

# About the NASA Mission Support Directorate

The Mission Support Directorate (MSD) enables NASA mission success. By delivering foundational support capabilities responsive to evolving mission needs, we ensure that NASA has the technical skills, physical assets, financial resources, and top talent it requires. We provide novel, innovative, high-quality solutions and leading-edge enterprise services to empower NASA customers, partners, and employees, and to ensure NASA leadership in aerospace, science, and exploration.

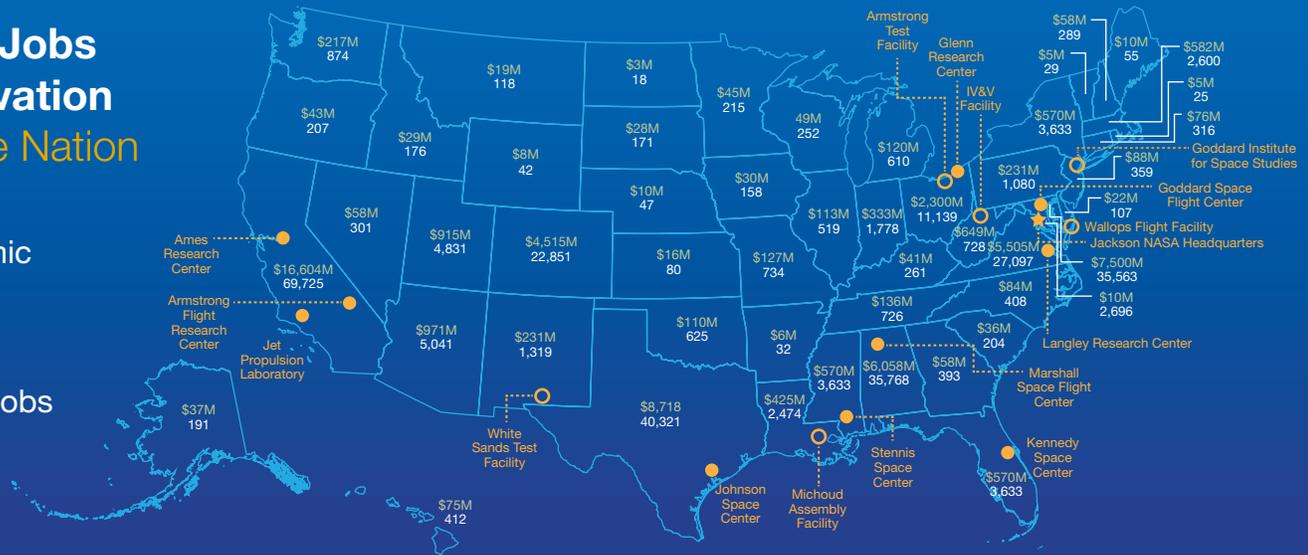
## Creating Jobs and Innovation Across the Nation

**\$64.3B**

Total Economic Output

**312,623**

Total NASA Jobs



## Priorities

MSD is collaborating with external partners and industry leaders to explore innovative approaches to addressing some of our most pressing support service challenges.



### Enterprise Operations

MSD is developing strategies to mature its enterprise service delivery model.



### Core Functions

MSD is creating solutions for aligning the most critical support functions to the highest priority mission work.



### Infrastructure

MSD is prioritizing investments and exploring sustainable solutions to address immediate infrastructure concerns and ensure long-term mission success.



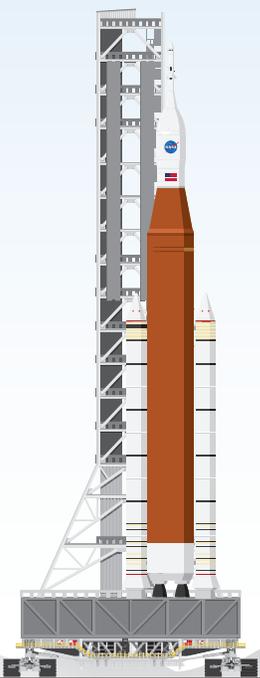
### Service Delivery

MSD is exploring innovative approaches to providing support services and capabilities, including optimal functional alignment and work prioritization.



### Customer Satisfaction

MSD is developing solutions for obtaining accurate, meaningful, and actionable measures of satisfaction across our customer base.





**11,000+** People



**5,500** Facilities



**\$3.5B** Budget



**14** Functional Areas

## The Team

Mission support is comprised of fourteen enterprise organizations that work together to enable NASA mission success. The mission support organizations deliver essential business services for the Agency, including human capital, infrastructure, finance, communications, information technology, procurement, protective services, small business, legislative affairs, legal services, and international relations.

MSD is the nucleus of mission support, providing direction, integration, and alignment across all enterprise-enabling capabilities. We focus on service operations, transformation, resources management, program management, and support. In collaboration with center and mission leadership, we ensure talent, resources, and capabilities are mission ready.



**Bob Gibbs**  
Associate Administrator,  
MSD



**Mary Davie**  
Deputy Associate  
Administrator, MSD



**Karla Smith Jackson**  
Assistant Administrator for  
Procurement



**Jason Detko**  
Deputy Assistant  
Administrator for  
Procurement



*“From the technical service that ensures our safety, to the launchpads that get us to space, **mission support is with us as astronauts every step of this journey.**”*

- Astronaut Shannon Walker



## Contact

NASA MSD’s vision is to be the unparalleled source of seamless and innovative support capabilities in aerospace, science, and exploration. Visit [www.nasa.gov](http://www.nasa.gov) or email us at [HQ-MSD-Info@mail.nasa.gov](mailto:HQ-MSD-Info@mail.nasa.gov) to explore opportunities to be a part of that vision.