

 Independent Verification & Validation Program	Success Stories	IVV 24 Revision: B Effective Date: October 04, 2011
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APPROVAL SIGNATURES		DATE
Ken Vorndran (original signature on file)	IMS Representative	10/04/2011

REVISION HISTORY			
Revision	Description of Change	Author	Effective Date
Basic	Initial Release	Stephanie Ferguson	06/23/2010
A	Added Safety information and changed the website	Stephanie White	09/28/2010
B	Remove Quarterly Report, clarify roles	Richard Grigg	10/04/2011

REFERENCE DOCUMENTS	
Document	Title
IVV QM	NASA IV&V Quality Manual
IVV 16	Control of Records
NPR 1441.1	NASA Records Retention Schedules

If any process in this document conflicts with any document in NODIS, this document shall be superseded by the NODIS document. Any reference document external to NODIS 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 establish a consistent and documented method for collecting and disbursing Success Stories related to the work performed within the NASA IV&V Program.

The goals of Success Stories collection and disbursal are to:

- Capture major accomplishments and their added value to the NASA IV&V Program
- Support the NASA IV&V Program's strategic goals and objectives, and continually highlight the best products, processes, and services provided by the Program
- Communicate and document successes that have been collected within the NASA IV&V Program for publication for customer and stakeholder use

2.0 Scope

This SLP applies to all NASA IV&V civil service and contract employees across all functional organizations.

3.0 Definitions and Acronyms

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

3.1 Screening Lead

The Screening Lead is the Strategic Communication Office (SCO) Lead or a designee who assesses the originality and completeness of a submission to the Success Stories Database.

3.2 Screening Team

The Screening Team comprises representatives from the Strategic Communication team and applicable subject matter experts from the associated functional area(s) to verify the accuracy and completeness of a Success Story submitted to the database.

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3.3 Success Stories Annual Review

The Success Stories Annual Review is a review performed annually to assess the need for process improvement and ensure that the needs of the NASA IV&V Program are being met. If changes are needed, documentation will be revised, and staff will be informed.

3.4 Success Stories Database

The Success Stories Database is a Knowledge Management System (KMS) data repository that manages Success Stories for the NASA IV&V Program. It is located at <http://lessons.ivv.nasa.gov/success/home.asp>.

3.5 Success Story

A Success Story is the accumulation of highlights from a work effort in regard to engineering findings, program successes, and management achievements. A Success Story provides an explanation of an accomplishment (or group of accomplishments), the results of the accomplishment, and the value added to internal/external customers. A Success Story can be (but is not required to be) tied to NASA-derived technology or supported by the Office of Safety and Mission Assurance (OSMA).

3.6 Success Story Originator

The Success Story Originator is any NASA IV&V civil service or contract employee who submits a Success Story for the Success Stories Database.

