

 Independent Verification & Validation Program	Program Support Office Services Request Process	IVV 04 Version: L Effective Date: February 11, 2015
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AUTHORITY		DATE
Jeffrey Northey (original signature on file)	IMS Manager	02/11/2015
David Sheldon (original signature on file)	Process Owner	09/30/2014

REFERENCES	
Document ID/Link	Title
Form 1013	NASA IV&V Facility Modification Request
IVV QM	NASA IV&V Quality Manual
IVV 11	Enterprise Architecture (IT Governance)
IVV 16	Control of Records
NPR 1441.1	NASA Records Management Program Requirements
NPR 7120.5	NASA Space Flight Program and Project Management Requirements
NPR 7150.2	NASA Software Engineering Requirements

If any process in this document conflicts with any document in the NASA Online Directives Information System (NODIS), this document shall be superseded by the NODIS document. Any external reference shall be monitored by the Process Owner for current versioning.

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1.0 Purpose

The purpose of this system level procedure (SLP) is to document how Program Support Office (PSO) services are to be requested and supplied to NASA IV&V personnel.

2.0 Scope

This procedure is applicable to requests for any PSO services, including, but not limited to, the following:

- Building/content maintenance/content use
- Program Physical Security
- Hardware and software
- Telephone and television, Video teleconferencing
- Trash removal/Cleaning (B1)
- Health and safety issues

Unplanned requests, or requests that cannot be accommodated with existing hardware, software, budget, or personnel resources, will require significantly more analysis and evaluation before receiving approval or denial.

For example, requests for information technology (IT) services that involve the development of additional hardware or software systems shall be evaluated against the Agency's Enterprise Architecture approach, as well as the NASA IV&V Program's Enterprise Architecture approach, shown in IVV 11, *Enterprise Architecture (IT Governance)*. Such requests may have to follow NASA procedures found in NASA Procedural Requirement (NPR) 7120.5, *NASA Space Flight Program and Project Management Requirements*, and NPR 7150.2, *NASA Software Engineering Requirements*, and may need to be approved by NASA's Chief Information Officer (CIO).

Another example would be a request for a building reconfiguration. All construction must meet federal, state, and West Virginia University (WVU) building codes and regulations.

All requests will be evaluated by the PSO Staff and prioritized according to available resources and funding and escalated if required.

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3.0 Definitions and Acronyms

Official NASA IV&V roles and terms are defined in the [Quality Manual](#). Specialized definitions identified in this SLP are defined below.

3.1 Acronyms

CIO	Chief Information Officer
IMS	NASA IV&V Management System
IT	Information Technology
NODIS	NASA Online Directives Information System
NPR	NASA Procedural Requirements
O&M	Operations and Maintenance
PSO	Program Support Office
QM	Quality Manual
SLP	System Level Procedure
ViTS	Video Teleconference System
VPN	Virtual Private Network
WVU	West Virginia University
WVURC	West Virginia University Research Corporation

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4.0 Process Flow Diagram

A process flow diagram does not apply to this SLP. However, the following illustration depicts subject matter described in later sections of this SLP.

The PSO also provides Help Desk functions via internal phone numbers for many O&M services.



The PSO has established several different ways for NASA IV&V personnel to request O&M and IT services. Many of the policies and procedures are posted on the NASA IV&V intranet at <http://services.ivv.nasa.gov/docs.html> and <http://ithelpdesk.ivv.nasa.gov/>.

The PSO or its subcontractors shall maintain records associated with all PSO activities performed for the NASA IV&V Program.

All tenant proposed modifications to the NASA IV&V Facility require the completion and approval of Form 1013, *NASA IV&V Facility Modification*

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Request, to ensure that funding is available prior to the start of any work. The Form 1013 should be submitted electronically to the PSO Lead and O&M Lead.

The following sections explain how to request O&M services.

4.1 Electronic Requests

Electronic requests may be submitted through various resources (e.g., IT Help Desk web site, Enterprise Content Management) on the NASA IV&V intranet. These electronic submission processes either have been pre-approved by NASA or include a procedure in which NASA will approve the request before the PSO can take any action.

