

- Infrastructure Software Development
- General Administration
- Help Desk
- Project Management
- Visualization Services
 - Imagery
 - In-Flight Photography
 - Standard Photography
 - Photo Production
 - Photo Archive
 - Multimedia
 - Graphics
 - Video
 - Video Production
 - Video Archive
 - In-Flight Video
- IT Systems Engineering Services

Attachment B: Center IT Contracts

Outsourcing Desktop Initiative for NASA (ODIN)

The ODIN contract is used Agency-wide for NASA with local delivery orders set up for each Center. ODIN can provide all desktop computing needs. This includes hardware, software, maintenance, 24x7 help desk support, and a comprehensive catalog for ordering commercially available IT products. ODIN also provides a variety of communication services including fax, cell phones, and other mobile devices such as Blackberries.

Additional information about this contract can be found at:

<http://www.odin.lmit.com/DFRC/>

or contact your organizational IT POC:

<http://xnet.dfrc.nasa.gov/Organizations/CIO/itPOC.html>

Range Facilities and Engineering Support Services (RF&ESS) – Arcata

The RF&ESS contract provides local Center IT support in several areas as indicated by the following Work Breakdown Structure (WBS) list:

WBS #	WBS Title
311	Database Analysis, Programming Support, and Web Page Development
312	Information Technology Security Support
315	Security Control Center Systems Support
316	Network Management
317	Engineering and Laboratory Computer Maintenance and System Administration Support
318	Cable Plant
319	IT Help Desk and Business Information Systems Support
322	Administrative and In-Flight Photography
323	Administrative Audio/Video and In-Flight Video
324	Graphics and Illustration Services
326	IT Systems Engineering Project Support

To request the above services, work with your organizational IT POC:

<http://xnet.dfrc.nasa.gov/Organizations/CIO/itPOC.html>

or contact the IT Service Desk at x6163

Attachment C Reference Documents

- a. NPR 2800.1, Managing Information Technology
- b. NPR 2810.1, Security of Information Technology
- c. NPR 7120.5, NASA Space Flight Program and Project Management Requirements
- d. NPR 7120.7, NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements
- e. NPR 7120.8, NASA Research and Technology Program and Project Management Requirements
- f. Chief Information Officer Website

Document History Log

This page is for informational purposes and does not have to be retained with the document.

Status Change	Document Revision	Effective Date	Page	Description of Change
Baseline		10-25-04		
Admin. Change		11-18-04	1	<ul style="list-style-type: none"> • Added "Compliance is mandatory." to first page. • Corrected typographical, grammatical, and some format errors.
Revision	A	01/26/10	All	<ul style="list-style-type: none"> • Major rewrite
Admin Change	A-1	07/13/10	All	<ul style="list-style-type: none"> • Changed Code V to Code MI • Changed formatting to comply with Agency standards
Admin Change	A-2	10/08/10	2, 7	<ul style="list-style-type: none"> • Transferred documents not cited in DPD from Applicable Documents section to Reference Documents in Attachments