SUBJECT: Managing Information Technology (IT)

RESPONSIBLE OFFICE: MI/Chief Information Officer

1. POLICY

a. It is the policy of Armstrong Flight Research Center (AFRC) (hereinafter referred to as the Center) that the Office of the Chief Information Officer (OCIO) act as the primary source of the information systems, products, and services for the center and the center IT infrastructure. The Center 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 Center IT systems, products, and services shall be acquired and managed in compliance with established Center, NASA, and federal policies.

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

3) All Center 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 Chief Information Officer (CIO) to meet those requirements. If a requirement cannot be met using an existing IT contract, CIO approval will be required before acquiring through an alternate source.

4) All Center organizations and projects shall coordinate IT investments with the OCIO to ensure the required investment reviews are conducted and reported to the Agency and Office of Management and Budget (OMB).

5) All Center organizations and projects shall adhere to DST 2800.1, Information Technology (IT) Standards

2. APPLICABILITY

a. This Armstrong Policy Directive (PD) is applicable to the Armstrong Flight Research Center, AERO Institute, and Bldg 703 civil servants, on-site support contractors, grant recipients, and other partners to the extent specified in their contracts or agreements.
b. This language applies to JPL (a Federally-Funded Research and Development Center), other contractors, recipients of grants, cooperative agreements, or other agreements only to the extent specified or referenced in the applicable contracts, grants, or agreements.

c. In this directive, all mandatory actions (i.e., requirements) are denoted by statements containing the term “shall.” The terms “may” or “can” denote discretionary privilege or permission, “should” denotes a good practice and is recommended, but not required, “will” denotes expected outcome, and “are/is” denotes descriptive material.

d. In this directive, all document citations are assumed to be the latest version unless otherwise noted.

3. **AUTHORITY**

a. Federal Information Technology Acquisition Act (FITARA)

b. Clinger Cohen Act of 1996

c. NPD 2800.1, Managing Information Technology

d. NPD 2810.1, NASA Information Security Policy

e. NPR 2810.1 Security of Information Technology

f. DST 2800.1 Information Technology (IT) Standards

4. **APPLICABLE DOCUMENTS AND FORMS**

a. NPD 1441.1, NASA Records Management Program Requirements

b. DCP-M-317, Obtaining Approval for Information Technology (IT) Purchases

c. DST-2800.1-001, Information Technology (IT) Standards

5. **RESPONSIBILITY**

a. The Center CIO 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 OCIO 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 the Center; and ensure that each IT system is documented with an Authorization and Assessment (A&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 Center IT infrastructure include the requirement for compliance with this policy.

d. The Office of Acquisition Management shall ensure that items within the scope of this policy are purchased only after the OCIO reviews per the process defined in DCP-M-317.

e. Government credit card holders and contractor procurement agents shall ensure that items within the scope of this policy are purchased only after the OCIO reviews per the process defined in DCP-M-317.

f. 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 IT systems are documented with a A&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.
g. Center employees and contractors who require the use of NASA IT systems, products, and services 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/VERIFICATION

a. The Center Information Security Officer and staff will perform periodic audits to ensure all Center IT systems are in compliance with this policy.

b. The OCIO will track number of IT request submissions following DCP-M-317 and logged within the IT request system.

c. The Center Information Security team within the OCIO will track, monitor, approve or deny any IT Waivers that are submitted via the AFRC OCIO online waiver tool.

8. CANCELLATION

DPD-2800.2-001B-2, Managing Information Technology (IT), dated April 1, 2012.

[Signature]
David, McBride, Center Director

[Date]
5/9/17

ATTACHMENTS

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

DISTRIBUTION: Approved for release via the Document Library; public distribution is unlimited.
Attachment A: Center 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 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
- Lab & Engineering/specialized compute seat services
- 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 Server
    - Windows Server
- Housing Services
  - Disaster Recovery Services
  - Network Services
  - Facilities Services
- Value Added Services
  - Forms Management
  - Reproduction / Quick Copy services

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
  - Print Services
Compute seat (desktop/laptop) service

Application Support Services
- SharePoint development and administration
- ColdFusion development and administration
- General Application administration / support (where applicable)
- Center application consulting
- Database management

Infrastructure Support Services
- Content Management
  - Document Management
  - Forms Management
  - Records Management
  - Web Services
    - Web Development Services
    - Web Content Management
- Security Management Services
  - Authorization and Assessment (A&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
- IT Data Management
- License 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: https://afrcshare.ndc.nasa.gov/Orgs/M/MI/ITPOC/SitePages/Home.aspx

NASA Integrated Communications Services (NICS)

The NICS contract is used to consolidate the wide area and Center local area networks and services, as well as cable plant and IT Security support, and transform them into a seamless, end-to-end network to reduce cost, implement consistent operational 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: https://afrcshare.ndc.nasa.gov/Orgs/M/MI/ITPOC/SitePages/Home.aspx

Research Facilities and Engineering Support Services (RF&ESS)

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

<table>
<thead>
<tr>
<th>WBS #</th>
<th>WBS Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>310</td>
<td>Application Development and Support Services</td>
</tr>
<tr>
<td>330</td>
<td>Data Center and System Administration Services</td>
</tr>
<tr>
<td>340</td>
<td>Service Desk and Business Support Services</td>
</tr>
<tr>
<td>350</td>
<td>IT Systems Engineering Services</td>
</tr>
<tr>
<td>360</td>
<td>Office of Protective Services Systems Support Services</td>
</tr>
<tr>
<td>410</td>
<td>Administrative and In-Flight Photography</td>
</tr>
<tr>
<td>420</td>
<td>Administrative Audio/Video and In-Flight Video Support</td>
</tr>
<tr>
<td>430</td>
<td>Graphics and Illustration Services</td>
</tr>
</tbody>
</table>

To request the above services, work with your organizational IT POC: https://afrcshare.ndc.nasa.gov/Orgs/M/MI/ITPOC/SitePages/Home.aspx or contact the IT Service Desk at x6163
Attachment C - Reference Documents

a. NPR 2800.1, Managing Information Technology

b. NPR 7120.7, NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements

c. NPR 7120.8, NASA Research and Technology Program and Project Management Requirements

d. DST 2800.1, Information Technology (IT) Standards

e. Chief Information Officer Website

f. FITARA Website
Document History Log

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

Baseline, October 25, 2004

Baseline, Admin Change, November 18, 2004
- Added "Compliance is mandatory" to first page.
- Corrected typographical, grammatical, and format errors

Revision A, January 26, 2010
- Complete rewrite

Revision A-1, July 13, 2010
- Changed Code V to Code MI
- Changed formatting to comply with Agency standards

Revision A-2, October 8, 2010
- Transferred documents not cited in DPD from Applicable Documents section to Reference Documents in Attachments
- Changed formatting to comply with Agency standards

Revision B, April 19, 2012
- Updated Section 4 Applicable Documents
- Updated Attachment B to reflect ACES contract

Revision B-1, May 1, 2012
- Corrected reference to RF&ESS from Range Facilities and Engineering Support Services to Research Facilities and Engineering Support Services on pg. 6

Revision B-2, Admin Change, April 3, 2017
- Extended expiration date to October 3, 2017

Revision C, May 10, 2017
- Updated Section 4 Applicable Documents
- Updated Section 5 Responsibilities
- Updated Section 7 Measurements/Verification
- Updated to current template