For maintenance requests, email ivv-maintenance@lists.nasa.gov. For IT-related requests, email help@ivv.nasa.gov. For security requests, email security@ivv.nasa.gov. For Video Teleconference System (ViTS) requests, visit <http://ithelpdesk.ivv.nasa.gov/vits.html>.

4.2 Verbal Requests

4.2.1 Phone Requests

The PSO has established Help Desk functions for requesting O&M services.

4.2.1.1 Maintenance, NASA IV&V Facility Usage, or Health and Safety Services

Maintenance services can be reached Monday through Friday from 7 a.m. to 4 p.m. via phone at 8224 or 304-367-8224. Maintenance services provide consultation with NASA IV&V regarding maintenance, NASA IV&V Facility usage, health and safety services, or other information.

4.2.1.2 IT Services

The PSO has established an IT Help Desk that provides consultation with an IT professional regarding IT services

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or requests. The IT Help Desk is manned Monday through Friday from 8 a.m. to 6 p.m. IT Help Desk requests can be submitted via phone at 8237 or 304-367-8237.

4.2.1.3 Physical Security Services

The Protective Services Contract is managed by GSFC code 240. Protective Services Division will provide a professional, responsive, and multidisciplinary security service that ensures the security and well-being of all Goddard personnel, facilities, programs, information, and other assets. All Security officers act as our first responders and are trained in First Aid/CPR and AED use. Security also provides badging access control assistance. Requests can be submitted via phone at 8200 or 304-367-8200.

Please see the code 240 website for more information:
<http://protectiveservicesdivision.gsfc.nasa.gov/>

4.2.2 In-Person Requests

Because the PSO and its associated contractors are co-located in the NASA IV&V Facility, requests can be made in person by speaking directly with the Security, Maintenance, or IT Help Desk supervisors or alternates.

5.0 Metrics

Any metrics associated with this SLP are established and tracked within the NASA IV&V Metrics Program.

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6.0 Records

The following records will be generated or updated and filed in accordance with this SLP and IVV 16, *Control of Records*, and in reference to NPR 1441.1, *NASA Records Management Program Requirements*.

Record Name	Original	Vital	Responsible Person	Retention Requirement	Location
Form 1013	Y	N	WVURC	Established by Contract	Contractor provided
IT Requests	Y	N	WVURC	Established by Contract	Contractor provided
Maintenance, Cleaning, or Construction Work Orders	Y	N	WVURC	Established by Contract	Contractor provided



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VERSION HISTORY

Version	Description of Change	Rationale for Change	Author	Effective Date
Basic	Initial Release		Gregory Blaney	04/01/2005
A	Section 8, Records, update and minor corrections	Annual Document Review	Gregory Blaney	01/27/2006
B	Annual Document Review	Annual Document Review	David Sheldon	02/23/2007
C	Annual Document Review	Annual Document Review	David Sheldon	09/10/2007
D	Update process flow diagrams to align with Facility Management paradigm.		Stephanie Ferguson	01/28/2008
E	Update to incorporate link to new Form 1013		Paige Eckard	07/30/2008
F	Changed "IV&V Facility" to "IV&V Program"		Stephanie Ferguson	02/23/2009
G	Added Security to the O&M diagram		David Sheldon	01/25/2010
H	Added reference document precedence statement		Sara Cain	07/29/2010

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Version	Description of Change	Rationale for Change	Author	Effective Date
I	Remove references to TrackWise, the O&M/WVURC Budget Transfer Request process and corresponding Form 1012		David Sheldon	12/03/2010
J	Rename this SLP to include PSO. Clarify who is required to use Form 1013	Internal audit findings: to reflect IV&V re-organization	David Sheldon	09/19/2012
K	Updated to breakout Maintenance and Security areas.	Due to the new security contract IV&V is required to separate security tasks and maintenance tasks	David Sheldon	08/15/2013
L	In Section 2, Scope, renamed "Major request" to "Unplanned request". Expand Section 4.2.1.3, <i>Physical Security Services</i> .	PAR: 2014-P-410. The term "Major" request is vague - rename request to be accurate. What services does security provide? - Document information from GSFC code 240 website and other IV&V services.	David Sheldon	02/11/2015

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