



**DRYDEN
POLICY
DIRECTIVE**

Directive: DPD-2800.2-001, Revision B-1
Effective Date: April 1, 2012
Expiration Date: April 1, 2017

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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 (OCIO) is chartered as the primary source of the information systems, products, and services that comprise the Center's Information Technology (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 (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 OCIO 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, CIO approval will be required before acquiring through an alternate source.

4) All DFRC organizations and projects shall coordinate IT investments with the OCIO in order to ensure the required investment reviews are conducted and reported to the Agency and Office of Management and Budget (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-M-317](#), Obtaining Approval for IT Purchases

5. RESPONSIBILITY

- a. The DFRC Chief Information Officer shall 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 shall 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 shall 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 shall ensure that items with the scope of this policy are purchased only after OCIO review per the process defined in [DCP-M-317](#).
- e. Project managers and organizational managers shall ensure that any IT investments are reviewed and approved by the OCIO prior to implementation; ensure that IT investments are reported to the OCIO for the annual Strategic Investment Business Case (SIBC) reviews with the Agency CIO; ensure that highly specialized IT systems are documented with a C&A package and approved ATO prior to operation; and ensure that the OCIO is included in the reviews of highly specialized IT and infrastructure IT proposals and projects.
- f. DFRC employees and contractors shall 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 Information Security Officer; 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 Information Security Officer and staff will perform periodic audits to ensure all Center IT Systems are in compliance with this policy.

8. CANCELLATION

DPD-2800.2-001A-1, Managing Information Technology (IT), effective February 10, 2010.

David McBride or Delegated Official

ENCLOSURES:

Attachment A: DFRC IT Infrastructure Services
Attachment B: Center IT Contracts
Attachment C: Reference Documents

DISTRIBUTION: Approved for release via the DFRC Document Library; public distribution is unlimited.

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

Agency Consolidate End User Services (ACES)

The ACES contract is a consolidated solution for delivering end-user services across the Agency to achieve increased efficiencies and reduced costs through standardization. Services include: management and support of computers, printers, cellular devices, office software and NOMAD email and calendar as well as an ACES product catalog for purchasing IT products.

Additional information about the ACES offerings can be found at:

<https://aces.ndc.nasa.gov/index.html>

ACES products and services can be ordered via the ESD at:

<https://esd.nasa.gov>

Please coordinate orders with your organizational IT POC:

http://www.nasa.gov/centers/dryden/xnet/organizations/cio/it_pocs.html

NASA Integrated Communications Services (NICS)

The NICS contract is used to consolidate the wide area and Center local area networks and services, and transform them into a seamless, end-to-end network to reduce cost, implement consistent operation procedures and processes, improve security, and better integrate NASA's people, processes, and information to achieve mission success.

NICS services can be ordered via the ESD at:

<https://esd.nasa.gov>

Please coordinate orders with your organizational IT POC:

http://www.nasa.gov/centers/dryden/xnet/organizations/cio/it_pocs.html

Research 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	Description of Change
Baseline		10-25-04	
Admin. Change		11-18-04	<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	<ul style="list-style-type: none"> • Major rewrite
Admin Change	A-1	07/13/10	<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	<ul style="list-style-type: none"> • Transferred documents not cited in DPD from Applicable Documents section to Reference Documents in Attachments
Revision	B	04/19/12	<ul style="list-style-type: none"> • Updated Section 4 Applicable Documents • Updated Attachment B to reflect ACES contract
Admin Change	B-1	05/01/12	<ul style="list-style-type: none"> • Corrected reference to RF&ESS from Range Facilities and Engineering Support Services to Research Facilities and Engineering Support Services on pg. 6.