

NASA IT Strategic Plan Summary

NASA's Mission Directorates

- Aeronautics Research
- Human Exploration and Operations
- Science
- Space Technology
- Mission Support



IT Vision

Manage IT as a strategic resource to securely unleash the power of data.

IT Mission

Enable the secure use of data to accomplish NASA's Mission.

IT Values

Customer Driven (Responsive, Make IT Easy!) ❖ Continuously Learning (Insight Driven)
Accountable (Transparent) ❖ Trusted Partner

Mission-Oriented Strategic Outcomes

Share results & data
R

Increase quality & effectiveness
Q

Accelerate results
A

Increase safety & integrity
S

Increase cost-effectiveness
C

Drive discovery & concepts
D



Goal 1: Excellence

Partner with customers to consistently deliver excellence and enable mission success.

R Q A S



Goal 2: Data

Capitalize on data management, access, and innovation.

R Q A S C D



Goal 3: Cybersecurity

Safeguard NASA's data and IT assets.

R Q S



Goal 4: Value

Maximize business value by optimizing IT.

Q S C



Goal 5: People

Care for our people today and prepare them for tomorrow.

R Q A S C D

Objectives

- 1.1 Increase customer satisfaction with our business relationships and service delivery.
 - ❑ Implement a Customer Experience Index (FY 2018).
- 1.2 Increase end-to-end usability and effectiveness by creating an agile and responsive approach to IT investments.
 - ❑ Develop a transition plan to a device-agnostic architecture (CY 2018).
- 1.3 Enable responsive, actionable service performance improvement.
 - ❑ Establish service reliability, availability, and resiliency measures with our customers to measure, communicate, and manage service performance (CY 2018).

Objectives

- 2.1 Enable the transformation of NASA's data into insights.
 - ❑ Analyze enterprise-wide data tools (FY 2018).
- 2.2 Increase secure data accessibility and data management through innovation to address capability gaps and improve operations.
 - ❑ Test and operationalize six IT/process data innovations in a phased approach in alignment with Agency needs and priorities (FY 2021).

Objectives

- 3.1 Reduce the risk of loss and unauthorized disclosure/modification of data and information systems while strengthening IT asset identification and vulnerability mitigation.
 - ❑ 95% HW/SW asset mgmt (FY 2018).
 - ❑ 95% multi-factor authentication for corporate hardware (FY 2018).
 - ❑ 90% multi-factor authentication for corporate user accounts (FY 2019).
- 3.2 Prioritize and mitigate cybersecurity risks based on a cybersecurity risk framework and architecture.
 - ❑ Develop COOP/DR plans for high-risk enterprise cybersecurity systems (FY 2019).
- 3.3 Reduce cybersecurity risk by improving user education and promoting cybersecurity awareness and best practices.
 - ❑ Gamify annual cybersecurity training (FY 2019).

Objectives

- 4.1 Empower data-driven strategic decisions and intentional IT operating model choices.
 - ❑ Complete phased implementation of an enterprise vendor management capability (FY 2020).
 - ❑ Complete phased implementation of a software life cycle management capability (FY 2021).
- 4.2 Increase the effectiveness of investment analysis and prioritization.
 - ❑ Identify and implement \$50M of NASA-wide cost avoidance/savings (FY 2017-18).
- 4.3 Increase the effectiveness of our IT strategy execution through disciplined program and project management.
 - ❑ 85% of projects execute in conformance with approved Project Plans (FY 2018).

Objectives

- 5.1 Care for our people and encourage mission-oriented performance.
 - ❑ List critical positions within IT functional areas (FY 2018).
 - ❑ Develop a workforce strategy based upon critical positions and future skill needs (FY 2019).
- 5.2 Attract and retain diverse, high-quality people.
 - ❑ Collaborate with NASA's Centers and NASA's Diversity and Equal Opportunity Office to identify ways to enhance current diversity and inclusion efforts (FY 2018).
- 5.3 Prepare our people to achieve NASA's IT vision.
 - ❑ Identify skills gaps and ways to close gaps based upon the workforce strategy (FY 2020).