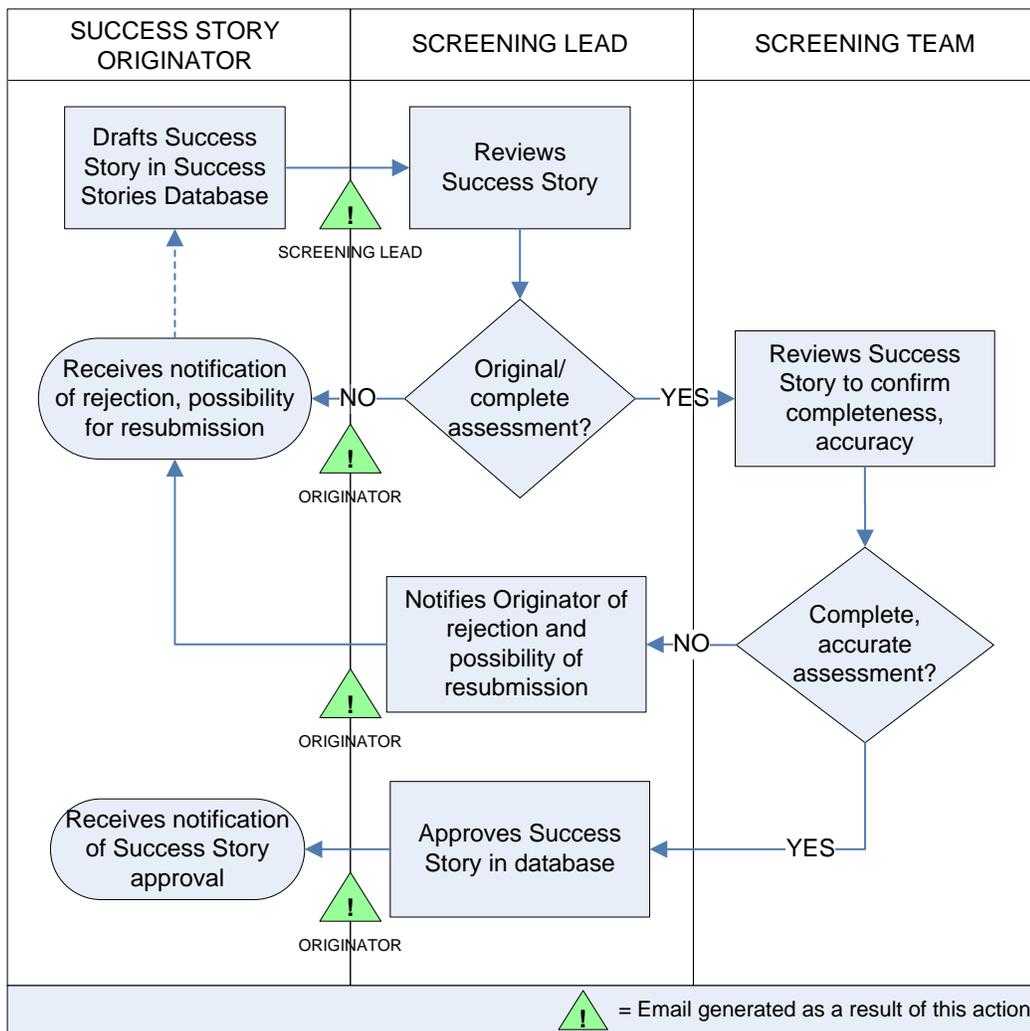
3.7 Acronyms

IMS	NASA IV&V Management System
KMS	Knowledge Management System
OSMA	Office of Safety and Mission Assurance
QM	Quality Manual
SCO	Strategic Communication Office
SLP	System Level Procedure

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4.0 Process Flow Diagram

The following diagram depicts processes described in this document, and the responsibilities and actions that shall be performed by process participants or their designees. Any information supplemental to the depicted process will appear after the diagram.



The Success Story Originator shall draft a Success Story in the Success Stories Database for review by the assigned Screening Lead.

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For every drafted Success Story, the following information must be captured:

- Author – The name of the Success Story Originator
- Email – The email address of the Success Story Originator
- Office/Group – The functional organization associated with the Success Story
- Topic – The technical or non-technical subject of the Success Story (e.g., risk management, event planning, Safety Awareness Campaign, project management training and techniques, etc.)
- Level of Impact – Value added internally or externally

If the Success Story originates from work performed in the IV&V Office, the following information must be captured:

- Project – The IV&V Project that is associated with the Success Story
- Safety Category – The type of safety enhanced as described by the content of the Success Story (e.g., mission, crew, and/or public safety)

Additionally, the Success Story Originator must compose a paragraph or set of paragraphs that addresses the following three elements:

- Accomplishment – What work has been performed? On what work has significant progress been made?
- Result – What are the direct results, findings, or outcomes of the accomplishment?
- Value Added Statement – What is the benefit of the accomplishment to the Project/Program/Agency?

These three elements will be combined to form the overall Success Story. To ensure that the Success Story is effective and applicable for future use, the Success Story Originator should aim to minimize the use of acronyms, ensure that pronouns and objects are clear, and write in a conversational language that uses active verbs to convey the meaning of the success as a story.

If the Success Story Office/Group falls under the IV&V Office, the Success Story Originator shall fill out the “Project” field to indicate what IV&V Project is associated with the Success Story.

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Additionally, if the Success Story falls under the IV&V Office, the originator shall select any or all of the safety categories to which the Success Story relates.

Once the Success Story is drafted and entered into the Success Stories Database, the Screening Lead is notified that the Success Story needs to be assessed. The Screening Lead will coordinate efforts with the Screening Team members to:

- Ensure that all data is clear, concise and complete
 - Ensure that the Success Story is factually accurate
 - Ensure that a similar Success Story does not already exist in the database
- Success Stories that are approved will be maintained in the Success Stories Database.

The Screening Lead shall approve or reject the draft Success Story.

- Approve – Upon review of the Success Story and assessment phase, the Screening Team shall determine if the Success Story is appropriate for documentation into the Success Story database.
- Reject – Upon review of the Success Story and assessment phase the Screening Team can reject the Success Story due to duplicate information, or non-conformance. The Screening Lead shall notify the Originator for possible resubmission.

Database searches may be run anytime by any user with access to the database.

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 Retention Schedules*.

Record Name	Original	Vital	Responsible Person	Retention Requirement	Location
Success Story (not Project-related)	Y	N	Screening Lead	Destroy when 7 years old (1/26.5)	Success Stories Database
Success Story (Project-related)	Y	N	Screening Lead	Destroy/delete between 5 and 30 years after program/project termination (8/103)	Success Stories Database